



Australian Customs Cargo Advice

Number 2012/19

ICS messaging issues related to refund holds

The ICS is currently experiencing issues in the refunds environment related to outbound messages for import declaration amendments resulting in a refund hold.

The issues include the omission of the following messaging advice:

“SUBJECT TO RED LINE PROCESSING. DOCUMENTS MUST BE SUBMITTED PURSUANT TO S71DA OF THE CUSTOMS ACT.”

These issues are expected to be rectified at a later date.

Until the issues are rectified, industry is advised that commercial documents for refunds with a “HELD” status 24 hours after lodgement should be forwarded to the National Refunds Centre for assessment at nationalrefunds@customs.gov.au.

Please note that a 30 day service standard applies for the assessment of refund applications once all commercial documentation has been provided. Industry is advised to also email nationalrefunds@customs.gov.au if a refund hold relates to goods yet to be released from Customs control.

Australian Customs and Border Protection Service
National Refunds Centre
South Australia
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