

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 185

Senator Ludwig asked the following question at the hearing on 31 October 2005:

- a) On what date did industry software providers first alert ACS to the major problems they were having in compatibility with the ICS?
- b) For the period 12 October 2005 to 31 October 2005 how many complaints has ACS received about:
 - (i) CMR imports including ACS imports processes (total since the turn on time)
 - (ii) the ICS imports side specifically (since the turn on time)
 - (iii) the CCF imports side specifically (since the turn on time)
 - (iv) the COMPILE system (since the turn on time)
 - (v) non-IT related CMR imports processes (since the turn on time)
- (c) For answer to a) above, specify from whom the complaint was received by industry group (eg broker, importer, stevedore, software provider etc).
- (d) For answer to a) above, specify how the complaint was received (Customs ICS hotline, letter, email etc).
- e) For answer to a) above, specify whether the complaint was resolved to client satisfaction, also how many remain unresolved.
- f) For the period 12 October 2004 to 31 October 2004 how many complaints were generated by ACS imports processes.

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

- a) Industry software providers did not indicate to ACS through the established communications channels for the software providers that they were having any major problems with regard to compatibility with the ICS.
- b) It is impractical to give an accurate number as Customs would need to manually examine all communications and identify those in addition to complaints received through to the formal complaints process.
- c) Refer to answer a)
- d) Refer to answer a)
- e) Refer to answer a)
- f) Refer to answer b)