



Australian Customs Cargo Advice

Number 2012/14

Changes to Customs Debt Management Processes

In an effort to improve its debt management processes and advice to clients, Customs and Border Protection has been working on an upgraded debt management model.

The primary objectives of the new model are the provision of timely advice to clients on outstanding debts, ensuring that refunds of duty and indirect tax are paid promptly, and to provide nationally-consistent advice in all states and territories. As a result, you will notice a number of improvements to our client information services which will take effect progressively from 1 September 2012 to bring our processes into line with normal commercial practices. These include the:

- distribution of monthly statements listing all outstanding transactions to customs brokers or responsible parties;
- production of reminder letters concerning outstanding transactions;
- timely personal notification of dishonoured payments and any other outstanding transactions; and
- progressive changes to allow ICS non-EFT transactions to be paid using all of Customs and Border Protection's electronic payment methods including BPay, an online payment facility and an automated telephone payment system.

For general enquiries, please email DEBTMGT@customs.gov.au.

Cargo and Trade Services
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