Updating the nominated email address in the ICS

This task card outlines the steps to view and update your email address in the Integrated Cargo System (ICS) in order to receive AEP NCCC or AEPCOMM directions.

If you receive the record of service but not the biosecurity directions, follow the steps below.

1   Summary

As mentioned in industry notice 53-2018, commencing 23 June 2018 all directions generated by AEP will be emailed to the email address nominated in the brokerage branch field in the ICS.

This change will enable biosecurity industry participants (BIP) under class 19.1 (NCCC) and 19.2 (AEPCOMM) to update email details for AEP directions without having to contact the department. It is a requirement under AA class 19.1 (NCCC) and AA class 19.2 (AEPCOMM) that the BIP ensures they receive and comply with directions issued by the department.

In addition to this, where applicable, AEP generated biosecurity directions will also be sent to the importer and the nominated approved arrangement premise (AA site) for goods that require biosecurity intervention.

AEP generated directions can only be sent to the importer and the AA site if:

- Importers have registered their email in the ICS
- AA sites have registered their email with the department to receive directions as part of their AA registration.

In addition to system generated directions, any non-compliance advice notices issued in AIMS by the department will also be sent to the nominated email address located in the brokerage branch field for the corresponding branch ID in ICS. As only **one email address** is available to be registered in the ICS, it is the responsibility of the BIP to ensure directions and non-compliance advice notices are distributed to the appropriate contacts and actioned in accordance with the AA requirements.

Notably, where the location of a direction for biosecurity intervention requires amendment, the BIP is responsible for informing the relevant parties of the change.

2   How to check or update your email address in the ICS

- Log in to the ICS.
- From the production screen there is a title called **Branches**. Select **Branches**.
- Then in the drop-down field select your branch ID. This should now be the **Client Branch View**.
- At the bottom of the page, there is **Contacts**. The email address entered here and marked **Yes** under **Primary Contact** will be the email address for all AEP directions.

If further assistance is required please contact *AEPsupport@agriculture.gov.au* or call 1800 900 090