



**Australian Government**

**Australian Customs and  
Border Protection Service**

## INSTRUCTIONS AND GUIDELINES

### International Mail Recording Finds in EXAMS June 2010

This Instruction & Guideline refers to Practice Statement: PS2008/09 Intervention in International Mail Environment

**PUBLISHED DATE:** 7 JUNE 2010  
**AVAILABILITY:** INTERNAL and EXTERNAL  
**SUBJECT:** Procedures for recording Finds in EXAMS  
**PURPOSE:** Ensure nationally consistent, accurate and complete records of International Mail Finds in EXAMS  
**OWNER:** National Director, Cargo Division  
**CATEGORY:** Operational procedure  
**Contact:** National Manager Sea Cargo & International Mail Ph (03) 9244 8654

*The electronic version published on the intranet is the only current Instruction & Guideline.*

#### Summary of Main Points

The corporate tool that is used by Customs & Border Protection (C&BP) officers in the International Mail environment for recording Finds is EXAMS.

These Instructions and Guidelines set out a National standard approach for the recording of International Mail examinations and the recording of Finds data in EXAMS.

C&BP Examination officers are to ensure completeness and accuracy of all EXAMS records.

These Instructions and Guidelines are made of two main sections:

- **Definitions:** they provide C&BP definitions of a number of important terms that are used throughout this document, and
- **Procedures:** They outline the Business Rules that must be followed by C&BP International Mail staff for the recording in EXAMS.

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**FILE NUMBER:** 2010/012061-01

## INTRODUCTION

These Instructions and Guidelines set down national procedures required for recording International Mail Finds in EXAMS.

The process relating to the recording of Finds will remain under review pending identification and implementation of EXAMS enhancements.

It is important to recognise that the consistent recording of Finds resulting from C&BP intervention of mail articles will greatly assist and further enhance C&BP capabilities to risk assess mail streams, using appropriate levels of physical and technological intervention.

The introduction of a nationally consistent regime for recording these details and the subsequent assessment, examination and reliable feedback of those actions by Cargo Operations will facilitate better quality outcomes for assessing C&BP targeting and examination performance.

## INSTRUCTION & GUIDELINES

### Competencies

**EXAMS training:** International Mail staff need to undergo training on the use of EXAMS and on adhering to the Instructions and Guidelines.

EXAMS training will be guided through a training package that includes a variety of tools such as: users' manual, online training and on the job training.

## DEFINITIONS

### EXAMS

The Examination Data Management System (EXAMS) is a system that allows C&BP to standardise the collection nationally of examination data across the business environments of Sea Cargo, Air Cargo, Aircraft, Vessel and International Mail. It is a module of the Client Data Management Strategy (CDMS). In this document, all references to EXAMS are also references to EXAMS2, International Mail environment, and to any future names that EXAMS may be known under following identification and implementation of EXAMS enhancements.

### INTERNATIONAL MAIL ACTIVITY

**International Mail Examination:** refers to all physical examination, including use of detector dogs and x-ray, of mail articles under the Portfolio Budget Statement target.

### FINDS

Any examination result determined to be a breach of Customs related law, whether or not the matter is further actioned.

### FIND TYPES

In EXAMS, there are ten Find Types:

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- Currency,
- Drugs,
- Firearms,
- Intellectual Property,
- Prohibited Imports,
- Quarantine,
- Revenue,
- Stowaway,
- Other Weapons, and
- Wildlife.

#### REFERRAL

A referral occurs when the responsibility for the consignment is handed to a non-International Mail work area including Internal or External Stakeholders.

**NOTE:** An enquiry or consultation with a stakeholder to determine whether a commodity is a Find does not constitute a referral.

