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# 2

## ELECTRONIC COMMUNICATOR REGISTRATION

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**Customs strongly recommends that you read this module in full before proceeding with an electronic communicator registration.**

## CLIENT REGISTRATION OVERVIEW

This module provides instruction about how to register to use the Customs Integrated Cargo System (ICS).

It does not cover how to register a client of yours. This is covered in **Module 3.2 Create and Amend basic Client Details**.

As an electronic communicator, you are responsible for the accuracy of information you supply to Customs. It is essential that you ensure the correctness of the information before it is communicated.

### PROCESS

Direct electronic communicators must undertake the following in order to be able to use the Integrated Cargo System:

- consider pre-requisites – includes deciding on a communication and ensuring that you have the required computing infrastructure
- obtain digital certificates from an approved Certification Authority (CA) – includes deciding on how many digital certificate(s) are required and purchasing these digital certificate(s)
- obtaining and installing the Common-Use Signing Interface (CSI)
- downloading and installing digital certificate(s)
- exporting/ backup certificates and configure the CSI
- register with Customs – include:
  - registering with Customs Connect Facility
  - registering with the ICS.

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**Important Note:** for each organisation, only the initial registration of the first digital certificate for that organisation must be completed using the steps detailed in this document. The person who performs this registration should be someone authorised specifically by the organisation, as they will then be required to register other certificates for that organisation in the CCF, including any Type 3 – Device or Type 3 Host Certificates. For more information on registering subsequent digital certificates in the CCF, refer to **Module 2.2 Digital Certificate Maintenance**.

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## 1) PRE-REQUISITES

If you have chosen to communicate directly with Customs using the ICS, it is important that you have considered the following prior to beginning the registration process described in this module:

- Communication options:
  - Customs Interactive or
  - EDI software or
  - Bureaus
- Computer capability. You must have the appropriate computer capability to electronically communicate with Customs:
  - For Customs Interactive (access via the Internet) you will need an Internet connection, Internet Explorer 5.5 (Service Pack 2) or better, Windows XP or 2000, and a computer capable of running this software.
  - For EDI access, each EDI software package will have its own system requirements. You should speak to your provider if you have any questions.



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**Note for Apple users:** It is not possible to connect natively to the ICS using OS X. A workaround for OS X users who wish to access the Customs Interactive is to use Microsoft's Virtual PC for Mac. This product emulates Windows XP on a Macintosh desk or laptop, allowing OS X users to access the ICS.

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**Tip:** if you have chosen to use a third party (eg, bureau service), your service provider will register you and will communicate with Customs on your behalf.

## CUSTOMS INTERACTIVE

Customs interactive will be most suitable for:

- Small to medium sized businesses with low volumes of transactions
- Larger businesses that want a backup of their EDI software
- Clients who wish to view the status of their cargo

Advantages	Disadvantages
<ul style="list-style-type: none"> <li>• Low ongoing costs – the only cost to the reporter is maintaining an Internet connection and holding a current digital certificate. There is no need to purchase software.</li> <li>• Customs Interactive is easy to use</li> <li>• Support is available from the Cargo Support website. Go to <a href="http://www.customs.gov.au/site/page.cfm?u=4916">http://www.customs.gov.au/site/page.cfm?u=4916</a></li> </ul>	<ul style="list-style-type: none"> <li>• No batching facilities – you can only complete one declaration at a time.</li> <li>• Time out – after 40 minutes, the system will, as a security measure, log you out of Customs Interactive. You will need to click 'submit', 'save', or 'search' before this 40-minute deadline to maintain the connection to the system.</li> <li>• No electronic storage of your transaction on your system. Your transaction can be viewed, amended or withdrawn at any time in the Customs Interactive facility.</li> <li>• No division of functionality between users under your ABN.</li> </ul>

To access a simulation of the Customs Interactive, go to the 'Customs Interactive Simulation'. Go to: <http://itools.customs.gov.au/simulation/default.php>

## ELECTRONIC DATA INTERCHANGE (EDI)

Electronic data interchange (EDI) is a class of industry specific message formats used in electronic commerce. Customs Software Developers Guide details the messaging standards, specifications and the rules being applied by Customs to messages used by the ICS. There are many EDI software packages commercially available to industry.

Those clients that arrange to purchase their own software through a software developer should seek advice on appropriate connection options either from the software developer or Customs.

To access the ICS using EDI, you will require:

- Appropriate Internet access to support your messaging. You may need to enhance your Internet capability or explore other carrier options.
- An EDI software package (which can be purchased off the shelf, or specifically developed to suit your business needs).

Advantages	Disadvantages
<ul style="list-style-type: none"> <li>• Electronic records – information is stored on in-house system files.</li> <li>• Batching – documents can be stored in a central machine or server and sent as a batched transmission. Multiple messages can be sent at once.</li> <li>• Hold messages – messages can be held, validated and re-lodged at any time</li> <li>• Back office interface – ability to have registration, accounting and other in-house systems combined.</li> <li>• Connection flexibility – direct connection or through an Internet Service Provider (ISP). Software may offer restricted functionality for specific users if required.</li> </ul>	<ul style="list-style-type: none"> <li>• Costs – outlay for EDI software upgrades or new software</li> <li>• Maintenance – upgrades and on-going updates</li> <li>• Staff training – cost of training (or not training) staff including reference manuals and support for technical issues.</li> </ul>



#### FURTHER ASSISTANCE

- general information about reporting requirements is available from [www.customs.gov.au](http://www.customs.gov.au) (follow the links to Cargo Support)
- fact sheets about the requirements for importers, exporters and the trading community are available from the Cargo Support website go to [www.customs.gov.au](http://www.customs.gov.au)
- a list of software developers is available from [www.customs.gov.au](http://www.customs.gov.au) (follow the links to Cargo Support, then Service Providers, then Software Developers Contact List)
- In the event of a system outage, the Business Continuity Plan (BCP) will take effect. To read either the imports or exports BCP, go to [www.customs.gov.au](http://www.customs.gov.au) (follow the links to Cargo Support, then Business Continuity Plan).

## 2) OBTAINING DIGITAL CERTIFICATE(S)

If you intend to communicate electronically with Customs, through the ICS, you will need to purchase one or more digital certificates from a Customs approved certification authority (CA).

VeriSign Australia Pty Ltd (known as VeriSign), is currently the only CA approved by Customs.



**Tip:** Before purchasing digital certificate(s), ensure that you have decided on a communication option, reviewed your business processes, discussed communication needs with your EDI software developer (if applicable), and determined the number and type of digital certificates required.

### WHAT IS A DIGITAL CERTIFICATE?

A digital certificate provides security for electronic transactions. It can be regarded as the electronic signature of either an individual and/or organisation. A digital certificate exists as a software file and is housed on the client's computer, or in the case of a Device certificate, on a server. A digital certificate creates a unique identifier that can be checked by the receiver of information, to provide evidence of the sender's identity and confirm that the document (if signed) has not been altered or interfered with.

Digital certificates provide:

- authentication - knowing who the message is from
- integrity - knowing it has not been tampered with
- non-repudiation - knowing that the sender cannot deny having sent it
- confidentiality - knowing that no unauthorised reading of the message has occurred.

A digital certificate typically contains the following information:

- a public key
- the expiry date of the public key
- an individual and/or organisation name
- an e-mail address
- name of the certification authority
- serial number of the certificate.

## Hard tokens

Hard tokens are physical objects designed for the safekeeping and use of private key data. There are broadly three classes of hard tokens:

- smart cards
- USB tokens, and
- hardware security modules (HSMs).

Hard tokens perform cryptographic operations. The private keys held on hard tokens cannot be copied from the token, which makes it all but impossible for a hacker to obtain copies of the private keys.

## HOW IS THE SYSTEM SECURED?

The ICS operates in an open communication environment. As such, it is necessary to put in place security arrangements to protect the integrity of this environment. Security of the ICS is provided by Public Key Infrastructure (PKI). For comprehensive information on PKI, read the *Public Key infrastructure (PKI)* fact sheet, located at <http://www.customs.gov.au/site/page.cfm?u=5606>.

## WHAT TYPE OF DIGITAL CERTIFICATE DO I NEED?

There are five types of certificates available from VeriSign for communicating with Customs. The type you require will depend on whether you are an organisation or an individual, and the set up of your organisation:

### **Type 1 - grade 2 individual certificates**

For users who are operating as an individual, do not have an ABN or do not work for an ABN organization. The digital certificate identifies and authenticates them personally.

### **Type 2 - grade 2 non-individual certificates**

For organisations without an Australian Business Number (ABN), where the digital certificate identifies the organisation and the individual.

### **Type ABN-DSC grade 2 certificates**

For organisations with an ABN (including sole traders and government agencies). The initial certificate will be issued to an Authorised Officer (AO) in the organisation. The authorised officer can then organise for additional certificates to be issued for other individuals within the organisation. These certificates will then be issued by VeriSign

### **Type 3 (Device) certificates**

The Type 3 (Device) certificate will not authenticate people. This is a device or server-based certificate for organisations whose communications are signed by a server. This will be of direct relevance to organisations that use EDI to communicate with Customs.

### **Type 3 Host (Device) certificates**

A Type 3 Host (Device) certificate is for use where your organisation wants a



device certificate to be hosted by another organisation, called a host bureau. You will need a Type 3 Host (Device) certificate if you require a host bureau to:

- communicate import declarations to Customs on your behalf
- host your digital certificate and private keys.

To obtain a Type 3 Host certificate you must first obtain an ABN-DSC Authorised Officer certificate. You must also have registered your ABN DSC details with Customs.

For more information about Type 3 Host (Device) certificates, go to the 'Service Providers' page on the Cargo Support website, then select 'Bureaus'. Go to: <http://www.customs.gov.au>

Customs anticipates that most clients who communicate via EDI will use type 3 (device) certificates. As these clients will also be ABN holders they will require a nominated employee within the organisation to be an Authorised Officer and hold a type ABN-DSC certificate.

For organisations that plan to lodge import declarations in the ICS, the Authorised Officer must be the importer or a licensed broker. That person can then seek additional certificates for others in the organisation required to communicate with Customs via the Customs Interactive facility.

#### **HOW MANY DIGITAL CERTIFICATES DO I NEED?**

The number of certificates required will be determined by how your business is structured, the communication option you have chosen, and how many people need to access the ICS. To determine the type and minimum number of digital certificate(s) you require, go to the 'digital certificate ready reckoner', located at <http://itools.customs.gov.au/digital.php>.



## FURTHER ASSISTANCE

- information about digital certificate management and types is available from [www.verisign.com.au](http://www.verisign.com.au) (then follow the links to Support, then Support Site)
- your software provider or Information Technology (IT) administration area
- support from VeriSign is available from [www.verisign.com.au](http://www.verisign.com.au) or phone (03) 9674 5500 (during office hours)
- information on VeriSign guidelines and policies is available from [www.verisign.com.au](http://www.verisign.com.au) (then follow the links to Support or Policy Documents)
- information about purchasing a digital certificate is available from [www.verisign.com.au](http://www.verisign.com.au) (then follow the links to Gatekeeper Digital Certificates for the Australian Customs Service, then Pricing)

The appendices to this manual contain a version of the Verisign documentation relating to accessing digital certificates. This has been provided for your convenience, however questions relating to this documentation must be directed to Verisign by the means listed above.

## IMPORTANT NOTE

Before applying for a digital certificate, you will need to have a **current email address**. Clients that purchase digital certificates will need to provide two email addresses. These addresses may be the same, but they serve different purposes.

- Email address 1 - the address that will be embedded in your digital certificate and **cannot be changed**. It is important to note that the ICS will only send messages to email addresses aligned to a digital certificate.
- Email address 2 - the delivery or notification address (i.e., address to which receipts or notices from Verisign may be sent)

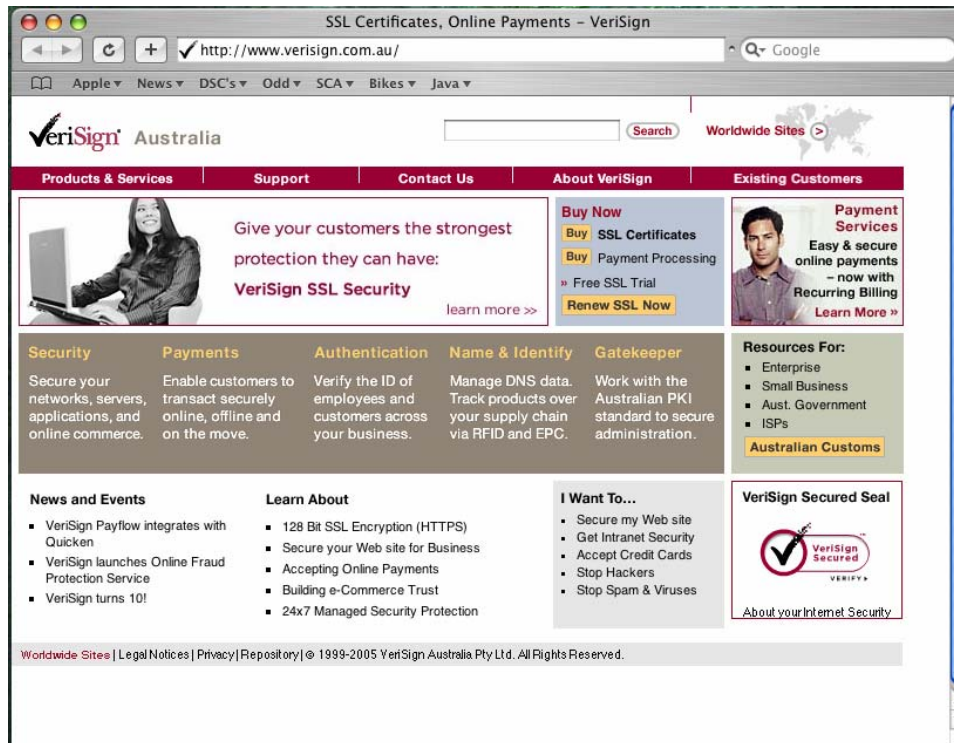
If you change your email address it will **not** be possible to encrypt your messages with your existing certificate.

You will not be able to receive ICS response messages from Customs, until you purchase a new certificate to match the new email address, and add it to your Customs record.

