



## Australian Customs Cargo Advice

Number 07/05

### SERVICE LEVEL APPROACH TO SEA CARGO STATUS

**Important - September 2008 - The CI & SC operating hours have been revised. Refer to ACCA 2008/08 (<http://www.cargosupport.gov.au/webdata/resources/notices/ACCA0808.pdf> for further information.**

This Australian Customs Cargo Advice details the support services Customs will provide when changing the status of a sea cargo consignment. This will serve as an interim measure and will be subject to evaluation in advance of longer-term approaches aimed at delivering transparent and measurable service standards for cargo availability.

These support services will focus on circumstances where Customs places a hold on cargo more than 24 hours after all required information (a complete and accurate sea cargo report and import declaration) has been provided. The criteria for notification may be found at Attachment A.

#### **Support services to be provided by Customs**

Industry and Customs have agreed on the following services in relation to late changes to sea cargo status:

1. Customs to contact Customs brokers by telephone advising details of late status changes when they are placed on sea cargo. A confirmation email will also be sent to assist Customs brokers in advising their clients of delays in cargo release;
2. Customs to respond within twenty-four (24) hours to Industry requests for updated information about the status of late change consignments. The focus of advice will be to confirm that clearance activities are in train and that there is no further work required by Industry to expedite clearance.

The first service, in particular, will assist Customs brokers in managing their logistics, as they can rebook or re-use vehicle booking system slots early, avoiding wasted bookings or truck journeys.

#### **Updating your contact details in the ICS**

The above services will be provided to Industry from **31 March 2007**. Effective operation of these services will require Customs brokers to keep contact details current in the ICS, this includes details for a contact for the Cargo Movement Cell to advise any change in status to. If, for operational reasons, a separate contact is required for each region then you should ensure that each of these are recorded in the ICS.

Procedures in updating/adding contact details in the ICS in relation to these services can be found at: <http://www.cargosupport.gov.au/webdata/resources/files/UpdClientDtlsICS.pdf>.

### Service levels

Customs will create a Cargo Movement Cell (CMC) within the Customs Information & Support Centre (CI&SC) to deliver these new services. The CMC will operate 7 days a week from 0500 hours until 2300 hours. During these hours the CMC will advise brokers of late status changes no later than 2 hours after the status change occurs. Late status changes occurring outside these hours will be notified by 0700 hours the next day. As indicated above the CMC will respond within 24 hours to requests for information relating to late status change consignments. Note that follow-up requests made over the weekend may not be able to be fully advised due to CEF operational hours.

### Industry requests for updated information about the status of late hold consignments

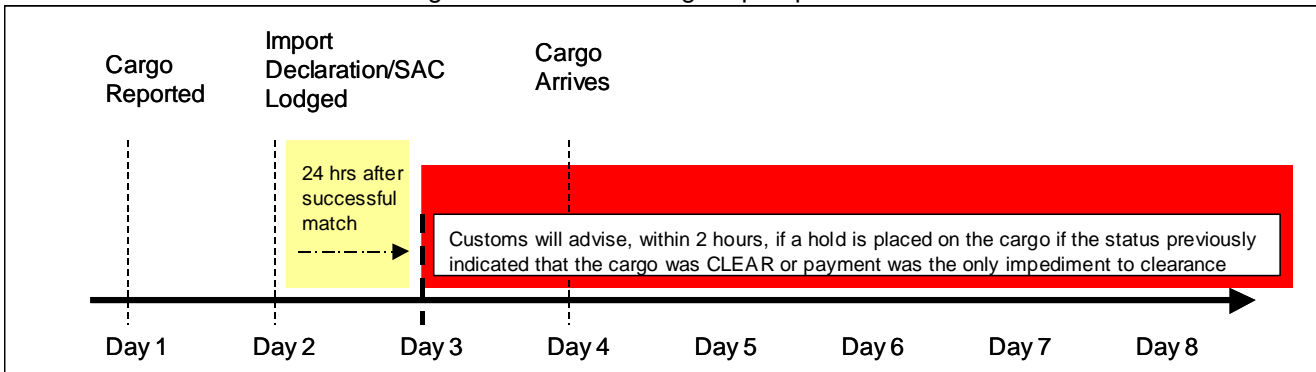
Requests for updated information about the status of late hold consignments or any complaints relating to them can be made via the Cargo Movement Cell (CMC) within the CI&SC.

If you have any questions regarding this advice please contact the Cargo Movement Cell on 1300 558 099 or email to [cargomovementcell@customs.gov.au](mailto:cargomovementcell@customs.gov.au).

