



INSTRUCTIONS AND GUIDELINES

**Detained Goods Management
Receiving Goods into Store
September 2011**

**This Instruction & Guideline refers to Practice Statement: PS2011/34
Detained Goods Management**

Published date: 29 September 2011
Availability: Internal and external
Subject: Detained Goods Management - Receiving Goods into Store
Purpose: Outlines the process and documentation required to accompany goods received at Detained Goods Stores
Owner: National Director Cargo
Category: Operational Procedures
Contact: Director Air Cargo Improvement

The electronic version published on the intranet is the current Instruction and Guideline.

Summary of main points

This document identifies the requirements for receiving detained goods at store:

- Secure area for receipt of goods
- Documentation (types) to accompany the goods
- Labeling of goods for identification
- Rejecting goods not matching documentation

This I&G applies to staff in:

- Detained Goods Management Staff

Introduction

Detained Goods Management (DGM) instructions & guidelines have been developed to provide a framework to ensure the secure movement, storage and disposal of goods and promote accountability and consistency in the operations of the DGM function. It is important that all policies and procedures promote and reinforce integrity and transparency.

These instructions apply to the controls exercised on the management of Non-firearms with limited references to Firearms. Specific instruction on the management of Firearms, are contained in the Custodial Firearms Policy Instructions and Guidelines – March 2011.

<http://intranet.customs.gov.au/resources/legislation-and-policy/policy-and-procedure/documents/PSxxxxxx-ig-CustomsandBorderProtectionCustodialFirearmsPolicy.pdf>

Instructions and Guidelines

RECEIVING GOODS INTO A DETAINED GOODS STORE

Incoming goods must be received in a secure area of the Detained Goods Store (DGS).

The Detained Goods Officer (DGO) should ensure that goods arriving into the DGS are securely packaged, sealed and labelled and are reconciled against DGMS records and/or documentation.

The DGO must sign for all goods received on the DGMS Goods Listed for Transfer 'Action Queue' and return a signed copy to the originating area. DGMS must be updated as soon as possible to reflect the goods have been received into store.

Cartons that arrive unsealed should have their contents counted and then be securely sealed before being stored. Cartons that arrive with numbered Customs and Border Protection seals intact need not be opened and counted. Seal numbers are to be verified against the DGMS record.

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All goods received into the DGS must have a Customs and Border Protection reference number generated by DGMS. The DGMS label or another agreed identifier must be attached on the outside packaging of the goods.

All goods being transferred to a DGS must be clear of any quarantine impediments before DGOs can accept the goods into store.

All goods being transferred to a DGS must be rendered safe and packed in a way that will not cause injury to DGOs.

Some goods require additional information to be provided to DGM before they will be received into the DGS. These include:

Perishable Items / Items that Require Special Treatment:

Some items being transferred to a DGS may be perishable and/or need more specific storage requirements. (eg) Medications that must be stored in a refrigerator/freezer. When transferring goods of this type to the DGS the following must occur:

- The items must be clearly labelled on the exterior packaging detailing the storage requirements. (eg) PERISHABLE – PLEASE REFRIGERATE/PLACE IN FREEZER.
- The operational work group transferring the items to the DGS must verbally advise the DGOs receiving the items of nature of the goods and any specialised storage requirements.
- Appropriate notations should be made in the 'Comments' field of the applicable DGMS Record prior to the transfer of the goods.

High Value Goods:

To assist in financial accounting and the disposal process, all valuation documentation relating to High Value Goods must accompany the goods on transfer to DGS and be attached to the outside packaging of the goods.

Dangerous Goods:

If a record indicates the goods are of a dangerous nature a **Material Safety Data Sheet** (M.S.D.S) MUST accompany the goods or the DGMS record will be REJECTED and the goods returned. The transfer of any dangerous goods should be discussed with DGS staff prior to the transfer occurring.

Warfare Items:

If a record indicates the goods are items of **Warfare** they MUST be deemed safe by the Department of Defence or State/Territory Authority (or accompanied certification). Comments must be entered into the DGMS record indicating the goods have been examined and are safe/inert.

Wildlife Goods:

Goods seized under CITES legislation must be transferred to the DGS with a DGMS record, sealed with a Customs and Border Protection Seal and accompanied by the pink copy of the CITES Seizure Notice.

