Australian Customs Notice 1999 80

**EXPORT/EXIT SYSTEMS - CONTINGENCY ARRANGEMENTS**

### Introduction

This Australian Customs Notice (ACN) replaces ACN No ***96/13*** and expands on the EXIT 1 contingency procedures briefly outlined in ACN ***91/48***. It advises of contingency arrangements that will apply to the reporting of cargo for export if and when the Australian Customs Service (Customs) EXIT system suffers either:

a short term outage less than 48 hours; or an extended outage greater than 48 hours.

The ACN applies to any short term or extended outage affecting EXIT, including potential Year 2000 related outages.

Customs will put in place and communicate contingency arrangements as outlined in this ACN. It is always Customs aim to deliver industry the best possible service under these conditions while still ensuring that community protection and legislative compliance obligations continue to be met. Industry should therefore be aware that, under contingency arrangements, export clearance service levels might not meet the levels achieved under regular automated systems.

EXIT contingency arrangements are broken into:

Short Term Contingency Arrangements (less than 48 hours) for Export Entry Processing (EXIT 1) and Export Manifest Processing (EXIT 2), as outlined in Sections 1 and 2 of this ACN; and

Extended Outage Contingency Arrangements (greater than 48 hours) for EXIT 1 and EXIT 2, as outlined in Sections 3 and 4 of this ACN.

The Australian Quarantine and Inspection Service (AQIS) provides a "Single Electronic Window" to EXIT 1 via their EXDOC system. The EXIT contingency arrangements for clients that access the EXIT system via EXDOC are outlined in Section 5 of this ACN. AQIS also has contingency requirements that must be met in the event of any outage to the EXDOC system.

Customs State Notices complement this ACN in all regions. The State Notices detail specific Customs regional requirements and points of contact for the day-to-day administration and operation under contingency conditions. Customs State Notices are published by each region and are available from Regional Customs Houses.

As any Year 2000 problems may include increased community and industry communication difficulties the following four points are specific to potential Year 2000 outages only. They do not apply to outages at other times.

1. If EXIT is unavailable on 1 January 2000, short term contingency arrangements will be invoked by Customs as soon as practicable.
2. If EXIT is not available, and official advice in relation to system availability cannot be reasonably publicised to industry, industry should presume EXIT short term contingency arrangements are in place. This can be confirmed by contacting either the local Customs Clearing section or the Customs EDS Help Desk.
3. If after 48 hours EXIT is still unavailable, and it is unlikely the system will become available in the near future, a declaration may be made by the National Manager Import/Export Management Branch to invoke EXIT extended outage contingency arrangements as outlined in this ACN. This can be confirmed by reference to the "EXIT EXTENDED OUTAGE NOTICE" that will be posted on the front door of affected Customs Premises. Advice will also be published in the media.
4. Such contingency arrangements will continue until such time as the EXIT system is available and contingency arrangements are officially declared to no longer apply. The cessation of extended outage contingency arrangements will be communicated to the exporting industry by the means outlined in sub-sections 3.1 and 4.1 of this ACN.

Note: To the extent that it is reasonable and possible, industry are advised to consider pre-clearance of export cargo scheduled for export during the Year 2000 changeover period.

For ease of reference, this ACN is divided into 6 sections. Each section identifying the relevant Customs or AQIS contingency requirements for meeting export reporting conditions during an EXIT outage.

|  |  |
| --- | --- |
| Section 1 | EXIT 1 - Short Term Contingency Arrangements |
| Section 2 | EXIT 2 - Short Term Contingency Arrangements |
| Section 3 | EXIT 1 - Extended Outage Contingency Arrangements |
| Section 4 | EXIT 2 - Extended Outage Contingency Arrangements |
| Section 5 | EXDOC/EXIT 1 (Single Electronic Window) Contingency Arrangements |
| Section 6 | Contacts |

**SECTION 1**

**EXIT 1 - SHORT TERM CONTINGENCY ARRANGEMENTS**

### EXIT 1 (Export Entry Processing)

*The Customs Act 1901* (the Act) requires all exported goods, excluding those goods exempted under the legislation, to be entered for exportation or transhipment. Entries for exportation of goods may be communicated to Customs by either document or computer. Regardless of EXIT availability it is the responsibility of the exporter or their agent to correctly enter exported goods in accordance with sections:

113 (entry of goods for exportation);

122C (granting of provisional clearance); and 122D (acquittal of provisional clearance).

