



Australian Customs Cargo Advice

Number 07/24

New Client Search functionality in the ICS

Customs has introduced a new screen to search for registered clients in the Integrated Cargo System (ICS). With the introduction of this search facility, new software is also being used in the existing client registration screens to dramatically increase the efficiency of the system when performing searches for existing registered clients.

The new screen was introduced during September and made available to a limited number of users who were involved in the co-design of the screen. After receiving positive feedback the screen has now been made available for ALL users of the Customs Interactive. It is anticipated that the existing Registered Name Search screen will be removed early in 2008.

Registered Client Search

Under the Client, Search menu item, select **Registered Client Search**. The following screen is displayed.

The screenshot shows a web browser window titled "Registered Client Search - Microsoft Internet Explorer". The page header includes the Australian Government logo and the text "ICS_A Australian Customs Service EXT_TEST". The main heading is "Registered Client Search".

On the left is a dark blue navigation menu with the following items: HOME, HELP, Reference, Client (with sub-items Summary and Search), Registered Name (with sub-items Registered Client and Registered Identifier), Registration, Reports, Exports, Imports (with sub-items Sea Arrivals, Sea Cargo Report, Cargo List, Progressive Discharge, Vessel Summary, Sea Cargo Outturn, Underbond, Air Arrivals, Air Cargo Report, Air Waybill Outturn), Import Document Search (with sub-items Import Document Retrieve and Import Document Create), Payments & Refunds, Drawback Claims, S7IE Movement Applications (with sub-item Diagnostics), Outbound Messages, and Logoff.

The "Registered Client Search" section contains the following fields and controls:

- ABN/CCID: Note: if entered, ABN/CCID automatically overrides all other criteria
- Organisation: Organisation, Individual
- Name: Contains/Like Starts With
- Given Name:
- Country:
- State:
- Postcode:
- Address:
- Search Clear

Red circles highlight the "Registered Client" menu item in the navigation bar and the "Contains/Like" radio button. A red arrow points from the left edge of the page to the "Registered Client" menu item.

The new screen combines search fields from the Registered Name & Registered Identifier screens and provides an improvement in the speed of results returned.

There is a new 'Contains/Like' selection button. The name matching capability is SSA name 'fuzzy logic' however it has been called 'Contains/Like' as it is a more appropriate description than 'fuzzy'.

Using the 'Contains/Like' search will assist when incorrect spelling has been used with previous name registrations.

An example of the fuzzy logic is as follows:

If a mis-spelling of MACGOWAN is entered, the 'contains/like' search will return matches of MCGOWAN. Similarly you can enter parts of a client's name like TRUST or FAMILY and obtain results. However if MCG is entered and the 'contains/like' search is used, no result will return as the 'string' matching logic does not consider MCG is close enough to MCGOWAN. Using MCG with 'starts with' will return all results.

Another improvement is the inclusion of the ABN/CCID field on the same screen as the name search fields. An ABN, with the spaces embedded in it, can be copied & pasted into the ABN/CCID field without error.

When searching for a name, it may appear that duplicate results are returned. This is because each name & address combination is listed that matches your search criteria. Each match is allocated with the ABN/CCID though, so it is easy to see all of the name & address combinations on the screen.

In the below example, both registered addresses are returned against the name and ABN.

The screenshot shows a web browser window titled "Registered Client List - Microsoft Internet Explorer". The page header includes the Australian Government logo and "ICS_A Australian Customs Service EXT_PROD". The main heading is "Registered Client List". On the left is a navigation menu with options like "HOME", "HELP", "Reference", "Client", "Search", "Reports", "Exports", "Imports", "Outbound Messages", and "Logoff". The main content area has a "Search Criteria" box containing "Client Type: Organisation; Name: MCGOWAN FAMILY; Search Type: Starts With; Country: AU". Below this is a table with columns: Name, ABN/CCID, CAC, Address, and Client Status. Two rows are visible, both for "MCGOWAN FAMILY TRUST" with ABN/CCID "24075301798". The first row has "POSTAL ADDRESS SHOWN HERE" and "ACTIVE" status. The second row has "BUSINESS ADDRESS SHOWN HERE" and "ACTIVE" status. At the bottom, it says "Records 1 to 2" and has "Prev", "Page", "Next", and "Back" buttons.

Name	ABN/CCID	CAC	Address	Client Status
MCGOWAN FAMILY TRUST	24075301798		POSTAL ADDRESS SHOWN HERE	ACTIVE
MCGOWAN FAMILY TRUST	24075301798		BUSINESS ADDRESS SHOWN HERE	ACTIVE

There is also a noticeable improvement in the performance of the registration screens. The same name matching software has been introduced to improve the speed and accuracy.

Further Information

Further information can be obtained by contacting CI&SC on 1300 558 099 or email cargosupport@customs.gov.au

Australian Customs Service
Industry Engagement & User Services
CANBERRA
18 October 2007