



INSTRUCTIONS AND GUIDELINES

Late Sea Cargo Status Changes (June 2008)

Last Update: 02 Aug 2008

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FILE NUMBER: 2008/023003

THIS INSTRUCTION AND GUIDELINE REFERS TO:

PRACTICE STATEMENT NO: PS2008/xxxxx – Cargo Clearance Imports

PUBLISHED DATE: 28 AUGUST 2008

AVAILABILITY: Internal and External

SUBJECT: **Late Sea Cargo Status Changes**

PURPOSE: To provide Cargo Management Cell (CMC) staff with guidelines on the management of late sea cargo status changes 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 (I&G) is owned by PS2008/ - Cargo Clearance Imports. This Instruction and Guideline outlines:

- The procedures for a consistent process on the management of late sea cargo status changes;
- The procedures in notifying the broker when a Customs hold results in a 'late sea cargo status change' on the cargo; and ;
- The procedures to follow when complaints and/or enquiries are received in relation to 'late sea cargo status changes'.

SCOPE

This will focus on the circumstances where Customs places a hold on cargo more than 24 hours after all required information (a complete and accurate sea cargo report and import declaration) has been provided.

This I&G also covers import declarations lodged manually by owners.

BACKGROUND

Customs met with industry representatives to discuss and develop a range of options that may alleviate the impact of late sea cargo status changes. Issues identified in discussion were noted and have been taken into account in developing proposed approaches. ICS data have been examined to identify the frequency of late sea cargo status changes to provide an indication of likely impact and workload attached to proposed measures.

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Industry was supportive of Customs initiatives and a range of possible services were canvassed, with agreement in March 2007 that the following would be valuable to industry (listed in order of priority):

1. Customs CMC to contact brokers (including manual importers) by telephone advising them of late status changes when they are placed on sea cargo. A confirmation email will be sent by CMC to assist brokers in advising their clients of delays in cargo release; and
2. Customs to respond within twenty-four (24) hours to industry requests for updated information about the status of late sea cargo status change consignments. The focus of advice will be to confirm that clearance activities are in train and that there is no further work required by industry to expedite clearance.

The first service, in particular, will assist brokers in managing their logistics, as they can rebook or re-use slots early, avoiding wasted bookings or truck journeys.

Effective operation of this will require clients to keep contact details current in the ICS.

INSTRUCTIONS AND GUIDELINES

A: NOTIFICATION TO BROKER/MANUAL IMPORTER

Note: Service level from putting on Customs hold resulting in late sea cargo status change to advising broker – 2 hours.

- 1) Email message is received by CMC from Targeting Operations staff (via the Cargo Management Cell mailbox) regarding a late sea cargo status change. The email must contain an attachment/template with cargo details and the date & time the hold was placed (time indicated should be AEST as per event history). See Appendix A for a sample template.

The Service level for Targeting Operations staff to advise the CMC of a late sea cargo status change is 30 minutes after the hold has been placed.

- 2) Check the ICS Evaluation Log to confirm the date & time the hold was placed and determine when the latest version of the cargo report and import declaration were lodged. Obtain relevant information from ICS.
- 3) CMC officer is to contact the relevant broker/manual importer (7 days per week during the hours of 0600 to 2200) by phone followed by a confirmation email. Contact details (including email address) can be located in the Client Search option in ICS. Late sea cargo status change passed to CI&SC between 2200 and 0600 will be notified to brokers by 0800 hours. (Suggested phone script/standard follow-up email message as below).

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- 4) Enter details in the CMC Database for statistical purposes. Confirmation email can be auto-generated from the CMC Database by clicking on the 'Send Email Late Status Change' button. Record in the database if client updated their details in ICS by ticking the 'Client's Details Updated in ICS?' button. Also, tick if the notification is within agreed service standard.
- 5) If client is not satisfied with the above process, in the first instance, refer them to ACCA 07/05 or they can send their enquiries/complaints to cargomovementcell@customs.gov.au or cmc@customs.gov.au

Phone Script (for brokers):

"[Greetings]. This is [Officer's Name] from Australian Customs Service, Cargo Movement Cell. [Identify the person you are talking to]. I am ringing to advise you of a Customs hold that was placed on a container for one your clients [state importer name]. The hold was placed on the cargo report at [Date/Time] for Border Processing issues.

