



Australian Customs Cargo Advice

Number 07/09

ICS Hard Copy Prints – Post Implementation

Background

In response to a request from the Industry Action Group (IAG), Customs initiated a project to assess the use of Integrated Cargo System (ICS) hard copy prints in the release of cargo. The details of this project were outlined in Australian Customs Cargo Advice 07/03 and 07/07. The purpose of this project was to make recommendations on the most timely and effective way to transition Industry away from the use of hard copy prints. Customs, in consultation with Industry, successfully piloted this project in Victoria and Tasmania to assess the potential impact of the withdrawal of support for ICS hard copy prints in the release process.

Implementation

The outcomes of the ICS Hard Copy Print Project are in line with the projected expectations of Customs and Industry. It was anticipated that there would be minimal impact to the release process with the withdrawal of Customs support of the use of ICS hard copy prints. The Implementation Schedule was maintained with Victoria, Tasmania, Western Australia, South Australia and Northern Territory withdrawing support for the use of hard copy prints from 10 April 2007. The final stage to withdraw support from Queensland and New South Wales from 23 April 2007 has confirmed expectations that there would be no impact on Industry. Overall, the withdrawal of Customs support of the use of paper in the release process has been successful.

Business as usual

With the removal of Customs support of the use of ICS hard copy prints it is anticipated in the case of primary systems failure (excluding ICS Business Continuity Plan (BCP) situations) that the majority of release points will utilise Customs Interactive, either directly or indirectly, which is the Customs preferred secondary release mechanism.

The following processes are acceptable means for obtaining status to release cargo where the delivery point cannot confirm the appropriate status:

1. **Customs ICS Interactive;**
2. **Customs Information and Support Centre on 1300 558 099 (Verbal Release, including reference number); or**
3. **Customs Information and Support Centre at cargomovementcell@customs.gov.au to communicate release to the delivery point by email or facsimile.**

Customs recognises that the alternative release option 3, e-mail or facsimile, is designed for use by release points as well as other service providers. The email should be titled "Delivery Point Release Request" and include the relevant cargo identifiers, the location of the cargo and the release point email or facsimile details. Customs will then advise the delivery point of the cargo status.

Customs will provide services 2 and 3 between 0600 and 2100 Monday to Friday and 0730 to 1600 on Saturday and Sunday. Please note that the Customs Urgent Clearances Number (02 6275 6100) may be used for urgent clearances outside these hours.

Customs ongoing support

Customs are continuing to work with Industry to ensure the most efficient secondary means of releasing cargo are available. In particular Customs and the CBFA are working with Industry to allow Customs and brokers having access to Industry systems for real-time verification (Brokers) or update of status functionality (Customs).

Further Information

Any further queries can be directed to the pilot mailbox: paperprintpilot@customs.gov.au

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