



# ICS User Representative Newsletter

6 October 2004

Number 24

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## Exports Goes Live!

Today, 6 October 2004 sees the commencement of the ICS Exports system for full time operation, after the EXIT system was switched off for external users at 3am EST.

Working today in the Canberra Business Support Centre I am seeing a regular stream of calls covering issues from Client Registration, Digital Certificate registration to issues with the ICS and third party software. This is to be expected with the introduction of any large scale IT project, with typical configuration issues occurring from time to time.

The next few days will be a litmus test for the new system and I encourage you to call me with any major concerns you might be having.

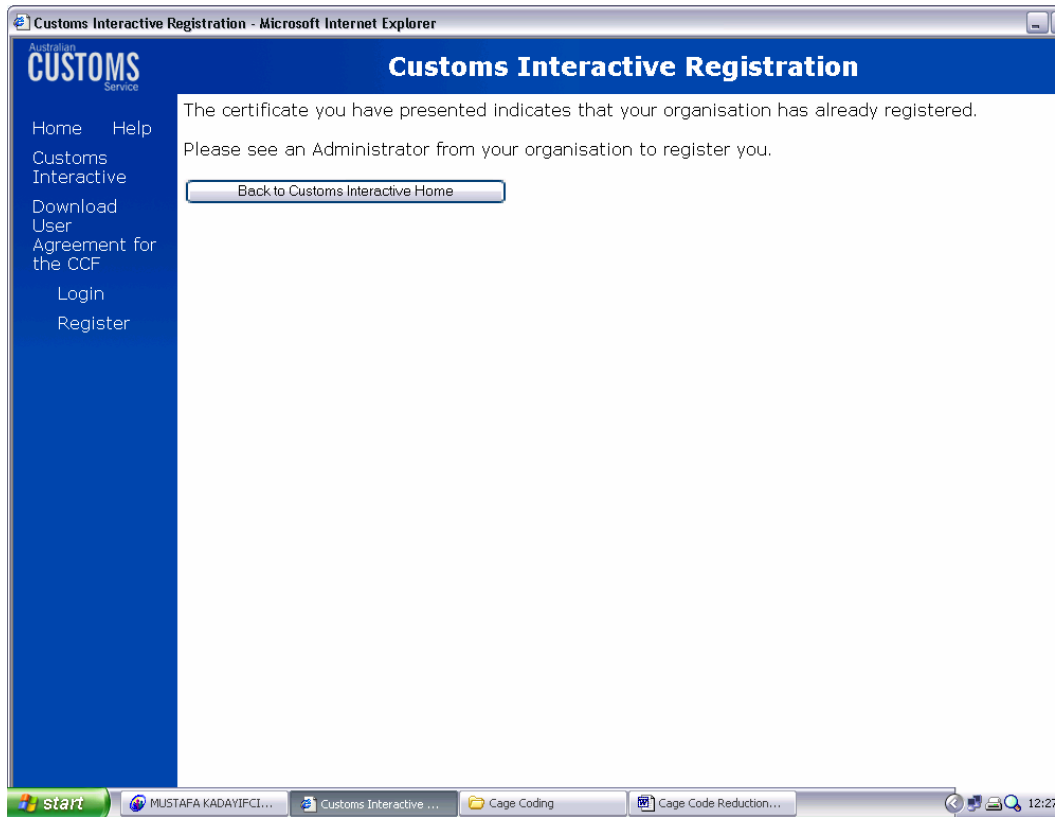
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## Customs Interactive Login Issues

The ICS Business Support Centre has kindly provided the following 'common problems' with people having difficulties logging into the Customs Interactive Facility.

### **Problem:-**

You receive the following message when attempting to log in.



This message can be caused by 2 common problems.

Cause 1) – Your company is registered, but the certificate that you are using is not.

The questions you need to ask yourself at this point are:

- did we send in a Certificate Registration form (B323) with details of the certificate I am attempting to log in with, and
- have I received the confirmation email from Customs saying that I am registered in the CCF? If both of these things have not happened then this is the error message you are likely to get

Cause 2) – I have changed the certificate I am using but I didn't inform Customs.

Some clients have had problems with their certificates and after speaking with Verisign they have replaced them. If you do this, you will need to inform Customs, as they will not have a record of the certificate.

