

**Standard Operation Procedures**  
**for Air and Oceanfreight shipments**  
**to**  
**Australia AND New Zealand**



Dear Partner,

We are writing to you to advise you of mandatory import shipping procedures and customs requirements by Australian Customs with the request to comply at all times

1. Import Airfreight
2. Import Ocean Freight
3. DDP Shipments

Australian Customs requires detailed reporting of both air and sea cargo by electronic means [before cargo arrives in the first port / airport of Australia](#).

*Cargo Reporting*

This notice focuses on "Cargo Reports" covering "Air Cargo Reports" and "Sea Cargo Reports" pursuant to Section 64AB of the Australian *Customs Act 1901*. We provide these Cargo Reports to the Australian Customs Service based on the quality of information you provide.

Therefore, we require you to provide the relevant information at the earliest stage in [electronic format](#).

Penalties

Non compliance may results in Australian Customs imposing penalties for not following import reporting procedures. Penalties for not meeting government requirements are expected to result in a minimum fine of A\$ 1,320 [per error](#) !

In addition, apart from the government imposed penalties and fines, other consequences for not complying with these rules include:

- o Cargo delays
- o Storage charges
- o Reduced Service Levels
- o Extra Cost
- o Risk of Loss of Business

What we need from you

To enable us to meet Customs requirements, we require information relating to:

1. [Air cargo no later than 12 hours before the first airport of arrival](#) in Australia
2. [Sea cargo no later than 3 days before the first port of arrival](#) in Australia.

This is one of the most important points. For example, if the cargo is destined for Sydney but the first port of arrival is Fremantle and the vessel is due to arrive in Fremantle 7 day's before it arrives in Sydney, we ***MUST*** report to Australian Customs 3 day's before it arrives in Fremantle, not Sydney. The same obviously applies to air cargo, for example, if it flies into Cairns on one flight but then moves on another flight to Sydney, we ***MUST*** report to Australian Customs 12 hours prior to it's arrival in Cairns.

Attached are our standard operating procedures for both air and sea freight, which provides all the necessary information required. Please take note of the special email addresses that have been created specifically for your pre-alert notifications.

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**for Air and Oceanfreight shipments**  
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#### Liability for Errors

Clearly, we face exposure if we report in an inaccurate, inadequate or less than timely fashion. The purpose of this notice is to also inform you that if we do not meet Australian Customs requirements for reporting the movement of cargo due to your error, or omissions, we will seek indemnity from you to cover our liability.

Should we receive a penalty notice, you will be advised and will attach a copy of the penalty notice and our debit note for settlement. Furthermore, in the event that there is an inquiry by Australian Customs as to the reason for our incorrect reporting, then we will inform Australian Customs that the fault arose due to your failure to provide that information at the required time and in the required format.

Please ensure that this notification is distributed to all the relevant staff in your organisation.

In compliance with our Quality procedures we require you to acknowledge receipt of this notification confirming your compliance by return.

#### DDP Customs Clearance Shipments

It is a requirement of Australian Customs for the owner of the cargo to present a signed Customs Clearance Authority with the undermentioned wording to be completed on the letterhead of the overseas exporter / owner of the cargo. Without this document a DDP shipment will not be processed.

#### Outlay of Duty and GST

We do not extend credit on any government taxes i.e. Duty and GST exceeding AUD 500.00. Therefore we require payment prior to outlay and release of cargo

#### Personal Effects

##### Export Airfreight

ICE cannot handle any Export Airfreight consignments due to the Transport and Security Programme as set with DOTARS.

##### Export Seafreight

To be handled at the discretion of the Branch

##### Import Seafreight and Air – CPT consignments only!

We will only receive shipments from our overseas agents and we will render all necessary assistance. At the discretion of the branch, customs clearance can be affected in-house or outsourced.

- *Under no circumstances do we handle DDU or DDP Personal effects Shipments.*

**Standard Operation Procedures**  
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Banking fees

All banking fees are for the account of the remitter!