## HOW DO I OBTAIN THE DIGITAL CERTIFICATE(S) THAT I NEED?

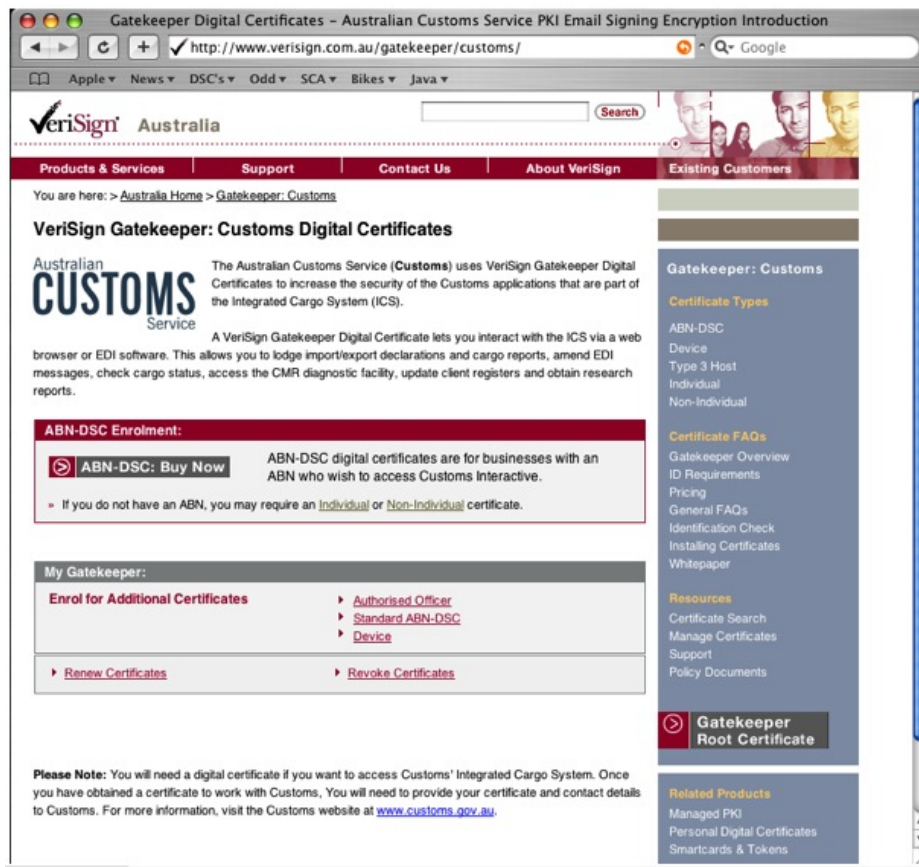
**Step 1.** Access the VeriSign website at [www.verisign.com.au](http://www.verisign.com.au).

The VeriSign homepage displays.



**Step 2.** Hover your mouse over the 'Gatekeeper' section in the centre pane. A small fly-out will display. Click on 'Australian Customs Service'.

The 'Gatekeeper: Customs Digital Certificates' screen displays.



**Step 3.** In the **Enrolment** section, select your required type of digital certificate and complete the screens displayed. If you do not have an ABN, you may require an Individual or Non-Individual certificate, which are also available for selection at this point.



**Note:** no changes should be made to the configuration of the machine used for the certificate download between applying for the certificate and downloading it. This includes "features" like MS auto-update that can alter registry entries making it impossible to successfully download the certificates.



**Note:** It is strongly recommended that you use Internet Explorer to obtain Customs Digital Certificates. Other browsers may be used, but Customs will not provide support for them.

**For Individual, Non-individual or ABN-DSC AO Certificates**

Evidence of identity (EOI) checks are necessary for individual, non-individual or ABN-DSC (authorised officer) digital certificate applications only. If you are applying for a Type 3 (Device) or Type 3 Host (Device) certificate, you must have previously obtained an ABN-DSC (Authorised Officer) and therefore completed an EOI check.

To complete your EOI check you will need to compile documentation for a 100-point check. This documentation will need to be presented (in person) together with the relevant VeriSign forms (completed) at an authorised Australia Post office. Your EOI documentation will be checked and payment for the digital certificate(s) will also be required at this time.

Australia Post will process your digital certificate application and provide VeriSign with the appropriate details for your enrolment.



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**Note:** Remember to allow 6 working days for your certificate to be processed, from the time your application is accepted by the Australia Post outlet.

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**For Type 3 Device and Type 3 Host Digital Certificates**

Before applying (enrolling) for a device certificate you must first appoint an Authorising Officer (AO) and then obtain an ABN-DSC certificate.

You will need to provide two email addresses when enrolling. One must be the address of the device (eg, server) and the other a delivery address (i.e., can be received by a person).



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**Note:** you will need to have a **current email address** prior to applying for a digital certificate. This must be the email address to which you want response messages from Customs to be sent. This address will be embedded in your digital certificate and cannot be changed.

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## FURTHER ASSISTANCE

- general information about the use of digital certificates and registration is available from [www.verisign.com.au](http://www.verisign.com.au)
- a list of Evidence of Identity (EOI) documents is available from [www.verisign.com.au](http://www.verisign.com.au) (then follow the links to Gatekeeper Digital Certificates for the Australian Customs Service, then ID Requirements)
- a list of Australia Post authorised outlets is available from [www.auspost.com.au](http://www.auspost.com.au) (Click on Business Solutions, then e-commerce, then Keypost. Scroll down the page to KeyPost Authorised Outlets)
- support from VeriSign is available from [www.verisign.com.au](http://www.verisign.com.au) or phone (03) 9674 5500 (during office hours).

## PROGRESS CHECK ✓

Before moving to the next stage of the registration process, you or your organisation must have:

- decided on a communication option (either EDI or Customs Interactive)
- acquired the appropriate computer equipment and capability
- acquired email address(es) suitable for this purpose
- purchased the required digital certificate(s) from an approved certification authority (i.e., currently VeriSign).

### **3) CUSTOMS PUBLIC KEYS (EDI USERS ONLY)**

As part of the security of the Integrated Cargo System (ICS), it is essential that you have the most recent version of the Customs public encryption (confidentiality) and public signing (authentication) keys on every computer/server that will directly electronically communicate with Customs.

The keys are an essential part of your EDI software. Customs recommends that you check with your software developer to confirm that your software includes these keys.

To download the most recent Customs public keys, go to <http://www.customs.gov.au/webdata/resources/files/CustomsKeys.zip>.

## 4) OBTAIN AND INSTALL THE COMMON-USE SIGNING INTERFACE (CSI)

Before you can transact with the Integrated Cargo System (ICS), through the Customs Interactive facility, you must install the Common-use Signing Interface (CSI) software.

The CSI is an application for use by clients who wish to sign and encrypt transactions with a government agency using digital certificates. Simply, the CSI software links your digital certificate(s) to Customs Connect Facility (CCF) and allows clients to access the ICS quickly and efficiently.

### HOW CAN I GET A COPY OF THE CSI?

Now that you have purchased your digital certificates, you must complete the following (it is recommended that you complete these steps while you are waiting for your emails from VeriSign.) You can obtain a copy of the CSI installer by:

- Downloading it
- Requesting a CSI installer CD, which will be posted to you

### Download

Before you attempt to download this file, be aware that it is large. If downloading files of this size is not a viable option for you, please refer to the postal option below.

The full download (CSI, installation guides and tutorial) includes the complete self-contained version of the CSI installer, and installation guides. This is a self-extracting zip file approximately 86MB. To download the full CSI, installation guides and tutorial, go to [www.customs.gov.au](http://www.customs.gov.au)

### Post

Customs can post you a CSI installation CD, which has:

- Installers for all of the essential software process for clients who do not have a broadband connection
- A step by step guide to getting connected to the Customs Interactive
- PDF versions of guides for you to print and read
- Explanatory tutorials.
- Troubleshooting guides



To obtain a free copy of the CSI installer CD, send an email to [icsbus@customs.gov.au](mailto:icsbus@customs.gov.au), with the following details:

- contact name
- company name
- ABN (if applicable)
- mailing address
- telephone number
- the number of copies of the CD you require.

Once you receive your CSI CD, you will need to install the following (if your computer does not already have it).

1. QuickTime
2. The Sun Java Runtime Environment (known as the Sun JRE)
3. CSI

You will need to install these applications in the order that appears above.

For full instructions on installing these applications, refer to the PDF guides on the CSI Installer CD, or the Cargo Support Website.



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**Note:** Before installing these applications, save all open documents and close all other applications.

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Ensure that administrator privileges apply to the computer where you are installing CSI.

## 5) DOWNLOAD AND INSTALL DIGITAL CERTIFICATE(S)

### HOW DO I INSTALL MY DIGITAL CERTIFICATE(S)?

When VeriSign has approved your application for digital certificates, they will send you **two** emails. The exception to this is for Type 3 Device Certificates, for which you will only receive **one** email.

These emails look similar, but they are not copies. Do not delete either email, as they are both necessary for this process.

One email will relate to your **signing** certificate, indicated by the subject line "Your Gatekeeper *Signing* Certificate is ready" and the first paragraph in the message body will state "VeriSign has approved your Gatekeeper ABN DSC *Signing* CA certificate request."

The other email will relate to your **encryption** certificate, indicated by the subject line "Your Gatekeeper *Encryption* Certificate is ready" and the first paragraph in the message body will state "VeriSign has approved your Gatekeeper ABN DSC *Encryption* CA certificate request."

Ensure that you store a backup copy of your certificates and ensure that your certificate passwords are issued and stored in accordance with your organisation's security policy/requirements. Contact your IT Support area or VeriSign if you require advice about where and how to store your certificate.

You will need to create several passwords. One for general use of your certificate (for signing purposes), one for decrypting messages, and another (i.e., challenge phrase) for Verisign certificate management processes, such as revoking your certificate, should the need arise.

Customs recommends that you use a password with at least **eight** characters, including at least **one** capital letter and at least **one** number. If you use this format you will be able to use the same password at later phases of the process, and you will not have multiple passwords to remember.

Information about installing and using your digital certificates, including downloading the relevant files, configuring your email system to use the certificates, backing up and recovery processes is available from the VeriSign website.



**Note:** ABN organisations should establish appropriate policies to ensure the proper use of their digital certificates. Some of the policies that may be adopted include:

- Ensuring all digital certificates issued to the organisation have a security level setting of 'high', necessitating the use of Personal Identification Numbers (PINs) or passwords:
- The PIN for ABN-DSCs should only be known by the employee to which it was issued
- The PIN for the Type 3 (Device) certificate should be known only by authorised employees
- Ensuring that PINs/passwords are not shared by employees
- Internal controls that can monitor the use of certificates by employees
- Regular audits of the use of digital certificates by employees
- Password enabled screen savers
- Publicising the businesses expectations of the use of digital certificates. This should be incorporated in training for all new employees and updated for existing employees as required.

### **HOW DO I USE A DIGITAL CERTIFICATE?**

The use of certificates will vary depending on your organisation or individual set up. For EDI users software developers will assist in setting up your certificates.

For others, including Customs Interactive users, advice regarding digital certificate set-up can be obtained directly from the VeriSign Internet site, which provides guides on how to use digital certificates.

VeriSign operate a help desk to assist clients with technical issues. (03 9674 5500 or email [support@verisign.com.au](mailto:support@verisign.com.au))

Customs also maintains a Cargo Support help desk (1300 558 099 or email [cargosupport@customs.gov.au](mailto:cargosupport@customs.gov.au))



## FURTHER ASSISTANCE

- A list of EDI software providers is available at [www.customs.gov.au](http://www.customs.gov.au) (follow the links to Cargo Support, then Service Providers, then Software Developers Contact List)
- VeriSign certificate installation and management guides can be found at [www.verisign.com.au](http://www.verisign.com.au) (follow the links to Support, then Support Site)
- For further information contact your software provider, IT Administration area or VeriSign Support at [www.verisign.com.au](http://www.verisign.com.au) or phone (03) 9674 5500 (during office hours).
- For more information about obtaining and installing digital certificates, go to 'manuals' on the Cargo Support website, located at [www.customs.gov.au](http://www.customs.gov.au)
- For additional information about public key infrastructure (PKI) read the *Public Key Infrastructure (PKI)* fact sheet, on the Cargo Support website, located at [www.customs.gov.au](http://www.customs.gov.au)



**Tip:** once you have purchased and installed your digital certificates, write the path and location of your digital certificate here (eg, h:\My Certificates).

Digital certificate path and location:

## PROGRESS CHECK ✓

Before moving to the next stage of the registration process, you or your organisation must have:

- installed your digital certificate(s)
- recorded the path and location of your digital certificate(s)
- written in a safe place, passwords for your digital certificates(s).

## 6) EXPORT / BACKUP DIGITAL CERTIFICATES AND CONFIGURE THE CSI

Now that you have received the two emails from VeriSign, you **must** export and backup both your signing and encryption certificates.

These steps are fully explained with printable guides and video tutorials on the CSI installer CD, or printable guides on the Cargo Support Website.

### HOW DO I BACK UP MY DIGITAL CERTIFICATES?

After downloading your certificates you must immediately export and then backup both certificates.

You will need to export the:

- private keys of your signing/authentication certificate
- private key of your encryption certificate
- public key of your signing authentication certificate
- public key of your encryption certificate

When exporting a private key, Windows will ask you for a password. You must use a password with at least **eight** characters that includes at least **one** capital letter and **one** number. If you used this recommended format in the previous step, you will be able to re-use it now and in later steps. This will minimise the number of passwords you need to remember.

### Save your certificates!

When you have exported your certificates you will have four files burnt to CD / DVD or external drive.

**Do not use floppy disks.** The file suffixes will be suppressed if you are using Windows XP, but they should use the following naming convention:

- Yourname\_sign\_priv.pfx (this file is added to the CSI Store)
- Yourname\_encrypt\_priv.pfx
- Yourname\_sign\_pub.cer (this file is given to your organisation's CTA Signatory or administrator to allow them to add you as a new user.)
- Yourname\_encrypt\_pub.cer

### HOW DO I ADD MY CERTIFICATES TO THE CSI STORE?

Add the file Yourname\_sign\_priv.pfx to the CSI Store using the CSI Management Utility. The CSI can also access certificates held in Internet Explorer (The Windows CAPI store). Customs has found however, that certificates stored in this way can become spontaneously corrupted. For this reason Customs **will not provide support** for certificates being accessed from the Windows CAPI store.

## CAN I SET A DEFAULT CERTIFICATE USING THE CSI MANAGEMENT UTILITY?

A full walkthrough of this is available on the CSI installer.



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**Note:** Before you call Customs for assistance with problems relating to digital certificates, the CSI or connectivity, or problems logging into Customs Interactive please have ready:

Your full name

Your organisation name

Your organisation ABN

An extracted copy of the CSI installer or a copy of the CSI installer disk

Access to your exported keys (including the passwords).

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Installing digital certificates and software such as the CSI, is moderately complex and requires an understanding of Microsoft applications and control panel settings.

If you are not familiar with these functions, please arrange for your IT representative to call the **Cargo Support** helpdesk on 1300 558 099 or email [cargosupport@customs.gov.au](mailto:cargosupport@customs.gov.au).

