



## INSTRUCTIONS AND GUIDELINES

***Detained Goods Management  
System & Records Management  
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 Systems and Records  
Management  
**Purpose:** Refers to the dedicated online recording system for all  
detained goods  
**Owner:** National Director Cargo Division  
**Category:** Operational Procedures  
**Contact:** Manager Detained Goods Management Policy

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

### **Summary of main points**

This document identifies and refers users to the Detained Goods Management System as the single repository to record all goods held in custody by Customs. It also provides direction on processes for official record keeping of documentation:

- Background to DGMS
- What to input to DGMS
- Overview of DGMS – create, transfer, disposal, stock take, reports.
- Links to DGMS and the Help Desk
- Recordkeeping – bulk or individual file creation

### **This I&G applies to staff in:**

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### **Introduction**

This Instruction and Guidelines has 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 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>

The information contained in this Instruction and Guideline must not be disseminated outside Customs without direct permission from DGM Policy.

### **Instructions and Guidelines**

#### **DETAINED GOODS MANAGEMENT SYSTEM (DGMS)**

DGMS is the national system used to record and track all goods detained/seized by Customs and Border Protection, as well as **all** firearms reported to Customs and Border Protection.

Information is initially input into the DGMS at the line area or point of detention and then the record is updated by other users as required.

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All goods detained by Customs and Border Protection must be recorded in DGMS and accounted for. The DGMS number serves as the national reference number when tracking detained or seized goods.

All firearms imported into Australia (whether detained or not) must be recorded in DGMS. Firearm records are specific to commercial importations by registered Dealers or private importations of firearms by individuals.

Non-firearm records include the following categories:

- Alcohol
- Drugs
- High Value
- Intellectual Property Rights
- Other
- Sensitive
- Tobacco
- Weapons
- Wildlife

### Accessing DGMS

Access to DGMS is granted by completing a DGMS application form which must be approved by your Manager.

The DGMS access form can be found on the DGMS Login page which can be accessed by using the following link:

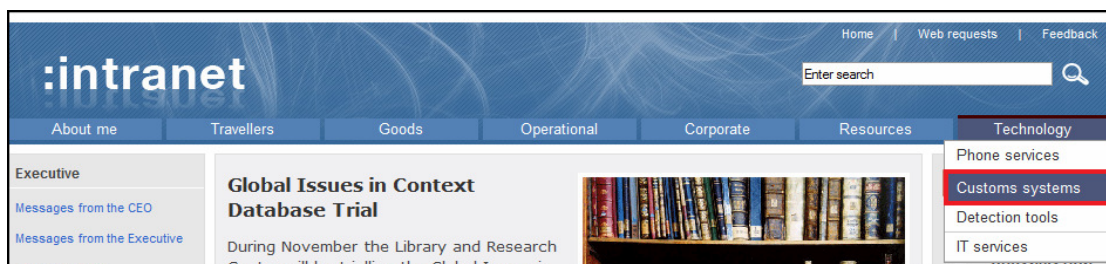
<http://intranet.customs.gov.au/technology/customs-systems/goods/dgms/logon.asp>

The completed form is sent to the [DGMS Helpdesk] for approval and granting of access to the system.

