Question No. 184

Senator Ludwig asked the following question at the hearing on 31 October 2005:
Please supply a list of all CMR -related imports workarounds with an explanation of:
a) Why the workaround was necessary
b) How was the workaround affected?
c) Who affected the workaround (i.e. ACS, brokers, stevedores, third party software developers, etc etc)
d) What is the current status of the workaround (i.e. active, inactive)?
e) Whether the workaround was ICS, CCF, COMPILE or non-IT related issue or whether it was a combination of same
f) For those ICS imports workarounds operated by ACS, which section was responsible for operating the workaround
g) What was the total additional cost to ACS in developing and affecting each workaround?
h) What labour costs were incurred as a result of the workaround?
i) Labour Cost Breakdown: Specify whether Customs labour was <u>diverted from other areas</u> to effect the workaround (specify area/s affected, number of hours diverted and value of labour spent on the workaround, including overtime)
j) Labour Cost Breakdown: Specify whether Customs labour overtime (other than that diverted from other areas as per above) was accessed to effect the workaround (specify hours and cost)

The answer to the honourable senator's question is as follows:

Customs maintains workaround lists for both import declarations and cargo reports. (See Attachment A and Attachment B)

a) The "Problem" column in the attached list of workarounds explains why each workaround was considered necessary.

b) These workaround lists were published on the Customs Internet site prior to 12th October. The workaround lists included the incident requiring the workaround. An incident report was provided to industry software developers and users of the ICS.

c) The workarounds were effected by Customs, software developers and the importing community.

d) Of the incidents requiring workarounds prior to 12th October 53 have been resolved (as at 21 December 2005).

e) The workarounds covered reporting of import declarations and cargo reports to the ICS.

f) Customs Helpdesk in co-ordination with regional staff operated the workarounds.

g) The total additional costs cannot be calculated. While overtime is recorded for Level 1-3 officers, it is not possible to identify the numbers of hours expended by officers above these levels to provide a complete figure.

h) The complete labour costs cannot be calculated. While overtime is recorded for Level 1-3 officers, it is not possible to identify the numbers of hours expended by officers above these levels to provide a complete figure.

i) The Labour Cost Breakdown cannot be calculated. While overtime is recorded for Level 1-3 officers, it is not possible to identify the numbers of hours expended by officers above these levels to provide a complete figure.

j) The Labour Cost Breakdown cannot be calculated. While overtime is recorded for Level 1-3 officers, it is not possible to identify the numbers of hours expended by officers above these levels to provide a complete figure.

Industry Incidents & Workarounds - (Import Declarations)

No.		Problem	Workaround	Related Incident
1		**Customs Interactive Anomalies**		
	1a	It has been noted that the term "Importer" on N30 screens is misleading and confusing. It is not always the "importer" who is the "owner" of the goods that are being cleared rom warehouse.	No workaround Required. This does not impact on Cargo clearance	i11434
	1b	The Import Declaration 'Tariff Line Valuations View screen displays incorrect information in the Import Credit Duty ($) field. Also, the amount of Deferred GST is missing from GST Deferred ($) field.	No workaround Required. This does not impact on Cargo clearance	i13293
	1c	An Import Declaration message including Marks and Numbers information is erroneously receiving an error "MARKS AND NUMBERS IS MANDATORY"	The correct message should be "Number of packages is required". This is a minor problem that does not impact on cargo clearance.	i13769
	1d	An incorrect error message is returned when a SAC is created over the SAC threshhold amount.	A SAC should not be created over the SAC threshhold amount.	i13909
	1e	The Tariff Classification Statistical Code List screen does not indicate the total number of records in list.	Page through all screens/records to determine the total number of records	i15504
	1f	All characteristic codes that are linked to the Tariff Classification or the Tariff Classification Rate should be displayed when the Chart C Search is used. This is not happening. Only the records linked to the Tariff Classification are being displayed.	No workaround Required. This does not impact on Cargo clearance	i15612

