Australian BORDER FORCE

DIGITAL CERTIFICATE ENQUIRY FORM

NOTE: Please complete all fields on this form.
Incomplete forms will not be processed.

Contact Details	
Client Name (your name):	
Company Name (name of the company you work for):	
ABN (the company's ABN):	
Contact Number (a current phone number you can be reached on):	
Email Address (your current email address or one mail can be sent to you):	

General Information
Q. Is the company/individual already registered in the Integrated Cargo System?
A.
Q. Is the company/individual already directly communicating through the ICS using Digital Certificates?
A.
Q. Name/s of Authorised Officer/s in the company (certificate administrators):
A.
Q. Email address of the Certificate Administrator/s:
A.
Q. Is the certificate new (not previously registered) or is it a renewed certificate?
A.
Q. Are you a new user to this organisation?
A.

Certificate Information	
Certificate Type (i.e Type 1, Type 2 etc):	
ABN (the company's ABN):	
Digital Certificate Holders Name (name of registered Digital Certificate holder):	
Certificate Email Address (email address registered to Digital Certificate):	
Expiry date of Certificate (the date the certificate expires)	

Brief Description of Problem

1. Certificate Stores– a screenshot of the Certificate stores MUST be attached to your enquiry.
   https://www.abf.gov.au/help-and-support-subsite/files/fact-sheets/cs-emailing-screenshot.pdf

2. Logon error – if you are receiving a logon error, a screenshot of the error must also be attached.
   https://www.abf.gov.au/help-and-support-subsite/files/fact-sheets/cs-emailing-screenshot.pdf

3. User Guides- https://www.abf.gov.au/help-and-support/ics/integrated-cargo-system-(ics)/using-the-ics/digital-certificates

Email this form and your screenshot/s to cmc@abf.gov.au