



## DIGITAL CERTIFICATE ENQUIRY FORM

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

Contact Details	
<b>Client Name</b> (your name):	
<b>Company Name</b> (name of the company you work for):	
<b>ABN</b> (the company's ABN):	
<b>Contact Number</b> (a current phone number you can be reached on):	
<b>Email Address</b> (your current email address or one mail can be sent to you):	
General Information	
<b>Q.</b> Is the company/individual already registered in the Integrated Cargo System?	
<b>A.</b>	
<b>Q.</b> Is the company/individual already directly communicating through the ICS using Digital Certificates?	
<b>A.</b>	
<b>Q.</b> Name/s of Authorised Officer/s in the company (certificate administrators):	
<b>A.</b>	
<b>Q.</b> Email address of the Certificate Administrator/s:	
<b>A.</b>	
<b>Q.</b> Is the certificate new (not previously registered) or is it a renewed certificate?	
<b>A.</b>	
<b>Q.</b> Are you a new user to this organisation?	
<b>A.</b>	
Certificate Information	
<b>Certificate Type</b> (i.e Type 1, Type 2 etc):	
<b>ABN</b> (the company's ABN):	
<b>Digital Certificate Holders Name</b> (name of registered Digital Certificate holder):	
<b>Certificate Email Address</b> (email address registered to Digital Certificate):	
<b>Expiry date of Certificate</b> (the date the certificate expires)	
Brief Description of Problem	
Attachments	
1. Certificate Stores– a screenshot of the Certificate stores MUST be attached to your enquiry. To view the "How to take a screen shot of the CAPI" guide, go to: <a href="http://www.customs.gov.au/webdata/resources/files/Certificate_Stores_Screenshot.pdf">http://www.customs.gov.au/webdata/resources/files/Certificate_Stores_Screenshot.pdf</a>	
2. Logon error – if you are receiving a logon error, a screenshot of the error must also be attached. To view the "How to take a screen shot of a logon error" guide, go to: <a href="http://www.customs.gov.au/webdata/resources/files/Logon_error_screenshot.pdf">http://www.customs.gov.au/webdata/resources/files/Logon_error_screenshot.pdf</a>	

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