

Australian Customs Notice No. 2019/45

Home Affairs Type 3 Digital Certificate Replacement

The Department of Home Affairs’ existing Type 3 digital certificate will expire in late January 2020, so Home Affairs will be ‘rolling over’ to a newly issued certificate on **Wednesday 15 January 2020**.

This means that users who send messages to the Integrated Cargo System (in both Industry Test and Production), using electronic data interchange (EDI) software will need to rollover to the new Home Affairs digital certificate.

This rollover does not affect any digital certificates you or your organisation may have purchased.

# Who does the rollover affect?

If you, your company, or your clients are communicating with Home Affairs using any type of EDI package, it will be necessary to install the new Home Affairs certificate into your EDI Application. Please note that Home Affairs does not provide technical support for 3rd Party Software packages.

The rollover does not affect organisations who only use Cargo Interactive (CI), or who use the services of a bureau.

# What should I do?

A copy of the new Home Affairs Type 3 certificate can be downloaded from this page: [*https://www.abf.gov.au/help-and-support/ics/integrated-cargo-system-(ics)/using-the-*](https://www.abf.gov.au/help-and-support/ics/integrated-cargo-system-(ics)/using-the-ics/digital-certificates)[*ics/digital-certificates*.](https://www.abf.gov.au/help-and-support/ics/integrated-cargo-system-(ics)/using-the-ics/digital-certificates)

The Department will rollover to the new certificate during the 00:00-04:00 outage window on Wednesday 15 January 2020.

Clients must continue to use the existing Home Affairs certificate for all EDI message transactions up until 23:59 on Tuesday 14 January, and then use the new Home Affairs certificate for all EDI message transactions from Wednesday 15 January onwards.

All messages sent by the Department after the rollover outage will be signed using the new Home Affairs certificate, so at that point if you have not yet changed your systems to use the new certificate your EDI software will fail to authenticate new messages and will reject them.

All EDI messages that you send to the Department after the rollover must be encrypted using the new Home Affairs certificate or they may be rejected by the Department.

***Australia’s customs service***

# Message for IT support staff and developers.

Please note that the new Home Affairs certificate will be SHA1, but it is expected the Department will upgrade to a SHA2 certificate within the next year. Digicert (formerly Symantec) will likely stop issuing SHA1 certificates in 2020. Existing SHA1 certificates will still be accepted for 2 years after the last SHA1 certs are issued or until they expire (whichever comes first). If there are any clients still running XP with lower than SP3 then they would need to upgrade to SP3.

Developers should be aware that your clients have been instructed to contact you for instructions about the rollover if you have implemented your own PKI solution.

# Who do I contact during the rollover period?

During the rollover period, Home Affairs will have support staff manning the Level 2 Help Desk from 04:00 hrs on Wednesday 15 January, until the commencement of normal business hours 08:00 on 15 January. During this time, clients with enquiries must email [icsbus@abf.gov.au](mailto:icsbus@abf.gov.au) or phone 02 8339 6358 or 02 8339 6843.

**Note:** The phone numbers above will only be operating during the rollover period on

15 January 2020. After this, clients must contact Home Affairs via the 1300 558 099 number.

# Any questions?

Please contact Cargo Support via email at [cargosupport@abf.gov.au](mailto:cargosupport@abf.gov.au) or phone 1300 558 099.

[Signed] Kylie Swan

A/g Commander

Border Systems & Program Management Branch Support Group

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