A follow-up email will be sent to you shortly containing the details of this event so you can advise your client accordingly.

You can monitor the status of this container via the Customs Interactive. [Provide client with CMC Reference Number for future enquiries relating to the container].

If you have any other questions relating to this matter please email cargomovementcell@customs.gov.au or cmc@customs.gov.au or you can call 1300 558 099 between the hours of 0600 and 2200" and quote your CMC Reference Number."

Phone Script (for manual importers):

"[Greetings]. This is [Officer's Name] from Australian Customs Service, Cargo Movement Cell. [Identify the person you are talking to]. I am ringing to advise you of a Customs hold that was placed on your container. The hold was placed on the cargo report at [Date/Time] for Border Processing issues.

A follow-up email will be sent to you shortly containing the details of this event.

[Provide client with CMC Reference Number for future enquiries relating to the container].

If you have any other questions relating to this matter please email cargomovementcell@customs.gov.au or cmc@customs.gov.au or you can call 1300 558 099 between the hours of 0600 and 2200" and quote your CMC Reference Number."

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Standard follow-up email message to be sent to broker contains the following details:

Container No:
Vessel Name/Lloyds No:
Voyage No:
Importer Name:
Date/Time Customs Hold was Placed:
Date/Time Broker Was Notified:
CMC Reference No:

"As previously advised a Customs hold has been placed on the above consignment to assist with Border Processing requirements.

Please use the Customs Interactive to monitor the status of this particular container.

You can also refer to ACCA 07/05 & ACN 2006/23 if you require further information particularly in relation to storage fees and charges that maybe incurred as a result of this event.

Should you have any other questions relating to this matter you can email cargomovementcell@customs.gov.au or cmc@customs.gov.au or you can call 1300 558 099 between the hours of 0600 and 2200" and quote your CMC Reference Number."

Standard follow-up email message to be sent to manual importer contains the following details:

Container No:
Vessel Name/Lloyds No:
Voyage No:
Importer Name:
Date/Time Customs Hold was Placed:
Date/Time Broker Was Notified:
CMC Reference No:

"As previously advised a Customs hold has been placed on the above consignment to assist with Border Processing requirements.

You can also refer to ACCA 07/05 & ACN 2006/23 if you require further information particularly in relation to storage fees and charges that maybe incurred as a result of this event.

Should you have any other questions relating to this matter you can email cargomovementcell@customs.gov.au or cmc@customs.gov.au or you can call 1300 558 099 between the hours of 0600 and 2200" and quote your CMC Reference Number."

B: COMPLAINTS/ENQUIRIES RELATING TO LATE SEA CARGO STATUS CHANGES

Any complaints or enquiries relating to late sea cargo status changes maybe communicated via the Cargo Support or CMC channel.

Note: There is a 24 hour turn around time for the resolution of complaints/enquiries received about late sea cargo status changes on targeted cargo. Resolution will not

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necessarily mean that the hold is removed, but the broker will be notified as to whether further action by the broker or other party is required to resolve the hold.

Refer to CI&SC I&G on Opening, Transferring or Closing a Call for general information.

- 1) Enquiries/complaints are received by phone or email via Cargo Support or CMC.
- 2) Cargo Support officers need to identify the enquiry (sufficient information is required from the caller to identify the cargo and hold). Also identify client for capture in CID/CMC Database.
- 3) If the enquiry relates to a late sea cargo status changes transfer the call/email to the CMC.
- 4) The attachment (Appendix B – Frequently Asked Questions) provides guidelines to officers in responding to enquiries/complaints relating to late sea cargo status changes.
- 5) Also refer to ‘I&G - Border Processing Hold & Controlled Sampling’ for handling enquiries/complaints on Border Processing holds including ‘late sea cargo status changes’.
- 6) CMC to determine the appropriate workgroup where the Customs hold resides, then contact them to determine the status of the ‘late sea cargo status change’ container so the client can be advised accordingly.
- 7) Enter all details in the CMC Database under Activity = Late Cargo Status Change – Enquiry/Complaint. Also, tick in the database if the enquiry/complaint was responded within 24 hours.