### EXIT 1 Short Term Contingency Arrangements For Documentary Export Entry Clients

If the EXIT export entry processing system is unavailable for a period of time less than 48 hours the following EXIT contingency arrangements will be implemented.

Exporters, or their agents, that lodge documentary export entries will be required to continue doing so. The information on these documentary entries will be used to create a contingency Export Clearance Number (ECN). The contingency ECN will be returned to the exporter or their agent. When the EXIT export entry processing system is available again, Customs will lodge the details of the documentary export entry in EXIT under the contingency ECN issued. If the export entry contains any system errors the exporter may be contacted by Customs at this time.

***Documentary export entries are processed from 08:30 to 17:00 Monday to Friday, except in the Northern Territory where the hours are 08:00 to 16:30 Monday to Friday. These times will remain unchanged during a short term outage to EXIT. These times exclude public holidays and are in accordance with Regulation 19 Items 9 &amp; 8 respectively of the Customs Regulations.***

### EXIT 1 Short Term Contingency Arrangements For Registered EXIT Clients

If a registered EXIT client has an export consignment that is awaiting Customs clearance the EXIT client may contact Customs for provisional clearance (contingency ECN) in accordance with Section 122C of the Act. **The information required by Customs will include the Mailbox ID belonging to the client***.* Other information required will include but is not limited to:

The exporter's name;

The agent's name (if applicable);

A contact name, phone number and fax number; A reference number for the consignment;

A description of goods; and

Any and all applicable permit numbers.

These details must be supplied for each consignment being exported that requires an ECN. Officers granting provisional clearance for export may require further information to satisfy themselves that provisional clearance of the consignment is justified in accordance with section 122C of the Act.

If an officer is satisfied that provisional clearance is justified a contingency ECN will be generated which will be in the same format as a normal ECN as follows:

# SP - A unique State/Port Code for the issuing section. YY - Year the Contingency ECN was generated.

*DDD - Day of the year (Julian Date) that the Contingency ECN was generated. NNNN - Contingency ECN numeric value in the range 8000 to 9999*

# A - Alpha check character calculated by Customs.

*B - Alpha check character calculated using modulus 21.*

*C - Status indicator. Will always be "C" for clear on unlodged contingency ECNs.* (For Example: 8C993018001ABC)

After the EXIT export entry processing system has been restored, all EXIT clients that have been granted provisional clearance in the form of a contingency ECN are required to lodge the details of each consignment granted such clearance via the EXIT system*.* This is to be done by lodging an export entry as normal but by quoting the following equation at the beginning of the "Sender's Reference" field:

ECN=SPYYDDDNNNNABC

# (where SPYYDDDNNNNABC equals the contingency ECN being lodged.)

The quoting of this equation at the beginning of the "Sender's Reference" field will cause the system to recognise that the entry being lodged relates to a contingency ECN*.*Clients may then quote their own reference details in the remaining seventeen (17) characters of the "Sender's Reference" field. Clients unsure about to how to quote this equation in the "Sender's Reference" field due to software variations, are advised to contact their software provider for advice.

Export entries lodged with the correct equation quoted in the "Sender's Reference" field will cause EXIT to store the export entry details against the contingency ECN and return the same contingency ECN to the EXIT client as the final clearance number.

All provisionally cleared export cargo must be lodged with Customs within two (2) days of the EXIT system being restored in accordance with Section 122D of the Act.