If you need any further information or clarification, please do not hesitate to contact the undersigned.

Best regards

Yours sincerely,  
International Cargo Express Pty Ltd  
Ronald Spahr  
Managing Director

Tel: +61 (0) 2 9669 7856 Direct number

Tel: +61 (0) 2 9669 7800 Main number

Fax: +61 (0) 2 9669 7801

e-mail: [rspahr@icecargo.com.au](mailto:rspahr@icecargo.com.au)

Web: [www.icecargo.com.au](http://www.icecargo.com.au)

encl :

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*AIRFREIGHT PROCEDURE*

*Every MAWB/SUB Master HAWB consigned to ICE offices in Australia must be addressed as under:*

Shipper: The origin agent      Consignee: ICE office - as under  
Description of Goods: 'Consolidation, as per attached manifest'

SYDNEY	<i>INTERNATIONAL CARGO EXPRESS PTY LIMITED</i> 284 Coward Street Mascot NSW 2020 Contact: Shane Barnes, Tel: +61 (02) 96697800, Fax: +61 (02) 9669 7802 e-mail: <a href="mailto:sydairprealerts@icecargo.com.au">sydairprealerts@icecargo.com.au</a>
MELBOURNE	<i>INTERNATIONAL CARGO EXPRESS PTY LIMITED</i> 39 Lambeck Drive Tullamarine VIC 3043 Contact: Chantelle Siemsen Tel: +61 (03) 93384755, Fax: +61 (03) 93384010 e-mail: <a href="mailto:melairprealerts@icecargo.com.au">melairprealerts@icecargo.com.au</a>
ADELAIDE	<i>INTERNATIONAL CARGO EXPRESS PTY LIMITED</i> C/o Bell Total Logistics Pty Limited 23 East Street Brompton SA 5007 Ctc.: Kate Jackson Tel.: +61 (08) 82458900 e-mail: <a href="mailto:melairprealerts@icecargo.com.au">melairprealerts@icecargo.com.au</a> cc.: <a href="mailto:adlimportair@btl.com.au">adlimportair@btl.com.au</a>
BRISBANE	<i>INTERNATIONAL CARGO EXPRESS PTY LIMITED</i> C/o Air Menzies International Qantas Drive, Brisbane QLD 4009 Contact: Saskia Ophorst , Tel: +61 (07) 3868 1777, Fax: +61 (07) 3868 1776 e-mail: <a href="mailto:bneairprealerts@icecargo.com.au">bneairprealerts@icecargo.com.au</a>
DARWIN	<i>INTERNATIONAL CARGO EXPRESS PTY LIMITED</i> c/o PJS Customs and Forwarding Pty Ltd TDZ, Darwin, NT 0800 e-mail: <a href="mailto:bneairprealerts@icecargo.com.au">bneairprealerts@icecargo.com.au</a>
PERTH	<i>INTERNATIONAL CARGO EXPRESS PTY LIMITED</i> c/o Multi Load 6 Hazelhurst Street Kewdale, WA 6105 Contact: Laurent Vanacker, Tel: +61 (08) 9430 7822, Fax: +61 (08) 9430 7821 e-mail: <a href="mailto:perairprealerts@icecargo.com.au">perairprealerts@icecargo.com.au</a>

**NOTE:** Above air cargo bond facility details are for customs purpose only  
Correspondence, freight invoices etc. to be sent to our postal addresses

A manifest must be issued for every consolidation (incl. back-to-back, one line consolidations).

**NOTE:** An Amendment / Additional Processing Fee of A\$ 50.00 will be charged for every incorrectly documented and/or incorrectly addressed consolidation. This is additional to the Australian Customs penalties referred to below.