#### MAJOR (SIGNIFICANT)/MINOR FIND

##### Major (Significant) Find

Find Type	Definitions	
	Major	Minor
<b>Currency</b>	All undeclared currency detections in excess of AUD10, 000 or other currency equivalent. This includes multiple detections that exceed AUD10,000 or equivalent in total.	N/A
<b>Drugs</b>	All Drugs	N/A
<b>Firearms</b>	All Firearms	N/A
<b>Intellectual Property</b>	Any noteworthy commercial amount of intellectual property, copyright and country of origin infringements.  As a guide, the following thresholds apply: <ul style="list-style-type: none"> <li>• Customs Value of goods is greater than \$5, 000,</li> <li>• Number of units exceeds 100, or</li> <li>• The natures of the goods indicate that charges are likely to be laid.</li> </ul>	Other IP and TM finds.
<b>Weapons</b>	All Weapons	N/A
<b>Prohibited Items</b>	Any quantity of Tier 2 items as specified in Schedule 1AA of the Customs regulations not being drugs, firearms or other weapons. Examples: <ul style="list-style-type: none"> <li>• Reg4A material,</li> <li>• The following counterfeit items: <ul style="list-style-type: none"> <li>○ Debit/Credit/Charge cards,</li> <li>○ Currencies,</li> <li>○ Cheques, and</li> <li>○ Bearer Negotiable Instruments</li> </ul> </li> <li>• Undeclared radioactive materials, embryos and other similar</li> </ul>	Others

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	viable material.	
<b>Quarantine</b>	Any quantity of non-CITES live or dead fauna that was suspected to have been alive when posted, including eggs.	Others
<b>Revenue</b>	Where the more serious instances of fraud are found. For example, Finds, not relating to tobacco, involving False or Misleading statements, which include omissions, that if not detected would result in a Loss of revenue exceeding \$1, 250.  <b>NOTE:</b> PPC1's initiated for the purpose of revenue are NOT considered a Find unless serious fraud is involved.  Undeclared merchantable consignments of cigarette or tobacco products – In the post environment 10,000 sticks or greater, or, 8 kilos or greater when there are grounds to believe that the cigarettes or tobacco product are smuggled and would be forfeited under the Customs Act	Others
<b>Wildlife</b>	Any quantity of CITES live or dead fauna that was suspected to have been alive when posted, including eggs.	Others

In addition to the above table, Finds that meet any of the below criteria are to be considered “MAJOR”:

- Any Find Type which may be the subject of a media release or media interview,
- Any Find Type that is a suspected to be linked to terrorism or organised crime,
- Any breach meeting the following Infringement Notice Scheme Penalty Report criteria. In the context of section 243U, there are 5 or more false or misleading particulars or omissions in the relevant statement.

Where EXAMS functionality does not allow for the specific type of Major (significant) Find as detailed above, the Description field should include the necessary details. For example include the term “TERRORISM” in the description field.

### Minor Find

**Minor:** An action could be involved (e.g. seizure of a small amount of Quarantine goods), however no further investigations are continuing, and charges are unlikely to be laid,

### UNDECLARED/DECLARED

- **Undeclared:** There is a false or misleading statement in a material particular, which include omissions, about the content of the parcel. This includes parcels without declarations.

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- **Declared:** There is no false or misleading statement in a material particular, which includes omissions, about the content of the parcel.

## **PROCEDURES**

EXAMS examination records are to be created under the International Mail examination screen and are ONLY to be created as a result of a Find, as per the definition of a Find.

## **EXAMS INTERNATIONAL MAIL ENVIRONMENT**

All International Mail finds are to be completed in EXAMS Post environment. In other words, Finds emanating from mail are to be recorded as International Mail finds using EXAMS Post environment irrespective of who makes the Find or where the Find is made.

Examples:

- Dog Detection Unit (DDU) intercepting a mail parcel at aircraft side is to be recorded as a International Mail Find in EXAMS International Mail environment,
- Air Cargo staff and mobile X-Ray van are used; Finds must be recorded in EXAMS International Mail environment and NOT in EXAMS Air Cargo environment.

## **TIMELINESS AND COMPLETENESS**

- Finds must be recorded in EXAMS as soon as possible after the Find is made,
- All data fields must be completed unless the information is not readily available. Information in foreign languages is not considered to be readily available.

