



NSW STATE NOTICE 2003/02

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 NSW and ACT clients, Monday to Friday from 8am to 5pm (local time). The new centre, which will be known as the Customs Information and Support Centre (CI and SC), will provide a support service to clients who use the Customs electronic systems for the reporting, movement and clearance of import and export cargo.

There are two elements to the new centre. The first element will provide a national telephone, email and facsimile 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 phased out and replaced by the Integrated Cargo System (ICS) over 2003 into late 2004. The centre will provide first-level support to the ICS as the new system comes on-line.

The new systems support role will commence in Sydney on 28 March 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 to be provided by 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 for all States will progressively take place between April and September 2003. Detailed information on this element will be provided later.

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 NSW from 8am on Friday, 28 March 2003.

The current NSW after hours Sea/Air Cargo Automation service will not change and the after hours facsimile contact number remains as 02 9317 7378. Urgent after hours COMPILE inquiries may be referred to 0411 253 741.

Any inquiries about the above arrangements may be directed to Manager, Customs Information and Support Centre, on 02 9213 2813.

DAVID COLLINS
Regional Director
Sydney New South Wales
26 March 2003