E-MAIL PRE-ADVICE: AUSTRALIAN CUSTOMS insist on specific information 12 hours prior to the arrival of the aircraft in the first airport in Australia. Therefore, please e-mail the following documents to the unique e-mail addresses shown above: copy of the MAWB, HAWB (showing full address of shipper and consignee, value of goods), Commercial Invoice, and Debit Note if freight collect and Manifest showing the name of the co-loader should you decide to co-load the consolidation!

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**Non-Compliance will result in delays upon arrival and failure to comply with these Australian Customs requirements will attract an automatic minimum penalty of AU\$ 1300.00 (approx US\$ 900.00) per error and this penalty from Australian Customs will be invoiced to your office.**

IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO ASK

**Standard Operation Procedures  
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*OCEAN FREIGHT PROCEDURE*

*Every Ocean Ocean B/L or CO-Load B/L must be consigned to ICE offices in Australia must be addressed as under:*

Shipper: The origin agent      Consignee: ICE office - as under      Ocean B /L: Express or Seaway B/L – freight paid

SYDNEY      *INTERNATIONAL CARGO EXPRESS PTY LIMITED*  
284 Coward Street  
Mascot NSW 2020  
Contact: Daniel Ruppas, Tel: +61 (02) 96697800, Fax: +61 (02) 9669 7802  
e-mail: [sydoceanprealerts@icecargo.com.au](mailto:sydoceanprealerts@icecargo.com.au)

MELBOURNE      *INTERNATIONAL CARGO EXPRESS PTY LIMITED*  
39 Lambeck Drive  
Tullamarine VIC 3043  
Contact: Bianca Maslowski Tel: +61 (03) 93384755, Fax: +61 (03) 93384010  
e-mail: [meloceanprealerts@icecargo.com.au](mailto:meloceanprealerts@icecargo.com.au)

ADELAIDE  
Pre-advice and documentation  
must be send to ICE Melbourne      *INTERNATIONAL CARGO EXPRESS PTY LIMITED*  
39 Lambeck Drive  
Tullamarine VIC 3043  
Contact: Bianca Maslowski Tel: +61 (03) 93384755, Fax: +61 (03) 93384010  
e-mail : [meloceanprealerts@icecargo.com.au](mailto:meloceanprealerts@icecargo.com.au)

BRISBANE      *INTERNATIONAL CARGO EXPRESS PTY LIMITED*  
Unit 1, 789 Kingsford Smith Drive  
Eagle Farm QLD 4009,  
Contact: Saskia Ophorst, Tel: +61 (07) 3868 1777, Fax: +61 (07) 3868 1776  
e-mail: [brneoceanprealerts@icecargo.com.au](mailto:brneoceanprealerts@icecargo.com.au)

DARWIN  
Pre-advice and documentation  
must be sent to ICE Brisbane      *INTERNATIONAL CARGO EXPRESS PTY LIMITED*  
c/o PJS Customs and Forwarding Pty Ltd  
TDZ, Darwin, NT 0800  
e-mail: [brneoceanprealerts@icecargo.com.au](mailto:brneoceanprealerts@icecargo.com.au)

FREMANTLE      *INTERNATIONAL CARGO EXPRESS PTY LIMITED*  
Victoria Quay Building  
70 Cantonment Street,  
Fremantle WA 6160  
Contact: Laurent Vanacker, Tel: +61 (08) 9430 7822, Fax: +61 (08) 9430 7821  
e-mail: [perooceanprealerts@icecargo.com.au](mailto:perooceanprealerts@icecargo.com.au)

E-MAIL PRE-ADVICE: AUSTRALIAN CUSTOMS insist on specific information 72 hours prior to the arrival of the vessel in the *first* port in Australia, so it is important to know the first port of arrival and it's arrival date, or otherwise send your pre-alert to the relevant ICE office at least 10 days prior to arrival.

