

# International Cargo Express Agent Pack



**ICE**<sup>®</sup>  
INTERNATIONAL  
CARGO EXPRESS

# Standard Operating Procedures

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. 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 “Air Cargo Reports” and “Sea Cargo Reports” pursuant to Section 64AB of the Australian Customs Act 1901. We provide these Cargo Reports to Australian Customs based on the quality of information you provide.

We require you to provide the relevant information at the earliest possible time and in electronic format only. Faxes will not be accepted.

## Penalties

Noncompliance will result 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 AUD 8100.00 per error.

In addition other consequences for not complying with these rules include:

- Cargo Delays
- Storage Charges to be paid by your company
- Reduced Service Levels
- Extra Cost
- 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 6 hours before the first airport of arrival in Australia during business days
2. For weekend air cargo, all pre-alerts for flights landing on Saturday need to be sent by 4pm Friday (AEST). All prealerts for flights landing on Sunday need to be sent by 8am Saturday (AEST).
3. If air cargo is urgent, alternative arrangements must be made to ensure emails are monitored through the night
3. Sea cargo no later than 5 days before the first port of arrival in Australia.

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 days before it arrives in Sydney, we **MUST** report to Australian Customs 5 days before it arrives in Fremantle, not Sydney.

The same applies to air cargo; if it flies into Cairns on one flight but then moves on another flight to Sydney, we **MUST** report to Australian Customs 6 hours prior to its arrival in Cairns.

Please only use our generic email addresses that have been created specifically for your pre-alert notifications.

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

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

### **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 issued 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.

## **Delivered Duty Paid 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 Delivered Duty Paid shipment will not be processed.

## **Outlay of Duty and GST**

We do not extend credit on any government taxes (i.e. Duty and Tax). Therefore we require payment prior to outlay and release of cargo. We do not extend credit terms to any overseas agent with whom we have no regular business, having not traded in the past 12 month or having no trade record at all.

## **Personal Effects**

### **Airfreight from Australia**

ICE cannot handle any personal effects due to the Transport and Security Programme as set with DOTARS.

### **Sea freight from Australia**

We do not handle personal effects.

### **Airfreight and Sea freight to Australia – CPT / CIF / CFR 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 Delivered Duty Paid Personal effects Shipments.**

## **Banking fees**

All banking fees are for the account of the remitter. We expect payment in Australian Dollars only.

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

## **Note on DDP and DAP Shipments**

Increasingly we are receiving house bills and documents from suppliers and instructions from agents advising that the Inco-terms for shipments are DDP and DAP when the actual terms stated on commercial invoices are FCA or where the price stated cannot possibly include freight, handling, clearance and delivery costs.

Australian Border Force ( Customs ) have increased their monitoring of these shipments and are enforcing the correct documentation and reporting of these types of shipments. As such, the below charges are required for the clearance of shipments under DDP and DAP terms to avoid delays and additional charges:

### **DDP Shipments:**

In order for us to clear DDP shipments the terms DDP must be on the commercial invoice and the invoice must provide a breakdown of all costs included in the price.

These charges include all costs of getting the goods to Australia and all costs of clearance and delivery to the Australian recipient.

These will include:

- Overseas Ex works charges
- Overseas Freight
- Insurance
- Australia local handling charges
- Duty
- GST
- Entry Fees Quarantine Fees
- Agency/Clearance Charges
- Delivery charges

### **Import Clearance:**

Unless this information is declared the goods cannot be cleared as a DDP shipment. In this case the goods will be cleared under the importers name and ABN. Please note, there will be delays while we get clearance approval from the importer, who may also refuse.

## Note on DDP and DAP Shipments

### DAP Shipments:

DAP means we invoice all charges for the shipment to the shipper via our agent excluding import Duties and GST. Like DDP shipments, we suggest that the invoice should state that the terms are DAP and contain details as to what costs have been included in the price:

- Overseas Ex works charges
- Overseas Freight
- Insurance
- Australia local handling charges
- Entry Fees Quarantine Fees
- Agency/Clearance Charges
- Delivery charges

DAP clearance will always be in the name of the Australian importer who is the owner of the Duty and GST.