### Logging on to DGMS and creating shortcut.

Enter Customs Intranet

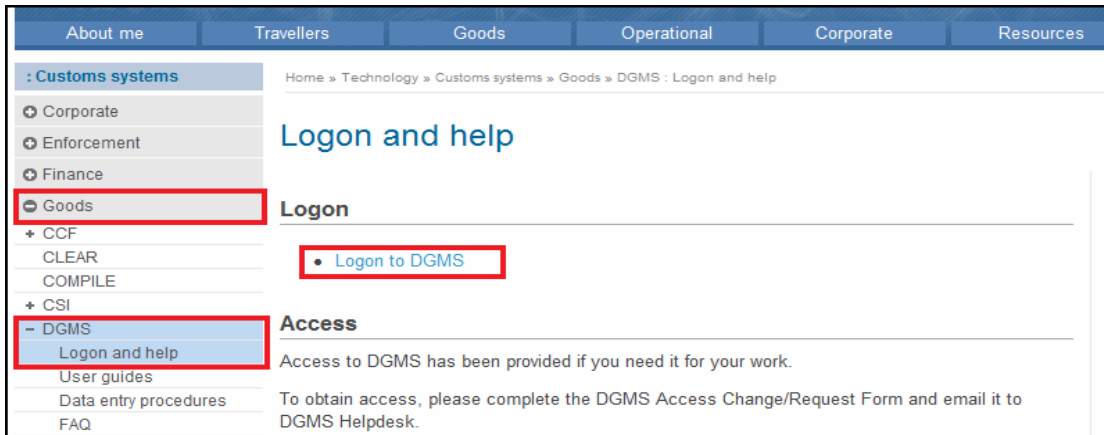
Select Technology / Customs Systems



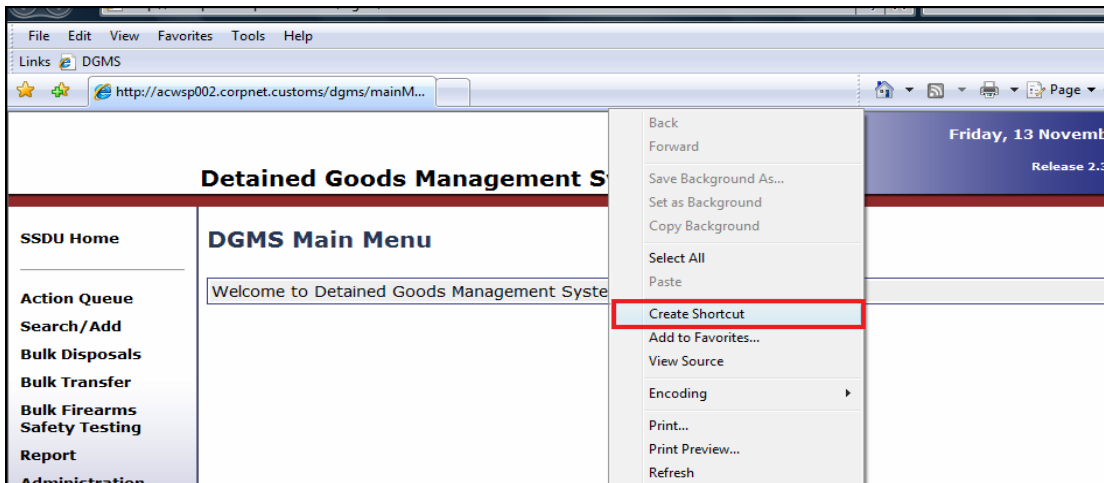
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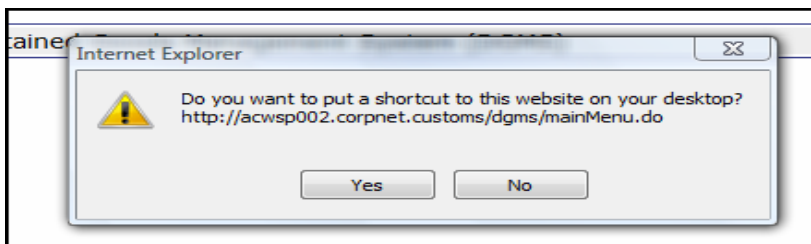
Select Goods / DGMS / Logon and Help. Then Logon to DGMS



Once in DGMS, right-click and select Create Shortcut.



Select "Yes" to creating a shortcut on your desktop.



### Creating a record

DGMS records must be created by the officer on the day of the event or first opportunity so that DGMS data integrity is maintained for external reporting purposes.

