Australian Customs Notice 2002 27

**Provision of AHECC Advice**

The Australian Harmonized Export Commodity Classification (AHECC) is the document used to classify goods for export from Australia. For some time now Customs has been providing information about AHECC classification to exporters and more recently has taken measures to provide formal advice.

On 1 July 2002 Customs will introduce an AHECC classification advisory service. The service, which will be accessible primarily over the Internet, has been developed to provide timely and reliable advice for clients who require assistance with the classification of goods for export. The service will be provided centrally through Customs Sydney Office.

The process for obtaining AHECC advice will be as follows:

An "*Application For AHECC-Exports Advice*" form will be available on the Customs Internet site from 1 July 2002. Clients requiring AHECC advice should download this form, complete it and email it

to [aheccadvice@customs.gov.au](mailto:aheccadvice@customs.gov.au).

The form will indicate that any samples and/or supporting information relating to the application should be sent to:

Manager Tariff and Valuation Customs House Sydney Central Building 477 Pitt Street SYDNEY NSW 2000

Samples may be delivered in person or by post. Supporting documentation may be provided to Customs by fax, email, post or delivery to the Tariff Counter, during business hours, in the main Customs Office in the applicant's State/Territory. The samples will be returned after the AHECC advice has been provided.

Customs will provide the requested advice to the applicant by return email.

If clients are unable to access email or Internet facilities they should ring the Customs Information Centre (CIC) and ask to have a copy of the form faxed or mailed to them. The applicant should fax or mail the completed form to the Manager Tariff and Valuation using the contact details listed above. Advice will then be sent to the applicant's choice of fax or postal address.

The service standard for completing requests for AHECC advice will be five working days from receipt of all relevant information including supporting documentation and samples where appropriate. Complex classifications may take longer, and clients will be notified if this situation applies to them.

Customs will continue to provide general information about importing and exporting goods through regional offices. However, AHECC advice specific to particular exports will only be issued in the manner outlined above.

Any questions in relation to this notice should be directed to Director Tariff Classification on (02) 6275 6273. Tom Marshall National Manager Tariff For Chief Executive Officer

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