	1g	When using incorrect search option criteria to search for an Import Document the system should return an error message. The system in fact returns an empty Import Document screen	No workaround Required. This does not impact on Cargo clearance (Note: The search should have been conducted with valid parameters)	i17636
	1h	When attempting to lodge an Import Declaration having a mode of either AIR, SEA or POST and having no 'Transport Lines' an error advising "TRANSPORT LINE DETAILS NOT ALLOWED FOR MODE OF TRANSPORT "OTHER"' is generated. The same error is produced when attempting to lodge an Import Declaration via EDI with Transport Lines and a Mode Of Transport of "OTHER".	Check the Transport Line structure on the Import Declaration if this error is received.	i18836
	1i	On the Refund View screen the Client and Broker Reference Fields are not displaying correct data. The Client Reference displays 'Client Ref' and Broker Reference displays 'Broker Ref'.	No workaround Required. This does not impact on Cargo clearance	i20755
	1j	To defer payment of duty, GST and other charges in the ICS an Importer must have an association set up in Client of "Deferred Reporter for". The importer must also be set up as a "deferred" payer. Currently in the ICS, when an Importer wishes to defer GST only, the ICS is generating an error when the "Deferred" payer option is selected.	Customs can generate any report relating to deffered GST.	i21245
	1k	When doing a Payments Search two of the four available options include 'liability status'. They do not however allow 'Liability Status' to be selected	No workaround Required. This does not impact on Cargo clearance	i21336
	1l	The Payments View and Payments Selection screens do not display monetary amounts right alligned to display 2 decimal places.	No workaround Required. This does not impact on Cargo clearance	i21338

	1m	On the Import Declaration Header View the 'Total Customs Value' is not displayed	The 'Total Customs Value' is diplayed in the Duties, Taxes & Charges screen.	i23645
	1n	The 'Licence Number' information is missing from the Client Summary View screen	An alternative is to view the Licence number after selecting the Licensed Brokerage Role hyperlink.	i24842
	1o	The 'Go to Container No.' field of the Import Declaration Transport Details View is not retrieving the correct container.	Page through the Container List until finding the required container.	i25622
	1p	When attempting to lodge an Import Declaration with over 999 lines, only the first 999 lines are lodged. Additional lines are not included in the lodgement and not error message in relation to the additional lines is returned.	Do not lodge in exces of 999 lines	i25628
	1q	The N20 Information hyperlink for a linked Air Cargo Report can sometimes display the error "No of Packages does not match number reported on the Air Waybill" when in fact the number of packages DO match.	No workaround Required. This does not impact on Cargo clearance	i28060
	1r	When withdrawing a SAC via CI there is no requirement for the system to ask a question in relation to GST. A GST related question is however erroneously being asked.	Answer the question even though it does not apply.	i28549
	1s	When withdrawing a Nature 20 Impoort Declaration there is no requirement for the system to ask a question in relation to GST. A GST related question is however erroneously being asked.	Answer the question even though it does not apply.	i28599
	1t	When paying an ordinary Import Declaration the drop down box for Bank Account Details should not show accounts designated as 'Refunds Only'. The system erroneously allows the selction of 'Refund Only' accounts.	Do not select bank accounts that are for refunds only.	i28675

	1u	At a point in time following a system rejected attempt to pay for a held SAC, the SAC may become eligible for payment. The subsequent attempt at payment may then return a 'fatal system error'.	The CRA area will need to update the system via. A 'back end' process.	i30371
	1v	**The ICS** returns a system error when the Security Indicator is checked on an Import Declaration.	For import Declarations (**excluding** Dumping Securities) create and submit an Import Declaration without the Security Indicator. Take a copy of the Declaration to Customs for Securities Area consideration. The Import Declaration will have identified the Customs Duty/GST Amount payable. Customs will then provide a security identifier linked to the correct ABN or Client-Identifier. The Import Declaration can then be processed using the Security Identifier allocated by Customs.	i12049
2		**EDI Anomalies**		
	2a	When attempting to lodge an Import Declaration via EDI having a mode of either AIR, SEA or POST and having no 'Transport Lines' an error advising "TRANSPORT LINE DETAILS NOT ALLOWED FOR MODE OF TRANSPORT "OTHER"' is generated. The same error is produced when attempting to lodge an Import Declaration via EDI with Transport Lines and a Mode Of Transport of "OTHER".	Check the Transport Line structure on the Import Declaration if this error is received.	i18836
	2b	The response to an EDI Import Declaration does not include Money Amount (MOA) 26 and 23. (Note: MOA 26 = AQIS Processing Charge. MOA 23 = Declaration Processing Charge)	Find the relevant charges in the Customs Interactive	i31068
	2c	A full format SAC may assign Line Liability Breakdown as 'Yes'. The response can erroneously contains Duty and GST for the Header level, not the Line level.	Relevant Line level information can be found on the Customs Interactive.	i31577