## 7) SELF REGISTRATION

To finalise the ICS registration, two steps must be completed.

The first step requires the registration of digital certificates in the Customs Connect Facility (CCF). All digital certificates must be registered in the CCF.

The second step is to complete your registration details in the Integrated Cargo System (ICS)

### CCF CERTIFICATE REGISTRATION

Once you have successfully installed the CSI software, you are ready to login and register your certificate so that you are able to communicate electronically with Customs.

You will be required to register in the Customs Connect Facility (CCF) prior to registering in the Integrated Cargo System (ICS). The organisation or individual and a certificate can be registered following the steps outlined below.

Subsequent users for an organisation and their certificates can be added through Certificate Maintenance. The Type 3 (Device) certificate must be registered through Certificate Maintenance within the CCF.



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**Note:** As part of the registration and to ensure your security, Customs will send a signed/encrypted email to the email address embedded in the CTA Signatory's digital certificate. The email sent from Customs is an encrypted email.

This means that your email application (eg. Microsoft Outlook) **must be configured** with your digital certificate to read signed and encrypted emails. Verisign provide details of how to do this on their website. Configure this **before** you attempt self-registration. The email contains a hyperlink and the user **must use the hyperlink** in the email to complete the registration process.

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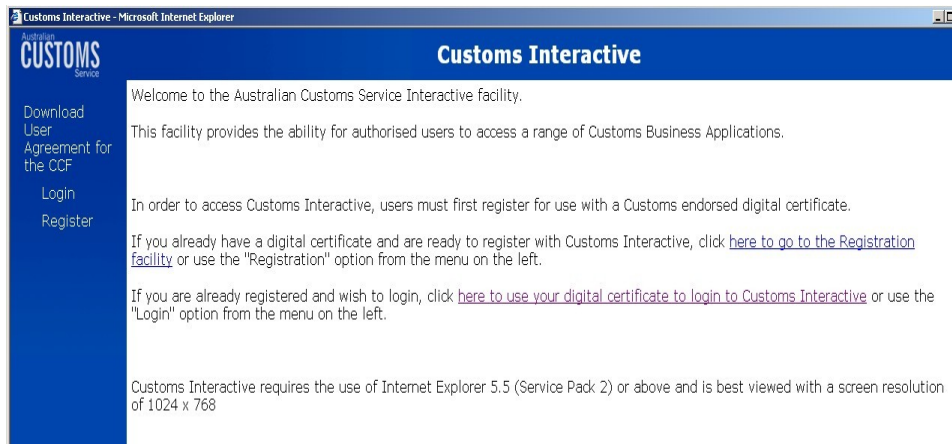
To login to register your certificate:

**Step 1.** Access the following URL: <https://www.ccf.customs.gov.au>.

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The **Customs Interactive** screen displays.



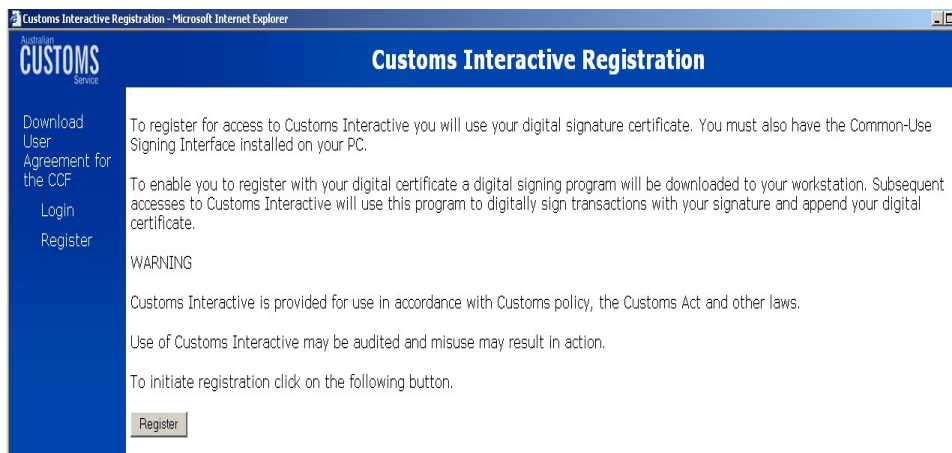
The Customs Interactive screen enables clients to login to the Customs Interactive (CI) or register a digital certificate.

**Step 2.** Click on the **'here to go to the Registration facility'** hyperlink in the main body of the page, or click the **Register** hyperlink in the menu bar on the left side of the page.

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The **Customs Interactive Registration** screen displays.



The Customs Interactive Registration screen displays information about the process of registering, and the files that will be downloaded to the users' computer.



**Step 3.** Click on the **Register** button.

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The **CSI Signing terms and conditions confirmation** window displays.



**Step 4.** Click on the **Sign** button.

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Clicking on the Sign button will automatically sign the transaction using your digital certificate details.

You should have stored your certificate in the CSI Store. You will be able to see the **Password required to sign for authentication** window.



**Step 5.** Enter your password and click **OK**.

The **Customs Interactive Registration** page will display.

Customs Interactive Registration - Microsoft Internet Explorer

**CUSTOMS** Service

Download User Agreement for the CCF  
Login  
Register

**Customs Interactive Registration**

According to our information, this is the first time you have accessed Customs Interactive. Before you can use Australian Customs Service online facilities you must complete self registration.

To perform self registration, you are required to sign the following User Agreement for the CCF.

USER AGREEMENT FOR: ELECTRONIC DEALINGS THROUGH THE CUSTOMS CONNECT FACILITY (CCI)

CONDITIONS OF USE FOR ELECTRONIC DEALINGS THROUGH THE CUSTOMS CONNECT FACILITY  
Between:  
the Commonwealth of Australia, acting through and represented by the Australian Customs Service ("Customs")  
and  
"Communicator" (name of organisation) (ABN: ) If applicable

1. Definitions  
1.1 In these Conditions of Use, the following definitions shall apply unless the context requires otherwise:

BY CLICKING "I AGREE" BELOW, THE COMMUNICATOR BECOMES BOUND BY THE FULL TEXT CONDITIONS OF USE SET OUT IN THE USER AGREEMENT FOR THE CCF.

THE INDIVIDUAL WHO CLICKS "I AGREE" BELOW TO THE CONDITIONS OF USE WARRANTS THAT HE OR SHE HAS THE AUTHORITY TO BIND THE COMMUNICATOR BY DOING SO.

I am authorised to sign the agreement and register the organisation  
 I do not agree     I agree       

You should only click on 'Sign Agreement' if you are authorised to sign the following agreement and register your organisation.

If you are not authorised to sign this agreement or register your organisation, you must click 'Cancel' and see the appointed Administrator in your organisation.

[Download User Agreement for the CCF](#)

This page contains details of the User Agreement, which you must electronically 'sign', to comply with Customs requirements.

**Step 6.** Select the 'I am authorised to sign the agreement and register the organisation' checkbox. **You must check this box to proceed.**

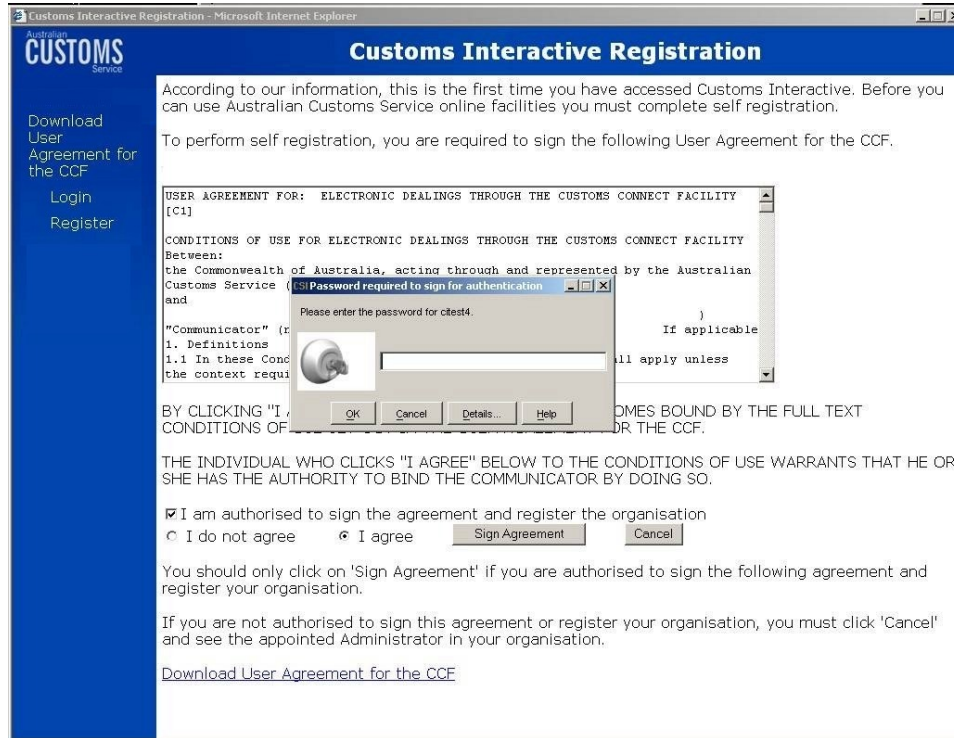
**Step 7.** Read the agreement details, click on the 'I agree' radio button, and click on the '**Sign Agreement**' button.

The 'CSI Signing terms and conditions confirmation' window displays.



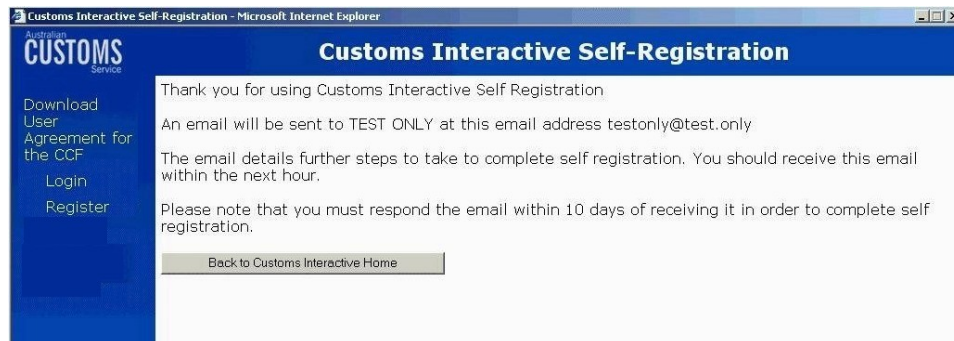
**Step 8.** Click on the 'Sign' button.

You should have stored your certificate in the CSI Store. You will be able to see the 'Password required to sign for authentication' window.



**Step 9.** Enter your password and click 'OK'.

The **Customs Interactive Self-Registration** screen displays.



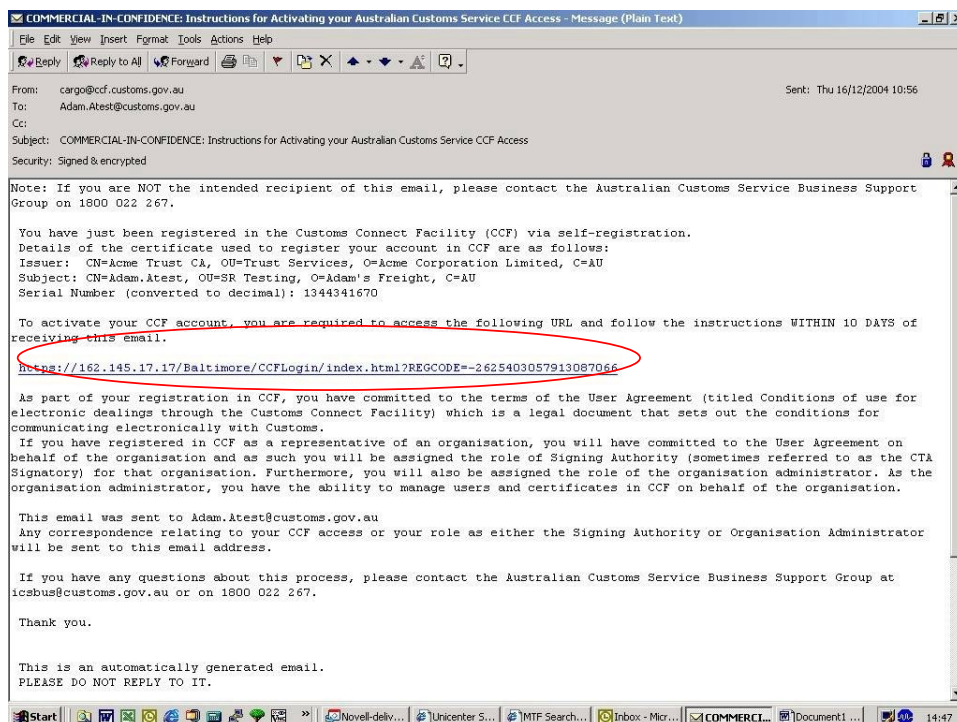
This screen informs the user that an email has been sent to the displayed email address.

The email sent from Customs is an encrypted email. This means that your email application (eg Microsoft Outlook) **must be configured** with your digital certificate, to read signed and encrypted emails.

The email contains a hyperlink, and the user **must use the hyperlink** in the email to complete the registration process.

**Step 10.** Access the email sent from Customs Interactive (as shown in the below screenshot).

**Step 11.** Click on the hyperlink that appears in the email.



The Customs Interactive Login screen displays.

