



Australian Government

Australian Customs and
Border Protection Service

QUICK GUIDE TO IMPORTS

CONTACTS AND REFERENCES

CONTACTS

In the first instance, contact Cargo Support for general information on imports:

- Phone: 1300 558 099
- Fax: (02) 8339 6713
- Email: cargosupport@customs.gov.au

For information about licensing of depots and warehouses:

- Visit: www.customs.gov.au/site/page6093.asp
- Email: licensing@customs.gov.au

For information about Intellectual Property Rights contact Intellectual Property:

- Visit: <http://www.customs.gov.au/site/page5369.asp>
- Email: iprights@customs.gov.au

For information about labelling or Commerce Trade Descriptions contact Labelling:

- Visit: <http://www.customs.gov.au/site/page5810.asp>
- Email: labelling@customs.gov.au

For information on Prohibited and Restricted imports contact Community Protection:

- Visit: <http://www.customs.gov.au/site/page4369.asp>
- Email: communityprotection@customs.gov.au

For information about Dumping:

- Visit: www.adcommission.gov.au
- Phone: (02) 6275 6066
- Fax: (02) 6075 6888
- Email: clientsupport@adcommission.gov.au

For information on claiming a Duty Drawback:

- Visit: <http://www.customs.gov.au/site/page4382.asp>
- Email: drawbacks@customs.gov.au

For information on applying for a Tariff Concession Order:

- Visit: <http://www.customs.gov.au/site/page4402.asp>
- Email: TARCON@customs.gov.au

For information on applying for a formal Tariff Advice:

- Visit: <http://www.customs.gov.au/tariff/tariff-advice.asp>
- Email: tariffclassification@customs.gov.au

For information on applying for a formal Valuation Advice:

- Visit: <http://www.customs.gov.au/site/page4368.asp#3>
- Email: valvic@customs.gov.au

For information on applying for a formal Origin Advice:

- Visit: <http://www.customs.gov.au/site/page6010.asp>
- Email: origin@customs.gov.au

For information about complying with Australian Customs and Border Protection Service (ACBPS) requirements visit:

www.customs.gov.au/site/page4271.asp

REFERENCE INFORMATION

ACBPS Website

www.customs.gov.au

Cargo Support Pages

www.cargosupport.gov.au/default.asp

Cargo Support provides a comprehensive guide covering all aspects of dealing with ACBPS for individuals and industry sectors involved with importing goods into Australia.

This site provides a range of information that includes:

- connecting to the ICS
- latest news and bulletins
- Software Developers Guide
- importing
 - Import Cargo Reporting Manuals
 - Import Cargo Clearance Manual
 - contingency arrangements
 - publications

Software Developers Guide

www.cargosupport.gov.au/webdata/miniSites/sdg/index.htm

Australian Federation of International Forwarders

www.afif.asn.au

Digital Certificates

www.verisign.com.au

Shipping Australia Website

www.shippingaustralia.com.au

Customs Brokers and Forwarders Council of Australia

- Email: info@cbfca.com.au