	2d	An Import Declaration response for a GST Deferrer indicates that 'GST is payable' at the line level when it should indicate 'GST Deferral'.	The correct information can be accessed using Customs Interactive.	i31734
3		**ICS Print issues**		
	3a	**Limitation in Print Screen** It is not possible to print more than 13 errors through the print option in the Business Errors screen	Screen dump the first 12 errors. Scroll down the screen and screen dump 12 - 20.	i29041
4		**Import Declaration Issues**		
	4a	**Import Dec created below threshhold** It is possible to submit a Full Import Declaration with an Invoice Total less than the threshold amount.	Do not submit a declaration below the threshhold level	i9175
	4b	**Misleading Error Text** When attempting to lodge an Import Declaration via EDI having a mode of either AIR, SEA or POST and having no 'Transport Lines' an error advising "TRANSPORT LINE DETAILS NOT ALLOWED FOR MODE OF TRANSPORT "OTHER"' is generated. The same error is produced when attempting to lodge an Import Declaration via EDI with Transport Lines and a Mode Of Transport of "OTHER".	Check the Transport Line structure on the Import Declaration if this error is received.	i18836
	4c	**Amber Statement Problem** **The 'Amber'** declaration statement on an Impor tDeclaration may not be saved.	Contact Customs directly to specify which line of the Declaration is created as 'Amber'.	i11377
	4d	**Amber Reason Problem** **The** Amber Reason Type at the Import Declaration line level is not populating in the Amber Statement screen.	Select the Amber Reason Type from the Header screen, rather than at the Line level.	i12313

	4e	**AQIS Indicator problem** An Import Declaration can be created without identifying an 'AQIS Concern Type'. The declaration also may not match an AQIS CP profile. However, the 'Line AQIS indicator' is returned in the Import Declaration outbound message.	Ignore the' AQIS Concern type' indicator returned in the Oubound Message. The Import Declaration creator will already know if the AQIS Concern Type was selected or how they responded to an AQIS lodgement question.	i19066
	4f	**Reciept generation Problems** No Payment Receipt is generated after payment if the Declaration status is changed from 'Held' to 'Clear'	The receipt information can be viewed via the Cuistoms Interactive	i27911
	4g	**Treatment Code rate problems** The Import Declaration 'Treatment Code Rate No' data field does not retain data entered in earlier versions	The "Treatment Code Rate No" field needs to be updated on each amendment.	i28103
	4h	**Paid Under Protest problem** Unable to lodge a Paid Under Protest ('PUP) Import Declaration when the PUP is specified for the Declaration Header.	Put a "Y" in the PUP indicator lat the line level.	i28302
	4i	**SAC printing issue** The SAC print can be incorrect	No Workaround Required. This does not impact on Cargo clearance	i29982
	4j	**Later Version Issue** Amendments to Nature 10 Declarations are being highlighted in later versions	Print both versions of the Nature 10 Declaration and compare them to identify amendments.	i23567
5		**SAC Issues**		
	5a	**Importer Name and Address Amendment** It is not possible to blank out the Importer Name & Address data in a SAC Header during the create process.	Withdraw the SAC and start again.	i14867

	5b	**SAC Payment issue** The automatic payment message for a Self Assessed Clerarance (SAC) is not being processed. The financial status is shown as 'AWAITING APPROVAL'.	Pay the Declaration using the Customs Interactive payment functionality.	i26326
6		**Reference File Issues**		
	6a	**Tariff** **The** Tariff Classification Statistical Code search can return incorrect results.	Do a search "On All". This will return the required records in the list.	i9439
7		**Authority To Deal Issues**		
	7a	No Authority To Deal (ATD) is recieved, even though The Import Declaration Status is 'FINALISED' and the Consolidated Cargo Status is 'CLEAR'.	Customs will manually amend the Goods Delivered indicator using the 'Customs Actions/Updates' screen.	i18172
8		**Client Address Issues**		
	8a	**Client Business/Post Address Anomoly** It is not possible to enter a 'postal address' for a Client where an identical 'business address' already exists.	First create the 'business address' then create a different 'postal address'. He 'postal address' can than be amended to duplicate the 'business address.	i16813
9		**Pre-Lodge Issues**		
	9a	**Declaration Identifier problem** A returned Pre-Lodge Import Declaration erroneously includes a Declaration Identifier.	Ignore the Unique Identifier.	i21359
10		**Woodlevy Charging**		
	10a	**Refund Message problem** **The Import Declaration w**oodlevy refund' message is incorrect.	No workaround Required. This does not impact on Cargo clearance	i28195
11		**Broker Reporting Issues**		

	11a	**Brokers Reports** **The** Broker/Importer Summary Report reports incorrect data. Parts 1 and 2 report information relevant to later finalised versions.	No workaround Required. This does not impact on Cargo clearance	i29691
12		**GST Defferal Issues**		
	12a	**GST Report data** The GST Deferral Report fails to return relevant data	No workaround Required. This does not impact on Cargo clearance	i23724

Industry Incidents & Workarounds - (Import Cargo Reporting)

