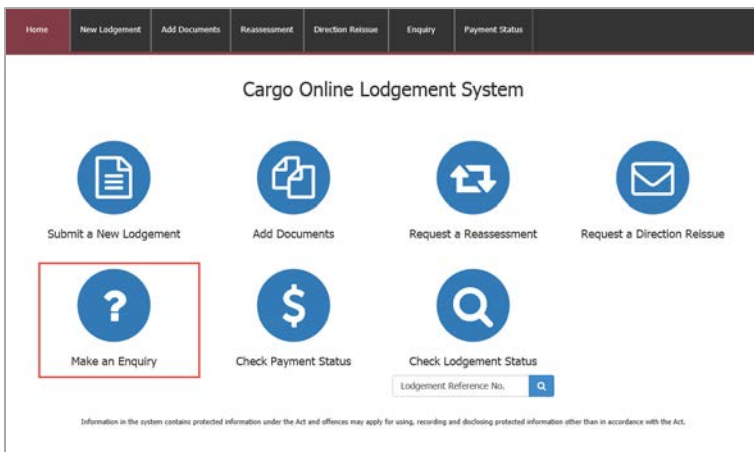# How do I make an enquiry

This task card demonstrates how to submit an enquiry to the department regarding your lodgement. You can use this function to make a consignment specific enquiry, request a location change for your consignment, as well as quarantine document processing, imported food document processing and general import enquiries.

1. Make an enquiry

1.1 Home page

Go to the Cargo Online Lodgement System.

Select **Make an Enquiry**

1.2 Enquiry Details

Here you can choose the **Enquiry type** you wish to make to the department.

From the list select the desired **Enquiry type.**

✉ imports@agriculture.gov.au
☎ 1800 900 090
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You can choose Consignment specific enquiry, Location change, Quarantine document processing, Imported food document processing or a General import enquiry.

- **Consignment specific enquiry** select this when enquiring about a specific consignment for which documents have been lodged and the assessment has not been completed.
- **Location Change** select this when needing to make a change of Inspection or Approved Arrangements site.
- **Quarantine document processing** select this for specific questions about importing goods that are subject to quarantine.
- **Imported food document processing** select this for specific questions about importing goods that are subject to imported food requirements.
- **General import enquiry** select this for general questions about importing goods into Australia.

Once you select the **Enquiry type**

* denotes a mandatory field

Depending upon your enquiry you may be required to enter information regarding a current entry.

If required enter your **Lodgement Reference Number** (LRN) and the **Entry number**.

The LRN will be the number given at the time of the original lodgement.

It is a 26 digit number.

You can copy and paste the LRN from your email notification that you received at the time of initial lodgement.

Enter your **Entry Number**

You Entry Number is the number allocated from AIMS when you lodge your consignment.

1.3   Contact Details

Complete your Contact Details

Enter a valid Australian phone number consisting of a 2 digit area code followed by 8 digits, or a 10 digit mobile number

Select **Next**

1.4 Documentation

Here you may add any documentation that may assist with your enquiry to the department.

Select the **+** to add documents to your enquiry.

You will be presented with a new window.

Select **Choose Files** to browse your file to upload.

Alternatively you may select a number of files and drop them in the file box.

Select **Save** to upload the chosen document(s)

You will be asked to identify the **Document Type**. This is a mandatory field. Select your document type from the dropdown list. Choose **Other** if your document type is not listed.

Documents may not exceed 10.0MB in total

Document Reference is any additional information that will help department staff who are interpreting or executing this document.

Repeat as necessary.

Add any **Additional Comments** that may help with the assessment of the documentation.

Select the **General Declaration** box.

By selecting the checkbox you declare that the information provided on your form is true and correct.

Read the Privacy statement.

Select Submit

1.5 Submission Confirmation

You will receive an email notification that your lodgement has been submitted.

Make an Enquiry   Required fields denoted by *

Enquiry   Documentation   **Submitted**

Submission Confirmation

Your lodgement has now been received by the Department of Agriculture and Water Resources and will be assessed as soon as possible.

You will now receive a confirmation of this lodgement via email to the email address you nominated within the form. Please keep the email as receipt of your lodgement.

Your Lodgement Reference Number (LRN) is **CN02800020171110143155003.**

This number is unique to this lodgement and it can be used to identify your consignment when using other parts of the Cargo Online Lodgement System.

Finished

You will receive an email confirmation. This should be kept as a receipt of your lodgement.

Your enquiry is with the department for assessment.