## **FREE TEXT DATA FIELDS INPUTTING CONVENTIONS**

Unless EXAMS requires otherwise, data recorded in free text data fields, e.g. Names, Addresses, Description, Comment and Note fields, must follow NIS input conventions where applicable. Refer below link for NIS recording conventions.

[http://cww.customs.gov.au/sitearea/NSW/Passengers/SOPs/Staff\\_instructions/documents/SIO707AttachNISPROTOCOLSTEMPLATE.pdf](http://cww.customs.gov.au/sitearea/NSW/Passengers/SOPs/Staff_instructions/documents/SIO707AttachNISPROTOCOLSTEMPLATE.pdf)

## **RECORDING SIGNIFICANT SECTION 243U AND 243TBREACHES**

In relation to significant section 243U and 243T breaches of the Customs Act these records will need to be kept under Revenue Find heading of EXAMS.

## **FIND CLASSIFICATIONS**

There are certain goods that cannot be fully classified. In order to ensure that searching for such information is made easier to Customs, staff are required to use specific terms in the Description field:

- When any of the goods in the following list is detected the relevant term from the list is to be written in the Description field.
  - CHILD PORNOGRAPHY
  - PASSPORT
  - CREDIT CARD, DEBIT CARD, CHARGE CARD
  - BLANK CHEQUE

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- BEARER NEGOTIABLE INSTRUMENT
- FALSE FINANCIAL INSTRUMENT
- FALSE DOCUMENT
- FALSE ID
- TERRORISM

If there are multiple detection types, multiple relevant terms are to be used. The words are to be spelled exactly as per the above list. For example, Find relating to 3 passports; staff to write the word PASSPORT in the description field. This might be written: *PASSPORT three (3) “Country” passports believed to be false.*

For ease for search, do not put any punctuation before or after the term.

## **POST EXAMINATION DETAILS {IMPORT} SCREEN**

### ***Goods Description***

Record the “DECLARED AS” content of the parcel. This is not the actual content as determined by the examining officer; rather it is the content as described on the outside of the parcel.

### ***Location:***

The **Location** drop down menu shows 10 locations, staff, depending on their location, should select only one of the following four locations:

- BALC: Brisbane Airport Logistics Centre,
- INTERNATIONAL POST PERTH WA,
- MELBOURNE GATEWAY FACILITY VIC, or
- SYDNEY GATEWAY FACILITY.

## **FIND SCREENS**

Once the examination activity has been completed, Find details need to be recorded against the task. Further, the outcome of that Find needs to be recorded. The steps outlined in EXAMS Training manual and reference guides detail how Finds and outcomes should be recorded in EXAMS by International Mail.

### **Recording Major Finds**

Major Finds are to be recorded as “MAJOR” in EXAMS to enable performance measures and other reports to be reliably produced.

### **Units of measure**

In order to ensure national consistency, staff must adhere to the following guidelines for recording Find quantity:

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<b>Find Type</b>	<b>Unit of Measure</b>
Currency	AUD.
Drugs	<p>As drugs can be measured using different units, Primary and Secondary quantities should both be recorded where the drug lends itself to two measures.</p> <p>If the Find is in the form of liquid, then</p> <ul style="list-style-type: none"> <li>• Primary measure (quantity) will be in millilitres, and</li> <li>• Secondary measure (quantity) will be in Grams.</li> </ul> <p>If the Find is syringes or ampoules, then</p> <ul style="list-style-type: none"> <li>• Primary measure (quantity) will be unit count, and</li> <li>• Secondary measure (quantity) will be in millilitres.</li> </ul> <p>If the Find is in tablet form, then</p> <ul style="list-style-type: none"> <li>• Primary measure (quantity) will be in Grams, and</li> <li>• Secondary measure (quantity) in unit count.</li> </ul>
Firearms	Unit Count
Intellectual Property	<p>Preferably: Unit Count.</p> <p>However, in situation where the goods are more accurately measured using a different Unit of Measure, please use most appropriate one.</p> <p>Example: Fake liquids (drinks), use Millilitre and not Count.</p>
Prohibited Imports	<p>Preferably: Unit Count.</p> <p>However, in situation where the goods are more accurately measured using a different Unit of Measure, please use most appropriate one.</p> <p>Example: Liquid Chemicals, use Millilitre and not Count.</p>
Quarantine	Unit Count
Revenue	<p>Measured in as follows:</p> <ul style="list-style-type: none"> <li>• Tobacco in Grams,</li> <li>• cigarettes in Unit Count, number of sticks,</li> <li>• alcohol in millilitres and</li> <li>• everything else in revenue evaded in AUD</li> </ul>
Other weapons	Unit Count
Wildlife	<p>Preferably: Unit Count.</p> <p>However, in situation where the goods are more accurately measured using a different Unit of Measure, please use most appropriate one.</p> <p>Example: Liquids with Wildlife content, use Millilitre and not Count.</p>

