



Australian Government

Australian Customs and  
Border Protection Service

## Australian Customs Cargo Advice

Number 2013/01

### Revised Hours of Operation of the Customs Information & Support Centre (CI&SC) Revokes ACCA 2008/08

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).

Consultation with industry and an analysis of work volumes has been conducted and as a result, the operational hours of the CI&SC will be changed to:

- When **Daylight Savings time** operates in NSW (First Sunday in October to First Sunday in April): 0700 hours to 2000 hours Monday to Friday and 0900 hours to 1700 hours on weekends
- When **Eastern Standard Time** operates in NSW (First Sunday in April to First Sunday in October): 0700 hours to 1900 hours Monday to Friday and 0900 hours to 1700 hours on weekends

**These revised hours will take effect as of Sunday 10 February 2013**

In line with the new hours of operation, the following services will be provided as outlined below:

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

The CI&SC will continue to advise brokers of late status changes no later than 2 hours after the status change occurs during the revised business hours. Late status changes occurring outside of these hours will be notified by 0830 the next day (Monday to Friday) and by 1030 on weekends.

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

As outlined in ACCA 08/07, the CI&SC will continue to provide Delivery Point Release Requests during hours of operation of the CI&SC.

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

Requests received within hours of operation will be actioned between 2 and 4 hours of receipt of the email. Requests received outside of the CI&SC operating hours, or within 2 hours of the published closing time, will be processed the next day.

### *Section 119AA & 119AB Applications (B959s)*

Standard regional arrangements remain in place for processing of applications during business hours. The CI&SC will process section 119AA and 119AB applications from 5pm until close on weekdays and on weekends within hours of operation.

Please contact the urgent clearance line for urgent clearances outside of the revised CI&SC hours of operation.

### *Sea and Air Impending Arrival Amendments*

Requests received within hours of operation will be actioned between 2 and 4 hours of receipt of the email. Requests received outside of the CI&SC operating hours, or within 2 hours of closing, will be processed the next day.

### *Urgent Clearances - Section 70 (NSW Only)*

To request an urgent cargo clearance, the cargo must meet one of the following criteria:

- Perishable cargo will be damaged if subjected to delay; or;
- Cargo requires immediate delivery (e.g. urgent medical supplies, hazardous materials and livestock); or
- Cargo may miss its carrier (export flights/vessels).

If your cargo meets one of the above criteria, phone 02 6275 6100.

Regular shipments should be cleared using the Integrated Cargo System (ICS) and not through the urgent clearance service (otherwise fees may apply).

### ***Customs Information & Support Centre Contact Details***

For General Cargo queries, please email [cargosupport@customs.gov.au](mailto:cargosupport@customs.gov.au) or phone 1300 558 099

For the services outlined above or urgent clearances, please email [cmc@customs.gov.au](mailto:cmc@customs.gov.au) or phone (02) 6275 6100

Australian Customs and Border Protection Service  
Cargo & Trade Services Branch  
CANBERRA  
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