



Australian Customs Cargo Advice

Number 08/03

New Integrated Cargo System Regular Outage Window

Each week Customs has scheduled outages to the Integrated Cargo System (ICS) and/or the Customs Connect Facility (CCF) for system maintenance as well as software and hardware upgrades as required.

Currently there are 2 x 2 hour scheduled ICS outages each week on Monday and Wednesday mornings from 01:00 to 03:00 hours. Previous small deployments are being replaced by larger, less frequent releases. This is evidenced by the extended outage required for both the September and November releases and a further extension to the regular scheduled outage on Monday 4, 11 and 25 February 2008. Further extended outages are/were also required in preparation for the transition of Customs systems to a new service provider in April/May 2008.

After consultation with critical reporters in the ICS and the members of the Industry Action Group (IAG), Customs has decided to replace the weekly 2x2 hour windows with a single weekly window of 4 hours from midnight to 04:00 hours on Wednesday mornings. Historically this period has minimal transaction volumes and it is a window likely to cause least disruption to industry business practice.

It is acknowledged that some clients will experience increased disruption to their business operation and to allow industry to make changes in preparation for the implementation of this change, Customs will not implement the new outage arrangements until 4 June 2008. To help alleviate potential bottlenecks caused by a single 4 hour outage each week, Customs will reduce the screening period for air cargo from two hours to one hour for the first two hours after the outage each week.

Customs acknowledges the impact this change may have on industry's ability to meet cargo reporting obligations during these weekly shutdowns. We encourage industry to report cargo which is due to be reported during the shutdown period before the shutdown, if at all possible. This will ensure that the impact the shutdowns have on industry compliance levels will be minimised. Customs will take the outage periods into consideration when reviewing cargo reporting data for compliance purposes.

ICS and CCF outages usually result in a loss of service for internal and external users alike but urgent clearances can be arranged by contacting the Customs Urgent Clearances on (02) 62756100 as necessary.

Further Information

Further information can be obtained by emailing Industry Engagement at industryengagement@customs.gov.au