HOW TO COMMUNICATE WITH CUSTOMS

Exporters lodging export declarations with Customs via the Intergrated Cargo System (ICS) must provide relevant documentation.

COMMUNICATING WITH THE ICS

There are two options for communicating with the ICS:

Customs Interactive (CI) facility: the CI allows real time web browser interaction with the ICS, and provides:

- a range of enhanced functions for lodging import and export declarations and cargo reports
- facilities to amend previous electronic data interchange (EDI) messages
- access to the diagnostic facility to verify the status of transactions in the ICS
- the ability to update details in the client register.

Electronic Data Interchange (EDI): the EDI is a class of industry specific message formats used in electronic commerce. The Customs Software Developers Guide details the messaging standards, specifications and the rules applied by Customs to messages used by the ICS.

Clients may connect via the Internet for EDI, or alternatively clients with high volumes of transactions may find it more cost-effective to have a direct connection to Customs.

LODGING EXPORT DECLARATIONS

Exporters have the option of lodging Export Declarations (EDNs) by two methods:

Electronically: export declarations can only be lodged by a registered user of the ICS. This can be an agent acting on behalf of the goods owner, or the owner themselves. All parties must have the relevant role assigned against their registration.

By Document: this is referred to as a documentary export declaration involving the completion of a paper declaration, prepared by the owner or agent acting on behalf of the owner. Documentary export declarations must be lodged in person at a Customs counter.

Clients who choose to lodge their declarations with Customs by document will be subjected to 100 points of evidence (Evidence of Identity (EOI)). EOI checks will be required **each time** a documentary export declaration is lodged.

All checks will be conducted at the time of lodgement, and the person lodging the documentary declaration will need to provide appropriate identification.

Examples of EOI include:

Primary: Birth certificate, passport or equivalent, Australian citizen equivalent

Secondary: Driver's licence, health care card, mortgage documents, Medicare card, marriage certificate.

Documentary export declarations may not be sent to Customs by fax, email or post, nor may a person other than the signatory deliver them.

FOR MORE INFORMATION

Go to: www.customs.gov.au then click on Cargo Support.
Email: cargosupport@customs.gov.au
Phone: 1300 558 099

For more information on any Customs matter, contact the Customs Information and Support Centre on 1300 363 263 or email information@customs.gov.au or browse the website www.customs.gov.au