Whilst we appreciated that some customers may be reluctant to change their invoicing, your assistance to ensure compliance would be appreciated.

# Air Freight 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**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
284 Coward Street  
Mascot NSW 2020  
Tel: +61 (02) 96697800, Fax: +61 (02) 9669 7802  
E-mail: [sydairprealerts@icecargo.com.au](mailto:sydairprealerts@icecargo.com.au)

**MELBOURNE**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
39 Lambeck Drive  
Tullamarine VIC 3043  
Tel: +61 (03) 83748200  
E-mail: [melairprealerts@icecargo.com.au](mailto:melairprealerts@icecargo.com.au)

**ADELAIDE**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
C/o Bell Total Logistics Pty Ltd  
23 East Street  
Brompton SA 5007  
Tel: +61 (03) 83748200  
E-mail: [melairprealerts@icecargo.com.au](mailto:melairprealerts@icecargo.com.au)

**BRISBANE**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
C/o Air Menzies International  
Qantas Drive,  
Brisbane QLD 4009  
Tel: +61 (07) 36381300  
E-mail: [bneairprealerts@icecargo.com.au](mailto:bneairprealerts@icecargo.com.au)

**DARWIN**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
c/o Air Menzies International (Aust.) Pty Limited  
7 Travers Street, Coconut Grove NT 0810  
E-mail: [bneairprealerts@icecargo.com.au](mailto:bneairprealerts@icecargo.com.au)

**PERTH**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
c/o Multi Load  
6 Hazelhurst Street  
Kewdale, WA 6105  
Tel: +61 (08) 62151100, Fax: +61 (08) 9430 7821  
e-mail: [perairprealerts@icecargo.com.au](mailto:perairprealerts@icecargo.com.au)

# Air Freight Procedure

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

**NOTE:** An Amendment / Additional Processing Fee of AUD 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 6 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 at least 6 hours in advance. (Please note our alternative requests for weekend deliveries):

- Copy of Master Airway Bill
- House Airway Bill
- Fumigation certificate (If applicable)
- Commercial invoice (If available)
- Certificate of Origin / Free Trade Agreement (If available)
- Debit Note, if freight collect and Credit note for profit share as per agency agreement

Non-Compliance will result in delays upon arrival and failure to comply with these Australian Customs requirements will attract an automatic minimum penalty of AUD 8100.00 per error, and this penalty from Australian Customs will be invoiced to your office.



# Ocean Freight Procedure

Every 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 Pre-Paid

**SYDNEY**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
284 Coward Street  
Mascot NSW 2020  
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  
Tel: +61 (03) 83748200  
E-mail: [meloceanprealerts@icecargo.com.au](mailto:meloceanprealerts@icecargo.com.au)

**ADELAIDE**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
39 Lambeck Drive  
Tullamarine VIC 3043  
Tel: +61 (03) 83748200  
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  
Tel: +61 (07) 36381300  
E-mail: [brneoceanprealerts@icecargo.com.au](mailto:brneoceanprealerts@icecargo.com.au)

**DARWIN**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
Unit 1/789 Kingsford Smith Drive  
Eagle Farm QLD 4009  
Tel: +61 (07) 36381300  
E-mail: [brneoceanprealerts@icecargo.com.au](mailto:brneoceanprealerts@icecargo.com.au)

**PERTH**    **INTERNATIONAL CARGO EXPRESS PTY LIMITED**  
Victoria Quay Building  
70 Cantonment Street,  
Fremantle WA 6160  
Tel: +61 (08) 62151100, Fax: +61 (08) 9430 7821  
e-mail: [perooceanprealerts@icecargo.com.au](mailto:perooceanprealerts@icecargo.com.au)

# Ocean Freight Procedure

**E-MAIL PRE-ADVICE:** AUSTRALIAN CUSTOMS insist on specific information 96 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 (If applicable)
- Commercial invoice (If available)
- Certificate of Origin / Free Trade Agreement (If available)
- Debit Note, if freight collect and Credit note for profit share as per agency agreement

Non-Compliance will result in delays upon arrival and failure to comply with these Australian Customs requirements will attract an automatic minimum penalty of AUD 8100.00 per error, and this penalty from Australian Customs will be invoiced to your office.