Documents required are as follows:

- Express Ocean Bill of Lading or Express Co-Load Master Bill of Lading each showing the container and seal number.
- House Bill of Lading
- Packing Declaration
- Fumigation certificate, not required, if packing declaration stipulates that ISPM15 timber has been used
- Commercial invoice, if available
- Debit Note, if freight collect and Credit note for profit share as per agency agreement

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**Non-Compliance will result in delays upon arrival and failure to comply with these Australian Customs requirements will attract an automatic minimum penalty of AU\$ 1300.00 (approx US\$ 900.00) per error and this penalty from Australian Customs, will be invoiced to your office.**

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IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO ASK

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*DDP - CUSTOMS CLEARANCE PROCEDURE*

*Please reproduce following text on your letterhead and return completed to ICE:*

**TO WHOM IT MAY CONCERN**

**Customs Clearance Authority  
AUTHORISATION AND ACKNOWLEDGEMENT OF TRADING CONDITIONS**

In accordance with Section 181 of the Customs Act, \*I/we hereby authorise **International Cargo Express Pty Limited**, Holder of Corporate Customs Brokers Licence No: 727 its nominees and/or subagents as may be appointed from time to time to act as \*my/our Customs Broker for the purposes of the Customs Act 1901 as amended, at all places in the Commonwealth.

We further authorise **International Cargo Express Pty Limited** to quote our Australian Business Number (ABN): \_\_\_\_\_ as may be required by the Australian Taxation Office and GST legislation in respect of imported goods at the time of entry for home consumption with the Australian Customs Service.

\*I/We agree that all transactions undertaken by **International Cargo Express Pty Limited** its nominees and/or its agents on behalf of \*myself/this company are done so subject only to their Year 2000 Trading conditions, receipt of which is hereby acknowledged.

In granting this authority, \*I/We indemnify **International Cargo Express Pty Limited**, its nominees and/or its agents for and against any and all duties, taxes, losses, costs, penalties, charges or other monies which the company is called upon or required to pay in respect of or in connection with \*my/our goods, and documents relating to \*my/our goods, and valuation/classification of \*my/our goods for Customs or GST purposes, however so arising. \*I/we guarantee payment of all outlays made on my/our behalf to **International Cargo Express Pty Limited**.

<b>Company Name</b>			
<b>Address</b>			
<b>Suburb</b>		<b>Postcode</b>	
<b>GST Deferred:</b>	Yes / No:		

**Signature:** .....

**Date:** .....

**Position:** .....

**Name:** .....

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**Company Letterhead**

(MUST be issued by the packer or supplier of the goods, and MUST include the company's name AND address)

FCL  or LCL  PACKING DECLARATION

[Boxes  to be marked with an X in the appropriate place]

Vessel Name: ..... Voyage Number: .....

Consignment identifier(s) or Numerical Link(s): .....

**PROHIBITED PACKAGING MATERIAL STATEMENT**

(Prohibited packaging materials include *straw, bamboo, peat, hay, chaff, used fruit and vegetable cartons etc.*)

**Q1. Have prohibited packaging materials or bamboo products been used as packaging or dunnage in the consignment covered by this document?**

A1. YES  NO

**TIMBER PACKAGING/DUNNAGE STATEMENT**

(Timber packaging/dunnage includes: crates, cases, pallets, skids, and any other timber used as a shipping aid.)

**Q2a. Has Timber packaging/dunnage been used in consignments covered by this document?**

A2a. YES  NO

**ISPM 15 STATEMENT**

**Q2b. All timber packaging/dunnage used in the consignment has been treated and marked in compliance with ISPM 15?**

A2b. YES  NO

**BARK STATEMENT**

(This is also applicable to ISPM 15 compliant packaging/dunnage. Bark is the external natural layer covering trees and branches.)

**Q3. Is all timber packaging/dunnage used in this consignment free from bark?**

A3. YES  NO

**CLEANLINESS DECLARATION (For FCL consignments only)**

The container(s) covered by this document has/have been cleaned and is/are free from material of animal and/or plant origin and soil.