RELATED POLICIES AND REFERENCES

Appendix A: Late Sea Cargo Status Advice template

I&G on Opening, Transferring or Closing a Call

Appendix B: Frequently Asked Questions

I&G – Border Processing Hold & Controlled Sampling

Australian Customs Cargo Advice (ACCA) No 07/05 (under review)

<http://www.customs.gov.au/webdata/resources/notices/ACCA0705.pdf>

Appendix C: Contact Details for CEFs and Targeting Operations (including hours of operation)

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Australian Customs Notice (ACN) 2006/23 (under review)
<http://www.customs.gov.au/webdata/resources/notices/ACN0623.pdf>

Australian Customs Cargo Advice (ACCA) No 08/xx – Risk Assessment (under development)

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)
- Targeting Operations
- Sea Cargo Operations
- Client Services
- CI&SC Operations

EXTERNAL

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

- CBFCA
- P&O Ports

PARTNER AGENCIES

Not applicable

APPROVAL

Approved by:

Jaclyne Fisher
National Director
Cargo Division

27 June 2008

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LATE STATUS CHANGE ADVICE

Note: This advice should be emailed to CMC (Cargo Management Cell) as an attachment when a Border hold is placed on the cargo more than 24 hours after all required information (a complete and accurate sea cargo report and import declaration) has been provided. This applies if the status previously indicated on the cargo was CLEAR or payment was the only impediment to clearance. Refer to Australian Customs Cargo Advice (ACCA) 2007/05 for further information.

The Service level for Targeting Operations staff to advise the CMC of a late sea cargo status change is 30 minutes after the hold has been placed. Best practice will be to send an email message to the CMC immediately after the hold is placed. This is necessary to support the CMC in meeting the 2 hour service level standard.

VESSEL NAME:	
LLOYDS NO:	
VOY NO:	
CONTAINER NO/S:	
SCR LODGEMENT DATE/TIME:	
FID LODGEMENT DATE/TIME (AEST):	
DATE/TIME BORDER HOLD PLACED (AEST):	

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FREQUENTLY ASKED QUESTIONS AND RESPONSES

Late Sea Cargo Status Changes

1) *What do you consider a 'late sea cargo status change'?*

Response: A 'late sea cargo status change' is where Customs places a hold on cargo more than 24 hours after all required information (a complete and accurate sea cargo report and import declaration) has been provided. See table below (attachment 1).

2) *Do we get notified if there's a late sea status change applied on the container?*

Response: Customs will notify the relevant broker within 2 hours of 'late sea cargo status change' being applied via email or phone. Since Customs use the Client details in ICS it is imperative to brokers to keep their contact details current in ICS.

3) *How come we're not aware of this 'late sea cargo status change' issue?*

Response: There were discussions held between Customs and industry representatives to develop a range of options that may alleviate the impact of late sea cargo status changes. As a result of these discussions an Australian Customs Cargo Advice (ACCA No. 07/05) was released in March 2007 to notify brokers and importers of the agreed support services that Customs will provide in this regard. Also included in that advice is a reminder to all brokers to update their details in ICS.

4) *How do we update client details in ICS?*

Response: Instructions on how to update client details in ICS is contained in the ACCA (No. 07/05).

5) *When is my shipment going to be cleared?*

[Refer to I&G for Border Processing Hold Enquiries for general instructions]. If 'late sea cargo status change' has been identified - obtain client details for capture in CID and advise client accordingly whether further action by the broker or other party is required to resolve the hold. [Do not give any indication as to when the hold is going to be lifted. Tell then to monitor the status of the cargo via Customs Interactive].

6) *The importer requires this shipment immediately. Is there any way we can get this expedited?*

Response: You can send an email or fax to 'cargosupport@customs.gov.au' (fax no. 02 8339 6713) stating the circumstances and we will respond to your enquiry accordingly.

7) *Do we get notified when the impediment has been lifted?*

Response: It is advisable for you to monitor the status of the cargo via Customs Interactive.

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8) *If the container goes on storage who's going to pay?*

Response: [Refer to ACN 2006/23 relating to storage charges]. For late sea cargo status changes applied on the container, you will be eligible for reimbursement of storage fees from Customs if all reporting requirements have been met.

