

How do I request a direction to be reissued?

This task card demonstrates how to request the department to reissue a direction that has been previously issued to your consignment. You may have misplaced your notification with the direction. The direction will be sent to the email address that is currently held in Australian Quarantine and Inspection Service Import Management System (AIMS).

1. Reissue my direction

1.1 Home page

Go to the Cargo Online Lodgement System

The screenshot shows the Cargo Online Lodgement System home page. At the top, there is a navigation bar with links: Home, New Lodgement, Add Documents, Reassessment, Direction Reissue, Enquiry, and Payment Status. Below the navigation bar, the page title is 'Cargo Online Lodgement System'. There are six main action buttons arranged in two rows. The first row contains: 'Submit a New Lodgement' (document icon), 'Add Documents' (document with plus icon), 'Request a Reassessment' (refresh icon), and 'Request a Direction Reissue' (envelope icon, highlighted with a red box). The second row contains: 'Make an Enquiry' (question mark icon), 'Check Payment Status' (dollar sign icon), and 'Check Lodgement Status' (magnifying glass icon). Below these buttons is a search bar labeled 'Lodgement Reference No.' with a search icon. At the bottom, there is a small disclaimer: 'Information in the system contains protected information under the Act and offences may apply for using, recording and disclosing protected information other than in accordance with the Act.'

Select **Request a Direction Reissue**

1.2 Entry Details

The screenshot shows the 'Request a Direction Reissue' form. At the top, there is a navigation bar with links: Home, New Lodgement, Add Documents, Reassessment, Direction Reissue, Enquiry, and Payment Status. Below the navigation bar, the page title is 'Request a Direction Reissue'. There is a progress bar with three steps: 'Reference' (highlighted in green), 'Reissue Details', and 'Submitted'. Below the progress bar, there are two required input fields: 'Please enter the Full Import Declaration (FID)/Entry number' and 'Please enter your Broker/Importer Branch ID'. Both fields have a red asterisk indicating they are required. At the bottom left, there is a 'Cancel' button. At the bottom right, there is a 'Retrieve Details' button, which is highlighted with a red box.

Enter your **Full Import Declaration (FID)/Entry number** and your **Broker /Importer Branch ID**.

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

Select [Retrieve Details](#)

1.3 Reissue Details

Request a Direction Reissue Required fields denoted by *

Reference → **Reissue Details** → Submitted

Reissue Details

Send direction to email address recorded in AIMS? * Yes No

Declaration

General Declaration * By selecting the checkbox you declare that the information provided in this form is true and correct.

Providing false or misleading statements, information or documents to the Commonwealth, or to any other person in purported compliance with the law of the Commonwealth, is a serious offence under the Criminal Code Act 1995 (Cth) and is punishable by up to 12 months imprisonment.

Information in the system contains protected information under the Act and offences may apply for using, recording and disclosing protected information other than in accordance with the Act.

[Cancel](#) [Submit](#)

Answer **Yes** if you wish to have the direction reissued to your email recorded in AIMS.
If you select **No** you will be prompted to enter a Distribution email.

Select [Submit](#)

1.5 Submission Confirmation

Request a Direction Reissue Required fields denoted by *

Reissue → 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 **AMFFP100920171027140752432**.

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 notification that your lodgement has been submitted.

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