# Delivered Duty Paid – Customs Clearance Procedure

Please reproduce following text on shipper's letterhead:

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 company details 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**.

Company Name

Address

Suburb

Postcode

Signature: .....

Date: .....

Position: .....

Name: .....

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

**PACKING DECLARATION**

**Vessel name:**..... **Voyage number:**.....

**Consignment identifier or numerical link**.....

**UNACCEPTABLE PACKAGING MATERIAL STATEMENT**

(Packaging material such as straw, peat, hay, chaff, used fruit & vegetable cartons are not permitted)

Q1 Have unacceptable packaging materials been used as packaging or dunnage in the consignments covered by this document?

A1 YES  NO

**TIMBER/BAMBOO PACKAGING/DUNNAGE STATEMENT**

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

Q2 Has timber/bamboo packaging/dunnage been used in consignments covered by this document?

A2 YES Timber  YES Bamboo  NO (nil timber/bamboo)

**TREATMENT CERTIFICATION (ONLY IF TIMBER/BAMBOO PACKAGING/DUNNAGE IS DECLARED IN QUESTION 2)**

Q3 All timber/bamboo packaging/dunnage used in the consignment has been (Please Indicate below)

**Treated and marked in compliance with ISPM 15**   
(Note: ISPM 15 is only applicable to timber packaging)

Or

**Treated in compliance with Department of Agriculture and Water Resources treatment requirements**   
(With accompanying treatment certificate)

Or

**Not treated**

**CONTAINER CLEANLINESS STATEMENT (for FCL/X consignments only - statement to be removed from document when not relevant)**

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: ..... Printed name:.....  
(Company representative)

Date of issue:.....  
(DD/MM/YYYY)

