



Australian Customs Cargo Advice

Number 08/05

Delivery Point Release Request

The purpose of this Australian Customs Cargo Advice (ACCA) is to detail the changes to the mechanisms that are now available to confirm the ICS status of cargo and accordingly enable the movement or release of the affected cargo.

This ACCA replaces the earlier ACCA 07/09, "Hard Copy Release" issued in May 2007.

This advice should be differentiated from the "Import Override Release Procedures" outlined in [ACCA 06/21](#) which deals with Customs providing assistance to industry where the correct cargo status has not been generated by the ICS (CORS).

Background

The purpose for this Delivery Point Release Request process is to facilitate the legitimate release or to allow movement of cargo from release premises or delivery points where there has been a failure of or a delay in client's primary systems. This failure or delay may inhibit the delivery point in confirming the ICS status of cargo thus enabling the timely release of cargo.

Customs believes that the majority of delivery points will utilize the Customs interactive directly or indirectly to verify the status of cargo. However where this is not possible or unavailable, Customs has provided a Delivery Point Release print mechanism to facilitate the release of affected cargo.

In the earlier ACCA there were three (3) methods or options for obtaining or confirming the status of cargo these were;

1. Customs ICS Interactive;
2. Customs Information and Support Centre on 1300 558 099 (verbal release, including reference number);
3. Customs Information and Support Centre at cargomovementcell@customs.gov.au to communicate release to the delivery point by email or facsimile.

Following confusion and inconsistent approaches from affected parties option (2), obtaining a "Verbal release including reference number" from the Customs Information and Support Centre (CISC) has been removed.

Under this option clients were given a reference number (CID) when they called the CISC and they were advised that if written confirmation was required they were to email the Cargo Management Cell (CMC) with the appropriate details to obtain a release. It appears this CID number was in some cases being regarded as a release reference and quoted by the client to release points in an endeavour to obtain release of the cargo. However, delivery points were refusing to deliver against this identifier as they have no means of verifying its authenticity. Confirmation of the ICS status requires an email or facsimile from Customs to the relevant release establishment.

Future mechanisms

As a consequence, the following processes are now the acceptable means for obtaining status for cargo where the delivery point cannot confirm the appropriate status:

1. Confirm the status via the Customs ICS Interactive ;
2. Email the Cargo Management Cell of the Customs Information and Support Centre to provide a written confirmation to the delivery point by email or facsimile.

As stated earlier, Customs believes that the majority of delivery points will utilize option 1 to interrogate the Customs interactive directly or indirectly to verify the status of cargo.

Customs recognizes that the option 2 is designed for use by release points as well as other service providers. If this option is required an email, titled "Delivery Point Release Request" including the relevant cargo identifiers, the location of the cargo, the establishment ID and the release point email or facsimile details should be sent to cmc@customs.gov.au .

Customs will investigate and where appropriate advise the client and the delivery point of the cargo status. To view an example of this advice [click here](#).

Elapsed time for submitting requests

Customs acknowledges that given the variety of systems that are being used by delivery points and the number of parties that may be involved in the communication of such messaging, there may be a time delay in the cargo status message being received by the delivery point.

Customs advises clients that this time delay should be taken into account and sufficient time should be allowed for the message to be received at the delivery point before contacting Customs to request for a written confirmation.

To allow for this time delay, Customs advises that all requests received will initially be assessed against a thirty (30) minute time delay window. This time delay window will be calculated from the time the status transmission was sent by the ICS (eg. clearance after the final payment being made; an underbond movement being approved etc) to the time of the receipt for a delivery point release request. Any requests received within this window will be rejected.

Customs will service option 2 between 0600 and 2100, seven days a week. Please note that for urgent clearances outside these hours the Customs Urgent Clearances number (02) 6275 6100 may be used.

Further Information

Further information can be obtained by contacting CI&SC Cargo Support on 1300 558 099 or email cmc@customs.gov.au

Australian Customs Service
Industry Engagement and User Services
CANBERRA

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