



Australian Government
Australian Customs Service

INSTRUCTIONS AND GUIDELINES

Amending Air Impending Arrival Reports for Multiple Cargo Terminal Operators (CTOs) (June 2008)

Last Update: 02 Aug 2008

INTERNAL USE ONLY

BCS CLASSIFICATION: *SM_Policy*

FILE NUMBER: 2008/023000

THIS INSTRUCTION AND GUIDELINE REFERS TO:

PRACTICE STATEMENT NO: PS2008/xxxxx' – Cargo Clearance Imports

PUBLISHED DATE: 28 AUGUST 2008

AVAILABILITY: Internal and External

SUBJECT:	Amending Air Impending Arrival Reports for Multiple CTOs
PURPOSE:	To provide Cargo Management Cell (CMC) staff with guidelines on the management of amending air impending arrival reports for multiple CTOs in the Integrated Cargo System (ICS).
OWNER:	Director CI&SC
CATEGORY:	Operational procedures
CONTACT:	CARGO MANAGEMENT CELL (CMC) – 1300 558 099

SUMMARY OF MAIN POINTS

This Instruction and Guidelines is owned by PS2008/ - Cargo Clearance Imports. This Instruction and Guideline outlines:

- The procedures for a consistent process to be followed by CMC when a CTO needs to amend an existing Air Impending Arrival Report by including additional CTOs, usually in different Ports. The original Air Impending Report has been lodged by another CTO who, for what ever reason, will not amend the Impending Arrival Report to include the additional CTO(s).

SCOPE

The following Instructions & Guidelines (I&G) are to be followed when a CTO needs to amend an existing Air Impending Arrival Report by including additional CTOs, usually in different Ports. The original Air Impending Report has been lodged by another CTO who, for what ever reason, will not amend the Impending Arrival Report to include the additional CTO(s).

BACKGROUND

In the air environment, there are occasions when an inbound aircraft on a single flight to Australia is handled by different agents at various ports. Currently the second agent makes a request to the party who has already lodged the AIRIAR, to insert a new line containing the additional CTO details. This is not always an easy process within the Industry as there is resistance among some clients to share commercial information. Moreover, there may be times when the party who lodged the original Impending Arrival will not amend the IAR to include the additional CTO(s). This inturn would delay the release of cargo for the affected client(s).

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An interim measure has been developed that will enable CTOs to quickly contact Customs when this situation has occurred. It allows the CTO to request that Customs amend the IAR to include the additional arrival port(s) and CTO establishments.

INSTRUCTIONS AND GUIDELINES

1. Monitor the mailbox – cargomovementcell@customs.gov.au (cmc@customs.gov.au) during working hours between 6:00am and 22:00pm EST daily, to check for email requests relating to amending IARs.

Complete the following steps for each email request when received.

2. Check the e-mail request to ensure the relevant fields have been completed. The e-mail request must include the approved template completed with the following information:
 - ❖ The e-mail SUBJECT line should read: “ICS Air Impending Arrival Additional CTO Request”.
 - ❖ The template field “ICS Air Impending Arrival Additional CTO Request” must provide the submitted Air Impending Arrival Report details ie. Flight Number, Last Overseas Departure Port, Date and Time of last Overseas Departure.
 - ❖ The template must also include the information that needs to be included in the amended Air Impending Arrival Report (ie. Arrival Port(s) Code, Estimated Date and Time of Arrival, CTO Name, CTO Establishment ID, Discharge Indicator set to Y or N.)
 - ❖ Cargo Reporter: ABN or CCID and Name.
 - ❖ Description of the circumstances leading to the request to add an additional CTO(s) to an existing Air Impending Arrival Report.
3. If the email request is not complete then reply to the e-mail sender indicating:
 - ❖ The request was not complete and will not be actioned;
 - ❖ Indicate the missing or incorrect information;
 - ❖ Request the missing or incorrect information;
 - ❖ Provide a contact name and phone number of the CMC Customs officer processing the request.
4. View the original Air Impending Arrival Report submitted in the ICS.
5. If either the Impending Arrival report key details on the request do not match the ICS Impending Arrival report data then reply to the e-mail indicating:
 - ❖ The Impending Arrival key details are in conflict with the ICS information;

