



VICTORIA STATE NOTICE 2003/01

Introducing a centralised Customs Systems Support Service

I wish to advise that Customs is establishing a national contact centre in Sydney for Customs Systems Support. The new centre will operate to accept calls from 8am to 5pm (local time), Monday to Friday, in each State and Territory. It will provide a support service to clients who use the Customs electronic systems for the reporting, movement and clearance of import and export cargo. The new centre will be known as the Customs Information and Support Centre (CI and SC).

There are two elements to the new centre. The first element will provide a national telephone, email and facsimile contact support service to clients who use the Customs electronic systems for the reporting, movement and clearance of import and export cargo. This service will support the 'legacy' systems, Air Cargo Automation, Sea Cargo Automation, Compile and EXIT, until these systems are progressively switched-off and replaced by the Integrated Cargo System (ICS) over 2003 into late 2004. The same centre will provide first-level support to the ICS as the new system is released for use over 2003-04.

It is planned to progressively move the Systems support role from each State and Territory to Sydney between now and 30 April 2003. At the same time, a new national 1300 number will be introduced for clients to access this service. New facsimile numbers and a new email address will also be utilised.

Operating times will be subject to review and consultation with industry over time.

The second element of the service from the new CI and SC will be to provide general advice, information and assistance to clients on Customs services and procedures. It is anticipated that centralisation of this service arrangement will take place between April and September 2003. Detailed information on this element will be provided at a later stage.

This Notice outlines the changes to the manner in which clients using Customs electronic systems may contact the new centre on cargo automation support inquiries.

a) a new national number, 1300 558 099

b) a new email address, cargosupport@customs.gov.au

c) new facsimile contact numbers

(i) Air and Sea Cargo automation support fax 02 9213 2244

(ii) COMPILE and EXIT automation support fax 02 9213 2044.

These new contacts become operational in Victoria from 8am on 7 April 2003.

BRIAN HURRELL
Regional Director
Melbourne Victoria
25 March 2003