No.		Problem	Workaround	Related Incidents	Notes
1		**Customs Interactive Anomalies**			
	1a	When using the Underbond hyperlink from the Cargo Report the system gives an error and doesn't progress to the Underbond View screen.	Search for the Underbond using the Underbond Search menu.	i18143	
	1b	The Air Cargo List screen does not necessarily show data from the latest version.	View the individual Cargo Report. The latest information is then displayed.	i17901	
	1c	When creating a Cargo Report the ICS Imports system correctly rejects the Cargo Report if both the SAC indicator and the FF indicator are selected. However, when amending a Cargo Report it is possible to select the SAC indicator even while the FF indicator is still selected in the header. This should not occur.	Dont select the SAC indicator when AMENDING a Cargo Report with the FF indicator selected in the header.	i15912	
	1d	It is possible to report an Ocean or House Bill via EDI with a - (dash) in the Bill Number. The Customs Interactive will display the House Bill with the dash but you cannot search for the House Bill using the House Bill number inclusive of the dash.	Conduct House Bill searches without the dash character or use the Ocean Bill number and perform a higher level search.	i15299	
	1e 1f	Several instances have been encountered where a SEA outturn has been lodged using UTC time. It has been successfully processed. However, the CI screen does not convert the UTC back to local time when viewed.	Be aware that the time has not been converted from UTC to local time. Alternatively, make a manual time conversion calculation.	i14769 i14353	
	1g 1h	The Air Cargo Report List screen can correctly display 50 records. If there are 51 records that should be displayed the 'next' button is operable but choosing 'next' does not display the 51st record.... nothing happens. The 51st record can only be viewed if a specific search is made on the House number.	Constrain search parameters to limit hits to less than 50 or alternatively Search on the 51st individual Air WayBill.	i14731 i30054	
	1i	The "total number of records displayed' value shown on the Sea Cargo Report List screen is incorrect after clicking on "Page - Prev" for multi page results.	No workaround Required. This does not impact on Cargo clearance.	i11452	

	1j	ICS Imports will not allow amendment of 'Notify Party Address details' from the Sea Cargo Report Amend screen. It is not possible to clear the existing fields.	No Workaround Required. This does not impact on Cargo clearance. Cargo Reporters should maintain data in the affected field.	i10916	
	1k	There are duplicate Air Cargo Report (AIRCR) records displayed on the Air Cargo Report List screen.	Please ignore the duplicates.	i13754	
	1l	After submitting part shipment air cargo reports it is not always possible to identify related outturn reports as the relevant Air WayBill Outturn hyperlink is not present.	The Client can view Air WayBill Outturn information via the Air WayBill Outturn Search screen.	i20870	
	1m	After using the 'next page' button for the Sea Cargo Report List a 'Fatal System Error' message is returned.	An alternative way to access the information is to use the Sea Cargo search as opposed to the Sea Arrivals route where this problem arises.	i29633	
	1n	When a Sea Cargo Report (SEACR) having more than one 'Overseas Routing Port Code' is lodged any subsequent display of the Cargo Report shows the 'Overseas Routing Port Codes in a reverse transposed order.	No workaround Required. This does not impact on Cargo clearance. Please be aware of the problem and understand that the order is reversed.	i27754	
	1o	There is no 'Package Type' find box next to the 'Package Type' field on the 'Sea Cargo Outturn Line Create' screen.	No workaround Required. This does not impact on Cargo clearance.	i11375	
	1p	When creating an Air Cargo Report (AIRCR) a Fatal System Error occurs when entering multiple lines in the Consignor/Consignee Address fields. The Fatal System Error is returned for either Structured or Unstructured address details.	Each address field line should be limited to 35 characters or less	i20681	
	1q	In the ICS Imports system the AIR Outturn Report (AIROUT) does not appear to link with the Air Cargo Report (AIRCR).	RESOLVED	i10176	Change 11/10/05
	1r	The ACR List screen displays records sorted by 'Reported date' (descending) and not by 'House Airway Bill' field (ascending).	Please note that the sort order is by 'Reported Date'.	i8485	
	1s	The ICS has duplications of Vessel Voyages appearing on the Sea Impending Arrival Report List screen.	Ignore the duplicates	i35871	Change 11/10/05

