



# DIGITAL CERTIFICATE AND CLIENTS REGISTRATIONS

Clients that intend to communicate electronically with Customs via the Integrated Cargo System (ICS) should read this fact sheet. It contains important information for all direct communicators and outlines:

- processes for digital certificate to be recognised by Customs systems
- how to register as a client in the ICS.

To access the ICS, all clients must purchase a digital certificate.

The digital certificate details must be registered in the Customs Connect Facility (CCF) to allow the necessary security checks to be performed.

The CCF is Customs secure gateway, acting as a screen for the ICS by protecting the security and integrity of its electronic transactions.

Customs has introduced the Common-use Signing Interface (CSI), an application designed by the Australian Taxation Office for use by clients who wish to sign transactions with a Government agency using digital certificates.

For Customs purposes, the CSI allows clients to self-register their own digital certificates in the CCF, and also to register as a client in the ICS.

## IMPORT AND EXPORT REGISTRATION PROCESSES

There are five key steps that must be completed to allow clients to communicate directly with Customs.

1. Consider pre-requisites. This includes deciding on a communication method, and ensuring clients have the required computing infrastructure.
2. Purchase the required digital certificate/s from an approved Certification Authority (CA).
3. Download and install digital certificate/s.
4. Register digital certificate/s in the CCF.
5. Establish a client record in the ICS (this may include supplementing and amending existing client registration details in the ICS).

### STEP 1 - Consider pre-requisites

Before purchasing digital certificates and registering with Customs, it is important clients have researched their communication options. These include:

- Customs Interactive
- EDI software.

Each communication option requires infrastructure to electronically communicate with Customs.

For reporting to Customs Interactive (access via the Internet), clients will need a computer able to support Internet Explorer 5.5 (Service Pack 2 or better) and Windows XP or 2000.

For EDI access, each EDI software package will have its own system requirements. Clients will need to contact their software provider for further information.

Appropriate Internet access will be required to support sending and receiving messages from the ICS. Clients may need to enhance their Internet capability or explore other carrier options (such as bureaux, value-added networks, or direct connections). Clients who have chosen to use a third party (eg, bureau service) will be registered by their service provider, who will communicate with Customs on their behalf.

### STEP 2 - Purchase the required digital certificate/s

Clients planning to electronically communicate with Customs must purchase the required digital certificate/s from an approved Certification Authority (CA).

Currently, VeriSign Australia Pty Ltd is the only CA approved by Customs.

For more information on the types of digital certificates required for businesses, or for individuals, refer to Customs website at [www.customs.gov.au](http://www.customs.gov.au) (follow the links to Cargo Management Re-engineering).

For information about purchasing a digital certificate from VeriSign go to [www.verisign.com.au](http://www.verisign.com.au)

### STEP 3 - Download and install digital certificate/s

VeriSign will send clients their digital certificates in two emails. The emails will include instructions about how to download digital certificates.

It is important that clients do not delete either of the emails sent by VeriSign, as both are needed to complete the registration process.

Information about installing and using digital certificates, including downloading the relevant files, configuring email systems to use the certificates, and backing up and recovery processes is available from the VeriSign website.

### STEP 4 - Register digital certificates in the CCF

After downloading and installing digital certificates, clients will need to register their certificates with Customs. To do this, clients will need to obtain the Common-use Signing Interface (CSI) installation CD.

The CSI is the security software that surrounds the Customs Connect Facility (CCF). Digital certificates must be registered with the CCF before they may be used to communicate with the ICS.

Clients can request a copy of the installation CD by emailing [icsbus@customs.gov.au](mailto:icsbus@customs.gov.au). The subject line of the email should read 'CSI Installer Request' and must include:

- contact name
- company name
- company ABN (if applicable)
- physical address
- contact phone number
- the number of required copies.

Upon receiving the CD, the CSI must be installed. Installation instructions will be included with the CD.

Once the CSI software is installed clients are ready to login and self-register their digital certificates in the CCF. Instructions entitled *Login for Self-Reg* are included on the installer CD under the Install/Guides tab

Self-registration is only available for the following digital certificate types:

- Individual (Type 1) certificates
- Non-Individual (Type 2) certificates
- ABN-DSC authorising officer certificates.

Self-registration is not available for Device (Type 3) certificates. These certificates need to be registered in the CCF through Certificate Maintenance.

Note that users of Individual (Type 1) and non-individual (Type 2) certificates must self-register to communicate with the ICS.

The self-registration process includes 'signing' the User Agreement (titled *Conditions of use for electronic dealings through the Customs Connect Facility*). The User Agreement is a legal document that sets out the conditions for communicating electronically with Customs.

For the exports release, the User Agreement was available in documentary form, and was posted to Customs. The User Agreement must now be completed electronically, and is called the click through agreement (CTA).

It is important to note that the person who 'signs' the CTA will become known as the CTA signatory. The CTA signatory becomes the definitive legal authority for the business. From a business perspective, the CTA signatory should be someone who can commit the business to the terms of the Agreement.

Note: businesses only require one CTA to be submitted for their organisation.

### STEP 5 - Establishing a client record in the ICS

Following successful CCF registration, clients must register their individual/organisation details with Customs in the ICS. The details include entering, confirming or amending name, address, contact and role details.

There are two methods of registering in the ICS:

- ABN registration
- non-ABN registration.

Full instructions on how to register details in the ICS are available in the *Electronic Communicator Registration* manual, located on the Customs website at [www.customs.gov.au](http://www.customs.gov.au) (follow the links to Cargo Management Re-engineering).

Once all details have been submitted, clients will be advised of a successful registration, and will be logged off the ICS.

The initial requirements for using the ICS have now been completed.

Upon logging back into the ICS, additional client details can be supplemented (eg, additional contacts, roles, EDI sites), or existing details can be amended.

The details that may need to be supplemented are:

- interaction preference
- text email address
- EDI email address (if applicable)
- EDI reply preference (if applicable)
- client role/s
- EDI site name (if applicable).

The details that may need to be amended are:

- contact details
- client role/s.

It is mandatory that the ICS client record is supplemented and amended. The steps that must be undertaken are detailed in the

*Client Maintenance* manual, located on the Customs website at [www.customs.gov.au](http://www.customs.gov.au) (follow the links to Cargo Management Re-engineering).

## CONTACT US

For more information on Customs CMR project go to [www.customs.gov.au](http://www.customs.gov.au) (follow the links to Cargo Management Re-engineering).

For import-related business inquiries regarding CMR, email [cmr@customs.gov.au](mailto:cmr@customs.gov.au) or phone 1800 022 267 and select the appropriate option.

For Inquiries about import cargo using existing systems, including Air or Sea Cargo Automation and COMPILE email [cargosupport@customs.gov.au](mailto:cargosupport@customs.gov.au) or phone 1300 558 099.

For export and import testing Inquiries and support email [csbus@customs.gov.au](mailto:csbus@customs.gov.au) or phone 1800 022 267 and select the appropriate option.