

**From:** Wally Futschik  
**Sent:** Friday, 21 October 2005 7:54 AM  
**Subject:** bulletin : UPDATE ON CUSTOMS SOFTWARE AND RESULTANT CARGO DELAYS

Please heed this latest extract from ABC website abstracting the delays at Sydney wharfs created by the implementation of the new customs "CMR" automation package.

Whilst not spoken of in this article airfreight terminals are experiencing similar issues. Although the problems continue to be well documented in the general media, we will endeavour to update you of any significant developments. Rest assured we are doing all within our power to minimise resultant delays.

## **Port backs up as Customs tackles software troubles**

The New South Wales Government says it is concerned that ships may be turned away from the state's largest port because of a major backlog.

The problem has been caused by flaws with a new cargo automation system that was introduced by the Customs service last week.

New South Wales Ports Minister Eric Roozendaal says Sydney's Port Botany facility has reached 90 per cent of its capacity.

He says the Customs service should consider reverting to the old computer system until the backlog is cleared.

"If urgent action isn't taken, I'm advised that in 48 hours the port may reach capacity and ships may have to be turned away," he said.

David Collins from Customs says while there are major backlogs caused by problems with the new computer system, he is hopeful no ships will be turned away.

"We think that our contingency arrangements will have the effect of quite rapidly moving the backlog," he said.

Federal Customs Minister Chris Ellison is meeting industry groups to discuss the issue this afternoon.

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