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- ❖ Contact name and phone number of the CMC Customs Officer who is processing the request.
6. Check the stated reasons for the amendment to the Impending Arrival, and confirm that circumstances are legitimate.
 7. If the request is approved then amend the AIRIAR in the ICS as per attached procedures (Appendix B).
 8. Record information in the CMC Database under Activity 'Air Impending Arrival' completing all fields and selecting the appropriate activity status – either processed or rejected.
 9. Reply to e-mail request indicating:
 - ❖ The decision made;
 - ❖ If the amendment is refused, the reason(s) for the decision;
 - ❖ Contact name and phone number of the CMC Customs Officer processing the request;
 - ❖ CMC reference number.

Note: A reply should be sent no sooner than 2 hours and no longer than 4 hours of receipt of the original e-mail request.
 10. Archive the e-mail, template form and other correspondence in the appropriate Outlook archive mail folder established for this purpose.

Note: The Internet request template is attached to this I&G for information.

RELATED POLICIES AND REFERENCES

Appendix A: ICS Air Impending Arrival Additional Stevedore Request Form
Appendix B: ICS Process Amending AIRIAR.doc

KEY ROLES AND RESPONSIBILITIES

Monitoring & Review Responsibility: Director CI&SC; Manager CMC; Supervisor CMC
Service Delivery: CMC Officers

CONSULTATION

INTERNAL

The following internal stakeholders have been consulted in the development of these Instructions and Guidelines:

- Industry Action Group (IAG)
- Client Services

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- CI&SC Operations

EXTERNAL

The following external stakeholders have been consulted in the development of these Instructions and Guidelines:

- Airline companies

PARTNER AGENCIES

Not applicable

APPROVAL

Approved by:

Jaclyne Fisher
National Director
Cargo Division

27 June 2008

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ICS AIR IMPENDING ARRIVAL ADDITIONAL CTO REQUEST

Note: This form is for use **only** where an Air Impending Arrival needs to be amended to include an additional(s) CTO.

ADDITIONAL CTO REQUIRED FOR:

FLIGHT NUMBER: _____

LAST OVERSEAS DEPARTURE PORT: _____

DATE AND TIME OF LAST OVERSEAS DEPARTURE: _____

ARRIVAL PORT (S) CODE: _____

ESTIMATED ARRIVAL DATE AND TIME: _____

CTO ESTABLISHMENT ID : _____

CTO NAME : _____

DISCHARGE INDICATOR SET TO Y or N: _____

REASON FOR REQUEST(describe): _____

'REPLY TO' EMAIL ADDRESS: _____
 (if different to Sender)

CONTACT NAME & PHONE NO: _____

ROLE or POSITION IN COMPANY: _____

Email this form to: cargomovementcell@customs.gov.au

The subject line of the email must read:

“ICS AIR IMPENDING ARRIVAL ADDITIONAL CTO REQUEST”

If you have not received a response after 2 hours check to see if the amended Impending Arrival has been lodged, if not contact the CI&SC on 1300558099.

Section 64(8) of the Customs Act states that Impending Arrival must be lodged 3 hours prior to arrival unless the flight is less than 3 hours in duration.

Support Hours: 0500 - 2300. Any requests received after 2100 will be addressed by 0600 the following day.
 Australian Customs Service – August 2007.

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AMENDING AIR IMPENDING ARRIVAL REPORT PROCESS

1. From the ICS Imports menu select Air Arrivals 'Search'.

Search for the relevant AIRIAR using the identifiers provided on the request form. (If necessary change the search combination.) Enter details and click 'Search'.