Any EXIT client unable to lodge contingency ECNs issued to them in this format are required to lodge a documentary export entry for each export consignment granted provisional clearance*.* The documentary export entry must be lodged on the approved forms [B957](https://borderauthor.border.gov.au/Forms/Documents/B957.pdf) and [B957(a)](https://borderauthor.border.gov.au/Customsnotices/Documents/acn9980b1.pdf) with the EXIT client's Regional Export Processing section.

It is important to note that the provisional clearance of cargo will only be provided for that cargo which may otherwise be unreasonably delayed if such clearance is not granted*.*Provisional clearance will therefore only be granted to cargo that is to be immediately delivered for export to a cargo handler or Cargo Terminal Operator (CTO) once Customs clearance has been received*.* Requests for clearance of all other export cargo during a short term EXIT outage should be either delayed as long as possible by the EXIT client or obtained by lodging a documentary export entry with the Regional Export Processing section*.* Documentary export entries must be lodged using the approved [B957](https://borderauthor.border.gov.au/Forms/Documents/B957.pdf) and [B957(a)](https://borderauthor.border.gov.au/Customsnotices/Documents/acn9980b1.pdf)Entry for Exportation forms.

***During business hours, which are defined as 08:30 to 17:00 Monday to Friday (excluding public holidays), except in the Northern Territory where the hours are 08:00 to 16:30 Monday to Friday (excluding public holidays), EXIT clients should contact the Export Processing section in their Region for provisional export clearances. Outside these hours, including weekends and public holidays, the nominated Regional after hours contact will process requests for provisional export clearance. Regional contact numbers are contained in Section 6 of this ACN. The list includes both business hours and after hours contact numbers for provisional export clearance.***

* 1. **EXIT 1 Clients That Do Not Know Their Mailbox Id**

All EXIT 1 clients are advised that they should be aware of their Mailbox ID (electronic address) in preparation for an EXIT outage*.* During an outage, EXIT clients will not and cannot be provided with their Mailbox IDs by Customs*.* In the event that an outage to EXIT occurs and clients do not know their Mailbox ID, affected clients may be able to obtain this information via the following methods:

* + 1. *By referring to any previous correspondence from Customs or their Network Provider that may contain the client's Mailbox ID (eg any formal registration advice mailed to the client and/or "Idle ECN Reports" that may contain the Mailbox ID).*
    2. *By contacting the Network Provider who may be able to advise the client of their Mailbox ID; or*

## By checking their own software "default parameters" which may include the client's Mailbox ID along with other information such as the Network phone number they dial each time they send and receive messages.

### Under Bond Export Consignments

All under bond (Customable or Excisable) export consignments must be reported to Customs as documentary export entries for the duration of any EXIT 1 outage.

### EXIT 1 Short Term Contingency Arrangements For Export Entry Processing During A Network Outage

During an outage affecting the Network Providers, the contingency arrangements outlined in sub-section 1.3 of this ACN may be implemented.

### EXIT 1 Short Term Contingency Arrangements For EXIT Client's With In House Information Technology Problems

The contingency arrangements outlined in sub-section 1.3 of this ACN will apply if an EXIT 1 client experiences difficulties with their Information Technology (IT) systems.

**SECTION 2**

**EXIT 2 - SHORT TERM CONTINGENCY ARRANGEMENTS**

### EXIT 2 (Export Manifest Processing)

The Act requires that the master or owner of a ship or the pilot or owner of an aircraft must communicate to Customs, by document or by computer, an outward manifest in respect of all goods other than prescribed goods for the purposes of section 120 of the Act. Section 117A further provides that any person or party involved in the consolidation of export cargo must

report a submanifest to Customs.

Both main and submanifests may be reported to Customs in documentary or electronic form*.* Documentary manifests must be lodged in accordance with: Approved form [B595 Air Cargo Outward Manifest/Submanifest for air cargo](https://borderauthor.border.gov.au/Customsnotices/Documents/acn9980c1.pdf); or

Approved form [B629 Ship's Outward Manifest/Submanifest for sea cargo](https://borderauthor.border.gov.au/Customsnotices/Documents/acn9980d1.pdf).