Signed: ..... Date of Issue: .....  
(Company Representative)

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Dear Partner,

## Important *New Zealand* Customs Procedure

We are writing to you to advise you of mandatory import shipping procedures and customs requirements by New Zealand Customs with the request to comply at all times

4. Import Airfreight
5. Import Ocean Freight

New Zealand Customs requires detailed reporting of both air and sea cargo by electronic means [before cargo arrives in the first port / airport of New Zealand](#).

Therefore, we require you to provide the relevant information at the earliest stage in [electronic format](#).

### Penalties

Apart from the government imposed penalties and fines, other consequences for not complying with these rules include:

- o Cargo delays
- o Storage charges
- o Reduced Service Levels
- o Extra Cost
- o Risk of Loss of Business

### What we need from you

To enable us to meet Customs requirements, we require information relating to:

1. [Air cargo no later than 12 hours before the first airport of arrival](#) in New Zealand
2. [Sea cargo no later than 3 days before the first port of arrival](#) in New Zealand.

This is one of the most important points. For example, if the cargo is destined for Christchurch but the first port of arrival is Auckland and the vessel is due to arrive in Auckland 7 day's before it arrives in Christchurch, we ***MUST*** report to New Zealand Customs 3 day's before it arrives in Fremantle, not Sydney. The same obviously applies to air cargo, for example, if it flies into Auckland on one flight but then moves on another flight to Christchurch, we ***MUST*** report to New Zealand Customs 12 hours prior to its arrival in Auckland.

Attached are our standard operating procedures for both air and sea freight, which provides all the necessary information required. Please take note of the special email addresses that have been created specifically for your pre-alert notifications.

### Liability for Errors

Clearly, we face exposure if we report in an inaccurate, inadequate or less than timely fashion. The purpose of this notice is to also inform you that if we do not meet New Zealand Customs requirements for reporting the movement of cargo due to your error, or omissions, we will seek [indemnity from you](#) to cover our liability.

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Should we receive a penalty notice, you will be advised and will attach a copy of the penalty notice and our debit note for settlement. Furthermore, in the event that there is an inquiry by New Zealand Customs as to the reason for our incorrect reporting, then we will inform New Zealand Customs that the fault arose due to your failure to provide that information at the required time and in the required format.

Please ensure that this notification is distributed to all the relevant staff in your organisation.

In compliance with our ICE Quality procedures we require you to acknowledge receipt of this notification confirming your compliance by return.

**Outlay of Duty and GST**

We do not extend credit on any government taxes i.e. Duty and GST exceeding AUD 500.00. Therefore we require payment prior to outlay and release of cargo

**Personal Effects**

**Export Airfreight**

To be handled at the discretion of the branch

**Export Seafreight**

To be handled at the discretion of the branch

**Import Seafreight and Air – CPT consignments only!**

We will only receive shipments from our overseas agents and we will render all necessary assistance. At the discretion of the branch, customs clearance can be affected in-house or outsourced.

- *Under no circumstances do we handle DAP or DDP Personal effects Shipments.*

**Banking fees**

All banking fees are for the account of the remitter!

If you need any further information or clarification, please do not hesitate to contact the undersigned.

Best regards

Yours sincerely,

International Cargo New Zealand Ltd

Scott Ellery

Director

Tel: +649 275 9803

e-mail: [scott@internationalcargo.co.nz](mailto:scott@internationalcargo.co.nz)

Web: [www.internationalcargo.co.nz](http://www.internationalcargo.co.nz)

**Standard Operation Procedures  
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*AIRFREIGHT PROCEDURE*

*Every MAWB/SUB Master HAWB consigned to International Cargo New Zealand Ltd must be addressed as under:*

Shipper: The origin agent      Consignee: ICE office - as under  
Description of Goods: 'Consolidation, as per attached manifest'

