Australian Government
Australian Customs Service



EVIDENCE OF IDENTITY FOR DOCUMENTARY (PAPER) TRANSACTIONS

(Effective 20 April 2007)

Since the introduction of Integrated Cargo System (ICS) functionality, importers and exporters have been required to provide evidence of identity (EOI) when lodging documentary transactions with Customs. The EOI procedures for imports and exports have been the same, however these procedures and requirements have changed.

The main procedural difference has been the use of authorised Australia Post outlets to conduct EOI on behalf of Customs for exports transactions. This did not apply to imports transactions.

From 20 April 2007, Australia Post will no longer have a role in conducting EOI checks for documentary export transactions. From that date, procedures for exports and imports will be identical, reflecting the current imports processes outlined below.

EOI PROCEDURES - IMPORTS AND EXPORTS

Generally, Customs will not accept faxed or mailed import or export documentary transactions.
The exceptions for faxing or mailing documentary transactions are:

Clients located in rural or remote areas

Under the following conditions, clients must ensure that:

- Faxed or mailed documents **must** have supporting (photocopied) evidence of identity (EOI) documents attached, as per requirements specified below; and
- Documents must be faxed or mailed to the contact details specified at Table 3.

Clients that import or export cargo through Australia Post mail

Documentary transactions may be presented at any Customs counter.
Clients are required to undergo an EOI check each time they present Customs-related documentary transactions at Customs counters.

WHAT IS EOI?

EOI is a verification process that individuals and businesses are required to undertake to prove who they are.

All electronic users of the ICS are required to undergo an EOI check when applying for a digital certificate. This is a pre-requisite for communicating with the ICS.

Processing of documentary transactions can only occur at Customs counters after an EOI check has been completed.

EOI checks are conducted on the person presenting the documentary transactions. This may be the owner or owner's authorised agent, representative or nominee, depending on the requirement of the particular document or transaction.

Clients will need to provide 100 points of identification **every time** they present documentary transactions to Customs. All identity documents must be originals.

Table 1 provides a list of identity document types, and their point values, that may be accepted as EOI.

The documents presented must include one primary document, and one or more secondary documents. If a **current photograph** is not provided by the primary document, then it must be provided as part of a secondary document.

If the name shown on the primary document differs from that shown in the secondary documents, proof of the reason for that name change must be provided. This proof does not count towards the 100-point check.

WHAT DOCUMENTS REQUIRE EOI?

Table 2 outlines a range of Customs documents and whether an EOI check will be required when they are presented.

COURIER ARRANGEMENTS

Owners may wish to use couriers, or a regular employee, for presenting documentary transactions at specified Customs counters. Owners using couriers must arrange prior approval from Customs. This will involve the owner arranging and then attending an interview.

At the interview, owners will be required to provide:

- a 'letter of authorisation' (see table 4) stating that the courier or employee is acting on behalf of the owner. The letter must be signed by the owner, or in the case of a company, the Director, Secretary, or a public office holder. Companies that have State operations may also have authorising officers or State managers sign the letter of authorisation. The person who signs the letter must be the person who attends the interview. The letter of authorisation must be on company letterhead and include a photo/s of the courier/s or employee/s, and the full name of the individual/s.

- EOI documentation (total value of 100 points) to support the identity of the person signing the letter of authorisation. In the case of companies, a further independent check will ensure that the person attending the interview holds one of the required positions to commit the company to the arrangements sought.

At the interview, Customs will discuss and agree with the owner the counters that couriers or employees can use to present import documents, and a start date for the agreement.

VISITORS TO AUSTRALIA

An international travel document may be accepted as sufficient EOI if the person:

- was not ordinarily a resident in Australia immediately before their arrival, or
- has been in Australia for less than six weeks.

REQUESTS FOR ADDITIONAL DOCUMENTATION

Customs may ask for further documents to be produced in relation to documentary transactions lodged. These additional documents will be able to be faxed or mailed direct to Customs, without further EOI checks, as they relate directly to the original lodgement of the document.

For more information, email information@customs.gov.au or phone 1300 558 099.