Copies of both forms are provided at [attachment C](https://borderauthor.border.gov.au/Customsnotices/Documents/acn9980c1.pdf) and [attachment D](https://borderauthor.border.gov.au/Customsnotices/Documents/acn9980d1.pdf).

***Hours of operation for Clearing sections vary between air and sea and from Region to Region. Clients should refer to State Notices for advice on local Clearing hours of operation and extended hours of operation during short term EXIT outages.***

### EXIT 2 Short Term Contingency Arrangements For Documentary Manifest/Submanifest Clients If EXIT Is Unavailable

1. **Main Manifests**

Documentary manifest clients that lodge main manifests will be unaffected. These clients are to continue lodging documentary export manifests in accordance with Section 119(2) as per normal processing arrangements. The manifests will be given a "face of entry" check and Certificate of Clearance will be granted on the condition that the manifest does not contain any obvious errors and that all other non cargo related conditions of clearance are met. The manifest details will be entered into the EXIT system by Customs when EXIT is available again. The manifest provider may be contacted by Customs at that time if the manifest contains any system errors.

### Submanifests

Submanifest clients that lodge documentary submanifests may be issued with a contingency Customs Reference Number (CRN) during a short term outage. These clients are to continue lodging documentary export submanifests in accordance with Section 117A as per normal processing arrangements. Their manifests will be given a "face of entry" check and a contingency CRN may be issued on the condition that the manifest does not contain any obvious errors. The submanifest details will be entered into the EXIT system by Customs when EXIT is available again. The submanifest provider may be contacted by Customs at that time if the submanifest contains any system errors.

A contingency CRN issued in response to the lodgment of a documentary submanifest may be used for the exportation of only those goods listed on that submanifest.

### EXIT 2 Short Term Contingency Arrangements For Registered EXIT Clients If EXIT Is Unavailable

1. **Main Manifests**

Registered EXIT 2 clients that lodge electronic main manifests will be required to revert to lodging documentary manifests. The manifests must be lodged in accordance with Section 119(2) of the Act prior to a Certificate of Clearance being granted. The manifests will be given a "face of entry" check and a Certificate of Clearance will be granted on the condition that the manifest does not contain any obvious errors and that all other non cargo related conditions of clearance are met. The manifest details will be entered into the EXIT system by Customs when EXIT is available again. The manifest provider may be contacted by Customs at that time if the manifest contains any system errors.

### Submanifests

Registered EXIT 2 clients that lodge electronic submanifests are required to revert to lodging documentary submanifests. Their submanifests will be given a "face of entry" check and a contingency CRN may be issued on the condition that the submanifest does not contain any obvious errors. The submanifest details will be entered into the EXIT system by Customs when EXIT is available again. The submanifest provider may be contacted by Customs at that time if the submanifest contains any system errors.

To facilitate the delivery of EXIT 2 clients' consolidation, slot charter or feeder manifest cargo for export at the commencement of such outages, the following may occur:

1. Clients may request a contingency CRN from Customs Clearing section if they have transmitted an electronic submanifest to Customs, have not received a reply and the relating cargo may be unduly delayed if clearance is not urgently obtained.
2. A contingency CRN may be issued to an EXIT 2 client by Customs without presentation of a documentary submanifest in instances outlined by point (a) above upon the client providing the following information:

## Company Name; Company Contact; Contact Phone Number;

*Vessel/Flight (if available) or Reference number; and Nature Of Problem.*

1. The contingency CRN may be used to deliver the cargo to the export CTO.
2. Before the cargo covered by the contingency CRN may be exported a complete documentary submanifest must be lodged with Customs in accordance with Section 117A(2).

### EXIT 2 Short Term Contingency Arrangements For Export Main Manifest &amp; Submanifest Processing During A Network Outage

During a short term Network outage all registered EXIT 2 clients that lodge electronic manifests or submanifests are required to revert to lodging paper manifests or submanifests as outlined in sub-section 2.3 of this ACN.