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### Problem:-

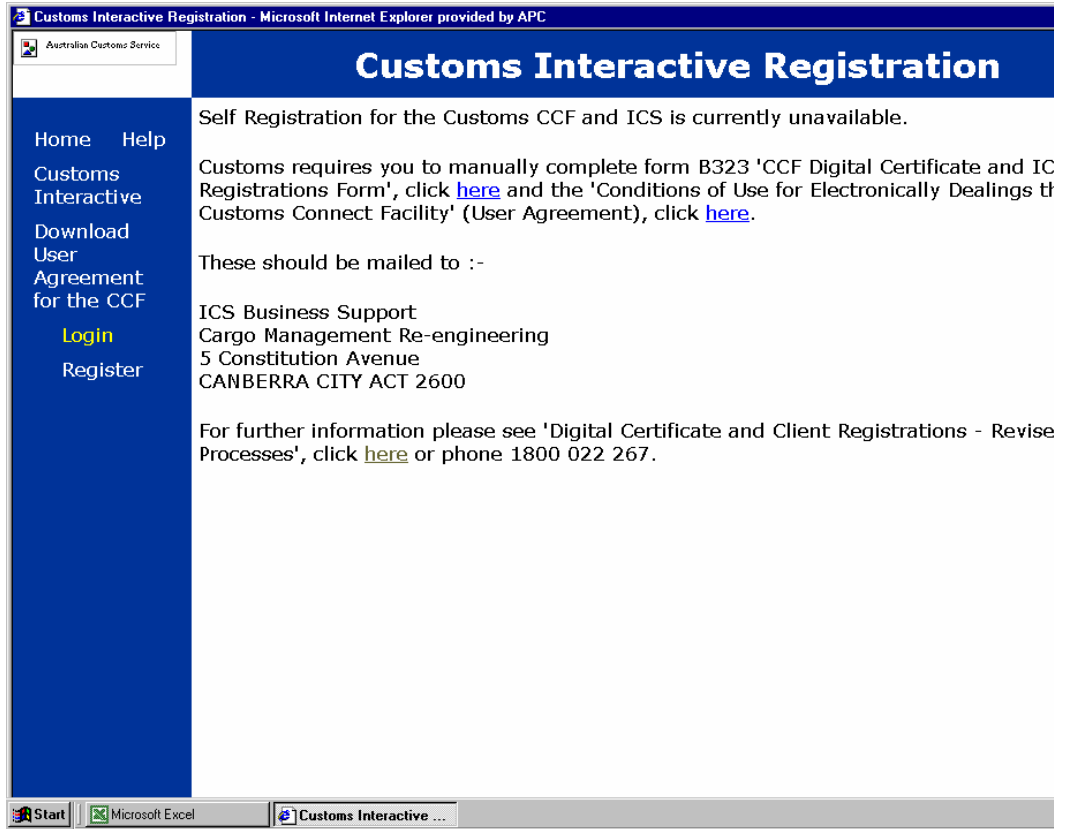
You see the screen below and it means it means that they are not actually registered with Customs.

Questions to ask yourself:

Have I sent Customs a User Agreement and Digital Certificate Registration forms? If you have, you will need to wait until you receive your confirmation letters before you attempt to log into the Customs Interactive.

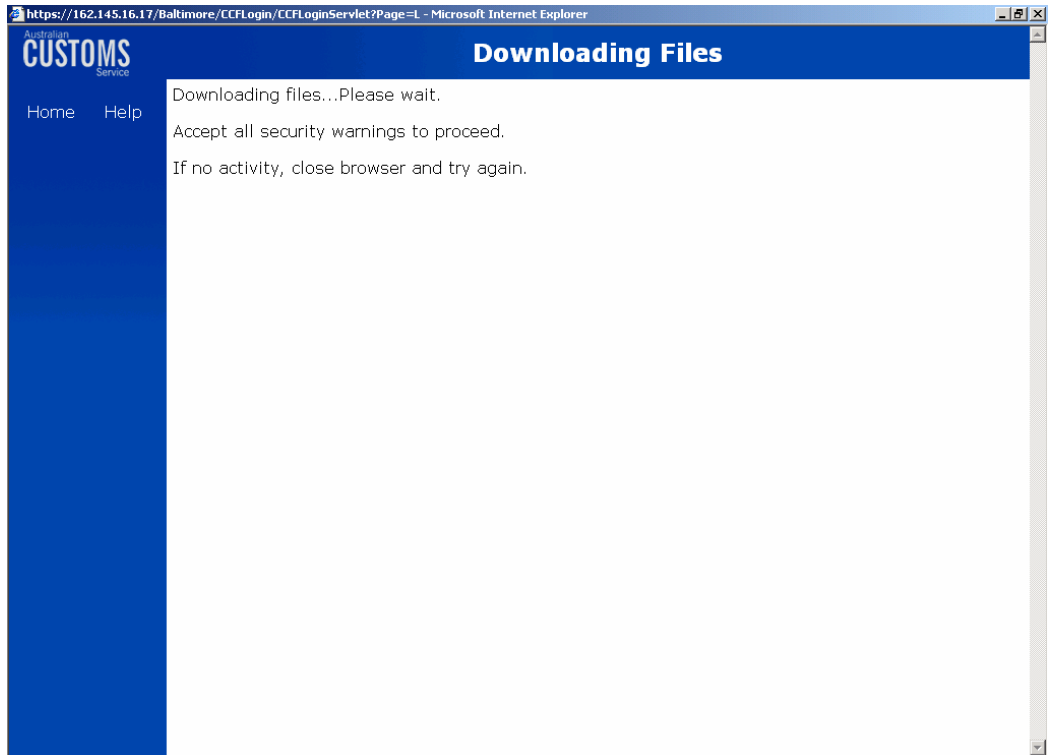
*"If you have not sent the User Agreement and Digital Certificate registration forms, then complete them and lodge them as soon as possible"*

If you have not sent the User Agreement and Digital Certificate registration forms, then complete them and lodge them as soon as possible.