	1t	Withdrawn Sea Impending Arrivals are not displayed correctly	If there is a letter "W" in the far right column of the Sea Impending Arrivals the report is actually 'Withdrawn' even though that is not apparent when the record is accessed.	i35876	Change 11/10/05
	1u	Underbond messages have been received by Customs as evidenced by a successful CCF CONTROL Response. There is however no evidence of receipt or rejection in the ICS.	Underbonds can be submitted using Customs Interactive.	i38071	Change 7/11/05
	1v	Sea Cargo Report valid package is not accepted on amendment of a Sea Cargo Report	No Workaround	i37585	Change 7/11/05
	1w	The Vessel Summary is failing to correctly calculate cargo as discharged.	Perform searches in the Progressive Discharge Report (PDR) and Sea Cargo Report modules.	i36407	Change 7/11/05
	1x	Searching the ICS for Air Cargo Reports can return Reports with duplicate House Bills.	No workaround Required. This does not impact on Cargo clearance	i37678	Change 7/11/05
	1y	Actual Arrival report view displaying no details	No workaround Required. This does not impact on Cargo clearance	i39464	Change 7/11/05
	1z	The Vessel Summary screen may distort the Page and Records information. Eg. (first page says 50 of 86, the next page says 50 of 100 etc)	Work through the display from start to end disregarding the Page and Records information.	i37682	Change 7/11/05
2		**EDI Anomalies**			
	2a	If a Cargo Report isn't on the lowest level Bill of Lading and the cargo report doesn't have an ACS or AQIS impediment, that Cargo Report should have a status of 'SUBUBMOV' (subject to underbond movement). ICS Imports incorrectly shows the Cargo Report status as 'HELD' instead of 'SUBUBMOV'	Wait until the Underbond request is submitted to Customs. At that point the ICS Imports system will correctly generate a 'SUBUBMOV' status. An Underbond Approval notice will then be sent via the Underbond Movement Request response message (UBMREQR).	i13722	
	2b	Amending an Air Cargo Report returned the following unknown error message.. FTX+AAO+++Unknown Error?: -01000?+00006E-00010?+000'). What does it mean?	It should read "at least one data item must be changed in a change message".	i26215	

	2c	The sender of an EDI message receives a successful 'control response' message indicating acceptance of the EDI message at the Customs Connect Facility (CCF). This is followed by an appropriate Response Message from the ICS. At times the EDI sender can receive a successful 'control Response' message but No Response Message from the ICS is sent. This is a problem as a Response Message should follow.	The EDI sender will need to Replace the affected EDI message	i23242	
	2d	Marks and Numbers data is erroneously being treated by the ICS as a mandatory data requirement for Bulk Cargo. Bulk Cargo does not have Marks and Numbers. It therefore should not be reported despite the Sea Cargo Report mandating it.	Include the Marks and Numbers in the PCI segment of the Bulk Sea Cargo Report. As little as a single character only is required.	i24130	
	2e	When creating a Sea Cargo Report (SEACR) with 'Consignee Address' and 'Consignor Address' of an UNSTRUCTURED data type, all mandatory fields can be provided. Upon submitting such a Cargo Report a business error is returned saying "ADDRESS IS BLANK - CLIENT TYPE = CONSIGNEE". This error message is wrong.	The error message will occur only if the entire field is filled with characters. Please do not use the entire field.	i20885	
	2f	The Sea Cargo Integrated Report (SEAINT) is rejected when any mode of transport (other than IVS) selected.	Submit both the Cargo Report and Underbond request separately. All Modes of Movement will be accepted if this approach is followed.	i27512	
	2g	In ICS Imports Break Bulk Sea Cargo Reports solicit a Cargo Status Advice (CARST) message where the free text field erroneously contains semi-colons instead of colons. The CARST message should error but it does not.	Treat semi-colons as if they were colons.	i26952	

	2h	AIRINT creates a Cargo Report and an Underbond request. If the single AIRINT Responsible Party ID has no underbond establishment the message fails as the underbond request cannot proceed. Different partys can be responsible for the different components of the AIRINT message. The system should allow two Responsible Party IDs. One for the Cargo Report and another for the Underbond.	The affected AIR CTO should submit their own client identifier in the AIRINT message until the AIRINT is changed to allow two Responsible Party IDS.	i26696	
	2i	Amending an Air Cargo Report returned the following unknown error message.. FTX+AAO+++Unknown Error?: -01000?+00006E-00010?+000'). What does it mean?	It means "at least one data item must be changed in a change message".	i26215	
	2j	Cargo error messages that refer to erroneous information provided on an individual message line do not indicate the line that the error message refers to.	No work around required. It is possible to determine the line applicable to the error message.	i13101	
	2k	Customs Interactive unsolicited Outbound Messages are not useful. They do not contain any identifying details.	No workaround Required. This does not impact on Cargo clearance	i22827	
	2l	Air Outturn Reports (AIROUT) arriving at midnight are acknowledged but never responded to. They are also not visible in CI.	This is a technical error. IT can be avoided by not sending a message with time 00:00	i16039	
	2m	The ICS Imports system can generate an error message relating to Air Actual Arrival Reports (AIRAAR) that is confusing. The error describes an Arrival Date condition that can be wrong because the calculation does not include a time element. The difficulty arises from use of UTC time calculations (rather than local time).	No workaround Required. This does not impact on Cargo clearance	i25639	
	2n	An intermittent problem occurs where a 'Fatal System Error' is displayed when lodging Underbond Requests.	RESOLVED	i33448	Change 11/10/05
	2o	Occasional inability to report valid Sea Cargo Reports	No workaround - Possible contingency action required	i38461	Change 7/11/05
	2p	Occasional inability to add containers (Insert line) in Sea Cargo Reports	No workaround - Possible contingency action required	i41400	Change 7/11/05
	2q	Sea Cargo Reports cannot be found in the ICS	No workaround - Possible contingency action required	i38440	Change 7/11/05