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## NOTES:

- **Recording weight:** Recording net weight is Customs preferred option. However, if recording net weight is not possible, then gross weight will be accepted,
- **Recording Quantity:** a precise figure is Customs preferred option. However, there are situations where a reasonable estimate can be accepted. For example: the Find relates to 5 boxes said to contain 5000 items each. In EXAMS, you can record 25,000 items without having to perform a count.
- If some of the goods, e.g. drugs, are destroyed during the testing process then staff must:
  - Input in the Quantity fields the balance of the count or weight of the remaining drugs, excluding the destroyed quantity, and
  - Add a NOTE with brief information about the test conducted and the quantity destroyed.

## Outcome Screen

The EXAMS - Outcome Detail screen is used to record the details of the outcome of a Find. There are three possible outcomes:

- **Referred:** Used when Find is referred,
- **Held:** Used when the goods are held, includes referrals to Internal Stakeholders,
- **Released:** Used when goods are released.

## Completing the EXAMS record

Examination Officers must complete the EXAMS record at the time of examination or as soon as possible thereafter.

## NOTE

The examples provided in these Instructions and Guidelines are not exhaustive. To clarify any uncertainty, staff must refer to other relevant policy and reference documents, to the local EXAMS CATO officers, to their Team Leader or Supervisor.

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## **RELATED POLICY AND REFERENCES**

EXAMS TRAINING  
EXAMS MANUAL  
NIS RECORDING CONVENTION

## **PRACTICE STATEMENTS**

PS2008/09 INTERVENTION IN INTERNATIONAL MAIL

## **OTHER INSTRUCTIONS AND GUIDELINES**

- International Mail Screening (May 2010)
- International Mail Examination (May 2010)
- Use of Accountability Stamps in the International Mail environment (May 2010)
- Duty Calc in the International Mail environment .(May 2010)
- Detecting Explosives in the International Mail environment (May 2010)
- Diplomatic Mail in the International Mail environment. (May 2010)
- Processing of Military Ordnance through International Mail Facilities (May 2010)
- Use of Advanced Metal Detection System (AMDS) in the International Mail environment. (May 2010)
- Management of Missed Detections in International Mail, (May 2010)
- Detained Goods Management, Detained Goods Management System & Records Management (September 2008)
- Significant Find Reporting Requirements for the Customs National Operations Centre (CNOC) (23 March 2009)

## **KEY ROLES AND RESPONSIBILITIES**

## **CONSULTATION**

## **INTERNAL**

The following Internal Stakeholders have been consulted in the development of these Instructions and Guidelines:

- Director Knowledge Management
- Intelligence
- EXAMS team in Central Office
- Customs International Mail Directors, Managers and key staff, North and South,
- Director Air Cargo Improvement, and
- Training & Communication, Industry Engagement & User Services

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**APPROVAL**

<b>Approved on</b>	24 March 2010	
<b>By</b>	Robyn Miller A/g National Director Cargo Division	
<b>Review Period</b>	Annually	

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