## **Problem**

You attempt to login to the Customs Interactive, the following page is displayed and nothing happens



#### Cause:

There are two common causes for this problem.

- 1) - You do not have the correct Java Virtual Machine installed.
- 2) - You are using a client / admin system and are not logged in as an "Administrator"

Every client who is registered receives a confirmation letter from Customs that outlines 3 steps that you **MUST** do before attempting to log into the Customs Interactive. Steps 2 and 3 cover these two issues.

Customs provides PDF's as attachments to guide you through these steps. Please read them and make sure you have made the necessary changes or you will not be able to log in successfully.

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## Customs Information & Support Centre

The Customs Information & Support Centre (CI&SC) is located in Sydney, and handles the issues for the whole of Australia. I visited the centre last week and talked to members of the support team. I asked Anthony King, the Manager of the CI&SC to write a brief outline of the role the support centre is designed to play. The outline is provided below:

*"I asked Anthony King, the Manager of the CI&SC to write a brief outline of the role the support centre is designed to play"*



*“These services are provided to industry clients and the public through two Australia-wide 1300 contact telephone numbers”*

The Customs Information and Support Centre [CI&SC] comprises Customs Systems Support for 1st level support for users of Customs computer systems for the reporting and movement of import and export cargo and Customs Information for advice on Customs services and procedures.

These services are provided to industry clients and the public through two Australia-wide 1300 contact telephone numbers. Email and fax channels complement these numbers. The services are available Australia-wide between 8am to 5pm (this is local time from the caller’s location), Monday to Friday. Public holiday service may vary and is advised to industry clients through COMPILE and other industry contact channels.

The CI&SC is based in Sydney at the Customs city office at 477 Pitt Street. However, from December this year, it will be based at the new Sydney Customs House at Sydney International Airport.

All CI&SC staff have relevant Customs experience in Customs cargo systems and/or have been through relevant training in providing information on Customs services and procedures, international trade, client service, telephone etiquette and written communication. Many new staff were previously employed in the private sector, especially the cargo industry.

The CI&SC receives 2,000 contacts on average per working day over a month, by telephone, email, fax or letter.

The contact channels for CI&SC are:

Into Customs Systems Support for ICS, ACA, SCA, COMPILE (and EXIT until 6 October):

Email [cargosupport@customs.gov.au](mailto:cargosupport@customs.gov.au)

Fax [02] 9213-2244 for ACA and SCA

Fax [02] 9213-2044 for ICS [EXIT] and COMPILE

1300 558 099 national phone number

Into Customs Information:

Email [information@customs.gov.au](mailto:information@customs.gov.au)

Fax [02] 9213-4043

Telephone 1300 363 263

Or write to CI&SC at GPO Box 8, Sydney NSW 2001.

*"Users of the Exports Customs Interactive Facility should be aware there is a limit to the number of lines that can be entered into the system at one time"*

*Grant Allison-Young*

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## Customs Interactive Line Limits

Users of the Exports Customs Interactive Facility should be aware there is a limit to the number of lines that can be entered into the system at one time.

When you create an Export Declaration, you can only enter ten (10) lines at a time, after which you will be given a warning advising you cannot enter any more lines. At that point, you must submit the declaration to get an EDN.

If you ever need to add more than ten lines in a declaration, you can simply call up the declaration, amend the declaration, and add more lines. Once again, you can only add a maximum of 10 more lines. An extra 10 lines can be added at each subsequent amendment.

Note: This limitation only applies to the Customs Interactive system, not in house systems.

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## Reporting LCL Shipments in Exports

I have been asked to clarify the procedure for lodging LCL shipments for export.

Briefly, the EDN should be reported as cargo type "N" (ie non-containerised) with a number of packages specified, and then the number of containers is reported on the CRN.

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## STOP PRESS!

Customs has just announced that that a decision has been taken for the Customs Information and Support Centre (CI&SC) to operate for extended hours on Friday 8 October 2004, Saturday 9 October 2004 and Sunday 10/10/2004 to provide further support to industry in the context of the ICS exports rollout.

The Centre will provide services on these days as follows:

Friday 8/10/2004 - 8.00am to 9.00pm local port time;

Saturday 9/10/2004 - 8.00am to 5.00pm local port time; and

Sunday 10/10/2004 - 10.00am to 5.00pm local port time.

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