3			**Progressive Discharge Issues**			
	3a		**PDR - Future date** The progressive Discharge Report (PDR) allows the input on a future date. It shouldn't.	Amend the PDR to the correct container discharge date.	i8147	
	3b		**PDR Surplus Indicator** If a Progressive Discharge Report (PDR) is not attached to the relevant Sea Cargo Report (SCR) or Cargo List (CARLST), the PRD Surplus indicator is erroneously set to 'N'.	RESOLVED	i25281	Change 11/10/05
	3c		**PDR Surplus Indicator** If a Progressive Discharge Report (PDR) for a Vessel/Voyage is sent prior to the report of the manifest in the Cargo Report (or prior to relevant the Cargo List) the PRD 'Surplus indicator' is erroneously set to 'N'. The Progressive Discharge Report screen therefore does not show the container as Surplus.	View the Vessel Summary Screen as it correctly shows the container as Surplus.	i26951	
4			**Withdrawal of MAWB Issues**			
	4a		**Withdrawal of MAWB Cargo Reports with HAWBs attached** The ICS imports system will not allow withdrawal of a Master Air WayBill (MAWB) if the MAWB has House Air WayBills (HAWBs) attached to it.	submit an Outturn report for each MAWB and HAWB with 'packages landed' shown as Zero and the 'outturn result' shown as "SH" (short). The MAWB can then be re-reported with a different flight and/or date. ICS Imports part shipment functionality with be activated with the HAWBs automatically copied (ghosted) to the new MAWB. There's no need to re-report the relevant HAWBs.	i14083	
5			**Transhipment Issues**			

	5a	**Transhipment Number Location** The ICS Imports system is showing the Transhipment Number for Transhipment Cargo incorrectly in the Cargo Status Advice (CARST) message. The transhipment number shown is correct and it should be within the CARST message but it is being shown in the wrong Supplementary Information Category. (ie. it is shown following 'AQIS IMPEDIMENT DETAILS' instead of following 'AQIS TRANSHIPMENT NUMBER'.	The transhipment Number is shown following 'AQIS IMPEDIMENT DETAILS' instead of following 'AQIS TRANSHIPMENT NUMBER'.	i7849	
	5b	Transhipment containers may erroneously be HELD	No workaround - Possible contingency action required	i39917	Change 7/11/05
6		**Status Issues**			
	6a	**No Packages in HELD CARST** A Cargo Status Advice (CARST) message for CLEARED cargo includes 'number of packages' information. If the CARST is for HELD cargo it does not.	When the Cargo is outturned, the Outturn Report identifies the number of packages actually outturned. Whether this is nil, short or surplus is determined from referencing the CLEAR CARST or industry documentation.	i17000	
	6b	**Incorrect CARSTs** Selecting 'Resend Status' from the Status Summary screen results in resending the last sent status. ie. The ICS Imports system looks for the last status that was sent out and resends it. This is not necessarily the latest system generated status in relation to the cargo.	Use the Customs Interactive (CI) to determine the latest system generated status.	i21951	
	6c	**Incorrect CARSTs** If a Cargo Report isn't on the lowest level Bill of Lading and the cargo report doesn't have an ACS or AQIS impediment, that Cargo Report should have a status of 'SUBUBMOV' (subject to undersbond movement). ICS Imports incorrectly shows the Cargo Report status as 'HELD' instead of 'SUBUBMOV'	Wait until the Underbond request is submitted to Customs. At that point the ICS Imports system will correctly generate a 'SUBUBMOV' status. An Underbond Approval notice will then be sent via the Underbond Movement Request response message (UBMREQR).	i13722	