TABLE 1: IDENTITY DOCUMENT TYPES

EXAMPLE DOCUMENT TYPES	POINTS VALUE

Primary documents
• Full birth certificate
• Australian citizenship certificate
• International travel document:
  o passport - current
  o passport - expired within past two years, but not cancelled
• Other document of identity having the same characteristics as a passport
	70

Secondary documents - including photograph or signature of client • Licence or permit issued under a law of the Commonwealth, a State or Territory (eg, an Australian driver's licence or an Australian shooter's permit) • Public Service employee identity card • Identification card issued to a student at a tertiary education institute • Identification card issued by the Commonwealth or a State or Territory as evidence of a person's entitlement to a financial benefit	40
Other documents • Mortgage documents • Letter from employer (current or within past two years) • Rating notice (eg land rates)	35
• Marriage certificate (for maiden name) • Credit card • Council rates notice • Medicare card • Foreign driver's licence	25

TABLE 2: CUSTOMS DOCUMENTS

DOCUMENT TYPE	EOI CHECK REQUIRED?
Export Declarations Documentary export declarations need to be signed by the exporter or agent.	YES
Import Declaration Manual import declarations need to be **signed** by the owner or authorised agent. The authorised agent is defined under Section 181 of the Customs Act 1901, being an employee of the owner or a customs broker. Only the owner or authorised agent who has signed the import declaration can **present** the declaration and undergo the EOI check. Customs will allow the pre-approved authority of the owner to appoint another party to present the signed import declaration to Customs, (courier arrangements).	YES
Carnet (document for temporary importation under international conventions) The holder of the Carnet or a Carnet holder's authorised representative can present a Carnet application to Customs. Organisers of events would normally apply to Customs in advance, and could apply for a courier arrangement when a larger number of Carnets or temporary documents need to be represented.	YES
Unaccompanied Personal Effects Statement (Customs form B534) The owner, nominee, or representative can present a signed B534. High Volume Specialist Operators (HVSOs) may apply for a courier to be set up with a letter of authorisation.	YES
Applications for release of goods requiring security Where the application for security is presented with a manual import declaration EOI will be conducted to cover both the security application and the manual import declaration. If a client has a digital certificate and presents a prelodged version of an electronic import declaration with the security application, an EOI check will not be required.	YES
Weekly Settlement (N30) Import Declaration	YES
Section 70 Application - special clearance goods (eg perishable food)	YES
Section 71E Movement Application Movement applications relate directly with an import declaration that has an associated Exam Advice or a Carnet requiring examination at a location other than a Customs place.	NO
Amendment request for an import or warehouse declaration EOI requirements will have already been conducted on the initial version.	NO
Tariff or Valuation Advices	NO
	NO

Amendments to import documents Where the amendment directly relates to a previously lodged import declaration or other import document that has had EOI applied.	

TABLE 3: DOCUMENT MAILING ADDRESS AND FAX NUMBER DETAILS

STATE / TERRITORY	MAILING ADDRESSES	FAX NUMBERS
Western Australia	Client Services PO Box 396 FREMANTLE WA 6959	(08) 9477 8680
New South Wales	Australian Customs Service Lodgements Section Locked Bag 3000 Sydney International Airport SYDNEY NSW 2020	(02) 8339 6707
Victoria	Client Services (City) 1010 LaTrobe Street, MELBOURNE DOCKLANDS, VIC, 3008. GPO Box 2809 MELBOURNE VIC 3001	(03) 9244 8010
	Client Services (Tullamarine) Customs House Melbourne Airport TULLAMARINE VIC 3000	(03) 9339 1288 (03) 9339 1222
Queensland	Level 2, Terrica Place GPO Box 1464 BRISBANE QLD 4001	(07) 3835 3479
Northern Territory	Australian Customs Service Attention: Cargo Services GPO Box 210 DARWIN NT 0801	(08) 8980 6540
South Australia	Customs House Australian Customs Service 220 Commercial Road PORT ADELAIDE SA 5015	(08) 8447 9208
Tasmania	Australian Customs Service GPO 148B HOBART TAS 7001	(03) 6230 1261
Australian Capital Territory	Customs House Plaza Level 5 Constitution Avenue CANBERRA CITY ACT 2601	Telephone: 02 6275 6007 Facsimile: 02 6275 6005

TABLE 4: SAMPLE LETTER OF AUTHORISATION

Company Letterhead

(Date)

Australian Customs Service
(Address)

TO WHOM IT MAY CONCERN

I hereby authorise our employee/courier _____ (employee or courier name) to lodge documentation on behalf of _____ (Company Name).

Documents will be lodged at (Name of Customs location)

The photo below is a true likeness of _____ (name of employee or courier).

Regards,

Copy of employees ID Photo or Drivers Licence

For more information
Go to www.cargosupport.gov.au
Email cargosupport@customs.gov.au
Phone 1300 558 099