



Notice to Industry

36/2005-06

### **Closure of the AQIS CMR Helpdesk**

The purpose of this notice is to advise industry that the centralised AQIS CMR Helpdesk will close on **17 February 2006**, with responsibility for all AQIS specific CMR inquiries being returned to AQIS regional offices.

The centralised AQIS CMR Helpdesk commenced operations prior to the 12 October 2005 cutover to the Australian Customs Service's Integrated Cargo System (ICS), to assist industry with AQIS specific queries relating to the importation of cargo. Since its introduction, the Helpdesk has handled more than 4000 calls, providing significant support and assistance to industry during the transition period. AQIS would like to thank all industry clients for their patience with AQIS Helpdesk staff, particularly during the peak period of inquiries in mid to late October 2005. AQIS appreciates the positive feedback received in relation to the assistance the Helpdesk was able to provide.

Since cutover, the number of inquiries received by the Helpdesk has steadily declined, as issues with the new processing arrangements are identified and addressed, and industry and AQIS staff become more familiar with the new ICS processes and requirements. The number of inquiries has dropped further since the COMPILE decommissioning on 3 February 2006 by Customs. The number of inquiries received is now at a level where responsibility can be returned to AQIS regional offices.

#### **Further Information**

After 17 February 2006, all AQIS specific CMR inquiries should be directed to the following AQIS regional contact points during their normal operating hours:

<b>Region</b>	<b>Contact Phone Number</b>	<b>Operating Hours (Mon – Fri)</b>
<b>NSW</b>	(02) 8334 7400 (Freight Clearance)	7:30am – 4:00pm
	(A/H - National Air Cargo Unit) (02) 8334 7570	24 hours, 7 days
<b>NT</b>	(08) 8920 7040	8:00am – 4:30pm
<b>N. QLD</b>	(07) 4789 7808	8:00am – 4:30pm (Townsville and Cairns)
<b>SA</b>	(08) 8201 6007	7:30am – 5:00pm
<b>S. QLD</b>	(07) 3246 8614	7:30am – 4:30pm
<b>TAS</b>	(03) 6233 3032	7:30am – 5:30pm
<b>VIC</b>	(03) 8318 6927	8:00am – 5:00pm
<b>WA</b>	(08) 9334 1500	8:00am – 5:00pm

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