



# ICS User Representative Newsletter

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## Exports Going Well

The ICS Exports system has been in operation for more than three weeks now and by all accounts, the system has been operating without as many problems as anticipated. This is not to say there have been no problems, rather, industry, their software developers and Government have worked together to achieve a relatively smooth transition. The following extract from an email I received from a large exporter typifies the joint effort:

*"Good news is often difficult to come by these days. However, the recent introduction of ICS Exports provides a reminder that teamwork and the right attitude can deliver results. As you are aware, the transition to ICS exports was a difficult time for many in the export community. Facing uncertainty across a number of fronts only increased the pressure on exporters to successfully navigate the new export formalities and meet their delivery deadlines.*

*No doubt, there are many stories to illustrate the range of problems encountered. In the Coles Myer experience, we were confronted with issues unanticipated by either Customs or industry. Once these issues were revealed it seemed unlikely we could become registered in time to meet our export commitments. We were confronted with the prospect of eight containers not being loaded for export that for us translates into lost sales.*

*But the Customs ICS Exports team responded very positively to the challenge. Led by Dane Cupit and with assistance from Shane Davie and Brett Monger the team quickly devised contingency arrangements to overcome our immediate problem."*

*We were impressed by the quality of their service, the speedy reaction and overall co-operation. Without their help, we would have certainly not been able to meet our export deadlines.*

A good result all round. I am conscious that not all of you have had such positive experiences. I have had reports of a number of cases where responses from Customs have been 'lost'. Please contact me if you have ongoing problems in this area.

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*“under CMR industry can choose how they connect to Customs”*

## Press Release from MaxeTrade

Currently Tradegate have a contract with Customs to provide communication services for the legacy systems. Tradegate outsourced the provision of these services to AAPT (formerly connect.com). To date this has been an exclusive arrangement, though under CMR industry can choose how they connect to Customs.

At the recent CBFCA Conference in Coolum, the John Begley, Tradegate chairman made the following announcement:



### **MaxeTrade to deliver painless transition through CMR for the trade and transport industry**

John Begley, Chairman of Tradegate Australia Ltd, has announced the establishment of MaxeTrade, a new company formed by Tradegate, solutions provider Max eCommerce Pty Ltd, the Customs Brokers & Forwarders Council of Australia (CBFCA), and the Australian Federation of International Forwarders (AFIF)

“MaxeTrade has been established as a result of industry demands for an enhanced communications and e-commerce platform to meet the requirements of the industry for Australian Customs’ Cargo Management Re-engineering (CMR) era,” Mr. Begley said.

“MaxeTrade is recognition by Tradegate that its role will be dramatically different in the years to come as CMR becomes operative. As a result, Tradegate will move its e-commerce services into the new venture and AAPT will continue to supply the highly reliable and secure Tradeway network to the new company,” Mr. Begley explained.

Mr. Begley was speaking at the Customs Brokers and Forwarders Council of Australia’s 100<sup>th</sup> year celebration and national conference at the Hyatt Regency Coolum, on 21 – 23 October 2004.

MaxeTrade and its business partners will significantly enhance the existing Tradeway network with leading Telecommunications company AAPT, to add a new layer of telecommunications services for use by MaxeTrade’s customers, reducing telecommunications costs for the community.

The initial product offering from the new venture will include reduced tariff phone calls, Business Grade DSL network connectivity, EDI Gateway and hosted applications such as ImportNet and ExportNet that provide an easy interface to Australian Customs. Soon to follow will be exciting new eCommerce applications and services such as Hosted Voice - a technology

*"We will continue to provide secure value added communication services to the trade and transport community"*

option enabling free phone calls over the Internet to other MaxeTrade community members.

John Ray, MaxeTrade's CEO said, "We will continue to provide secure value added communication services to the trade and transport community. We already have exciting new initiatives under development to add applications in supply chain management and the implementation of community based integration of voice and data.

Mr. Ray welcomed the endorsement of MaxeTrade by the Customs Brokers Forwarders Council of Australia (CBFCA), the Australian Federation of International Forwarders (AFIF) and AAPT's Commerce Solutions, which will remain a key supplier.