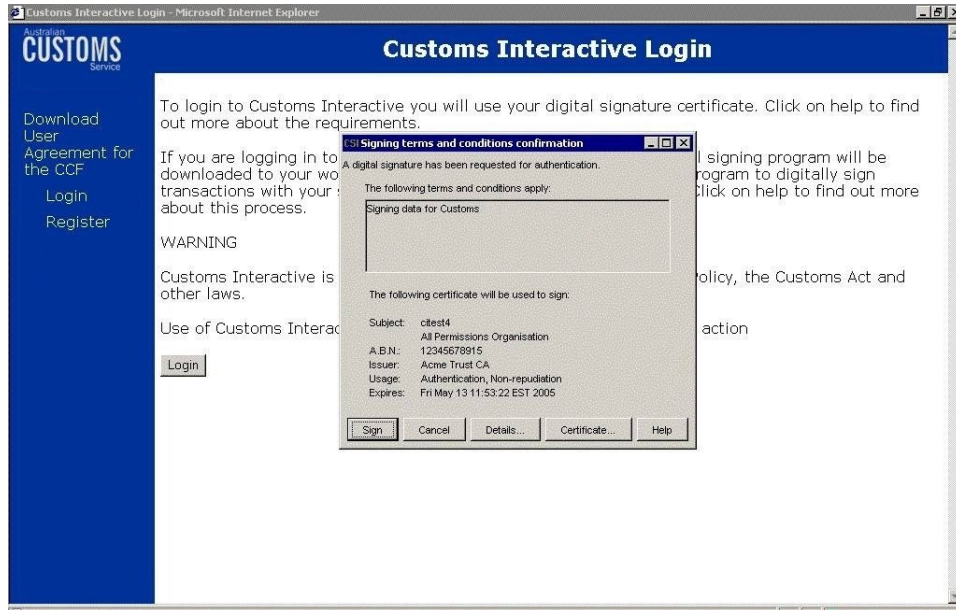


**Step 12.** Click on the 'Login' button.



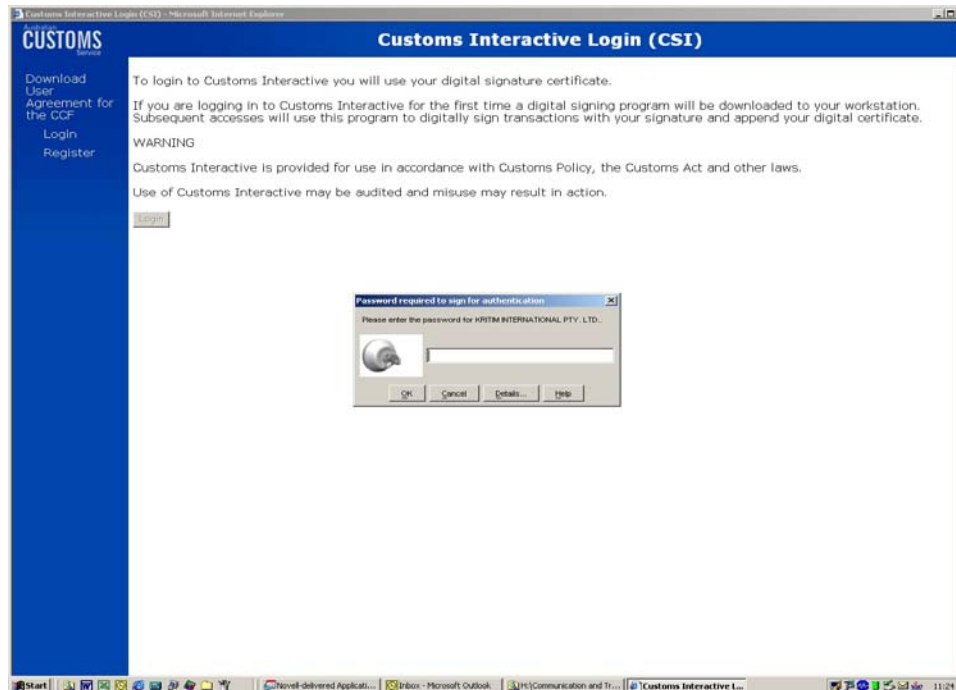
The **Signing terms and conditions confirmation** window displays.

**Step 13.** Click on the **Sign** button.



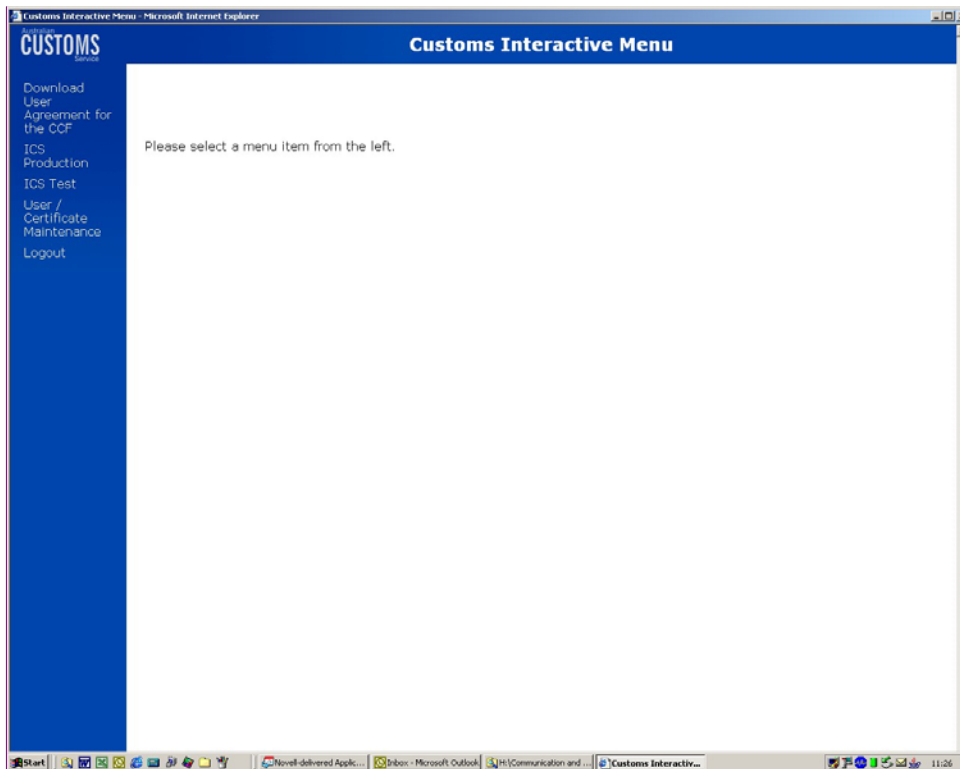
The **Password required to sign for authentication** window displays.

**Step 14.** Enter your password and click **OK**.



The **Signing Data with you private exchange key** dialogue box displays, prompting you to enter a password.

The **Customs Interactive Menu** displays.



**Comment [C1]:** Incorrect screen shot. Should say "Register for ICS Production"

This menu is used to access different components of the Customs Interactive.

For example, it enables the user to access the link to the Integrated Cargo System (ICS), and link to the User/Certificate Maintenance section.



**Note:** Once a user has registered their digital certificate they will be assigned a role. The role of the user indicates the level of access and tasks that can be completed by that user in the CCF.

### Signing authority

The signing authority is the first person from an organisation to register a digital certificate in the CCF and is the person in the organisation that agreed to the User Agreement for the CCF. The Signing Authority will receive updates to the User Agreement of the CCF if any changes occur.

The signing authority can:

- select other registered client users to become administrators (servers cannot be certificate administrators)
- manage their own certificate/s
- add certificates on behalf of other users
- add new users.

### **Administrator**

An administrator is any registered client user given administrator privileges by the signing authority. An administrator can manage other users and Type 3 (Device) certificates allowing for the signing authority to concentrate on other tasks.

An administrator has the ability to:

- select other registered client users to become administrators (servers cannot be certificate administrators)
- manage their own certificate/s
- add certificates on behalf of other users
- add new users.

### **Registered client user**

A registered client user is any person that has registered a digital certificate in the CCF. A registered client user does not have access to any other users information.

A registered client user can:

- manage their own certificates.



## ICS REGISTRATION

Following successful CCF registration, you must register your individual/organisation details with Customs in the ICS. The details include entering/confirming name, address, contact and role details.

The ICS client record has many attributes that can affect your transactions with Customs. It is critical that you ensure correct information is contained in your client record in ICS. This will make sure you receive the relevant messages back from the ICS.

There are two methods of registering in the ICS:

- ABN registration
- Non-ABN registration

Clients may also register for 'ICS Test'. This process is similar to registering in 'ICS Production'. From the main menu of the Customs Interactive page click on 'ICS Test'. The registration process will need to be complete before access is given to the test environment.

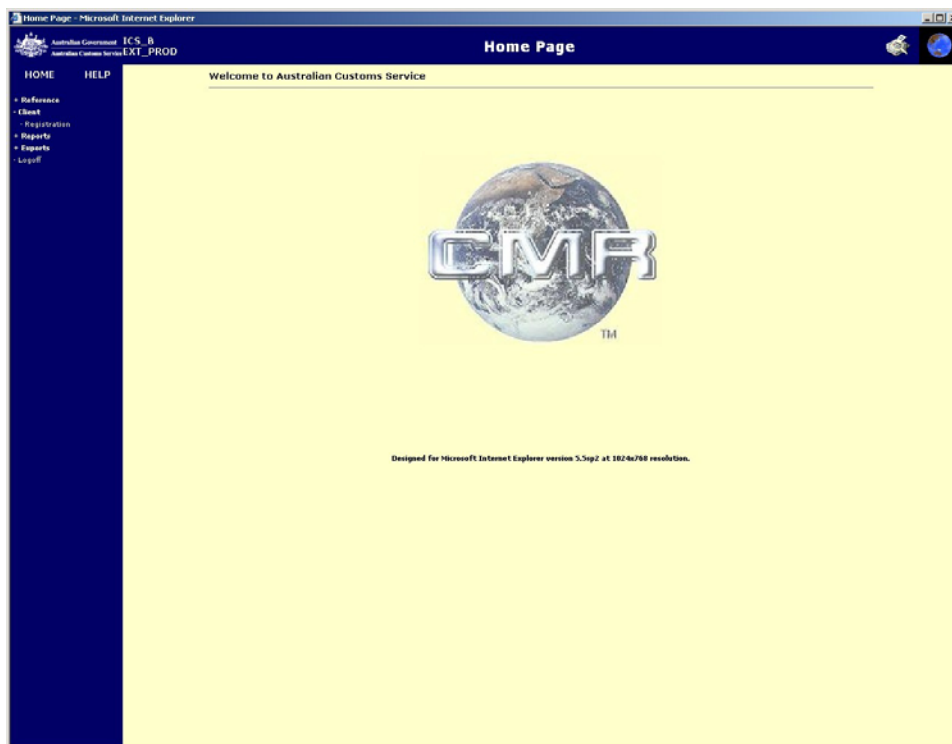
### ABN REGISTRATION

To register in the ICS with an ABN:

**Step 1.** From the main menu, click on **Client** and then click on **Registration**.

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At this stage, the Integrated Cargo System (ICS) will attempt to find relevant address (business and postal) information from the Australian Business Register (ABR). The ICS is updated each night with the latest information contained on the ABR. Address details that can be gained from the ABR are used for registration in the ICS. This means that if business address and postal address information already exists on the ABR you may not have to enter any address details.



**Note:** If there is only one business address found, and zero or one postal address found, the **Confirm Client Details** section (within Client Registration Details screen) displays.

If there is only one business address found, but multiple postal addresses found, the **Enter Postal Address** section (within Client Registration Details screen) displays.

The **Client Registration Details** screen displays.

The screenshot shows a web browser window titled "Client Registration Details" with a blue header and a yellow main content area. On the left is a dark blue navigation menu with links for Reference, Client, Registration, Reports, Experts, and Logout. The main content area displays the following information:

<b>Client Type</b> ORG	<b>ABN</b> 28 000 775 860
<b>Name</b> WIDE MESH INDUSTRIES PTY. LTD.	
<b>Business Address</b> UNIT 1 7-9 RHODES ST WEST RYDE NSW 2114 AUSTRALIA	<b>Postal Address</b> PO BOX 91 WEST RYDE NSW 1695 AUSTRALIA

Below this information is a section titled "Confirm Client Details" with a scrollable text area containing the message: "If client details shown above are correct, press CONTINUE button to proceed with registration." At the bottom of this section are four buttons: Back, Continue, Submit, and Cancel.

Ensure that the business and address details displayed are correct.

**Step 2.** Click on the **Continue** button to confirm that the details are correct.



**Note:** if the business or postal address details are incorrect, click on the Back button to navigate to the business and postal address sections, and make any required changes.

The **Client Registration Details** screen displays, prompting you to enter a contact. This is simply a person within the organisation who can be contacted by Customs if the need should arise.

**Client Registration Details**

**Client Type** ORG      **ABN** 28 000 775 860

**Name** WIDE MESH INDUSTRIES PTY. LTD.

**Business Address** UNIT 1  
7-9 RHODES ST  
WEST RYDE NSW 2114  
AUSTRALIA

**Postal Address** PO BOX 91  
WEST RYDE NSW 1685  
AUSTRALIA

**Enter Contact**

**Name**

**Purpose**

**Primary Contact**

**Address Type**

**Address Detail**

The **Enter Contact** section enables authorised users to add contact details and select the primary contact.

**Step 3.** In the **Name** field, enter the Contact Name.

**Step 4.** In the **Purpose** field, enter the purpose of the contact. This is usually their job title eg Manager.

**Step 5.** (Optional) Select the **Primary Contact** checkbox if the contact is the primary contact.

**Step 6.** (Optional) In the **Address Type** field, click on the drop down button, and select one of the following:

- ADDRESS – BUSINESS
- PHONE – AFTER HOURS
- ADDRESS – EMAIL
- PHONE – FAX
- PHONE – MOBILE
- PHONE – BUSINESS
- ADDRESS – POSTAL.

**Step 7.** Click on the **Add** button.

The **Client Contact Address Add** screen displays. The value selected for Address Type will determine which fields are displayed.

If you selected Address Business or Address Postal, the following fields will be displayed ready for population:

- Country
- Line 1
- Line 2
- Suburb/Town
- Postcode
- State.

If you selected Phone After Hours, Phone Fax, Phone Business or Phone Mobile, the following fields will be displayed ready for population:

- Prefix
- Phone
- Comment.

**Step 8.** Enter the relevant details in the mandatory fields.

If you selected **Address Email**, the Address field will display ready for population.

**Step 9.** On the Client Contact Address Add screen, click on the **Submit** button.

More than one address type can be entered for the contact already entered (refer to Step 22), however, only one contact can be entered during the registration process.

To delete an incorrect address, click on the relevant Delete button.

When you have successfully entered the organisation/individual details, you will be prompted to submit those details.

The screenshot shows a web browser window titled "Client Registration Details" with a yellow background. The page header includes "Australia Government" and "EXT\_PROD". A navigation menu on the left lists "HOME", "HELP", "Reference", "Client", "Registration", "Reports", "Exports", and "Logout". The main content area displays client information: "Client Type: ORG", "Name: WIRE MESH INDUSTRIES PTY. LTD.", "ABN: 28 000 775 840", "Business Address: UNIT 1, 7-9 RHODES ST, WEST RYDE NSW 2114, AUSTRALIA", and "Postal Address: PO BOX 93, WEST RYDE NSW 1695, AUSTRALIA". A central "Enter Contact" form contains the following fields: "Name" (HAROLD GREEN), "Purpose" (MANAGER), "Primary Contact" (checked), "Address Type" (SELECT ...), and "Address Detail" (ADDRESS - EMAIL KGREEN@WIREMESH.COM.AU). A "Delete" button is next to the address detail. At the bottom of the form are buttons for "Back", "Continue", "Submit", and "Cancel". The Windows taskbar at the bottom shows the Start button and several open applications, including "Novel-delivered Applica...", "Inbox - Microsoft Outlook", "COMMERCIAL-IN-CONF...", and "Client Registration D...". The system clock shows 10:47.