9) *Who can I make a complaint to about this late sea cargo status change?*

Response: You can send an email to cmc@customs.gov.au to lodge a complaint relating to this 'late sea cargo status change'. You can also lodge a formal complaint via the Complaints and Compliments Unit (CCU) of Customs on ph 1800 228 227 or email comments@customs.gov.au. The CCU will aim to supply a written response within fifteen working days.

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ATTACHMENT 1

Service Level Approach to Certainty of Sea Cargo Status – Overview

Customs brokers can be certain of cargo status twenty-four hours after a complete and correct import declaration has been lodged (provided that the declaration links to a valid cargo report). Where Customs changes the status of cargo after this period, Customs will contact the Customs broker and advise them of the sea cargo status change. Customs will contact clients if changing the status of the cargo as per the following table:

Cargo status	Customs to advise status	Reason
CLEAR	Yes	Cargo has been cleared and an Authority to Deal issued.
CONDCLEAR	Yes	Cargo is cleared pending certain conditions being met such as fumigation for AQIS or s71E application.
\$ Y Y Y	Yes	Cargo report and import declaration are clear or conditionally cleared by Customs and AQIS but the ICS is awaiting payment.
\$ Y N Y	Yes	<i>The import declaration and cargo report has been cleared by Customs (and awaiting payment). AQIS have cleared the cargo report but have an impediment on the import declaration.</i>
\$ Y Y N	Yes	<i>The import declaration and cargo report has been cleared by Customs (and awaiting payment). AQIS have cleared the import declaration but have an impediment on the cargo report.</i>
Y Y N Y	Yes	<i>The import declaration and cargo report has been cleared by Customs (and paid). AQIS have cleared the cargo report but have an impediment on the import declaration.</i>
Y Y Y N	Yes	<i>The import declaration and cargo report has been cleared by Customs (and paid). AQIS have cleared the import declaration but have an impediment on the cargo report.</i>
\$ N Y Y	No	The import declaration is clear (awaiting payment) but the cargo report is not yet cleared by Customs. <i>Further details as to why the cargo report is not clear may be found on the Import Document Status Detail View screen.</i>
Y N Y Y	No	The import declaration is clear and has been paid, but the cargo report is not yet cleared by Customs. <i>Further details as to why the cargo report is not clear may be found on the Import Document Status Detail View screen.</i>
N N Y Y	No	The import declaration and cargo report have been cleared by AQIS but not by Customs
N N N N	No	<i>Customs and AQIS have not cleared the cargo.</i>
Blank	No	Import declaration has failed to link to a valid cargo report. This will occur if there is no cargo report or if the declaration is quoting incorrect cargo report details (eg incorrect container number). <i>Further details as to why there isn't a match is provided to the broker in the Information screen.</i>

CEF/Sea Cargo Examination & Targeting Operations Contact Details

APPENDIX C

A) CEF/Sea Cargo Examination current as at 29 March 2007 (Note: These Contacts are only for contact by CI&SC/CMC and NOT Industry)

Targeting Operations current as at 29 March 2007

Region	Workgroup	Contact Number Normal Business Hours	Hours of Operation		Group Email
			Monday-Friday	Saturday	
NSW	1ACEFOPS1	02 8339 9011	0530 -1030	0530 -1500	CEF Facility Coord
QLD	3ACEFTSK	07 3895 6903	0600 – 2300	0600 - 1400	[QLD CEF Supervisors]
VIC	2ACEFEVL	03 8398 5127 03 8398 5113 03 8398 5117	Monday to Thursday 0600 – 2230 0600-2130 Friday	0600 - 1430	Currently N/A
SA	4ACEFEVL	08 8248 8201	0700 – 1700	-	Currently N/A
WA	5ACEFTSK	08 9430 1945	0600-2200	0600-1400	[CEF Fremantle Logistics]
NT	No specific ICS Workgroup as exams are manually interested into EXAMS	<i>Supervisor Exams</i> 08 8980 6556	0800-1621	-	Currently N/A
TAS	No specific ICS Workgroup as exams are manually interested into EXAMS	Cargo Operations 03 6332 3600	0830 – 1700	-	Currently N/A

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B) Targeting Operations current as at 29 March 2007

(Note: These Contacts are only for contact by CI&SC/CMC and NOT Industry)

