



Memorandum to: Menzies Aviation Airline Customers

Freight Forwarding Agents – Export Operations

REFERENCE: ACS – CMR – Menzies (HERMES) – Export Reporting changes

By now, all addressees of this correspondence should be aware of the impending changes to the current export reporting mechanism under the Australian Customs CMR program. There will be an impact across all industry from the shipper to the airline and all others associated with the export cargo chain. The new ACS Integrated Cargo System (ICS) was ready for roll out to industry on September 22nd, 2004. CTO's such as Menzies Aviation will switch across to the new system at 02:00am on Wednesday October 6th 2004.

Menzies Aviation has taken this opportunity to develop, in line with the proposed CMR implementation, a whole new operating system called HERMES. This system has been specifically developed for the new ACS environment. Through Menzies involvement with ACS and the CTO Focus Group forums, we have been able to develop a far superior product to the current ABS system being used. Many months of development and training has taken place and we all look forward to the phase one roll out for exports on the above date.

Some important operational changes to our business should be noted in relation to this roll out.

- All export documentation must be lodged at the Menzies Customer Service counter on arrival at the Menzies facility.
- All export consignments must have a valid CAN (Customs Authority Number), C-CAN (Contingency CAN) or exempt code.
- Any export consignments lodged without a valid CAN, C-CAN or exempt code will be rejected by Menzies Customer Service personnel.
- Documentation for these consignments will need to be corrected before re-lodgement of the consignment can take place.
- Consignments lodged with a valid CAN, C-CAN or exempt code will be accepted. The driver will be supplied with a Vehicle Control Ticket and directed to the appropriate unloading area.
- Once Menzies has transmitted the acceptance message to ACS we will receive either a "LOAD", "DO NOT LOAD" or "CUSTOMS HOLD" status in response. These are self explanatory.
- In the case of a "DO NOT LOAD" status being received, Menzies staff will endeavour to contact a member of the issuing agents export department in an effort to have the problem rectified to ensure the goods are flown as booked.

Menzies is committed to ensuring that all industry participants experience minimal disruptions during this transition period. If there are any queries regarding the above they should be directed to any of the following personnel;

Peter Logan: (03) 9334 5089 (02) 8337 9500 0419 106 538 or Cathy Donnellon: (03) 9334 5089

Andrew Gordon: (02) 8337 9500

We will be happy to discuss any issues as we need to ensure a smooth transition to the new arrangement.

Kind Regards,

Peter Logan

HERMES / CMR Project Director