### EXIT 2 Short Term Contingency Arrangements For EXIT Client's With In House IT System Problems

Registered EXIT 2 clients experiencing IT system problems are required to revert to lodging paper manifests or submanifests as outlined in sub-section 2.3 of this ACN*.* These arrangements will remain in place until the client resolves their IT problems.

**SECTION 3**

**EXIT 1 - EXTENDED OUTAGE (GREATER THAN 48 HOURS) CONTINGENCY ARRANGEMENTS**

### Business Continuity Plan - EXIT 1

Testing of the current short term EXIT 1 contingency arrangements has proven these arrangements to be unmanageable for both Customs and industry if an outage lasts more than 48 hours. As a result, Customs has formulated a Business Continuity Plan (BCP) to be implemented when the National Manager Import Export Management Branch (NM) declares a disaster (extended) outage situation. Such a declaration would be made if an outage exceeds 48 hours with no likelihood of system resumption in the near future. An extended outage declaration may also be made if, from the very beginning of an outage, it is clear EXIT will be unavailable for an extended period of more than 48 hours.

EXIT 1 clients will be advised that the NM has declared an extended outage via the following methods: when a client contacts Customs for contingency ECNs;

if COMPILE is still available messages will be sent to the printers of that application's clients; the Customs EDS Help Desk will be advised;

the Network Providers' Help Desks will be advised; advice will be published in the media; and

an "EXIT Extended Outage Notice" will be posted at all affected Customs Premises.

During an extended EXIT outage Customs will implement the extended outage contingency arrangements as outlined in sub-sections 3.2 and 3.3 of this ACN.

When the EXIT system is restored Customs Export staff will endeavour to contact each EXIT 1 client that has been issued with contingency ECNs during the extended outage to advise them that the system is available and to cease using the contingency ECNs issued to them*.* Other methods that will be employed to advise clients EXIT is available will include:

advising clients when they contact Customs for further Contingency ECNs; sending a message to COMPILE printers;

advising the Customs EDS Help Desk; advising the Network Providers' Help Desks; advising the media; and

removing the "EXIT Extended Outage Notice" from all affected Customs Premises.

### EXIT 1 Extended Outage Contingency Arrangements For Documentary Export Entry Clients

If the EXIT export entry processing system is unavailable for a period of time greater than 48 hours, and it is unlikely that the system will be restored in the near future, the following EXIT contingency arrangements will be implemented.

Exporters, or their agents, that lodge documentary export entries will be required to continue doing so*.* The information on the documentary entries will be used to create contingency ECNs*.* The contingency ECNs will be returned to the exporter or their agent*.* When the EXIT export entry processing system is available again Customs will lodge the details of the documentary export entry in EXIT under the contingency ECN issued*.* If the export entry contains any system errors Customs may contact the exporter or their agent at this time.

***Export Processing hours will be extended from 08:00 to 20:00 Monday to Friday (other than public holidays) and 08:00 to 16:00 Saturday and Sunday during an extended outage to EXIT. These times are in alignment with the extended processing hours for declared COMPILE contingency outages as specified in Regulation 19 Item 6 of the Customs Regulations.***

### EXIT 1 Extended Outage Contingency Arrangements For Registered EXIT Clients

During an extended outage to the EXIT 1 system Customs will re-evaluate the contingency arrangements as appropriate and may implement amended contingency arrangements if required. EXIT clients will be advised of the revised EXIT 1 contingency arrangements by via the methods outlined in sub-section 3.1 of this ACN.

### EXIT 1 Extended Outage Contingency Arrangements For Export Entry Processing During A Network Outage

In the event of an extended outage affecting the Network Providers Customs will re-evaluate the contingency arrangements as appropriate. EXIT clients will be advised of the revised EXIT 1 contingency arrangements via the methods outlined in sub-section 3.1 of this ACN.

