



Australian Government

**Australian Customs and
Border Protection Service**

INSTRUCTIONS AND GUIDELINES

Detained Goods Management – Releasing Goods from Store

August 2011

**THIS INSTRUCTION & GUIDELINE REFERS TO PRACTICE STATEMENT: PS2011/34 –
DETAINED GOODS MANAGEMENT**

Published date: 4 August 2011
Availability: Internal and External
Subject: Detained Goods Management – Releasing Goods
Purpose: The procedure to be adopted when releasing goods from
Customs and Border Protection custody
Owner: National Director Cargo
Category: Operational
Contact: Director Air Cargo Improvement

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

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BCS CLASSIFICATION: TDFC Procedures

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Summary of main points

This document identifies and outlines the requirements and procedures surrounding the release of detained goods including:

Conditions to be met

Temporary release

Permanent release

Documentation required

Responsible parties

This I&G applies to staff in:

- Detained Goods Management

Introduction

These instructions have been developed to provide a framework to ensure the secure storage of goods and promote accountability and consistency in the operations of the Detained Goods Management (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 Firearms & Weapons Custodial Firearms manual – September 2009 and are located in the following link.

<http://intranet.customs.gov.au/goods/importing/reporting-items/documents/CustodialFirearmsManualSeptember2009.pdf>

Instructions and Guidelines**Releasing Goods from Customs and Border Protection Control**

All goods released from Customs and Border Protection control must be recorded as such in the Detained Goods Management System (DGMS). Goods are released for a variety of reasons, either temporarily:

- for training, exhibition or court purposes; or
- for identification or valuation;

Or permanently:

- following the payment of duty and or GST; or
- for sale, destruction or donation; or
- release following no action by the registered objector; or
- following completion of Customs and Border Protection formal and informal clearance requirements; or
- presentation of a relevant permit for the release of goods; or

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- upon release to another agency e.g. DEWHA.

When releasing goods neither the owner nor their representative should be allowed access to areas within the Detained Goods Store (DGS) where goods are actually stored. Regions are to identify suitable locations within their premises for the release of small and large consignments.

Should there be a need to utilise an area within a store to release goods, regional Detained Goods Management approval must be sought. This should be documented and assessed in consultation with the Regional Security Advisor.

Temporary Release

Goods are released temporarily, e.g. for training, exhibition, court, identification or valuation purposes, with the intent that they will be returned to a DGS. The DGMS produced Release/Transfer Receipt is to be used to document the release and details of the basis for release (including - any conditions to be met, the reason for release, the receiving party, and expected duration) are to be included in the notes section of the release receipt.

A copy of the signed DGMS release receipt and any other correspondence relating to the release must then be filed accordingly.

When the goods are returned to the DGS, the original record in DGMS is re-actioned to account for the goods returning to the store.

Permanent Release

In all circumstances where goods are being released permanently to an external agency/person, documentation is required to indicate a release has been affected and that the goods were received and signed for by the person taking possession.

The release is to be fully documented on the relevant file with the following:

- Completed, signed and dated:
 - Non-Firearms Release/Transfer Receipt generated by the DGMS and where appropriate,
 - Form B232 – Transfer of Goods or
 - Form B390 – Receipt for Goods or
 - DutyCalc – Receipt for Held Goods;
- Original receipts issued to the importer (e.g. B390, Impoundment Notice, DutyCalc – Receipt for held goods, Notice of Custody etc);
- Original Permits (if applicable);
- DEWHA Release letter (if applicable);
- Receipt showing duty / GST/ WET has been paid (if applicable);
- Proof of identity;
- Authorisation for third party to act on owner's behalf (if applicable);

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- Documentation detailing conditions of release placed on receiving agency (if applicable);
- Any other relevant documentation; and
- Release checklist – see attached template.

The attached checklist for releasing goods from store is to be utilised to ensure all procedures are completed. A copy of any checklist completed should be attached to the relevant file to demonstrate all necessary actions have been taken.

Goods should only be released to a claimant after:

- The claimant's identity has been verified and a copy of the identifying document taken;
- If the claimant is not the owner, a signed letter of authorisation to collect the goods is produced;
- The relevant release document is signed;
- A check has been completed that verifies all Customs and Border Protection formalities have been completed, including the payment of duty and/or GST;
- Original permits have been surrendered; and
- Quarantine issues have been addressed.

The original release documentation must then be filed accordingly, and the DGMS updated.

Costs Incurred During the Release of Goods

When goods have been detained by Customs and Border Protection, and subsequently cleared for release, owners/importers can collect their goods from the capital city Detained Goods Store in their region. In many circumstances this may not be possible as the owner/importer resides in a regional location, sometimes a great distance from the DGS, or the owner/importer is unable to attend the DGS during business hours.

The release of goods can still be facilitated by:

- If it is a mail item, placing it back into the mail stream for delivery.
- The owner/importer nominating an agent or representative to collect the item from the DGS.
- The owner/importer organising a courier or transport company to collect the goods.

Unless exceptional circumstances apply, all costs associated with the release of goods, such as courier services or transport costs, will be born by the owner/importer.

In all circumstances, complete and signed documentation must be obtained and retained for goods released from a DGS.

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Related Policies and References

PRACTICE STATEMENTS

Detained Goods Management 2011/34

OTHER INSTRUCTIONS AND GUIDELINES

Refer to list on Practice Statement 2011/34

Key roles and responsibilities

Account for the secure storage of goods held by Customs and Border Protection in approved locations.

National Manager Air Cargo and Detained Goods
 Director Air Cargo Improvement
 Director Detained Goods Management
 Manager Detained Goods Management

Consultation

INTERNAL

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

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

PARTNER AGENCIES

NIL

Approval

Approved on	2 August 2011	
By	Raelene Vivian National Director Cargo Division	
Review Period	Biennially	

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Detained Goods Management

Releasing Goods from Store - Checklist – Non Firearms

Advice received that goods may be released.	Yes / No Not applicable
Advice received from DEWHA that goods may be released.	Yes / No Not applicable
Temporary release, DGMS or similar transfer receipt signed and reasons documented.	Yes / No Not applicable
Identity of the Owner / Importer verified or letter of authorisation if being collected by a third party	Yes / No Not applicable
Goods verified as belonging to the importer/owner	Yes / No Not applicable
Copy of receipt confirming payment of duty / GST / WET / impoundment	Yes / No Not applicable
Original Permit surrendered	Yes / No Not applicable
Authority to Deal produced	Yes / No Not applicable
Quarantine clearance obtained	Yes / No Not applicable
Seal numbers on package verified	Yes / No Not applicable
Release/Transfer receipt signed	Yes / No Not applicable
Documentation detailing conditions of release placed on the receiving entity	Yes / No Not applicable
DGMS updated to show release	Yes / No
Release paperwork placed on appropriate file	Yes / No
Comments	