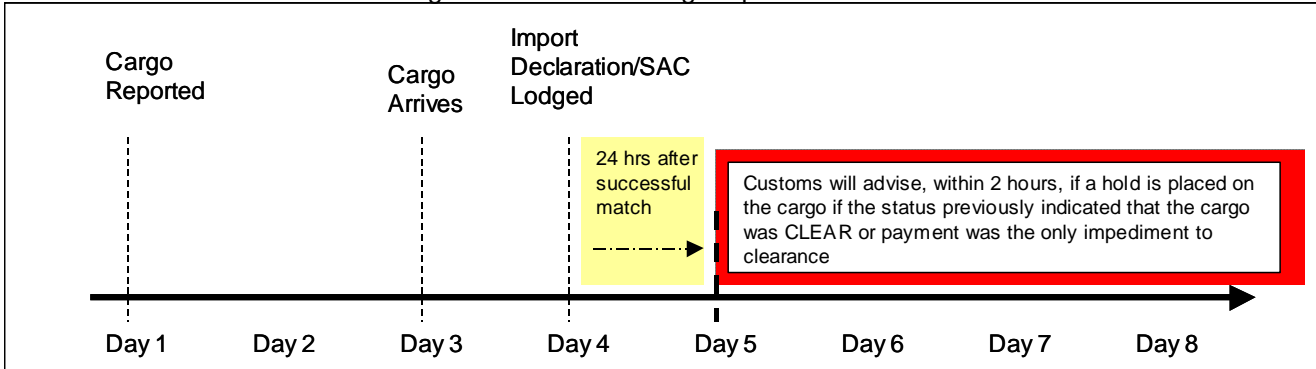
Information on this and other cargo support matters can be found at [www.cargosupport.gov.au](http://www.cargosupport.gov.au).

Below are some examples of how/when the notification of the late hold process will operate.

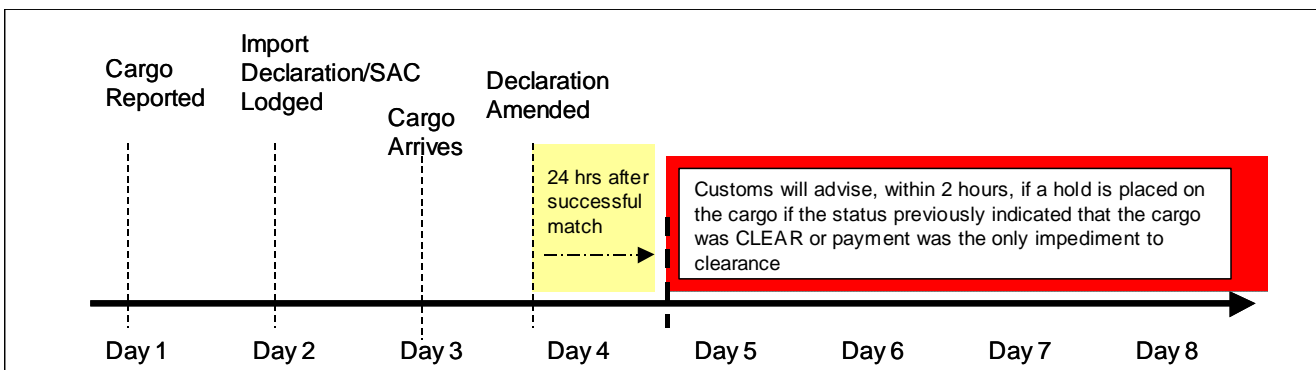
1. When the declaration is lodged and links to a cargo report prior to arrival.



2. When the declaration is lodged and links to a cargo report after to arrival.



3. When the declaration is lodged and links to a cargo report prior to arrival followed by an amendment to the declaration after arrival.



March 2007

**Attachment A**

**Service level approach to certainty of sea cargo status – Overview**

Customs brokers can be certain of cargo status twenty-four hours after a complete and correct import declaration has been lodged (provided that the declaration links to a valid cargo report). Where Customs changes the status of cargo after this period, Customs will contact the Customs broker and advise them of the late hold. Customs will contact clients if changing the status of the cargo as per the following table:

<b>Cargo status</b>	<b>Customs to advise status</b>	<b>Reason</b>
CLEAR	Yes	Cargo has been cleared and an Authority to Deal issued.
CONDLEAR	Yes	Cargo is cleared pending certain conditions being met such as fumigation for AQIS or s71E application.
\$YYY	Yes	Cargo report and import declaration are clear or conditionally cleared by Customs and AQIS but the ICS is awaiting payment.
\$YNY	Yes	The import declaration and cargo report has been cleared by Customs (and awaiting payment). AQIS have cleared the cargo report but have an impediment on the import declaration.
\$YYN	Yes	The import declaration and cargo report has been cleared by Customs (and awaiting payment). AQIS have cleared the import declaration but have an impediment on the cargo report.
YYNY	Yes	The import declaration and cargo report has been cleared by Customs (and paid). AQIS have cleared the cargo report but have an impediment on the import declaration.
YYYN	Yes	The import declaration and cargo report has been cleared by Customs (and paid). AQIS have cleared the import declaration but have an impediment on the cargo report.
\$NYY	No	The import declaration is clear (awaiting payment) but the cargo report is not yet cleared by Customs. <i>Further details as to why the cargo report is not clear may be found on the Import Document Status Detail View screen.</i>
YNYY	No	The import declaration is clear and has been paid, but the cargo report is not yet cleared by Customs. <i>Further details as to why the cargo report is not clear may be found on the Import Document Status Detail View screen.</i>
NNYY	No	The import declaration and cargo report have been cleared by AQIS but not by Customs.
NNNN	No	Customs and AQIS have not cleared the cargo.
Blank	No	Import declaration has failed to link to a valid cargo report. This will occur if there is no cargo report, or if the declaration is quoting incorrect cargo report details (eg incorrect container number). <i>Further details as to why there isn't a match is provided to the broker in the Information screen.</i>