Australian Customs Notice 1999 12

**Electronic Lodgement of Refunds (ELOR)**

Electronic Lodgement for import entries was introduced in 1991 as part of Customs move towards a total electronic import clearance environment. Refund processing was not included as part of this facility.

To continue the move towards paperless procedures Customs is now in the process of automating the refund system. Legislation is currently under review and the COMPILE system is being enhanced to allow an electronic refund approval facility.

Providing the necessary amendments are enacted the ELOR system will: allow full electronic lodgement of refunds through the COMPILE system;

provide instantaneous information on refund routing similar to the existing import entry processing system ie

red-line/green-line;

provide an on-line screen showing the status of refunds, ie not lodged, lodged, Query Advice issued, approved, paid or rejected;

provide a paper-free environment unless the refund is red-lined in which case Customs will call for relevant documentation;

provide importers with faster payment of refunds due to them; and

upon full implementation of ELOR, ease the administrative burden on customs brokers because they will not have to produce full documentation to Customs for every refund claimed as is the current practice.

It is proposed that the COMPILE enhancements will be implemented in May 1999. These enhancements will include the generation of Entry Message Advices and declaration questions for refunds and a refund profile facility will be activated. Refunds will still be routed RED at lodgement until legislative amendments have been enacted. However, internal procedures will ensure low risk refunds are approved promptly.

During the phase up until implementation Brokers and Customs Refunds officers will be able to familiarise themselves with the changes to the system and procedures. Further documentation regarding this phase will be distributed at the training sessions.

Prior to the implementation of ELOR, information seminars and COMPILE training sessions are to be conducted in various regions. Information seminars will cover the policy and legislative amendments required for implementation. The COMPILE training sessions will cover enhancements to the COMPILE system to cater for ELOR.

The schedule for COMPILE training sessions and the policy information seminars is set out in [Attachment A](https://borderauthor.border.gov.au/Busi/Cust/Aust/Australian-Customs-Notice-1999-12a). The contact officers for session/seminar bookings or further information are:

COMPILE sessions - Anne-Marie McGowan: (02) 6275 6641

Policy seminars - Marnie Rowe: (02) 6275 6071.

PHIL BURNS

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Chief Executive Officer 12 February 1999 (C99/00992)