	6d	**Unnecessary CARSTs** The amendment of an Import Declaration will generate a new Cargo Status Advice (CARST) message, even if the cargo has already been delivered. This can be very confusing to clients.	A CARST for cargo that has already been lawfully delivered should be ignored.	i27565	
	6e	**Delivery of CARST** A 'HELD' Cargo Status Advice (CARST) is only delivered to the Cargo Reporter and the Import Declaration Reporter. Other elements of industry expected that 'HELD' CARSTs would also be delivered to them. This does not happen.	RESOLVED	i15500	Change 11/10/05
	6f	**CARST Establishment-Id** The first 'HELD' Cargo Status Advice (CARST) generated for a HAWB will advise the 'Release Establishment ID'. However, if an underbond move is required but it has not yet been sent to the ICS, the release Establishment ID within the CARST will be the CTO and may not be correct for the purposes of requesting the underbond.	Obtain the correct Establishment Release ID from another relevant industry party..(this will need to be determined on a case by case basis)	i20642	
	6g	**CARST without Import Declaration Number** Cargo Status (CARST) messages sent to the Import Declaration reporter do not contain the Import Declaration number as specified.	Use other means to identify which Consignment and/or Client the CARST message relates to. (eg. Transport details and Bill numbers)	i32297	Change 11/10/05
	6h	**HELD CARST messages not going to Import Declaration Reporter** Held Cargo Status (CARST) messages are not being sent to the Import Declaration reporter	No Workaround	i33299	Change 11/10/05
	6i	**No CARST for AQIS SAC** There is no Cargo Status message (CARST) generated for a Self Assessed Clearance (SAC) that has an AQIS direction applied.	Use the Customs Interactive to check status.	i33108	Change 11/10/05
	6j	**HELD CARST for BreakBulk problem** A HELD Cargo Status message (CARST) may not be transmitted for a BreakBulk Sea Cargo Report.	Do not use special characters (<>&'") in the Goods Description field of the Break Bulk cargo report.	i33973	Change 11/10/05

	6k	**Status Delays** Delays can occur in status calculation.	Amending the Impending Arrival Report may retrigger status calculation. This should only be done as a last resort.	i39518	Change 7/11/05
	6l	**CLEAR status not given** Sea Cargo report occasionally is not going to a CLEAR status when there are no impediments.	No workaround - Possible contingency action required	i39048	Change 7/11/05
	6m	**Incorrect Underbond 'CHAINED' status** When viewing the status of cargo reports it may display "No Movement Allowed" when status is also displaying that there are no impediments on the cargo report. As a result underbonds are remaining at a state of 'Chained'.	No workaround - Possible contingency action required	i40030	Change 7/11/05
	6n	**Status not flowing to lower level bills** Approved deconsolidation underbonds may not trigger the status of lower level Bills	No workaround - Possible contingency action required	i40279	Change 7/11/05
	6o	**HELD CARSTs overriding Master Air WayBills** HELD Cargo Status messages for House AirWaybills can overwrite the consolidated status of the related Master AirWaybill. This can prevent legitimate release of cargo.	RESOLVED	i37922	Change 7/11/05
	6p	**Confusing Information from Status detail screen** Although there are hyperlinks to the Impending Arrival, MAWB, Underbond in the Air Cargo Report view screen, it can sometimes be implied that these documents have not been reported or are not linking to the house bill when checking status via the status hyperlink to the Import Document Status Detail View Screen.	No workaround - Possible contingency action required	i41473	Change 7/11/05
	6q	**Incorrect setting of 'Parent Bill Flag'** The 'Parent Bill Cleared' flag is not set properly for Sea cargo Reports extending beyond 3 tiers of reporting. House Bills reported directly under an Ocean Bill however are OK.	No workaround - Possible contingency action required	i41383	Change 7/11/05

	6r	**Sea Cargo Report amendments** Sea Cargo Reports amendments are not always causing recalculation of related Underbonds.	If the Underbond request is amended with an insignificant change to a minor item the Underbond proceeds to its correct status	i40676	Change 7/11/05
	6s	**Parent Bill Cleared' condition problem** Sea cargo House Bills may not be CLEAR due to the condition 'Parent Bill Cleared = NO" even though there is no impediment on the Ocean Bill.	Customs can place and then lift a CRA assessment which creates the correct status.	i38675	Change 7/11/05
7		**Bill of Lading Origin Issues**			
	7a	**Bills cut in Australia** In the ICS Imports system the Sea Cargo Report (SEACR) should accept any valid Australian port in the 'Bill of Lading Origin' field. It currently will not.	Where the origin of the Bill of Lading is in fact an Australian port, quote the Original Port of Loading data in the Bill of Lading Original field.	i25601	
8		**AIRINT issues**			
	8a	**AIRINT Responsible Party-Id issue** AIRINT creates a Cargo Report and an Underbond request. If the single AIRINT Responsible Party ID has no underbond establishment the message fails as the underbond request cannot proceed. Different partys can be responsible for the different components of the AIRINT message. The system should allow two Responsible Party IDs. One for the Cargo Report and another for the Underbond.	The affected AIR CTO should submit their own client identifier in the AIRINT message until the AIRINT is changed to allow two Responsible Party IDS.	i26696	
9		**Linking Issues**			
	9a	**Air Outturn not linking to Air Actual Arrival** In the ICS Imports system the Air Outturn Report (AIROUT) is not linking to its associated Air Actual Arrival Report (AIRAAR). A flow-on effect is that Underbond movements are not being acquitted in the ICS upon receipt of the AIROUT.	No workaround Required. This does not impact on Cargo clearance	i11353	