**Step 10.** When you are satisfied with the details, click on the **Continue** button.

**Step 11.** Click on the **Yes** button to submit your details.

The **Client Registration Details** screen displays. You will now see the **Enter EDI Site** section, prompting you to select an interaction preference.

Client Registration Details - Microsoft Internet Explorer

HOME HELP

Client Type ORG ABN 28 000 775 840

Name WIRE MESH INDUSTRIES PTY. LTD.

Business Address UNIT 1  
7-9 RHODES ST  
WEST RYDE NSW 2114  
AUSTRALIA

Postal Address PO BOX 91  
WEST RYDE NSW 1695  
AUSTRALIA

Contact Name HAROLD GREEN Contact Purpose MANAGER

Enter EDI Site

Interaction Preference SELECT...

Back Continue Submit Cancel

**Step 12.** Click on the **Interaction Preference** drop down box.

Client Registration Details - Microsoft Internet Explorer

Client Registration Details

HOME HELP

Reference  
Client  
Registration  
Reports  
Exports  
Logout

Client Type: ORG  
Name: WIRE MESH INDUSTRIES PTY. LTD.  
Business Address: UNIT 1, 7-9 RHODES ST, WEST RYDE NSW 2114, AUSTRALIA  
Contact Name: HAROLD GREEN  
ABN: 28 000 775 860  
Postal Address: PO BOX 91, WEST RYDE NSW 1695, AUSTRALIA  
Contact Purpose: MANAGER

Enter EDI Site

Interaction Preference: SELECT...  
SELECT...  
INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB  
INTERACT WITH CUSTOMS VIA THE WEB ONLY

Back Continue Submit Cancel

Start | Novel-delivered A... | Inbox - Microsoft ... | COMMERCIAL-IN... | Client RegistratL... | G:\ | 10:51

In the **Interaction Preference** drop down box, there are two choices:

- Interact with Customs via EDI Software and Web
- Interact with Customs via the Web only

Depending on which option you choose, the process will be different, and screens will appear differently.

Clients who choose **Interact with Customs via EDI Software and the web** should now proceed to **Step 12a – Step 12i**.

Clients who choose **Interact with Customs via the web only** should now proceed to **Step 12j – Step 12l**.

## A) INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB

**Step 12a.** From the drop-down box, choose 'Interact with Customs via EDI software and the web'.

The resulting screen will display as below.

The screenshot shows a web browser window titled "Client Registration Details - Microsoft Internet Explorer". The page header includes the Australian Customs logo and "ICS\_B Australian Customs Service EXT\_PROD". The main content area is titled "Client Registration Details" and contains the following information:

- Client Type:** ORG
- ABN:** 28 000 775 860
- Business Name:** WIRE MESH INDUSTRIES PTY. LTD.
- Business Address:** UNIT 1, 7-9 RHODES ST, WEST RYDE NSW 2114, AUSTRALIA
- Postal Address:** PO BOX 91, WEST RYDE NSW 1685, AUSTRALIA
- Contact Name:** HAROLD GREEN
- Contact Purpose:** MANAGER

The "Enter EDI Site" section contains the following fields and options:

- Interaction Preference:** INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB (selected in a dropdown)
- EDI Site Name:** [Text input field]
- Text E-mail Address:** [Text input field]
- EDI E-mail Address:** [Text input field]
- EDI Reply Preference:** REPLY TO SENDER (selected in a dropdown)
- Format Preference:** TEXT (selected in a dropdown)
- Maximum Message Count:** [Text input field]
- Maximum Time Period (Seconds):** [Text input field]
- In-house Software Developer:**  (OR) Software Developer [Text input field]

At the bottom of the form are buttons for "Back", "Continue", "Submit", and "Cancel".

**Step 12b.** In the **EDI Site Name** field, enter the EDI site name.

**Step 12c.** In the **Text E-mail Address** field, enter the text email address.

**Step 12d.** In the **EDI E-mail Address** field, enter the EDI email address.



**Step 12e.** From the **EDI Reply Preference** field, click on the drop down button and select either **REPLY TO SENDER** or **REPLY TO PREFERRED ADDRESS**.

The screenshot displays the 'Client Registration Details' page in a Microsoft Internet Explorer browser window. The page title is 'Client Registration Details' and the URL is 'ICS\_B Australia Customs Service EXT\_PROD'. The page content is divided into several sections:

- Client Type:** ORG
- Name:** WIRE MESH INDUSTRIES PTY. LTD. (ABN 28 000 775 840)
- Business Address:** UNIT 1, 7-9 RHODES ST, WEST RYDE NSW 2114, AUSTRALIA
- Postal Address:** PO BOX 91, WEST RYDE NSW 1695, AUSTRALIA
- Contact Name:** HAROLD GREEN
- Contact Purpose:** MANAGER

The 'Enter EDI Site' form contains the following fields and options:

- Interaction Preference:** INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB
- EDI Site Name:** WIRE
- Text E-mail Address:** HGREEN@WIRE.COM.AU
- EDI E-mail Address:** WIREM@WIRE.COM.AU
- EDI Reply Preference:** REPLY TO SENDER (selected)
- Format Preference:** REPLY TO PREFERRED ADDRESS
- Maximum Message Count:** 1
- Maximum Time Period (Seconds):** 0
- In-house Software Developer:**  (OR) Software Developer

At the bottom of the form, there are buttons for 'Back', 'Continue', 'Submit', and 'Cancel'. The browser's taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 10:50.

**Step 12f.** From the **Format Preference** field, click on the drop down button and select either **TEXT** or **EDI**.

The screenshot shows a web browser window titled "Client Registration Details" with a yellow background. At the top, it says "Client Registration Details" and "ABN 28 000 775 860". Below this, client information is displayed:

**Client Type** ORG  
**Name** WIRE MESH INDUSTRIES PTY. LTD.  
**Business Address** UNIT 1  
 7-9 RHODES ST  
 WEST RYDE NSW 2114  
 AUSTRALIA  
**Contact Name** HAROLD GREEN  
**Postal Address** PO BOX 91  
 WEST RYDE NSW 1695  
 AUSTRALIA  
**Contact Purpose** MANAGER

An "Enter EDI Site" dialog box is open, containing the following fields:

- Interaction Preference:** INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB
- EDI Site Name:** WIRE
- Text E-mail Address:** HGREEN@WIRE.COM.AU
- EDI E-mail Address:** HGREEN@WIRE.COM.AU
- EDI Reply Preference:** REPLY TO SENDER
- Format Preference:** EDI
- Maximum Message Count:** 1
- Maximum Time Period (Seconds):** 1
- In-house Software Developer:** (OR)Software Developer

Buttons at the bottom of the dialog box are "Back", "Continue", "Submit", and "Cancel". The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 10:09.

**Step 12g.** In the **Maximum Message Count** field, enter the maximum message count. The default value is one.

**Step 12h.** In the **Maximum Time Period (Seconds)**, enter the maximum time period in seconds. The default value is one.

**Step 12i.** (Optional) Select the **In-house Software Developer** checkbox field if appropriate **OR** in the **Software Developer** field, click on the drop down button and select the appropriate option.

The screenshot shows the 'Client Registration Details' page. The client information is as follows:

Client Type	ORG	ABN	28 000 775 860
Name	WIRE MESH INDUSTRIES PTY. LTD.		
Business Address	UNIT 1 7-9 RHODES ST WEST RYDE NSW 2114 AUSTRALIA	Postal Address	PO BOX 91 WEST RYDE NSW 1685 AUSTRALIA
Contact Name	HAROLD GREEN		
Contact Purpose	MANAGER		

The 'Enter EDI Site' section contains the following fields:

- Interaction Preference: INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB
- EDI Site Name: WIRE
- Text E-mail Address: HGREEN@WIRE.COM.AU
- EDI E-mail Address: WIRE@WIRE.COM.AU
- EDI Reply Preference: REPLY TO SENDER
- Format Preference: EDI
- Maximum Message Count: 1
- Maximum Time Period (Seconds): 1
- In-house Software Developer:  (OR) Software Developer

The dropdown menu for '(OR) Software Developer' is open, showing a list of company names including:

- A & J CONTAINER SERVICES & BOND STORES PTY LTD
- A HARTRODT AUSTRALIA PTY LTD
- A HARTRODT QUEENSLAND PTY. LTD.
- A.C.N. 100 708 928 PTY LTD
- A.M.I. WHOLESALE FREIGHT PTY. LIMITED
- A&S LTD
- ABBOT POINT BULKCOAL PTY. LTD.
- ABERDEEN STEAM LAUNDRY PTY LTD
- ABET PTY. LIMITED
- ABX LOGISTICS (AUSTRALIA) PTY LTD
- ACTIVAIR AUSTRALIA PTY. LIMITED
- ALBANY PORT AUTHORITY
- ALL PURPOSE ENTERPRISES PTY. LTD.

Selecting the required software developer will populate the **Software Developer** field.

When you have entered all required information, continue on to **C) All Clients.**

**B) INTERACT WITH CUSTOMS VIA THE WEB ONLY**

**Step 12j.** From the drop-down box, choose 'Interact with Customs via the web only'.

The resulting screen will display as below.

The screenshot shows a web browser window titled "Client Registration Details" with a blue header and a yellow main area. On the left is a navigation menu with "HOME" and "HELP" buttons, and a list of links: Reference, Client, Registration, Reports, Exports, and Logout. The main content area displays the following information:

- Client Type:** ORG
- Name:** WIRE MESH INDUSTRIES PTY. LTD.
- ABN:** 28 000 775 840
- Business Address:** UNIT 1, 7-9 RHODES ST, WEST RYDE NSW 2114, AUSTRALIA
- Postal Address:** PO BOX 91, WEST RYDE NSW 1695, AUSTRALIA
- Contact Name:** HAROLD GREEN
- Contact Purpose:** MANAGER

Below this information is a section titled "Enter EDI Site" containing:

- An "Interaction Preference" dropdown menu currently set to "INTERACT WITH CUSTOMS VIA THE WEB ONLY".
- An "EDI Site Name" text input field.
- A "Text E-mail Address" text input field.

At the bottom of the form are four buttons: "Back", "Continue", "Submit", and "Cancel". The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 10:53.

**Step 12k.** In the **EDI Site Name** field, enter the EDI site name.

**Step 12l.** In the **Text E-mail Address** field, enter the text email address.

### C) ALL CLIENTS.

**Step 13.** When you have entered all the required details, click on the **Continue** button, then the **Submit** button to submit the details.

The **Client Registration Details** screen will display. (Note that the **EDI Site Name** field will reflect the name you have just given to your EDI Site)

You are now required to add a **Role**.

The screenshot shows a web browser window titled "Client Registration Details - Microsoft Internet Explorer". The page header includes the Australian Government logo and "FCS\_B". The main content area is titled "Client Registration Details" and contains the following information:

- Client Type:** ORG
- Name:** WIRE MESH INDUSTRIES PTY. LTD.
- ABN:** 28 000 775 860
- Business Address:** UNIT 1, 7-9 RHODES ST, WEST RYDE NSW 2114, AUSTRALIA
- Postal Address:** PO BOX 91, WEST RYDE NSW 1685, AUSTRALIA
- Contact Name:** HAROLD GREEN
- Contact Purpose:** MANAGER
- EDI Site Name:** WIRE

Below this information is an "Add Roles" section with a form containing:

- A dropdown menu for "Role Name" with "SELECT ..." selected.
- A checkbox labeled "EXDGC User".
- A text field for "Preferred EDI Site" containing the value "WIRE".
- An "Add" button.

At the bottom of the form are four buttons: "Back", "Continue", "Submit", and "Cancel". The browser's taskbar at the bottom shows the Start button, several application icons, and the system tray with the time "11:21".

The Add Roles section enables authorised users to add Role details for a client registration.

**Step 14.** In the **Role Name** field, click on the drop down button and select the appropriate Role.

The screenshot shows the 'Client Registration Details' page in a Microsoft Internet Explorer browser. The page title is 'Client Registration Details'. On the left, there is a navigation menu with 'HOME' and 'HELP' buttons, and a list of links: Reference, Client, Registration, Reports, Experts, and Logout. The main content area is yellow and contains the following information:

- Client Type:** ORG
- Name:** WIRE MESH INDUSTRIES PTY. LTD.
- ABN:** 28 000 775 840
- Business Address:** UNIT 1, 7-9 RHODES ST, WEST RYDE NSW 2114, AUSTRALIA
- Postal Address:** PO BOX 91, WEST RYDE NSW 1695, AUSTRALIA
- Contact Name:** HAROLD GREEN
- Contact Purpose:** MANAGER
- EDI Site Name:** WIRE

Below this information is an 'Add Roles' section. It contains a table with two columns: 'Role Name' and 'EXDOC User'. The 'Role Name' column has a dropdown menu open, showing a list of roles including AIR CARGO REPORTER, AIR CRAFT OPERATOR, BUREAU, EXPORTER, EXPORTER AGENT, IMPORTER, PERMIT ISSUING AUTHORITY, REGISTRATION AGENT, SAC COMMUNICATOR, SEA CARGO REPORTER, SECURITY PROVIDER, SHIPPING COMPANY, and SPECIAL REPORTER (HULL). The 'EXDOC User' column has a checkbox that is currently unchecked. At the bottom of the 'Add Roles' section are four buttons: 'Back', 'Continue', 'Submit', and 'Cancel'.



**Note:** the Licensed Brokerage Role and Nominee Broker Role are not available for selection at registration.

Role start and end dates can only be amended after registration.

**Step 15.** (Optional) Select the **EXDOC User** checkbox if this is an EXDOC user.



**Note:** this option will only be available when a Role of Exporter has been selected.

**Step 16.** Click on the **Add** button.

In the below example, the role of **Exporter** has been added.

The screenshot shows the 'Client Registration Details' page in a Microsoft Internet Explorer browser. The page title is 'Client Registration Details'. The client information is as follows:

<b>Client Type</b> ORG	ABN 28 000 775 840
<b>Name</b> WIRE MESH INDUSTRIES PTY. LTD.	
<b>Business Address</b> UNIT 1 7-9 RHODES ST WEST RYDE NSW 2114 AUSTRALIA	<b>Postal Address</b> PO BOX 91 WEST RYDE NSW 1695 AUSTRALIA
<b>Contact Name</b> HAROLD GREEN	<b>Contact Purpose</b> MANAGER
<b>EDI Site Name</b> WIRE	

The 'Add Roles' dialog box is open, showing the following table:

Role Name	EXDGC User
EXPORTER	<input type="checkbox"/>

Buttons at the bottom of the dialog: Back, Continue, Submit, Cancel.



