

## DIGITAL CERTIFICATE ENQUIRY FORM

**NOTE: Please complete all fields on this form.  
Incomplete forms will not be processed.**

Contact Details	
<b>Client Name</b> (your name):	
<b>Company Name</b> (name of the company you work for):	
<b>ABN</b> (the company's ABN):	
<b>Contact Number</b> (a current phone number you can be reached on):	
<b>Email Address</b> (your current email address or one mail can be sent to you):	
General Information	
<b>Q.</b> Is the company/individual already registered in the Integrated Cargo System?	
<b>A.</b>	
<b>Q.</b> Is the company/individual already directly communicating through the ICS using Digital Certificates?	
<b>A.</b>	
<b>Q.</b> Name/s of Authorised Officer/s in the company (certificate administrators):	
<b>A.</b>	
<b>Q.</b> Email address of the Certificate Administrator/s:	
<b>A.</b>	
<b>Q.</b> Is the certificate new (not previously registered) or is it a renewed certificate?	
<b>A.</b>	
<b>Q.</b> Are you a new user to this organisation?	
<b>A.</b>	
Certificate Information	
<b>Certificate Type</b> (i.e Type 1, Type 2 etc):	
<b>ABN</b> (the company's ABN):	
<b>Digital Certificate Holders Name</b> (name of registered Digital Certificate holder):	
<b>Certificate Email Address</b> (email address registered to Digital Certificate):	
<b>Expiry date of Certificate</b> (the date the certificate expires)	
Brief Description of Problem	
<ol style="list-style-type: none"> <li>1. Certificate Stores– a screenshot of the Certificate stores MUST be attached to your enquiry. <a href="https://www.abf.gov.au/help-and-support-subsite/files/fact-sheets/cs-emailing-screenshot.pdf">https://www.abf.gov.au/help-and-support-subsite/files/fact-sheets/cs-emailing-screenshot.pdf</a></li> <li>2. Logon error – if you are receiving a logon error, a screenshot of the error must also be attached. <a href="https://www.abf.gov.au/help-and-support-subsite/files/fact-sheets/cs-emailing-screenshot.pdf">https://www.abf.gov.au/help-and-support-subsite/files/fact-sheets/cs-emailing-screenshot.pdf</a></li> <li>3. User Guides- <a href="https://www.abf.gov.au/help-and-support/ics/integrated-cargo-system-(ics)/using-the-ics/digital-certificates">https://www.abf.gov.au/help-and-support/ics/integrated-cargo-system-(ics)/using-the-ics/digital-certificates</a></li> </ol>	

Email this form and your screenshot/s to [cmc@abf.gov.au](mailto:cmc@abf.gov.au)