9b	**Linking error message problem** In the ICS imports system an Air Actual Arrival Report (AIRAAR) attempts to link to an Air Impending Arrival Report (AIRIAR). If it cannot be linked an advice Should be sent in the Air Actual Arrival Report Response message. This does not happen.	No workaround Required. This does not impact on Cargo clearance	i8497	
9c	**General Linking problem** Cargo may be HELD because status fails to link to the Ocean Bill which in turn preventing linkage to the Sea Impending Arrival Report.	No workaround - Possible contingency action required	i40715	Change 7/11/05
9d	**Broken 'Unique Consignment Line' (UCL) hierarchy** Air or Sea cargo 'Unique Consignment Line' (UCL) heirarchys can be broken within the ICS resulting in Underbond movements being stuck in a 'Chained' condition.	Advise the help desk. The relevant UCL may be able to be fixed by technical IT staff. In urgent situations Contingency action may be required	i39091	Change 7/11/05
9e	**Cargo Report Linking issue** Cargo Reports may not match with the Impending Arrival Report	No workaround - Possible contingency action required	i39140	Change 7/11/05
9f	**Failure of Import Declaration and Cargo Report linkage** The Import Declaration and Cargo Report may not successfully link due to disparity in the format of Voyage Number on the reports	RESOLVED	i40377	Change 7/11/05
9g	**IAR amendment reverting status of House Bills** When an IAR is amended in the ICS the housebills may no longer detect the existence of the IAR and reverting the status to HELD.	RESOLVED	i37728	Change 7/11/05
10	**Time-Up Cargo Issues**			
10a	**Rejected Time-Up moves** The ICS imports system rejects secondary underbond movement requests to move cargo to a Section 79 Warehouse (ie. Time-Up cargo).	Documentary processes will apply at a Regional level.	i26247	

11			**Reference Code Lists**			Change 7/11/05
	11a		**Failure of some currency codes on Cargo Reports** Air Cargo Reports are erroneously referencing the 'Currency Country Code' list instead of the 'Currency Code' list.	Convert the currency for Declared Value to Australian dollars or another of the 31 currencies that the Air Cargo Report currently accepts.	i37463 i41169	Change 7/11/05
12			**AQIS issues**			Change 7/11/05
	12a		**Incorrect Status for AQIS** A Sea Cargo Report may be HELD with status identifying 'evaluation not complete' even though there are no active AQIS assessments. There may also be related problems with the status of the Ocean Bill	No workaround - Possible contingency action required	i40887	Change 7/11/05
13			**System '811' or '911' errors**			Change 7/11/05
	13a		**Duplicate Bills causing 811 errors** Duplicate house waybills can prevent both underbond approval and generation of a 'CLEAR' cargo status. An '811' error results. This also prevents the generation of the relevant Authority To Deal (ATD)	No workaround - Possible contingency action required	i39082 i40917	Change 7/11/05
14			**Impending Arrival Issues**			Change 7/11/05
	14a		**Withdrawn Impending Arrival issue** A Withdrawn Sea Impending Arrival can be selected from the Impending Arrival Report screen. Upon display, the Impending Arrival Report does not appear to have been Withdrawn. All links are still active.	No workaround Required. This does not impact on Cargo clearance	i35876	Change 7/11/05
	14b		**Containers failing to link with the Impending Arrival Report** Containers quoted on a previously Withdrawn Cargo Report can fail to link to their Impending Arrival Report	No workaround - Possible contingency action required	i34158	Change 7/11/05

	14c	**UTC time conversion problem** The requirement to provide Impending Arrival Report departure time in UTC format can result in apparent duplication of departure date and flight. The apparent duplicates are rejected. In the local time zone however the flights are same flight number but different date	Where the apparent duplication is likely to result the flight number can be made unique for the date by adding a trailing alpha character	tba	Change 7/11/05
15		**Partshipments**			Change 7/11/05
	15a	**Withdrawn 'Ghost' Bill linking problem** Withdrawn House Bills are being 'ghosted' as active records on the same flight as the Original House Bill report	Report House AirWaybills with alpha characters attached and 'Zero-Land' rather than Withdraw.	i39159	Change 7/11/05
	15b	**Partshipment sequence problem** The Partshipment functionality is failing where a master is re-reported before an original sub-master is reported.	No workaround - Possible contingency action required	i38515	Change 7/11/05
16		**Underbond Issues**			Change 7/11/05
	16a	**Underbond anomalies** Underbond by Sea does not work to specification	No workaround - Possible contingency action required	i38825	Change 7/11/05

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