



## AUSTRALIAN CUSTOMS CARGO ADVICE

Number 08/08

### Changes to Hours of Operation for Customs Information & Support Centre (CISC)

The purpose of this Australian Customs Cargo Advice (ACCA) is to advise of the revised hours of operation of the Customs Information & Support Centre (CI&SC).

A functional analysis of service provision has resulted in the development of a structure and roster system which allows the delivery of appropriately skilled officers at the required times to meet client service delivery expectations. As a result, there will be a reduction in operating hours of the CI&SC from 0500 to 2300 seven days a week, to 0600 to 2100 Monday to Friday and 0700 to 1900 on weekends. Those hours remaining are to be covered by the On Call Officer.

These service provision time changes will take effect as of **Sunday 31 August 2008** and each relevant ACCA will be updated with the new operational times.

The provision of services currently provided will not be withdrawn however; the following services may have amended availability:

#### **Late Status Change Advice to Brokers**

The current published hours of service (per ACCA 07/05) of 0500 - 2300 7 days per week will now become 0600 - 2100 Monday to Friday, and 0700-1900 on weekends.

During these hours the CI&SC 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 0800 hours the next day (Monday to Friday) or 0900 hours on weekends.

Current points of contact and service standards will still apply.

#### **Hard Copy Prints "Delivery Point Release Request"**

The current published hours of service (per ACCA 08/07 released July 08) of 0600 - 2100 7 days per week will now become 0600 - 2100 Monday to Friday, and 0700-1900 on weekends.

For urgent requests/clearances outside of these hours the Customs Urgent Clearance number (02) 6275 6100 may continue to be used.

### **Screening Override for Amending Key Identifier - B1000**

The current published hours of service (per ACCA 07/08) of 0500 - 2100 7 days per week will now become 0600 - 2100 Monday to Friday, and 0700-1900 on weekends.

Requests received within these timeframes will be actioned between 2 and 4 hours of receipt of the email. Any requests received out of the above hours will not be processed until the next day.

Current points of contact and service standards will still apply.

### **Sea Impending Arrival Amendments**

The current published hours of service of 0500 - 2300 7 days per week will now become 0600 - 2100 Monday to Friday, and 0700-1900 on weekends.

Requests received within these timeframes will be actioned between 2 and 4 hours of receipt of the email. Any requests received out of the above hours will not be processed until the next day.

The relevant Request Form will be updated shortly.

Current points of contact and service standards will still apply. Previously published procedural requirements advised to affected parties remain.

### **Air Impending Arrival Amendments**

The current published hours of service of 0500 - 2300 7 days per week will now become 0600 - 2100 Monday to Friday, and 0700-1900 on weekends.

Requests received within these timeframes will be actioned between 2 and 4 hours of receipt of the email. Any requests received out of the above hours will not be processed until the next day.

The relevant Request Form will be updated shortly.

Current points of contact and service standards will still apply. Previously published procedural requirements advised to affected parties remain.

### **S119AA Applications**

Standard regional arrangements remain in place for processing of applications during business hours.

For Urgent Clearances outside of these hours the Customs Urgent Clearance number (02) 6275 6100 may continue to be used.

### **Urgent Clearances - Live Animals / Human Remains / Section 70 (NSW Only)**

The new hours of service will be 0600 - 2100 Monday to Friday, and 0700-1900 on weekends. Current points of contact and service standards will still apply.

For Urgent Clearances outside of these hours the Customs Urgent Clearance number (02) 6275 6100 may continue to be used.

### **Industry Requests for Updated Status**

The ICS now provides the facility [Declaration Status Advice Message] for clients to check the cargo status themselves. Refer to Australian Customs Cargo Advice 08/06.

If you have any further questions regarding this advice please contact the CI&SC on 1300 558 099 or email [cargosupport@customs.gov.au](mailto:cargosupport@customs.gov.au).

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

Australian Customs Service  
Industry Engagement and User Services  
CANBERRA  
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