August 2016

QRG 15

Registration – Setting up your billing
## MARS quick reference guide

Biosecurity

MARS will provide accurate and timely billing, and also the ability to make changes throughout a voyage. Once you start using MARS, Records of Service (ROS) will no longer be available to you. The department's Finance Management Information System (FMIS) issues invoices, not MARS.

What must you do

The choice of registration setup in MARS can be tailored to complement your business structure and internal arrangements. This is largely based on the set up you have in the department's FMIS as per your account (also known as Unique Registration Number/s (URN)); and the arrangements you have between port offices and head offices for billing purposes. This URN may be linked to your bank account arrangements, noting that if you pay by Electronic Funds Transfer (EFT), the department provides one bank account per URN for payment.

Option 1 – When your organisation has multiple account numbers

This option is suitable for agencies where port agencies manage the verification of charges and use this information for their own cost recovery arrangements. An important consideration when choosing this option is that payments for each account will need to be made into one unique bank account number.
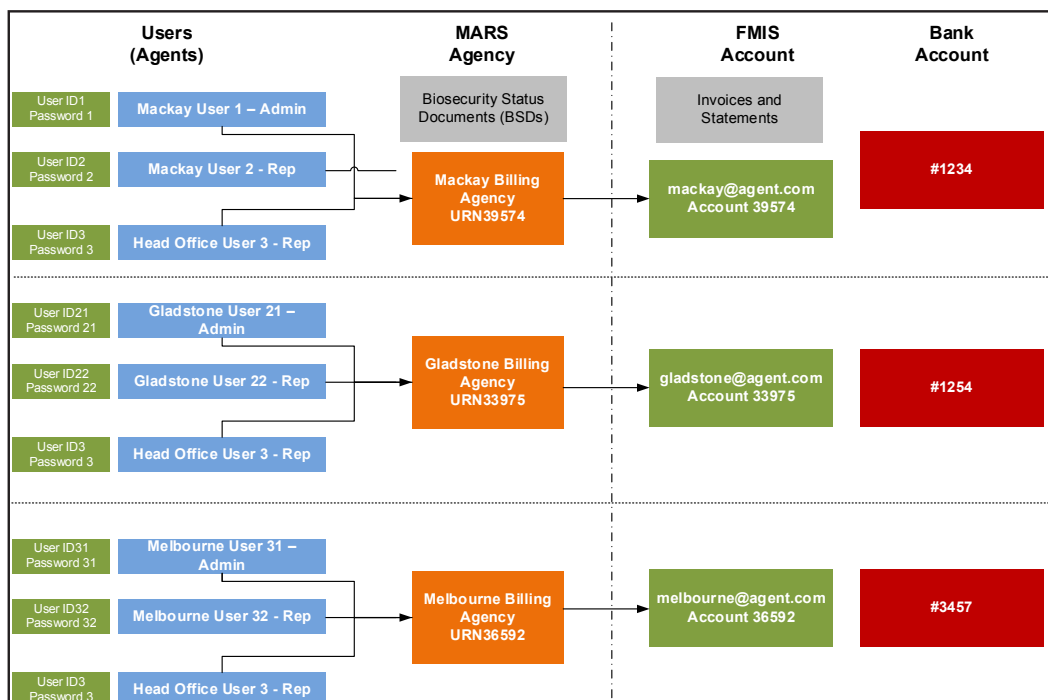
Option 2 – When your organisation has a single account number

This option is suitable for agencies where head office manage the verification and payment of charges. Port offices can still view charging information in MARS for verification purposes.
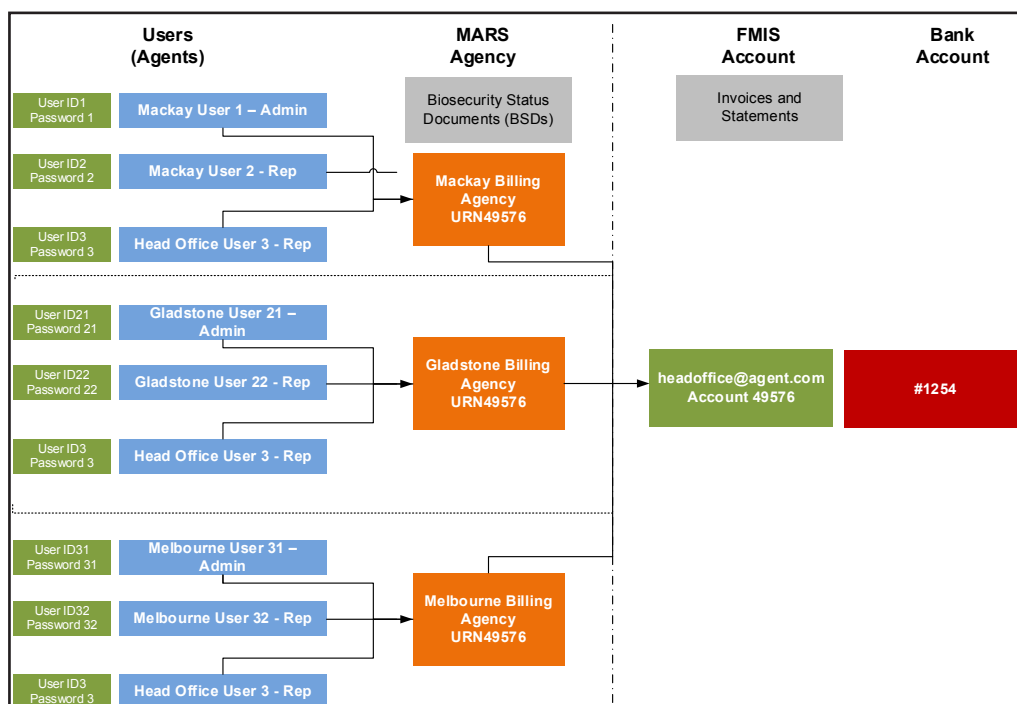
Additional Information about MARS and Billing

- Invoices are triggered by the departure date of a vessel and are issued within 24 hours of a vessel departing from a port.
- A single invoice is generated per port visit, per vessel (note: BPAY continues as one payment per invoice).
- The ability to view a summary of invoices, including un-invoiced charges and the payment status of each invoice is available in MARS.
- For more detailed information on how to register for access to MARS, please refer to the Quick Reference Guide 01 – Accessing MARS.
- The department will continue to review the department's FMIS and any changes to billing set up will be consulted with industry accordingly.

What now?

- For urgent issues, you can follow up on the application by phoning the Maritime National Coordination Centre (MNCC).
- The department's service responsibilities and standard of service commitment is detailed in the Client Service Charter available at agriculture.gov.au/about/commitment/client-service-charter.

Contact 1300 004 605
(free call in Australia and is in English)

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