



## Australian Customs Cargo Advice

Number 2012/03

### New Contact Details for Direct Debit Requests and ICS EFT client authorisation function

The processing function of Direct Debit Requests (B320) and ICS EFT client authorisation (B322) within the ICS has been transferred from the Customs Information & Support Centre to the Client Services NSW (CHSIA).

Client Services are now responsible for the EFT function of setting up the direct debit facility for ICS clients (B320), authorising third party brokers to access the client's direct debit facility (B322) and subsequent submissions for amendments or alterations. Client Services will also be responsible for answering enquiries by email regarding those processes.

The change is effective from Monday 27 February 2012 and transitional arrangements for on forwarding email or postal applications are in place.

The new contact details for lodgement of B320 and B322 applications are:

**Email Address**

[ClientServicesCHSIA@customs.gov.au](mailto:ClientServicesCHSIA@customs.gov.au)

**or**

**Postal Address**

Attention: Client Services  
Australian Customs and Border Protection Service  
Customs House  
Locked Bag 3000  
Sydney International Airport NSW 2020

**Note:** Scanned signed B320 & B322 forms will be accepted by email.

The B320 and B322 will be amended to reflect the above change and are available through the following link:

Customs Internet - media publications and forms/forms  
<http://www.customs.gov.au/site/page4288.asp>

Cargo Support CI&SC (Ph 1300 558 099) will remain the point of contact for ICS matters including routine telephone and written enquiries on B320/B322 completion and payment difficulties.

Australian Customs and Border Protection Service  
Client Engagement and Cargo Services  
27 February 2012