**Note:** To delete a Role, click on the relevant Delete button. Roles can be added/removed at a later date, but at least one Role must be selected for registration.

**Step 17.** Click on the **Continue** button.

The **Enter Other Information** section (within Client Registration Details screen) displays.

Client Registration Details - Microsoft Internet Explorer

Australian Government ICS\_B  
Australian Customs Service EXT\_PROD

Client Registration Details

HOME HELP

- Reference
- Client
- Registration
- Reports
- Exports
- Logout

Client Type ORG ABN 28 000 775 860

Name WIDE MESH INDUSTRIES PTY. LTD.

Business Address UNIT 1  
7-9 RHODES ST  
WEST RYDE NSW 2114  
AUSTRALIA

Postal Address PO BOX 91  
WEST RYDE NSW 1695  
AUSTRALIA

Contact Name HAROLD GREEN Contact Purpose MANAGER

EDI Site Name WIRE

Roles [EXPORTER]

Enter Other Information

No other information required, registration may be submitted.

Back Continue Submit Cancel

Start Novel-delivered Applicat... Client Registration De... Inbox - Microsoft Outlook 11:24

The **Enter Other Information** section enables authorised users to input other details about a client.

At this stage:

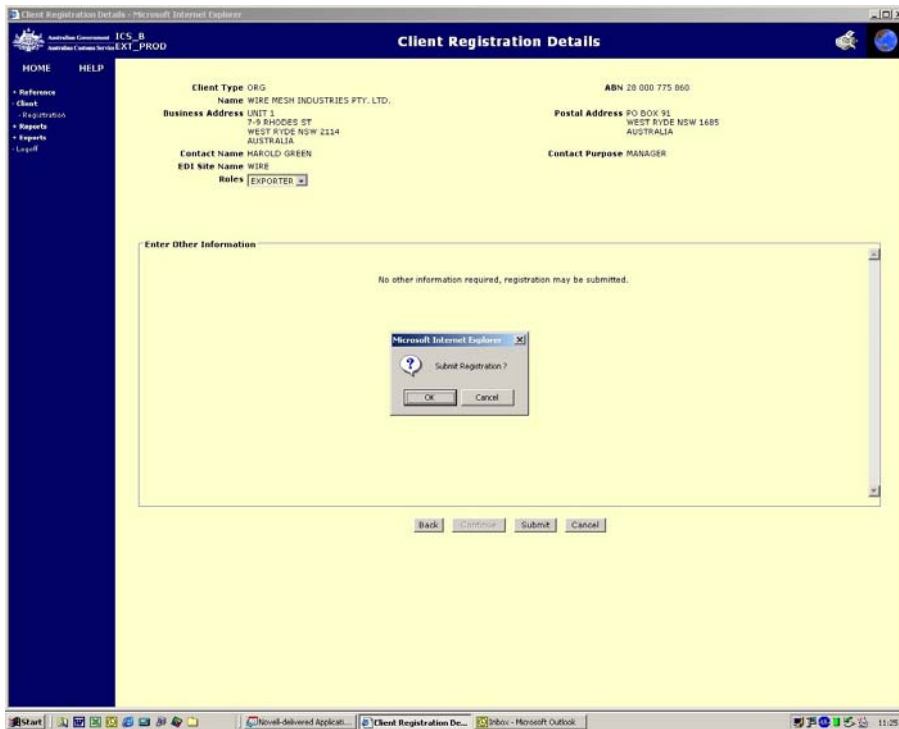
- **Organisations** should refer to Steps **17a** and **17b**. (page 49)
- **Individuals** should refer to Steps **17c** through **17h**. (page 50 & 51)



## ORGANISATIONS

If the client is an Organisation, you will be advised, “No other information required, registration may be submitted”.

**Step 17a.** Click on the **Submit** button. A pop-up dialogue box will display, asking if you want to submit.



**Step 17b.** Click **OK**.

The **Client Registration Logoff** screen displays, informing you that you have successfully completed the registration, and will be logged off.



## INDIVIDUALS

The **Enter Other Information** displays.

The screenshot shows a web browser window titled "Client Registration Details - Microsoft Internet Explorer". The page header includes the Australian Government logo and "ECS\_B". The main content area is titled "Client Registration Details" and contains the following information:

- Client Type:** INDIVIDUAL
- Name:** MR JOHN WESTON SMITH
- Business Address:** 22 PARKER STREET, CAMBERRA ACT 2601, AUSTRALIA
- Contact Name:** JOHN SMITH
- EDI Site Name:** CRAYFISH WORLD
- Roles:** EXPORTER
- Postal Address:** (field is empty)
- Contact Purpose:** MANAGER

Below this information is a section titled "Enter Other Information" which contains a sub-section for "Personal Details". This section includes:

- Date of Birth:** A text input field with a placeholder "(dd/mm/yyyy)".
- Sex:** A dropdown menu currently showing "SELECT ...".
- Travel Documents:** A section with an "Add Line" button.
- Document Number:** A text input field.
- Country of Issue:** A dropdown menu currently showing "SELECT ...".
- Delete:** A button next to the Country of Issue dropdown.

At the bottom of the form are four buttons: "Back", "Continue", "Submit", and "Cancel".

**Step 17c.** In the **Date of Birth** field, enter the date of birth of the client. The format must be dd/mm/yyyy. For example, 27/12/1968.



**Note:** This field will default to 00/00/0000.

**Step 17d.** In the **Sex** field, click on the drop down button and select one of the following:

- Female
- Male
- Unknown
- Not Specified.

**Step 17e.** Click on the **Add Line** button.



---

**Note:** the Add Line button will only be available if nine or fewer travel documents are entered and if the last line displayed has been completed (i.e. blank lines are not allowed).

---

A line of Travel Document fields displays.

**Step 17f.** In the **Travel Document Number** field, enter the number of the travel document.

**Step 17g.** In the **Country of Issue** field, click on the drop down button and select the country of issue of the travel document.



---

**Note:** to Delete a Travel Document line that has been entered, click on the relevant **Delete** button.

---

**Step 17h.** Click on the **Submit** button.

Your details are submitted, you are advised the registration is successful and you will be logged off from the ICS.

You have now entered the initial requirements for using the ICS. Upon logging back into the ICS, additional client details can be added (eg, additional contacts, roles, EDI sites) or existing details can be amended. For details, refer to **Module 3.2 - Create and Amend Basic Client Details**.

## NON-ABN REGISTRATION

For clients who do not have an ABN:

**Step 1.** From the main menu, click on **Client**, and then click on **Registration**.

The **Client Registration Core Details** screen displays.

The Client Registration Core Details screen enables authorised users to enter core details for the registration of a client that will determine:

- the Attributes to be pre-populated
- the Attributes to be displayed.

**Step 2.** In the Client Type field, select either the Organisation or Individual option, then click the Continue button.




---

**Note:** to exit out of this screen without saving, click on the Cancel button.

---

At this stage:

**Organisations** should refer to **Steps 3-36**.

**Individuals** should refer to pages **Steps 37-82**.

## ORGANISATIONS

If you selected Organisation, the **Client Registration Details** screen displays.

Organisation Name	Name Type
	PREFERRED

The **Enter Name** (organisation) section enables authorised users to create an organisation registration.

**Step 3.** In the **Organisation Name** field, enter the Organisation Name.

**Step 4.** Click on the **Continue** button.

The **Enter Business Address** section (within Client Registration Details) displays.

The **Enter Business Address** section enables authorised users to add a business address for a client registration.



**Note:** the Business Address can be entered using a search. To do this, click on the **Search Address** hyperlink. The Address Search screen displays (refer to the **Searching for Addresses** process for this procedure).

**Step 5.** In the **Country** field, click on the drop down button and select the country of the business. This will default to Australia.

**Step 6.** In the **Line 1** field, enter the first line of the business address. For example, 1 Smith Street.

**Step 7.** (Optional) In the **Line 2** field, enter the second line of the business address.

**Step 8.** In the **Suburb/Town** field, enter the business address suburb or town.

**Step 9.** For Australian addresses, in the **Postcode** field, enter the business address postcode.

For non-Australian addresses, in the **Postcode/Zip** field, enter the business address Postcode/Zip.

**Step 10.** For Australian addresses, in the **State** field, click on the drop down button, and select the business address state.

For non-Australian addresses, in the **State/County** field, enter the business address state or county.



---

**Note:** Suburb/Town, Postcode and State fields are only mandatory for Australian addresses.

---

**Step 11.** Click on the **Continue** button.

At this stage, the ICS will perform the following check, to ensure that the information entered is correct:

- A postal address search will take place to determine the validity of the address entered. The ICS will attempt to match the address entered with an address on the postal address file. The results of this search (a match indicator and a unique DPID obtained from the postal address file), will display in the Client Summary View screen following the completion of the registration process (refer to the **Viewing Client Summary details** process for this procedure).

The **Enter Contact** section (within the **Client Registration Details** screen) displays.

The screenshot shows a web browser window titled "Client Registration Details - Microsoft Internet Explorer". The page header includes the Australian Government logo and the text "ICS\_A Australian Customs Service INT\_TEST". The main heading is "Client Registration Details". On the left is a navigation menu with options: HOME, HELP, Reference, Client, Search, Registration, Reports, Exports, Imports, Outbound Messages, and Logoff. The main content area displays client information: Client Type: ORGANISATION, Name: WAVELINE, Business Address: 22 PARKER STREET, CANBERRA ACT 2601, AUSTRALIA, and Postal Address. Below this is the "Enter Contact" section, which contains a form with the following fields: Name (text input), Purpose (text input), Primary Contact (checkbox), Address Type (dropdown menu with "SELECT ..." and an "Add" button), and Address Detail (text input). At the bottom of the form are buttons for "Back", "Continue", "Submit", and "Cancel".

The Enter Contact section enables authorised users to add contact details and select the primary contact.

**Step 12.** In the **Name** field, enter the Contact Name.

**Step 13.** In the **Purpose** field, enter the purpose of the contact. This is usually their job title eg Manager.

**Step 14.** (Optional) Select the **Primary Contact** checkbox if the contact is the primary contact.



**Step 15.** (Optional) In the **Address Type** field, click on the drop down button, and select one of the following:

- ADDRESS – BUSINESS
- PHONE – AFTER HOURS
- ADDRESS – EMAIL
- PHONE – FAX
- PHONE – MOBILE
- PHONE – BUSINESS
- ADDRESS – POSTAL.



---

**Note:** The contact name can be changed, but each Address Type can only be added once.

---

**Step 16.** Click on the **Add** button.

The **Client Contact Address Add** screen displays. The value selected for Address Type will determine which fields are displayed.

If you selected **Address Business** or **Address Postal**, the following fields will be displayed ready for population:

- Country
- Line 1
- Line 2
- Suburb/Town
- Postcode
- State.

If you selected **Phone After Hours**, **Phone Fax**, **Phone Business** or **Phone Mobile**, the following fields will be displayed ready for population:

- Prefix
- Phone
- Comment.

If you selected **Address Email**, the Address field will display ready for population.

**Step 17.** Enter the relevant values in the mandatory fields.

**Step 18.** On the **Client Contact Address Add** screen, click on the **Submit** button.



**Note:** more than one address type can be entered for the contact already entered, however, only one contact can be entered during the registration process.



**Note:** To delete an incorrect address, click on the relevant Delete button.

**Step 19.** When you have entered all appropriate contact details, click on the **Continue** button.

The **Enter EDI Site** screen displays.

The screenshot shows a web browser window titled "Client Registration Details - Microsoft Internet Explorer". The page header includes the Australian Government logo and "ICS Australian Customs Service TRN". The main content area is titled "Client Registration Details" and displays the following information:

- Client Type:** ORGANISATION
- Name:** LORD VINTAGE
- Business Address:** 22 SERVEY STREET, CAMBERRA ACT 2600, AUSTRALIA
- Contact Name:** JAMES LORD
- Postal Address:** (field is empty)
- Contact Purpose:** MANAGER

Below this information is a section titled "Enter EDI Site" containing an "Interaction Preference" dropdown menu. The dropdown is open, showing the following options:

- SELECT...
- SELECT...
- INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB
- INTERACT WITH CUSTOMS VIA THE WEB ONLY

At the bottom of the form are four buttons: "Back", "Continue", "Submit", and "Cancel".

From the **Interaction Preference** section, click on the drop down box and select one of the following:

- INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB
- INTERACT WITH CUSTOMS VIA THE WEB ONLY

At this stage:

- Clients who chose **Interact with Customs via EDI software and the web** should proceed to **Step 20**.
- Clients who chose **Interact with Customs via the web only** should proceed to **Step 29**.

### INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB

**Step 20.** Choosing **Interact with Customs via EDI software and the web** will result in the following screen.

The screenshot shows the 'Client Registration Details' page in a Microsoft Internet Explorer browser. The page has a blue header with the Australian Government ICS logo and navigation links like HOME and HELP. A left sidebar contains a menu with options like Reference, Client, Search, Registration, Reports, Reports, Reports, Outbound Messages, Manage This user, Risk Assessment, and Logout. The main content area displays client details for 'LORD VINTAGE', including business address and contact name. A 'Enter EDI Site' pop-up window is overlaid on the page, containing the following fields and options:

- Interaction Preference: INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB (selected)
- EDI Site Name: [Text input field]
- Text E-mail Address: [Text input field]
- EDI E-mail Address: [Text input field]
- EDI Reply Preference: REPLY TO SENDER (dropdown menu)
- Format Preference: TEXT (dropdown menu)
- Maximum Message Count: 1 (text input field)
- Maximum Time Period (Seconds): 0 (text input field)
- In-house Software Developer:  (OR)Software Developer (checkbox)

At the bottom of the pop-up window are buttons for Back, Continue, Submit, and Cancel.

**Step 21.** In the **EDI Site Name** field, enter the EDI site name.

**Step 22.** In the **Text E-mail Address** field, enter the text email address.

**Step 23.** In the **EDI E-mail Address** field, enter the EDI email address.

**Step 24.** From the **EDI Reply Preference** field, click on the drop down button and select either 'REPLY TO SENDER' or 'REPLY TO PREFERRED ADDRESS'.

**Step 25.** From the **Format Preference** field, click on the drop down button and select either 'TEXT' or 'EDI'.

**Step 26.** In the **Maximum Message Count** field, enter the maximum message count. The default value is one.

**Step 27.** In the **Maximum Time Period (Seconds)**, enter the maximum time period in seconds. The default value is one.

**Step 28.** (Optional) Select the **In-house Software Developer** field if appropriate **OR** in the **Software Developer** field, click on the drop down button and select the appropriate option.

## INTERACT WITH CUSTOMS VIA THE WEB ONLY

Choosing **Interact with Customs via the web only** will result in the following screen.

