



HOW TO COMMUNICATE WITH THE AUSTRALIAN CUSTOMS AND BORDER PROTECTION SERVICE

Exporters lodging export declarations with the Australian Customs and Border Protection Service (ACBPS) via the Integrated Cargo System (ICS) must provide relevant documentation.

COMMUNICATING WITH THE ICS

There are two options for communicating with the ICS:

- **Customs Interactive (CI) facility:** the CI allows real time web browser interaction with the ICS and provides:
 - a range of enhanced functions for lodging import and export declarations and cargo reports
 - facilities to amend previous Electronic Data Interchange messages
 - access to the diagnostic facility to verify the status of transactions in the ICS
 - the ability to update details in the client register.
- **Electronic Data Interchange (EDI):** the EDI is a class of industry specific message formats used in electronic commerce. [The Software Developers Guide](#) details the messaging standards, specifications and the rules applied by ACBPS to messages used by the ICS.

For EDI, clients may connect via the internet, or alternatively clients with high volumes of transactions may find it more cost effective to have a direct connection to ACBPS.

LODGING EXPORT DECLARATIONS

Exporters have two options to lodge Export Declarations (EDNs):

- **Electronically:** EDNs can only be lodged by a registered user of the ICS. This can be an agent acting on behalf of the goods owner, or the owner themselves. All parties must have the relevant role assigned against their ICS registration.
- **By Document:** this is referred to as a documentary export declaration which involves the completion of a paper declaration, prepared by the owner or agent acting on behalf of the owner. Documentary export

declarations must be lodged in person at an ACBPS counter.

The ACBPS website includes a list of [office locations](#).

Alternative arrangements may apply for clients some distance away from these locations. Contact the Customs Information and Support Centre on 1300 363 263 for more information.

Clients who choose to lodge documentary declarations with ACBPS will be subjected to 100 points of Evidence of Identity (EOI) check.

Checks will be conducted at the time of lodgement and the person lodging the documentary declaration will be required to provide the appropriate identification.

Examples of EOI include:

- **Primary:** birth certificate, passport or equivalent, Australian citizen or equivalent
- **Secondary:** driver's licence, health care card, mortgage documents, Medicare card, marriage certificate.

EOI checks will be required *each time* a documentary declaration is lodged.

FOR MORE INFORMATION

For more information on cargo support:

- visit [Cargo Support](#) website
- email: cargosupport@customs.gov.au
- phone: 1300 558 099

For further information on ACBPS matters:

- visit www.customs.gov.au
- email: information@customs.gov.au
- contact the Customs Information and Support Centre on 1300 363 263.