Jenny Wood, head of AAPT's Commerce Solutions group said, "AAPT is committed to supporting the trade and transport community through the MaxeTrade initiative. The industry is in a period of change – driven by CMR – that is having a significant impact on business processes, communications and security.

"As a result, it is essential that the stability and support that exists for the community is maintained. This is why AAPT's supporting the MaxeTrade community, and will help businesses develop through CMR."

MaxeTrade will be able to provide an exciting industry driven solution that will effectively leverage off the existing Tradeway infrastructure.

MaxeTrade, together with AAPT, Tradegate, CBFCA and AFIF will be undertaking a national launch and road show in November.

For more information please contact:

Mr. John Ray, CEO, MaxeTrade Pty Ltd on Sydney, (02) 9651 3422.

#### ***About Tradegate***

Tradegate ECA is a unique organisation. It is a not-for-profit, non-government, user organisation. Its foremost role is to facilitate the use of electronic commerce for the exchange of information between customers and their suppliers. It does this by bringing together all of the different types of organisations involved so that a common agreed strategy can be developed and implemented using the relevant international standards.

#### ***About Max eCommerce***

Max eCommerce is a specialist e-commerce software provider and business process outsourcer. It is an Australian based and privately owned company that has a track record of delivering internationally acclaimed, industrial-strength business-to-business solutions and business-to-consumer applications and services.

*"ICS imports will be released in three phases at 4-week intervals"*

*"a series of presentations has been scheduled for November/December"*

## Imports Moving to Industry Test

There will be an outage of the ICS Industry Test environment from 6pm Wednesday 27 October 2004. The system will be available again for testing on Monday 1 November 2004.

The purpose of the outage is to add Imports functions to the Industry Test codebase in preparation for Imports Industry Test. Advice will be given when the application is available again. Release Notes will be provided with the issue of Imports functions.

Software Developers were advised in the recent Imports development forum that the ICS imports industry test rollout would commence in November. ICS imports will be released in three phases at 4-week intervals.

1. Simple cargo reporting - Air and Sea to be released on 1 November 2004
2. Complex cargo reporting & core declaration functionality to be released in December 2004
3. Complex declarations & ancillary messages to be released in January 2005

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## Sessions on Imports for Managers

With the Exports system now live, focus will switch to Imports. Customs has recently restated its intention to ensure the system is introduced before 21 July 2005.

Accordingly, a series of presentations has been scheduled for November/December. The following flyer from Customs explains more:

### industry sessions

#### **CMR Imports - Changes to Business Processes**

The *CMR Imports - Changes to Business Processes* workshops are designed for Business Owners and Managers and aim to provide a high level overview of the changes that will be introduced with CMR Imports.

The workshops will consider the new processes for both sea and air cargo reporting. Topics to be covered include:

- new reports
- new reporting timeframes
- new reporting linkages
- new outturn reporting requirements
- changes to underbond reporting
- introduction of cascade reporting in the sea environment

The workshops will also look at the new requirement for declaring low value goods through a Self Assessed Clearance (SAC) declaration and changes to the reporting of formal declarations.

*"The workshops are not designed for operatives"*

*Grant Allison-Young*

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The workshops are not designed for operatives. They will not consider lower level details such as how to complete reports or individual information requirements of reports. They will not consider in any great detail the new Integrated Cargo System (ICS). Comprehensive import workshops that will cover this detail will commence in February next year.

The sessions will run for approximately 3 hours with time provided for refreshments.

To view dates and times for this session and register online, click:

[http://itools.customs.gov.au/import\\_training.php](http://itools.customs.gov.au/import_training.php)

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## ICS Updates Listings

A quick tip....

Customs has added a facility to their Web Page. It is called "ICS UPDATES" and all important announcements, such as system outages, upcoming changes and critical information are listed there for your early information.

Please get into the habit of checking this section if you are having any problems with the system, this will give you early advice about system issues.

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