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Bulk Goods:

When bulk quantities of goods, such as cigarettes or alcohol, are received at the DGS they should be described in DGMS in a manner that enables DGOs to account for the goods that are being transferred. (eg) In DGMS goods may be described as 2 million cigarettes. Further notations should be included in DGMS, in the comments section, to reflect the additional packaging of the goods. (eg) 2 million cigarettes = 200 Cartons = 10 pallets – All shrink wrapped.

Goods that are unable to be received at the Detained Goods Store

All goods being moved to a DGS require an accurately completed DGMS record to facilitate the transfer. If the goods delivered to the DGS do not correctly reflect the details recorded in DGMS they will be rejected on the DGMS action queue and returned to the detaining area. The reasons for rejection will be recorded by DGS officers on the DGMS action queue. When recording reason for rejection the standard texts, detailed in the table below, MUST be utilised by DGOs.

Standard Rejection Texts	Explanation of Standard Rejection Texts
Incorrect Record Type	The incorrect DGMS record type has been created for the goods. (eg) A firearms record was created for a flick knife instead of a non-firearms record.
Incorrect Header Details (*Specify)	An error or discrepancy exists in the Client Details section of the DGMS record. (*Specify the error or discrepancy.)
Incorrect Record Details (*Specify)	An error or discrepancy exists in the Record Details section of the DGMS record. (*Specify the error or discrepancy.)
Incorrect Statistical Detail (*Specify)	An error or discrepancy exists in the Statistical Fields section of the DGMS record. (*Specify the error or discrepancy.)
Incorrect Goods Detail (*Specify)	An error or discrepancy exists in the Goods Fields section of the DGMS record. (*Specify the error or discrepancy.)
Discrepancy b/w DGMS Record and Goods	There is a discrepancy in the type or quantity of goods and the DGMS record.
Insufficient / Incorrect Quantity Information (*Specify)	Insufficient quantity information contained in the DGMS record. (Additional quantity info, # ctns and/or # pallets etc, should be included in the comments field.)
Incorrect DGMS Record or Goods Transferred	The originating area has incorrectly transferred the wrong goods or DGMS record.

Incorrect/Insufficient Documentation Provided with Goods	Incorrect or insufficient documentation was provided with the goods to enable receipt by the DGS. (eg) MSDS for dangerous goods, safe declaration/clearance for warfare items.
Goods not Packaged Securely	Goods are not appropriately packaged to be received into the DGS.
Goods not Labelled Correctly	The goods have not been labelled/there is insufficient labelling/the goods have not been labelled with either the DGMS printout, the DGMS label or a Postal swing tag.
Goods not Sealed	The goods have not been sealed with a Customs & Border Protection seal.
Seal Number Discrepancy	There is a discrepancy between the seal number recorded in DGMS and the seal on the goods.
Non-controlled Items / Balance of Contents Goods Included.	Goods that are not listed in DGMS have been included for transfer.
Originating Area Request	The originating area has incorrectly listed the goods for transfer and requested the rejection.
Other (*Specify)	Other reasons not covered by standard reasons. (*Specify the reason.)
<p>Important Instructions:</p> <ol style="list-style-type: none"> 1. Only the above texts are to be used when goods are rejected from Detained Goods Stores. 2. (*Specify) – When utilising the standard texts with the bracketed ‘Specify’ field the additional information MUST be included in brackets. (eg) Incorrect Header Details (*Address) Incorrect Record Details (*Area of Detection) Incorrect Statistical Detail (*Port of Entry) Incorrect Goods Detail (*Description) 	

DGOs will work closely with operational line areas transferring goods to the DGS to minimise, as much as reasonably practical, the number of circumstances where goods are rejected from the store.

Checklist:

The attached checklist (Appendix A) for receiving goods into store is provided as a guide to ensure all procedures are completed.

Related Policies and References

Practice Statements:

Detained Goods Management 2008/11

Other Instructions & Guidelines

Refer to list on Practice Statement 2008/11

Key Roles and Responsibilities

Account for the accurate receipting of goods received at Customs & Border Protection Detained Goods Stores.

Director Air Cargo Improvement

Director Detained Goods Management

Manager Detained Goods Management

Manager Detained Goods Management Policy

Consultation

Internal

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

- Cargo - regional Detained Goods Management work areas.
- Cargo - National Manager Air Cargo & Detained Goods
- Cargo – Air Cargo Improvement

External

Nil

Approval

Approved on	21 September 2011	
By	Jagtej Singh A/g National Director Cargo Division	
Review Period	Annually	

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