The screenshot shows the 'Air Arrivals Search' web application running in Microsoft Internet Explorer. The page title is 'Air Arrivals Search' and it is part of the Australian Government ICS_A system. The interface includes a navigation menu on the left with options like Reference, Client, Reports, Exports, Imports, Sea Arrivals, Sea Cargo Report, Cargo List, Progressive Discharge, Vessel Summary, Sea Cargo Outturn, Underbond, Air Arrivals, Search, Create IAR, Air Cargo Report, Air Waybill Outturn, Import Document Search, Import Document Retrieve, Import Document Create, Payments & Refunds, Securities, Carnets, Drawback Claims, SJE Movement Applications, Diagnostics, Broadcast Message, Outbound Messages, Manage Thesaurus, Risk Assessment, and Logout. The main search area has a 'Select Report' dropdown set to 'AIR IMPENDING ARRIVAL' and a 'Select Combination' dropdown set to 'FLIGHT NO, ARRIVAL PORT CODE, ESTIMATED ARRIVAL DATE'. The search criteria form includes fields for Flight No (QF 006), Arrival Port Code (AUSYO find), Discharge CTD Code, Discharge CTD Name (USE FIND OPTION-->), Estimated Arrival Date (From 01/SEP/2006 To 01/SEP/2006), and Actual Arrival Date. There are 'Search' and 'Clear' buttons at the bottom of the form.

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2. The AIRIAR View screen now appears. Check the details of the report to ensure it matches details on request. If ok, click on Amend'.

The screenshot displays the 'Air Arrivals Search' web application interface. The main content area is titled 'Air Impending Arrival Report View' and shows details for flight QF006. The report includes aircraft registration information, reporting party details, and a table of arrival and discharge details.

Flight No: QF006
Last O/S Departure: SGSIN
Port Code: SGSIN
Date/Time: 31 AUG 2006 19:50

Aircraft Registration: 16009661901 QANTAS AIRWAYS LIMITED
Reported By: 16009661901 QANTAS AIRWAYS LIMITED
Responsible Party: 16009661901 QANTAS AIRWAYS LIMITED

Overseas Routing Port Code(s):

Port of Arrival Details				
Discharge				
Arrival Port Code	Estimated Arrival Date/Time	Indicator	CTO	Show Select LineHyperlink
AUSYD	01 SEP 2006 05:10	Y	8553P QANTAS SYDNEY FREIGHT TERMINAL	<input type="checkbox"/>

At the bottom of the report view, there are navigation buttons: **Prev**, **Report**, **Next**, **Amend**, **Withdraw**, **Resend Status**, and **O/Ride SP**.

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4. Enter the new port arrival details per request. Click 'Add line' if more than one port is to be added. Once all details are entered click 'Submit'.

Air Arrivals Search

Select Report: AIR IMPENDING ARRIVAL | Select Combination: FLIGHT NO, ARRIVAL PORT CODE, ESTIMATED ARRIVAL DATE

Air Impending Arrival Report Amend

Flight No: QF006 | Port Code: | Date: 31 AUG 2006 | Time: 19:50

Aircraft Registration: | Last O/S Departure: SSSIN

Reported By ID: 16009661901 | Responsible Party ID: 16009661901

Codeshare Flight No(s): | Overseas Routing Port Code(s): | find

Port of Arrival Details | Add Line

Estimated		Discharge			
Arrival Port Code	Arrival Date	Arrival Time	Indicator	CTO ID	Remove Line
AUSYD	01 / SEP / 2006	05:10	YES	8553P	<input type="checkbox"/>
ALJNEL	01 / SEP / 2006	07:45	NO		<input type="checkbox"/>

Submit | Cancel

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5. Amended AIRIAR View Screen now appears – check version and details are correct per request.

The screenshot shows the 'Air Impending Arrival Report View' screen. The search criteria are: Arrival Port Code: AUSYD; Discharge CTO Code: 8553P; Estimated Arrival Date From: 01 SEP 2006; Estimated Arrival Date To: 01 SEP 2006. The flight details are: Flight No: QF7550, Last O/S Departure: USHNL, Port Code: USHNL, Date/Time: 01 SEP 2006 00:01. The aircraft registration is 16009661901 QANTAS AIRWAYS LIMITED, and the responsible party is 16009661901 QANTAS AIRWAYS LIMITED. The table below shows the arrival details for AUSYD.

Arrival Port Code	Estimated Arrival Date/Time	Indicator	CTO	Show Select Line	Hyperlink
AUSYD	01 SEP 2006 20:02	Y	8553P QANTAS SYDNEY FREIGHT TERMINAL	<input type="checkbox"/>	C

Buttons at the bottom include: Prev, Report, Next, Amend, Withdraw, Resend Status, and O/Ride SP.

6. The request is now processed and complete.

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