Client Registration Details - Microsoft Internet Explorer

Australian Government ICS  
Interactive Customs Services T2V

**Client Registration Details**

HOME HELP

- Reference
- Client
- Search
  - Registered Names
  - Registered Identifier
  - Reference Search
  - DDID Search
  - Bank Account Search
- Registration
- Regime
- Exports
- Imports
- Outbound Messages
- Manage Messages
- Risk Assessment
- Logout

Client Type: ORGANISATION

Name: LORD ANTIQUES

Business Address: 345 OLDEN STREET  
CANBERRA ACT 2600  
AUSTRALIA

Contact Name: JOHN GRIMES

Postal Address

Contact Purpose: MANAGER

Enter EDI Site

Interaction Preference: INTERACT WITH CUSTOMS VIA THE WEB ONLY

EDI Site Name

Text E-mail Address

Back Continue Submit Cancel

**Step 29.** In the **EDI Site Name** field, enter the EDI site name.

**Step 30.** In the **Text E-mail Address** field, enter the text email address.

## ALL CLIENTS

**Step 31.** When you have entered all appropriate EDI details, click on the **Continue** button.

The **Add Roles** section (within the **Client Registration Details** screen) displays.

The screenshot shows a web browser window titled "Client Registration Details" with a blue header and a yellow main area. On the left is a dark blue navigation menu with links like "HOME", "HELP", "Reference", "Client", "Search", "Registration", "Reports", "Outbound Messages", "Manage Messages", "Risk Assessment", and "Logout". The main content area displays client information: "Client Type: ORGANISATION", "Name: LORD VINTAGE", "Business Address: 123 DENVER STREET, CANBERRA ACT 2600, AUSTRALIA", "Contact Name: JAMES LORD", "ED1 Site Name: LORD VINTAGE 1", "Postal Address", and "Contact Purpose: MANAGER". Below this is the "Add Roles" section, which contains a "Role Name" dropdown menu (currently showing "SELECT..."), a "Preferred ED1 Site" field (showing "LORD VINTAGE 1"), and an "EXDOC User" checkbox. An "Add" button is positioned below the "Preferred ED1 Site" field. At the bottom of the form are "Back", "Continue", "Submit", and "Cancel" buttons.

The **Add Roles** section enables authorised users to add Role details for a client registration.

**Step 32.** In the **Role Name** field, click on the drop down button and select the appropriate role.



**Note:** the Licensed Brokerage Role and Nominee Broker Role are not available for selection at registration.

Role start and end dates can only be amended after registration.

**Step 33.** (Optional) Select the **EXDOC User** checkbox if this is an EXDOC user.



**Note:** this option will only be available when a Role of Exporter has been selected.

**Step 34.** Click on the **Add** button.

Each role added will display as it is added. There will also be an option to delete any roles that have been created in error.

**Step 35.** When all roles have been added, click on the **Continue** button.

The **Enter Other Information** section displays.

Client Registration Details - Microsoft Internet Explorer

Client Registration Details

HOME HELP

Reference  
Client  
Search  
Registration  
Reports  
Imports  
Outbound Messages  
Manage Resources  
Risk Assessment  
Logout

Client Type ORGANISATION  
Name LORD VINTAGE  
Business Address 123 DENVER STREET  
CAMBERRA ACT 2600  
AUSTRALIA  
Postal Address  
Contact Name JAMES LORD  
Contact Purpose MANAGER  
EDI Site Name LORD VINTAGE 1  
Roles [EXPORTER]

Enter Other Information

No other information required, registration may be submitted.

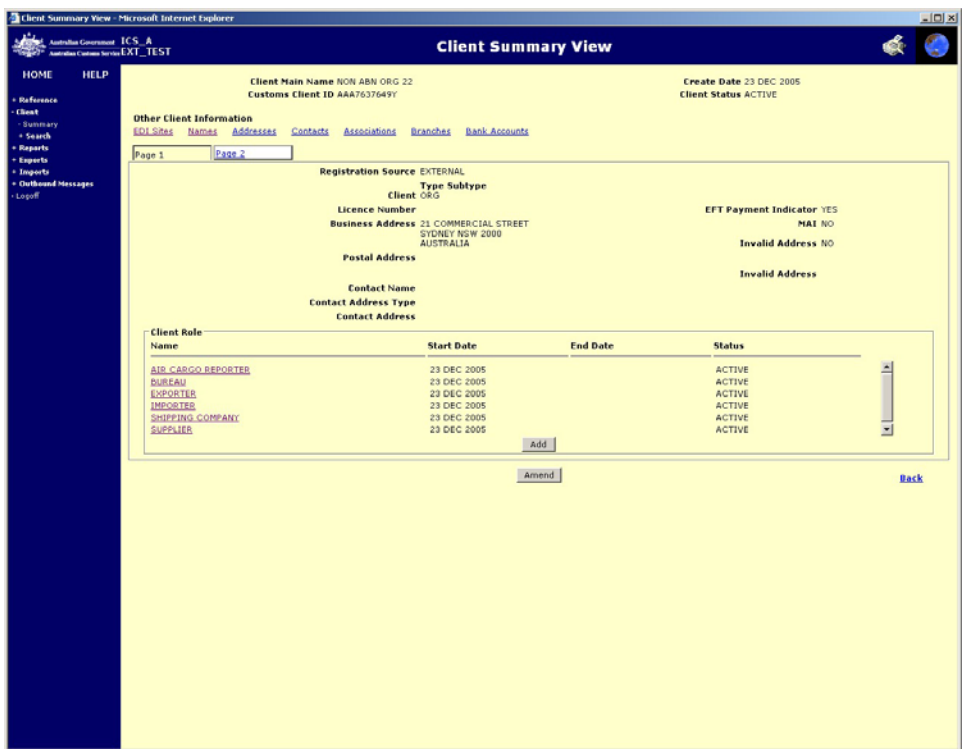
Back Continue Submit Cancel

**Step 36.** Click on **Submit**, then click on **OK** in the **Submit Registration** dialogue box that displays.

The **Client Registration Logoff** screen displays, informing you that the registration has been successful, and that you will be logged off.



When you next log in to the ICS, the **Client Summary View** screen will display your Customs Client Identifier (CCID).





## INDIVIDUALS

The **Enter Name** (individual) section (within the **Client Registration Details** screen) displays.

The screenshot shows a web browser window titled "Client Registration Details" with a blue header and a yellow main area. On the left is a dark blue sidebar with "HOME" and "HELP" buttons, and a menu with "Reference", "Client", "Registration", "Reports", and "Logout". The main content area is titled "Client Type INDIVIDUAL". Below this is a form titled "Enter Name" with a table for name entry.

Title	First Name	Second Name	Family Name	Suffix	Name Type
MR	JOHN	WESTON	SOUTH		PREFERRED

At the bottom of the form are buttons for "Back", "Continue", "Submit", and "Cancel".

The **Enter Name** (individual) section enables authorised users to create an individual registration.

**Step 37.** (Optional) In the **Title** field, enter the Individual's title (for example Mr, Mrs, Dr or Prof).

**Step 38.** (Optional) In the **First Name** field, enter the first name of the individual.

**Step 39.** (Optional) In the **Second Name** field, enter the second name of the individual.

**Step 40.** In the **Family Name** field, enter the family name of the individual.

**Step 41.** (Optional) In the **Suffix** field, enter the suffix for the individual (for example, JR, SR or III).

**Step 42.** Click on **Continue**.

The **Enter Business Address** section (within the Client Registration Details screen) displays.

The screenshot shows a web browser window titled "Client Registration Details" with a blue header and a dark blue sidebar. The main content area is yellow and displays the following information:

- Client Type:** INDIVIDUAL
- Name:** MR JOHN WESTON SIMTH

The "Enter Business Address" section is highlighted with a white border and contains the following fields:

- Search Address:** A hyperlink.
- Country:** A dropdown menu with "AUSTRALIA" selected.
- Line 1:** A text input field.
- Line 2:** A text input field.
- Suburb/Town:** A text input field.
- PostCode:** A text input field.
- State:** A dropdown menu with "SELECT..." selected.

At the bottom of the form are four buttons: "Back", "Continue", "Submit", and "Cancel".

The **Enter Business Address** section enables authorised users to add a business address for a client registration.



**Note:** the Business Address can be entered using a search. To do this, click on the **Search Address** hyperlink. The Address Search screen displays (refer to the **Searching for Addresses** process for this procedure).

**Step 43.** In the **Country** field, click on the drop down button and select the country of the business. This will default to Australia.

**Step 44.** In the **Line 1** field, enter the first line of the business address. For example, 1 Smith Street.

**Step 45.** (Optional) In the **Line 2** field, enter the second line of the business address.

**Step 46.** In the **Suburb/Town** field, enter the business address suburb or town.

**Step 47.** For Australian addresses, in the **Postcode** field, enter the business address postcode.

For non-Australian addresses, in the **Postcode/Zip** field, enter the business address Postcode/Zip.

**Step 48.** For Australian addresses, in the **State** field, click on the drop down button, and select the business address state.

**Step 49.** For non-Australian addresses, in the **State/County** field, enter the business address state or county.



---

**Note:** Suburb/Town, Postcode and State fields are only mandatory for Australian addresses.

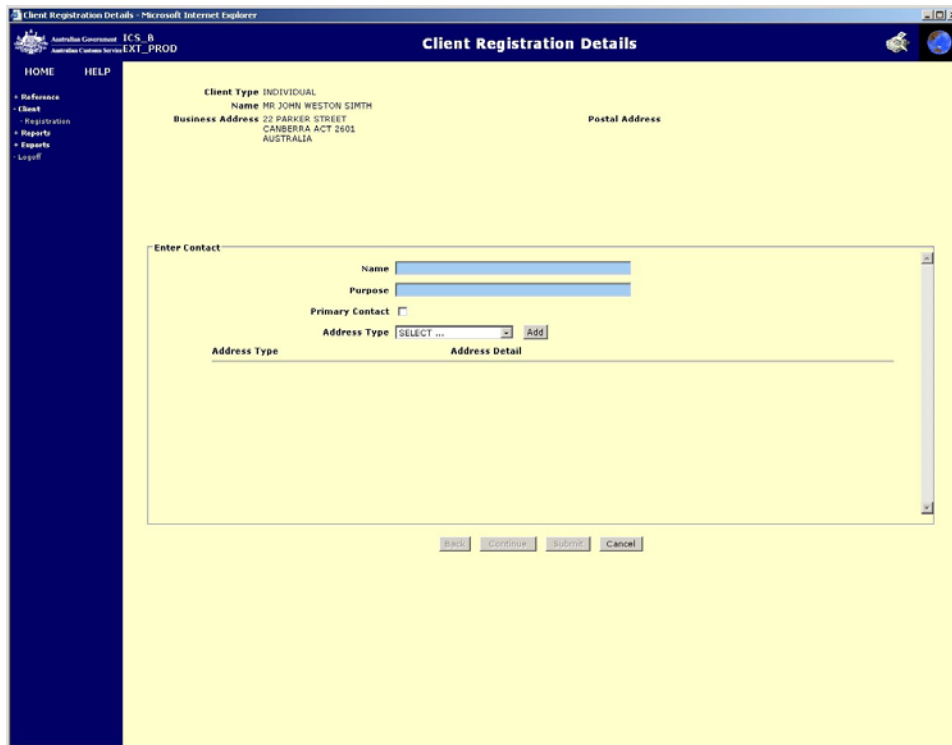
---

**Step 50.** Click on the **Continue** button.

At this stage, the ICS will perform the following check, to ensure that the information entered is correct:

- A postal address search will take place to determine the validity of the address entered. The ICS will attempt to match the address entered with an address on the postal address file. The results of this search (a match indicator and a unique DPID obtained from the postal address file), will display in the Client Summary View screen following the completion of the registration process (refer to the **Viewing Client Summary details** process for this procedure).

The **Enter Contact** section (within the Client Registration Details screen) displays.



The screenshot shows a web browser window titled "Client Registration Details" with a blue header and a dark blue sidebar. The main content area is yellow. At the top, it displays "Client Type INDIVIDUAL" and "Name MR JOHN WESTON SIMTH". Below this, the "Business Address" is listed as "22 PARKER STREET, CANBERRA ACT 2601, AUSTRALIA". To the right, there is a "Postal Address" field. The "Enter Contact" section is a white box with a scroll bar, containing a "Name" text input field, a "Purpose" text input field, a "Primary Contact" checkbox, an "Address Type" dropdown menu with "SELECT ..." selected, and an "Add" button. Below these fields are "Address Type" and "Address Detail" labels. At the bottom of the page are "Back", "Continue", "Submit", and "Cancel" buttons.

The **Enter Contact** section enables authorised users to add contact details and select the primary contact.

**Step 51.** In the **Name** field, enter the Contact Name.

**Step 52.** In the **Purpose** field, enter the purpose of the contact. This is usually their job title eg Manager.

**Step 53.** (Optional) Select the **Primary Contact** checkbox if the contact is the primary contact.

**Step 54.** (Optional) In the **Address Type** field, click on the drop down button, and select one of the following:

- ADDRESS – BUSINESS
- PHONE – AFTER HOURS
- ADDRESS – EMAIL
- PHONE – FAX
- PHONE – MOBILE
- PHONE – BUSINESS
- ADDRESS – POSTAL.



---

**Note:** The contact name can be changed, but each Address Type can only be added once.

---

**Step 55.** Click on the **Add** button.

The **Client Contact Address Add** screen displays. The value selected for Address Type will determine which fields are displayed.

If you selected **Address Business** or **Address Postal**, the following fields will be displayed ready for population:

- Country
- Line 1
- Line 2
- Suburb/Town
- Postcode
- State.

If you selected **Phone After Hours**, **Phone Fax**, **Phone Business** or **Phone Mobile**, the following fields will be displayed ready for population:

- Prefix
- Phone
- Comment.

If you selected **Address Email**, the Address field will display ready for population.

**Step 56.** Enter the relevant values in the mandatory fields.

**Step 57.** On the **Client Contact Address Add** screen, click on the **Submit** button.



---

**Note:** more than one address type can be entered for the contact already entered, however, only one contact can be entered during the registration process.

---



---

**Note:** To delete an incorrect address, click on the relevant Delete button.

---

**Step 58.** When you have entered all appropriate contact details, click on the **Continue** button.

The **Enter EDI Site** section (within the **Client Registration Details** screen) displays.

EDI Site Create - Microsoft Internet Explorer

ICS\_A EXT\_TEST HELP **EDI Site Create**

Client Main Name MR STEVEN LAZENBY Create Date 03 NOV 2004  
Customs Client ID AAA7634973F Client Status ACTIVE  
Software Developer Name INHOUSE

Interaction Preference SELECT...