**SECTION 4**

**EXIT 2 - EXTENDED OUTAGE (GREATER THAN 48 HOURS) CONTINGENCY ARRANGEMENTS**

### Business Continuity Plan - EXIT 2

During an extended EXIT outage, which is defined in sub-section 3.1 of this ACN, all outwards manifest providers will be required to lodge their manifests in duplicate*.* This includes: documentary main manifest providers;

documentary submanifest providers;

registered EXIT 2 clients that normally lodge electronic main manifests; and registered EXIT 2 clients that normally lodge electronic submanifests.

EXIT 2 clients will be advised that an extended outage has been declared via the following methods:

when they contact Customs for contingency CRNs;

if COMPILE is still available messages will be sent to the printers of that application's clients; the Customs EDS Help Desk will be advised;

the Network Providers' Help Desks will be advised; advice will be published in the media; and

an "Extended Outage Contingency Notice" will be posted at all affected Customs Premises.

Procedures for an extended outage to EXIT 2 are detailed in sub-sections 4.2 and 4.3 of this ACN.

After the EXIT system has been restored, registered EXIT 2 clients will be made aware that the system is available again (and to cease lodging documentary manifests) via the following methods:

clients presenting documentary manifests for clearance will be advised when they lodge a manifest that EXIT is available; Customs will send a message to all COMPILE printers;

the Customs EDS Help Desk will be advised;

the Network Providers' Help Desks will be advised; the media will be advised; and

the "Extended Outage Contingency Notice" signs will be removed from all affected Customs Premises.

Documentary main manifest and submanifest providers may revert to lodging single copies of manifests once they are advised EXIT has been restored.

***Hours of operation for Clearing sections vary between air and sea and from Region to Region. Clients should refer to State Notices for advice on local Clearing hours of operation and extended hours of operation during extended EXIT outages.***

### EXIT 2 Extended Outage Contingency Arrangements For Documentary Manifest Clients If EXIT Unavailable

1. **Main Manifests**

During an extended outage all manifests must be lodged in duplicate. Except for this additional requirement, the contingency arrangements outlined in sub-section 2.2 of this ACN for documentary main manifests will be continued for the duration of the outage.

### Submanifests

During an extended outage all submanifests must be lodged in duplicate. Except for this additional requirement, the contingency arrangements outlined in sub-section 2.2 of this ACN for documentary submanifests will be continued for the duration of the outage.

### EXIT 2 Extended Outage Contingency Arrangements For Registered EXIT Clients If EXIT Unavailable

1. **Main Manifests**

During an extended outage all manifests must be lodged in duplicate. Except for this additional requirement, the contingency arrangements outlined in sub-section 2.3 of this ACN for registered EXIT 2 clients will be continued for the duration of the outage.

### Submanifests

During an extended outage all submanifests must be lodged in duplicate. Except for this additional requirement, the contingency arrangements outlined in sub-section 2.3 of this ACN for

submanifests will be continued for the duration of the outage.

### EXIT 2 Extended Outage Contingency Arrangements For Export Main Manifest &amp; Submanifests During A Network Outage

During an extended outage all manifests must be lodged in duplicate. Except for this additional requirement, the contingency arrangements outlined in sub-section 2.3 of this ACN for main manifests and submanifests will be continued for the duration of the outage.

**SECTION 5**

**EXDOC/EXIT 1 (SINGLE ELECTRONIC WINDOW) CONTINGENCY ARRANGEMENTS**

### EXDOC EXIT 1 Users

Users of the EXDOC EXIT link may be subject to outages affecting EXDOC or EXIT. In such circumstances the contingency arrangements outlined in sub-sections 5.2 to 5.5 of this ACN will be implemented as appropriate*.* For more information on AQIS contingency arrangements for the EXDOC system please contact Mr Jon Christian on (02) 6272 5478.

