DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION NOTICE No. 2016/01

Contact details in the Integrated Cargo System

To avoid unnecessary delays in the clearance of goods, it is important that client contact details in the Integrated Cargo System (ICS) are correct.

Ensuring client contact details are correct makes it easier for us to contact the relevant party to resolve any issues related to a consignment.

# Client register

The ICS holds information on all clients who have been registered. The system also allows you to update your own contact information and that of your clients.

If contact details are out of date it can be difficult to contact the relevant party, which may result in delaying clearance when there are queries related to a consignment.

# Ensure client contact details are up to date

To help us clear goods as quickly as possible, please ensure client contact information in the ICS is up to date, including your nominated Primary Contact. Of particular importance are the following fields:

* Name (individual or business)
* Telephone number, landline and mobile
* Business address
* Email address

When reviewing your details please remove any duplicates, which may have occurred due to minor variations in client names or addresses. Also, be aware that you may have to update contact information at the Client Role and Client Establishment levels as they are separate from the Client Summary level.

More information on how to register, add or amend contact details in the ICS can be found at [Cargo Support FAQs](http://www.border.gov.au/Busi/Carg/cargo-support-faqs).

[Signed]

Erin Dale

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