Submit Cancel

**Step 59.** From the **Interaction Preference** section, click on the drop down box and select one of the following:

- INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB
- INTERACT WITH CUSTOMS VIA THE WEB ONLY

At this stage:

- Clients who chose **Interact with Customs via EDI software and the web** should proceed to **Step 60**.
- Clients who chose **Interact with Customs via the web only** should proceed to **Step 70**.

## INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB

**Step 60.** Choosing **Interact with Customs via EDI software and the web** will result in the following screen.

The screenshot shows the 'Client Registration Details' page in a Microsoft Internet Explorer browser window. The page title is 'Client Registration Details'. The client information displayed is:

- Client Type:** INDIVIDUAL
- Name:** MR JOHN WESTON SMITH
- Business Address:** 22 PARKER STREET, CANBERRA ACT 2901, AUSTRALIA
- Contact Name:** JOHN SMITH
- Contact Purpose:** MANAGER

The 'Enter EDI Site' modal window is open, showing the following fields:

- Interaction Preference:** INTERACT WITH CUSTOMS VIA EDI SOFTWARE AND THE WEB (dropdown menu)
- EDI Site Name:** [text input field]
- Text E-mail Address:** [text input field]
- EDI E-mail Address:** [text input field]
- EDI Reply Preference:** REPLY TO SENDER (dropdown menu)
- Format Preference:** TEXT (dropdown menu)
- Maximum Message Count:** [text input field]
- Maximum Time Period (Seconds):** [text input field]
- In-house Software Developer:**  (OR) Software Developer [dropdown menu]

Buttons at the bottom of the modal window are: Back, Continue, Submit, and Cancel.

**Step 61.** In the **EDI Site Name** field, enter the EDI site name.

**Step 62.** In the **Text E-mail Address** field, enter the text email address.

**Step 63.** In the **EDI E-mail Address** field, enter the EDI email address.

**Step 64.** From the **EDI Reply Preference** field, click on the drop down button and select either 'REPLY TO SENDER' or 'REPLY TO PREFERRED ADDRESS'.

**Step 65.** From the **Format Preference** field, click on the drop down button and select either 'TEXT' or 'EDI'.



**Step 66.** In the **Maximum Message Count** field, enter the maximum message count. The default value is one.

**Step 67.** In the **Maximum Time Period (Seconds)**, enter the maximum time period in seconds. The default value is one.

**Step 68.** (Optional) Select the **In-house Software Developer** field if appropriate **OR** in the **Software Developer** field, click on the drop down button and select the appropriate option.

**Step 69.** When you have entered all appropriate EDI details, click on the **Continue** button.

## INTERACT WITH CUSTOMS VIA THE WEB ONLY

Choosing **Interact with Customs via the web only** will result in the following screen.

Client Registration Details - Microsoft Internet Explorer

Australia Government ICS\_0  
Australian Customs Services EXT\_PROD

Client Registration Details

HOME HELP

Reference  
Client  
Registration  
Reports  
Logout

Client Type: INDIVIDUAL  
Name: MR JOHN WESTON SMITH  
Business Address: 22 PARKER STREET  
CANBERRA ACT 2603  
AUSTRALIA  
Contact Name: JOHN SMITH  
Postal Address  
Contact Purpose: MANAGER

Enter EDI Site

Interaction Preference: INTERACT WITH CUSTOMS VIA THE WEB ONLY

EDI Site Name  
Text E-mail Address

Back Continue Submit Cancel

**Step 70.** In the **EDI Site Name** field, enter the EDI site name.

**Step 71.** In the **Text E-mail Address** field, enter the text email address.

**Step 72.** When you have entered all appropriate EDI details, click on the **Continue** button.

The **Add Roles** section (within **Client Registration Details** screen) displays.

The screenshot shows a web browser window titled "Client Registration Details" with a yellow background. On the left is a blue navigation menu with options like Reference, Search, Registration, Reports, Imports, and Logout. The main content area displays client information: Client Type (INDIVIDUAL), Name (MR JAMES JOHN MARSDEN), Business Address (34 SMITH STREET, CANBERRA ACT 2600, AUSTRALIA), Contact Name (JOHN MARSDEN), EDI Site Name (STEVELAZENDY1), and Contact Purpose (MANAGER). Below this is the "Add Roles" section, which contains a "Role Name" dropdown menu (currently showing "SELECT..."), a "Preferred EDI Site" field (containing "STEVELAZENDY1"), and an "EXDOC User" checkbox. An "Add" button is positioned below the EDI site field. At the bottom of the form are "Back", "Continue", "Submit", and "Cancel" buttons.

The Add Roles section enables authorised users to add Role details for a client registration.

**Step 73.** In the **Role Name** field, click on the drop down button and select the appropriate role.



**Note:** the Licensed Brokerage Role and Nominee Broker Role are not available for selection at registration.

Role start and end dates can only be amended after registration.

**Step 74.** (Optional) Select the **EXDOC User** checkbox if this is an EXDOC user.



**Note:** this option will only be available when a Role of Exporter has been selected.

**Step 75.** Click on the **Add** button.

The Role will be displayed in the Selected Roles list.



**Note:** to delete a Role, click on the relevant Delete button. Roles can be added/removed at a later date, but at least one Role must be selected for registration.

**Step 76.** Click on the **Continue** button.

The **Enter Other Information** section (within Client Registration Details screen) displays.

The screenshot shows the 'Client Registration Details' page. The client information is as follows:

<b>Client Type</b>	INDIVIDUAL	<b>ABN</b>	12 345 678 901
<b>Name</b>	MR JOE HENRY SMITH BLOGGS		
<b>Business Address</b>	25 MERCURY ST WEST RYDE NSW 2056 AUSTRALIA		<b>Postal Address</b> PO BOX 96 WEST RYDE NSW 2056 AUSTRALIA
<b>Contact Name</b>	HENRY WILBUR SMITHY		<b>Contact Purpose</b> IMPORT RELATED
<b>Roles</b>	AIR CARGO REPORTER		

The 'Enter Other Information' section contains the following fields:

- Client Subtype:** DIPLOMATIC
- Evidence of Identity Confirmed:**
- Drawback Indicator:**
- Personal Details:**
  - Date of Birth:** 00/06/1948 (dd/mm/yyyy)
  - Sex:** MALE
- Travel Documents:**

Travel Document Number	Country of Issue	Actions
DOC553425345 613561236-1673	AUSTRALIA	Delete
		Delete

Buttons at the bottom: Back, Continue, Submit, Cancel.

The **Enter Other Information** section enables authorised users to input other details about a client. Individuals will be asked to record details of their travel documents.

**Step 77.** In the **Date of Birth** field, enter the date of birth of the client. The format must be dd/mm/yyyy, for example 27/12/1968.



**Note:** this field will default to 00/00/0000.

**Step 78.** In the **Sex** field, click on the drop down button and select one of the following:

- Female
- Male
- Unknown
- UNSPECIFIED.

To enter travel document details, refer to Step 43. Otherwise, refer Step 46.

**Step 79.** Click on the **Add Line** button.



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**Note:** the Add Line button will only be available if nine or fewer travel documents are entered and if the last line displayed has been completed (i.e. blank lines are not allowed).

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A line of Travel Document fields displays.

**Step 80.** In the **Travel Document Number** field, enter the number of the travel document.

**Step 81.** In the **Country of Issue** field, click on the drop down button and select the country of issue of the travel document.



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**Note:** to Delete a Travel Document line that has been entered, click on the relevant **Delete** button.

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**Step 82.** Click on the **Submit** button.

Your details are submitted, you are advised the registration is successful and you will be logged off from the ICS.

You have now entered the initial requirements for using the ICS. Upon logging back into the ICS, additional client details can be added (eg, additional contacts, roles, EDI sites) or existing details can be amended.

For details, refer to **Module 3.2 Create and Amend Basic Client Details**.

**PROGRESS CHECK** ✓

Before moving to the next stage of the registration process, you or your organisation must have:

- successfully installed your digital certificate(s)
- completed the CCF registration
- Completed the ICS registration.

**RELATED TOPICS**

For more information on Client Maintenance, refer to [Module 3.2](#).

For more information on Registration of Clients, refer to [Module 2.1](#).

For more information on navigating in the ICS Environment, refer to [Module 1](#).

**FURTHER ASSISTANCE**

The quick reference guide **Supplementing and Amending ICS Client Register Details** is available from [www.customs.gov.au](http://www.customs.gov.au)

For technical support email [cargosupport@customs.gov.au](mailto:cargosupport@customs.gov.au) or phone 1300 558 099.

## GLOSSARY OF TERMS

Term	Definition
Authorised Officer (AO)  (ABN-DSC Authorised Officer)	Businesses with an ABN are required to obtain ABN certificates via VeriSign to electronically communicate with Customs. The initial certificate for an ABN organisation will be issued by VeriSign to one individual who will then become the Authorised Officer (AO) in the organisation. This AO is then able to organise through VeriSign for additional certificates to be issued for other individuals within the organisation (known as 'standard ABN-DSCs'). An organisation may arrange to have multiple Authorising Officers.
Cargo Management Re-engineering (CMR)	Cargo Management Re-engineering (CMR) is the project Customs has undertaken to modernise the way businesses and individuals report exports and imports in and out of Australia. CMR is made up of several integrated IT applications that replace existing reporting and processing procedures. The two key CMR applications relevant to Exporters are the Customs Connect Facility (CCF) and the Integrated Cargo System (ICS).
CCF (Customs Connect Facility)	CCF is a secure electronic 'gateway' to Customs applications, including ICS. If you intend to communicate electronically with Customs, your digital certificates must be registered in CCF. Following successful registration, each transaction you send to and receive from Customs (both via EDI and CI channel) will be via the CCF gateway. CCF allows you to transact in a secure and trusted manner with Customs.
CCF Digital Certificate Registration	To transact electronically with Customs, individuals and businesses are required to purchase a digital certificate and register it with CCF.

Term	Definition
Certificate Types	<ul style="list-style-type: none"> <li>• Individual (Type 1) – For individuals who are operating as an individual, who do not have an ABN or work for an ABN business, where the digital certificate identifies and authenticates them personally</li> <li>• Non-Individual (Type 2) – For organisations without an Australian Business Number (ABN), where the digital certificate identifies the business and the individual</li> <li>• ABN-DSC – For businesses with an ABN where the digital certificate identifies the business and the individual. The initial certificate will be issued to an Authorised Officer in the business (known as the ABN-DSC Authorised Officer)</li> <li>• Device (eg. server) (Type 3) – This is a device or server-based certificate for businesses whose communications are signed by a server. This will be relevant to businesses that use the EDI channel to electronically communicate with Customs. To obtain a Type 3 certificate, an applicant must first have an ABN-DSC AO certificate.</li> <li>• Type 3 Host (Device) certificates - A Type 3 Host (Device) certificate is for use where your organisation wants a device certificate to be hosted by another organisation, called a host bureau. You will need a Type 3 Host (Device) certificate if you require a host bureau to: <ul style="list-style-type: none"> <li>• communicate import declarations to Customs on your behalf</li> <li>• host your digital certificate and private keys.</li> </ul> </li> </ul> <p>To obtain a Type 3 Host certificate you must first obtain an ABN-DSC Authorised Officer certificate. You must also have registered your ABN DSC details with Customs.</p>
Certification Authority (CA)	An organisation that is authorised to issue digital certificates.
Customs Interactive (CI)	The Customs Interactive (CI) facility is an internet-based method of communicating with Customs. To access the CI facility, users must obtain a digital certificate from VeriSign and register their certificate and details in the relevant Customs systems.
Digital Certificates	A digital certificate is an attachment to an electronic message used for security purposes. It can be regarded as the electronic signature of either an individual and or business. A digital certificate exists as a software file and is housed within web browsers. A digital certificate verifies that the individual sending and receiving messages from Customs is who he or she claims to be and confirms that the document being received has not been altered or interfered with. Digital certificates are purchased through a Certificate Authority (CA) such as VeriSign.
Direct Communicator	Customer who is dealing directly with Customs through electronic means (i.e., the Internet using Customs Interactive or EDI).



Term	Definition
EDI	Electronic data interchange (EDI) is a class of industry specific message formats used in electronic commerce. Businesses and individuals wishing to electronically communicate with Customs may do so via two channels, namely the EDI channel and/or via the internet using the Customs Interactive channel (CI). EDI allows medium to large businesses with high volumes of transactions to transact efficiently with Customs. More information on who should use EDI to transact with Customs is available from <a href="http://www.customs.gov.au">www.customs.gov.au</a> (follow the links to cargo support, then edi).
Evidence of Identity (EOI)	Evidence of Identity is a verification process that individuals and businesses are required to complete to prove their identity. EOI is part of the process required to obtain a digital certificate.
ICS (Integrated Cargo System)	ICS is Customs' new electronic cargo reporting application, which replaces the following cargo reporting systems: EXIT, Air Cargo Automation (ACA), Sea Cargo Automation (SCA) and COMPILE.
ICS Prod	ICS Prod is the production version of ICS, which will be used by individuals and businesses that are required to report to Customs. Refer to ICS definition.
ICS Test	ICS Test is an application, which allows Software developers to test electronic communications with Customs.
Non-repudiation	Non-repudiation is the ability to ensure that all parties to a transaction are confident that a transaction is secure; that the parties are who they say they are (authentication), and that the transaction is verified as final. Systems must ensure that a party cannot subsequently repudiate (reject) a transaction. Digital signatures not only validate the sender but will also 'time stamp' the transaction so it cannot be claimed subsequently that the transaction was not authorised or not valid.
PIN	Personal Identification Number.
Public key	Public key systems use two keys - a public key known to everyone - and a private key known only to the recipient of a message. When John wants to send a secure message to Jane, he uses Jane's public key to encrypt the message. Jane then uses her private key to decrypt it.
Roles	ICS allows users to select the type of transactions they will be submitting to Customs by way of 'roles'. For example, if you are an exporter, you will need to select the 'Exporter' role in ICS.
User Agreement (Conditions of use for Electronic Dealings through the Customs Connect Facility (CCF))	The User Agreement is a legal document, which sets out the conditions for communicating electronically with Customs. Individuals or businesses, wishing to electronically communicate with Customs must sign the User Agreement. Copies of the User Agreement are available from <a href="http://www.customs.gov.au">www.customs.gov.au</a> (follow the links to cargo support, information products, forms, user agreement).

Comment [C2]: Cannot locate "EDI"

<b>Term</b>	<b>Definition</b>
VeriSign	VeriSign is a Certification Authority, which provides Internet trust services to the Australian government, businesses and individuals. Users who wish to transact electronically with Customs are required to use a digital certificate. Digital certificates may be purchased and downloaded from VeriSign. VeriSign is currently the only approved Certification Authority for this process.