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**CUSTOMS YEAR 2000 ROLLOVER ARRANGEMENTS**

Customs has undertaken considerable work to ensure that its computer systems will not be effected by the Year 2000 changeover problem. As a final precaution however Customs will cease processing all data via Cargo Management systems at 23:45pm AESST on 31 December 1999. At this time, as an additional safeguard, a backup of the computer environment will be performed. Customs staff will be on site to monitor any issues which may arise during this critical period.

**Note**: Customs computer network provider (Connect.com) has advised it will cease processing messages and data at the earlier time of 23:00pm AESST. From a user perspective, systems will effectively become unavailable from that time.

Normal operations will resume at 06:00am AESST at which time Customs staff will begin Year 2000 'verification testing on Customs business critical computer systems. A trouble shooting checklist is attached to this notice for use by Customs EDI clients. If an apparent year 2000 problem is encountered on 1 January 2000 the checklist allows the user to identify non-year 2000 related problems before contacting Customs. If a problem is still apparent after the checklist has been used, please contact [Ada Polubinski](mailto:ada.polubinski@customs.gov.au) on 0411 275855. Customs clients are reminded that responsibility for Year 2000 compliance of their own internal systems and processes rests with them. If Customs systems fail, contingency arrangements as published in [ACN 99/72](https://borderauthor.border.gov.au/busi/cust/aust/Australian-Customs-Notice-1999-72) and [ACN 99/80](https://borderauthor.border.gov.au/busi/cust/aust/Australian-Customs-Notice-1999-80) may be invoked. If a client's own internal office systems and processes fail, that client will need to make alternate arrangements J.H. Jeffery Acting Deputy Chief Executive Officer Australian Customs Service for Chief Executive Officer 10 December 1999