# National Personnel List

	First Name	Last Name	Position	Mobile	Direct	Email
Brisbane	Saskia	Ophorst	Branch Manager	0404 032 325	07 3638 1301	sophorst@icecargo.com.au
	Alice	Farley	BDM and National Marketing Manager	0437 645 544	07 3638 1305	afarley@icecargo.com.au
	Camila	Grotti	Marketing and Communications		07 3638 1306	cgrotti@icecargo.com.au
	Tara	Ford	Import Export Coordinator	0413 037 673	07 3638 1303	tford@icecargo.com.au
	Nickolas	Tumai	Import Export Coordinator		07 3638 1304	tford@icecargo.com.au
	Ronnie	Markicevich	Operations Clerk		07 3638 1302	rmarkicevich@icecargo.com.au
Melbourne	John	Mangiafico	Director and Branch Manager	0414 378 596	03 8374 8201	jmangiafico@icecargo.com.au
	Ben	Mihailovic	National China Development Manager	0406 381 346	03 8374 8204	bmihaiovic@icecargo.com.au
	Dan	Lin	Sea Cartage Coordinator		03 8374 8212	dlin@icecargo.com.au
	Darren	Pace	Operations Manager	0401 614 192	03 8374 8202	dpace@icecargo.com.au
	Dianne	Meparanum	Customs Compiler		03 8374 8217	dmeparanum@icecargo.com.au
	Erikson	Macalalad	Warehouse and Operations Coordinator		03 8374 8206	emacalalad@icecargo.com.au
	Gemma	Elkersh	Cartage Co-ordinator		03 8374 8220	gelkersh@icecargo.com.au
	Jasna	Kovacevic	Forwarding / Accounts		03 8374 8219	jkovacevic@icecargo.com.au
	Kathryn	Steinbach	Cartage Coordinator / Sea		03 8374 8207	ksteinbach@icecargo.com.au
	Marcus	Mangiafico	Global Forwarding Consultant	0402 199 964	03 8374 8208	mmangiafico@icecargo.com.au
	Martine	Dugan	Export Coordinator		03 8374 8209	mdugan@icecargo.com.au
	Michael	Porret	Business Development Manager	0404 019 634	03 8374 8203	mporret@icecargo.com.au
	Mosh	Elkersh	Cartage Coordinator / Sea		03 8374 8218	melkersh@icecargo.com.au
	Rasmus	Wurr	Global Forwarding Consultant	0498 059 680	03 8374 8216	rwurr@icecargo.com.au
	Richard	Orrico	Import Sea Coordinator		03 8374 8211	rorrico@icecargo.com.au
Rowena	La Rosa	Import Air Coordinator		03 8374 8205	rlrosa@icecargo.com.au	
Vesna	Grgic	Export Supervisor		03 8374 8213	vgrgic@icecargo.com.au	
Zoe	Fazio	Cartage Coordinator / Sea		03 8374 8215	zfazio@icecargo.com.au	
Perth	Ronald	Spahr	Acting Branch Manager	0414 293 322	02 9669 7856	rspahr@icecargo.com.au
	Ching Ching	Chang	Import and Export - Sea and Air		08 6215 1106	cchang@icecargo.com.au
	Jayden	McDonald	Import and Export - Sea and Air		08 6215 1102	jmcdonald@icecargo.com.au
	Marc	Moreschi	Import and Export - Sea and Air		08 6215 1104	mmoreschi@icecargo.com.au
	Shannon	Rowe	Operations Manager		08 6215 1107	srowe@icecargo.com.au
	Stuart	Mounter	Global Forwarding Consultant		08 6215 1103	smounter@icecargo.com.au
Sydney	George	Kyriakides	Director and Branch Manager	0419 462 557	02 9669 7888	gkyriakides@icecargo.com.au
	Adam	Colvin	Global Forwarding Consultant	0416 128 443	02 9669 7818	acolvin@icecargo.com.au
	Adam	Crawley	Customs Broker		02 9669 7834	acrawley@icecargo.com.au
	Alexandria	Cottaris	Import Export Coordinator		02 9669 7824	acottaris@icecargo.com.au
	Andre	Pipino	Global Forwarding Consultant	0481 254 858	02 9669 7810	apipino@icecargo.com.au
	Angelique	Spiropoulos	Customs Broker		02 9669 7825	aspiropoulos@icecargo.com.au
	Anna	Angelkoska	Operations Manager	0419 265 547	02 9669 7815	aangelkoska@icecargo.com.au
	Daniel	Ruppas	Import Export Coordinator		02 9669 7812	druppas@icecargo.com.au
	Nathan	Stanton	Customs Broker		02 9669 7877	nstanton@icecargo.com.au
	Shane	Francis	Cartage Coordinator		02 9669 7811	sfrancis@icecargo.com.au
	Shane	Barnes	Airfreight Supervisor	0414 407 576	02 9669 7817	sbarnes@icecargo.com.au
	Stephen	Roberson	Customs Manager	0400 405 048	02 9669 7814	sroberson@icecargo.com.au
	Otila	Leau	Cartage Coordinator		02 9669 7819	oleau@icecargo.com.au
Mark	Beardsley	Cartage Coordinator		02 9669 7803	mbeardsley@icecargo.com.au	
Mark	Mackovski	Operations & Logistics Co-ordinator		02 9669 7816	mmackovski@icecargo.com.au	
Head Office	Ronald	Spahr	Managing Director	0414 293 322	02 9669 7856	rspahr@icecargo.com.au
	Riccardo	Vitti	National Statagic Development Manager	0414 507 922	03 8374 8210	rvitti@icecargo.com.au
	Bridget	Sourng	Accounts Payable		02 9669 7893	bsourng@icecargo.com.au
	Kristina	McLaren	Credit Controller		02 9669 7833	kmclaren@icecargo.com.au
	Sophie	Karalis	Accounts Supervisor		02 9669 7821	skaralis@icecargo.com.au
	Stella	So	Overseas Accounts		02 9669 7822	sso@icecargo.com.au