### Short Term EXIT Contingency Arrangements For EXDOC Users If EXIT Is Unavailable

If the AQIS EXDOC system is available but Customs EXIT system is unavailable EXDOC clients will receive the appropriate AQIS clearance advice and a message that the EXIT system is unavailable*.* Under this scenario, contingency arrangements as outlined in sub-section 1.3 of this ACN will apply for EXIT.

### Short Term EXIT Contingency Arrangements For EXDOC Users If EXDOC Is Unavailable

If the AQIS EXDOC system is unavailable EXDOC users will be required to revert to manual AQIS processing procedures. If the EXIT system is available normal EXIT processing rules apply. EXDOC clients requiring Customs clearance will be required to lodge export entries directly through EXIT.

### Extended Outage EXIT Contingency Arrangements For EXDOC Users If EXIT Is Unavailable

If the AQIS EXDOC system is available but Customs EXIT system is unavailable for an extended period greater than 48 hours, EXDOC clients will receive the appropriate AQIS clearance advice and a message that the EXIT system is unavailable*.* Under this scenario contingency arrangements as outlined in sub-section 3.3 of this ACN will apply for EXIT.

### Extended Outage EXIT Contingency Arrangements For EXDOC Users If EXDOC Is Unavailable

If the AQIS EXDOC system is unavailable for an extended period greater than 48 hours, EXDOC users will be required to revert to manual AQIS processing procedures.

If the EXIT system is available normal EXIT processing rules apply. EXDOC clients requiring Customs clearance will be required to lodge export entries directly through EXIT.

**SECTION 6**

**CONTACTS**

### Regional Export Processing (EXIT) Contact Numbers

The following list contains the business hours contact numbers for the Regional Export Processing sections for provisional export clearance and for further information regarding EXIT contingency arrangements. These are also the contact numbers for the extended processing hours outlined in sub-section 3.1 of this ACN.

|  |  |
| --- | --- |
| Northern Territory | (08) 8946 9853 |
| Queensland | (07) 3835 3320 |

|  |  |
| --- | --- |
| New South Wales | (02) 9317 7168 |
| Victoria | (03) 9244 8483 |
| South Australian | (08) 8447 9403 |
| Tasmania | (03) 62 301232 |
| Western Australian | (08) 9430 1469 |

### Regional Clearing And After Hours Contingency Contact Numbers

The following list contains the contact numbers for the Regional Clearing sections. The Clearing sections indicated as after hours will provide provisional export clearance in accordance with section 122C of the Act after 1700 on weekdays and on weekends and public holidays during a short term EXIT outage. Further information can be obtained regarding hours of operation and local manifest reporting arrangements by contacting these numbers.

|  |  |
| --- | --- |
| New South Wales | (02) 9317 7445 (Sea, Air &amp; After Hours) |
| Northern Territory | (08) 8946 9899 (Sea) |
|  | (08) 8946 9881 (Air &amp; After Hours) |
| Queensland | (07) 3835 3410 (Sea) |
|  | (07) 3835 3857 (Air &amp; After Hours) |
| South Australian | (08) 8447 9213 (Sea) |
| Tasmania | (03) 6230 1212 (Sea &amp; Air. *After hours requests should be referred to the Victorian after hours number.* |
| Victoria | (03) 9244 8025 (Sea) |
|  | (03) 9339 1317 (Air &amp; After Hours) |
| Western Australian | (08) 9430 1684 (Sea) |
|  | (08) 9477 8807 (Air &amp; After Hours) |

### Help Desk Numbers

|  |  |
| --- | --- |
| EDS National Help Desk | (02) 6275 6400 |
| Telstra Help Desk | 1800 252 390 (Outside Sydney) |
|  | (02) 9957 1277 (Within Sydney) |
|  |  |

Connect.Com (Formerly AT&amp;T)

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For further information regarding the EXIT short term and extended outage contingency arrangements, please contact the EXIT Administration section in Canberra during business hours on (02) 6275 5860.

(Peter Gulbransen) Acting National Manager

Import/Export Management Branch for

Chief Executive Officer 18 November 1999