Auckland	International Cargo New Zealand Ltd c/o Ellery Freight Services Ltd 33 Rennie Drive Manukau, Auckland 2150 Contact : Scott Ellery Tel.: +649 2759803 Email: Prealerts@internationalcargo.co.nz
Wellington	International Cargo New Zealand Ltd c/o Ellery Freight Services Ltd 33 Rennie Drive Manukau, Auckland 2150 Contact : Scott Ellery Tel.: +649 2759803 Email: Prealerts@internationalcargo.co.nz
Christchurch	International Cargo New Zealand Ltd c/o Ellery Freight Services Ltd 33 Rennie Drive Manukau, Auckland 2150 Contact : Scott Ellery Tel.: +649 2759803 Email: Prealerts@internationalcargo.co.nz

**NOTE:**      Above air cargo bond facility details are for customs purpose only  
Correspondence, freight invoices etc. to be sent to our postal addresses

A manifest must be issued for every consolidation (incl. back-to-back, one line consolidations).

**NOTE:** An Amendment / Additional Processing Fee of A\$ 50.00 will be charged for every incorrectly documented and/or incorrectly addressed consolidation. This is additional to the New Zealand Customs penalties referred to below.

E-MAIL PRE-ADVICE: NEW ZEALAND CUSTOMS insist on specific information 12 hours prior to the arrival of the aircraft in the first airport in New Zealand. Therefore, please e-mail the following documents to the unique e-mail addresses shown above: copy of the MAWB, HAWB (showing full address of shipper and consignee, value of goods), Commercial Invoice, and Debit Note if freight collect and Manifest showing the name of the co-loader should you decide to co-load the consolidation!

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**Non-Compliance will result in delays upon arrival and failure to comply with these New Zealand Customs requirements will attract an automatic minimum penalty of NZ\$ 1300.00 (approx US\$ 900.00) per error and this penalty from New Zealand Customs will be invoiced to your office.**

IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO ASK

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*OCEAN FREIGHT PROCEDURE*

Every Ocean Ocean B/L or CO-Load B/L must be consigned to International Cargo New Zealand Ltd and must be addressed as under:

Shipper: The origin agent      Consignee: ICE office - as under      **Ocean B /L: Express or Seaway B/L – freight paid**

Auckland	International Cargo New Zealand Ltd c/o Ellery Freight Services Ltd 33 Rennie Drive Manukau, Auckland 2150 Contact : Scott Ellery Tel.: +649 2759803 Email: Prealerts@internationalcargo.co.nz
Wellington	International Cargo New Zealand Ltd c/o Ellery Freight Services Ltd 33 Rennie Drive Manukau, Auckland 2150 Contact : Scott Ellery Tel.: +649 2759803 Email: Prealerts@internationalcargo.co.nz
Christchurch	International Cargo New Zealand Ltd c/o Ellery Freight Services Ltd 33 Rennie Drive Manukau, Auckland 2150 Contact : Scott Ellery Tel.: +649 2759803 Email: Prealerts@internationalcargo.co.nz

E-MAIL PRE-ADVICE: NEW ZEALAND CUSTOMS insist on specific information 72 hours prior to the arrival of the vessel in the first port in New Zealand, so it is important to know the first port of arrival and it's arrival date, or otherwise send your pre-alert to the relevant ICE office at least 10 days prior to arrival.

Documents required are as follows:

- Express Ocean Bill of Lading or Express Co-Load Master Bill of Lading each showing the container and seal number.
- House Bill of Lading
- Packing Declaration
- Fumigation certificate, not required, if packing declaration stipulates that ISPM15 timber has been used
- Commercial invoice, if available
- Debit Note, if freight collect and Credit note for profit share as per agency agreement

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**Non-Compliance will result in delays upon arrival and failure to comply with these New Zealand Customs requirements will attract an automatic minimum penalty of NZ\$ 1300.00 (approx US\$ 900.00) per error and this penalty from New Zealand Customs, will be invoiced to your office.**

**IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO ASK**