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DGMS has seven different types of records:

- Non-Firearms Record
- Private Firearms Record
- Firearms Not Detained
- Commercial Firearms Record – Dealer Stock
- Commercial Firearms Record – Not Dealer Stock
- Customs Owned Non-Firearms Record
- Customs Owned Firearms Record

For information on how to enter a DGMS Record, and all other aspects of DGMS use, please refer to:

<http://intranet.customs.gov.au/technology/customs-systems/goods/dgms/user-guides.asp>

### **Transferring of goods**

When goods are moved from their initial or current location to a new location the details are to be updated for that record in DGMS.

The receiving location will access the “Action Queue” in DGMS to receive “goods in transit” into their location.

For information on receiving goods into store, please refer to:

[http://intranet.customs.gov.au/resources/legislation-and-policy/policy-and-procedure/documents/PS200811-ig-DGM\\_Receiving\\_Goods\\_into\\_Store.pdf](http://intranet.customs.gov.au/resources/legislation-and-policy/policy-and-procedure/documents/PS200811-ig-DGM_Receiving_Goods_into_Store.pdf)

### **Disposal of goods**

Goods may be disposed of by destruction, released to owner, re-exported or transferred internally or to another agency or destroyed. These actions are recorded in DGMS and documentation retained on a relevant file.

Where goods are released to an owner or agency there is a transfer/release receipt form generated from DGMS which should be signed by the person receiving the goods and by the releasing officer/s and retained on file. Details of any re-export and the physical verification should be retained on file. Where goods are destroyed by agreed processes these details will be retained on a relevant file.

For information on the disposal of goods, please refer to:

<http://intranet.customs.gov.au/resources/legislation-and-policy/policy-and-procedure/documents/Ps201134-ig-DisposalofGoodsfromtheStore.pdf>

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## **Reports and stocktake**

For information on stocktake record keeping requirements please refer to:

[http://intranet.customs.gov.au/resources/legislation-and-policy/policy-and-procedure/documents/PS200811-ig-DGM\\_Stocktake\\_Requirements.pdf](http://intranet.customs.gov.au/resources/legislation-and-policy/policy-and-procedure/documents/PS200811-ig-DGM_Stocktake_Requirements.pdf)

## **Information to be updated on DGMS**

DGMS must be updated whenever there is a change to the information that was initially input into DGMS, including: legislation, file number, seal number, claims etc.

Comments must be added to DGMS when:

- A referral to Investigations has been made and the result of the referral
- Additional information becomes available
- The package containing the goods must be re-examined
- When a client has applied for permission to import
- If a claim has been lodged
- If any contact has been made by a client (including any pertinent points to come out of a telephone conversation)
- If the balance of a parcel has been released
- Any other pertinent information that will assist in documenting outcomes and actions relating to the goods..

## **DETAINED GOODS RECORD MANAGEMENT - FILES**

### **General**

All associated Detained Goods Management (DGM) paperwork must be accounted for by being filed in the appropriate Records Information Management System (RIMS) files.

These instructions on filing policy are appropriate for all goods, including firearms, ammunition and explosives. Customs and Border Protection must be able to track and locate all goods that have been held and are, or were, in the custody of Customs and Border Protection. DGMS is the national system designed for this purpose.

Additionally, there is a requirement that any associated documentation is retained in accordance with applicable policy and legislative guidelines. Where Customs and Border Protection takes custody of goods, documentation must be issued. All goods received at a Detained Goods Store (DGS) should have a Customs and Border Protection file reference. It is the responsibility of the work area conducting the post detection administration to record and retain all documentation relating to goods.

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## **RIMS Files**

### **Individual file or bulk file**

Depending on the volume and type of goods which pass through the DGS, each line area is to identify the most appropriate method of recording documentation on bulk files in concert with their regional DGS. Possible options include:

- Registered file by commodity
- Registered file for a time period (e.g. day, week, month)
- Registered file by type of seizure
- Registered file by action required (e.g. transfers to the AFP)
- A combination of the above

There are specific circumstances where it would be inappropriate to hold documentation on a bulk file, these include:

- In circumstances where prosecution action is being considered or has been initiated
- For firearms (other than soft air (BB) firearms)

## **Filing Guidelines**

### **• Soft Air Firearms (BB Guns)**

Existing policy requires that all soft air firearms be seized immediately at the place of detection. This is due to the high numbers being imported, usually without the appropriate import permit being in place.