Region	Workgroup	Contact Numbers		Hours of Operation			Group Email
		Normal Business Hours	Outside Normal Business Hours	Monday-Friday	Saturday	Sunday	
NSW	1ARIIBPEVL	02 8339 6588		24/7	24/7	24/7	[Intel Cargo Evaluators NSW]
QLD	3AABPEVL	07 3835-3316	0411 484 532	0830-1651	-	-	TARGETERS QLD
	3ABPPEVL	07 3835-3316	0411 484 532	0830-1651	-	-	TARGETERS QLD
	3AOPSEVL	07 3835-3316	0411 484 532	0830-1651	-	-	TARGETERS QLD
	3APROJEVL	07 3835-3316	0411 484 532	0830-1651	-	-	TARGETERS QLD
	3COPPEVL	07 3835-3316	0411 484 532	0830-1651	-	-	TARGETERS QLD
	3LCLEVL	07 3835-3316	0411 484 532	0830-1651	-	-	TARGETERS QLD
	3UBNEVL	07 3835-3316	0411 484 532	0830-1651	-	-	TARGETERS QLD
	3DISTIOPS1 (Thursday Is)	07 4083 1800	0428 879 667	0830 – 1700	-	-	[DM QLD Torres Strait]
	3DISTWOPS1 (Weipa)	07 4069 7158	0407 557 708	0830 – 1700	-	-	[DM QLD Weipa]
	3DISTCOPS1 (Cairns)	0418162982	04197 78990	0630 –1630	0630 -1630	0630 -1630	Cairns Cargo
	3DISTTOPS1 (Townsville)	07 4722 3700	0419 791 883	0830 – 1700	-	-	[DM QLD Townsville]
	3DISTMOPS1 (Mackay)	07 4965 7100	0411 127 524	0830 – 1700	-	-	[DM QLD Mackay]
	3DISTGOPS1 (Gladstone)	07 4976 3601	0417 767 105	0830 – 1700	-	-	[DM QLD Gladstone]
	3DISTDOPS1 (Bundaberg)	07 4152 1997	0417 793 787	0830-1700	-	-	[DM QLD Bundaberg]

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Region	Workgroup	Contact Numbers		Hours of Operation			Group Email
		Normal Business Hours	Outside Normal Business Hours	Monday-Friday	Saturday	Sunday	
VIC	2ABPEVEL	03 9244 8948	-	7am - 5pm	4 hours - prior to midday	-	Customs Logistics
SA	4EBPEVL	08 8248 8224	0408 966 287	0830 - 1700	-	-	TARGETERS SA
WA	5ABPSEVL	08 9430 1903	08 9430 1955	Monday 0800 – 1936 Tuesday to Friday 0615 - 1936	0615 - 1406	-	[WA Sea Cargo Targeting]
NT	7IBPEVL	08 8980 6598	0417 817 116	0700 – 17:00	17:00-06:59	17:00-06:59	TARGETERS NT
TAS	6IBPEVL	03 6230 1241	0402 000 511	0830 - 1700	-	-	INTEL TAS

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C) Targeting Operations Email Addresses (current as at 29 March 2007)

Region	Workgroup	Group Email
NSW	1ARIIBPEVL	[Intel Cargo Evaluators NSW]
QLD	3ABPPEVL	TARGETERS QLD
	3DISTIOPS1 (Thursday Island)	DM QLD Torres Strait]
	3DISTWOPS1 (Weipa)	[DM QLD Weipa]
	3DISTCOPS1 (Cairns)	Cairns Cargo
	3DISTTOPS1 (Townsville)	[DM QLD Townsville]
	3DISTMOPS1 (Mackay)	[DM QLD Mackay]
	3DISTGOPS1 (Gladstone)	[DM QLD Gladstone]
	3DISTDOPS1 (Bundaberg)	[DM QLD Bundaberg]
VIC	2A247EVAL	[Air Targeting VIC]
	2ABPEVL	Customs Logistics
SA	4EBPEVL	TARGETERS SA
WA	5ABPAEVL	[WA Air Cargo Targeting]
	5 ABPSEVL	[WA Sea Cargo Targeting]
	7IBPEVL	TARGETERS NT
	7AAEPEVL	TARGETERS NT
TAS	6IBPEVL	INTEL TAS

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