AUSTRALIAN CUSTOMS NOTICE NO. 2005/11

User support service for Customs cargo systems

Customs will be implementing a revised user support service for Customs cargo systems from Monday 4 April 2005.

The service has been developed to provide a higher quality, more reliable service to users of the Customs Connect Facility (CCF), the Integrated Cargo System (ICS) and current import systems (pending the introduction of the imports functionality of the ICS mid-2005). The service will provide support for business and systems requests.

Systems requests are defined as those where the cargo systems are not operating to expected standards – for example, slow response times are impacting on the client’s capacity to meet business needs/timeframes.

Business requests are related to assistance with using the functionality of the cargo systems to meet business needs/timeframes.

Customs will provide 24 hours, 7 days a week (excluding national public holidays) support to users of cargo systems as follows:

* 0800 to 1800 (local port time) Monday to Friday – primary hours for business and systems support. All requests for support should, where possible, be raised within these hours;
* 0500 to 2300 (Sydney time) Monday to Friday – Limited staffing in the office outside of the primary support hours of 0800 to 1800 (local port time). Only urgent business and systems support requests will be actioned outside of these primary hours of support identified above – see definition of urgent below;
* 0600 to 1400 Saturday and Sunday – Limited staffing in the office to meet urgent business and systems support requests. It is anticipated that these hours may be extended closer to the ICS import implementation date; and
* Outside of the above hours, urgent systems support requests will be actioned by an on- call officer.

All requests for user support are to be made by email to [cargosupport@customs.gov.au](mailto:cargosupport@customs.gov.au) (preferred), by telephone to 1300 558 099 or by fax (see list below). The only exception relates to requests for urgent system support between the hours of 2300 and 0500 where contact is restricted to the 1300 558 099 number.

Fax numbers are:

* 0800 to 1800 – Monday to Friday (Sydney time) – 02 83396712 or 02 83396713; and
* All other times – 02 61225534.

A request can be classed as urgent if it:

* Endangers the scheduled departure of freight;
* Relates to goods that may perish as a result of delays; or
* Concerns goods that require immediate delivery.

If the request is not assessed as urgent, the client will be requested to email the request, for action to occur during primary hours, or to telephone the 1300 558 099 number during those hours.



Enquiries concerning this notice may be directed to Director User Support and Administration, Cargo Systems Branch:

* Email – [glenn.thornton@customs.gov.au](mailto:glenn.thornton@customs.gov.au)
* Telephone (02) 6275 6586; or
* Fax (02) 6122-5534.

Matthew Corkhill National Manager Cargo Systems Branch CANBERRA ACT

March 2005