*RIMS Files. Copies of the seizure notice can be retained on a bulk file.*

*There is no requirement to generate individual files where the action at the time of import is limited to seizure only.*

### **• Firearms (excluding BB Guns), Ammunition, Parts and Accessories**

In most cases, the importation of firearms requires several criteria to be satisfied. Regions have dedicated Firearms cells in place to administer the range of activities associated with the importation of firearms.

*RIMS Files. Copies of the seizure notice can be retained on a bulk file.*

*Following transfer of the firearms etc to your region's Firearms cell, an individual file should be created or one will already be available for regular importers. The individual file will include all correspondence and other documentation related to the importation of the firearms, until either release or disposal.*

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- **Wildlife Goods**

Customs and Border Protection undertakes activity at the border on behalf of the Department of Sustainability, Environment, Water, Population and Communities (DSEWPC) Customs and Border Protection is responsible for seizure at the time of import and destruction of articles following instruction from DSEWPC.

*RIMS Files. Copies of the seizure notice can be retained on a bulk file.*

*There is no requirement to generate individual files where the action at the time of import is limited to seizure only.*

- **Regular Importers**

In the case of regular importers all documentation associated with importations can be stored in one file.

*RIMS Files. Retain copies of documentation associated with imports on an importer file.*

- **Prosecution**

Relevant seizure or detention documentation for all firearms and weapons for which prosecution action is being considered or is underway is to be retained on the file relating to the prosecution.

*RIMS Files. An individual file must be created for each prosecution*

- **All Other Goods**

An assessment is to be made at the line area level to identify the types of goods where documentation can be held on a bulk file. The following categories of goods are to be considered:

Alcohol	All alcoholic goods
Drugs	All drugs and items listed at Schedules 4 & 8 of the Customs (Prohibited Imports) Regulations 1956.
Sensitive	Objectionable Material, Warfare items listed at Schedule 2, item 8 of the Customs (Prohibited Imports) Regulations 1956.
Tobacco	Cigarettes and all other tobacco products
Weapons	All knives/daggers, all martial arts equipment, dog collars, antipersonnel sprays/devices, blow guns/pipes, laser pointers, all darts and dart projectors, pistol crossbows, gloves, concealed blades, slingshots, maces, flails, batons, electric shock devices, knuckle dusters and similar devices
Other	Chemicals, body armour and all other goods not fitting into any other category

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## **Documentation and information to be placed on files**

Copies of correspondence including the seizure notice and formal letter sent to an importer advising of the detention and seizure of a prohibited import are to be placed on file.

Correspondence from the importer relating to any detained and seized goods is to be placed on file to provide a record of claims, statements and information exchanged on the matter. This includes notes of phone conversations.

Any communication from the importer denying knowledge of the importation should be duly noted on the file and a reference to the contact made in the comments field of DGMS. The Level 3 Supervisor should be advised of any claims denying knowledge of the importation.

At International Mail Gateway Facilities the Level 3 Supervisor is to access the DGMS system to record details of importers claims denying knowledge of the importation and relevant details/advice provided by Detained Goods staff to the importer.

## **Related Policies and References**

### **Practice Statements:**

Detained Goods Management 2011/34

### **Other Instructions & Guidelines**

Refer to list on Practice Statement 2011/34

## **Key Roles and Responsibilities**

The Detained Goods Management System is the national system designed to capture and account for all instances of goods detained by Customs and Border Protection.

## **Consultation**

### **Internal**

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

- Cargo - regional Detained Goods Management work areas.
- International Mail
- Records Management
- Passenger Processing

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**External**

Nil

**Approval**

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

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