COLS Software Developers Guide

Department of Agriculture, Fisheries and Forestry

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Purpose

This document describes the COLS application program interfaces (APIs) that allow third party software developers to submit import documentation for assessment by the Department of Agriculture, Fisheries and Forestry (DAFF).

Audience

This document should be read by any third-party software developers intending to design, implement or maintain APIs to the COLS application.

Scope

This document relates to the COLS application program interfaces and specifically addresses:

- Submitting a new lodgement
- Lodging additional documents to an existing lodgement, also known as a Lodgement Reference Number (LRN)
- Requesting a reassessment of an existing LRN
- Making an enquiry regarding an existing LRN or a general import enquiry
- Check payment status
- Check lodgement status

Subscription Keys

The authentication method for COLS APIs is via Subscription Keys.

Software vendors can register and get issued a subscription key for the development and testing of API integration.

Broker and Importer organisations can register and receive a Production subscription key, when using a software application with COLS API integration.

Registration will require the organisation provide company details, including Australian Business Number (ABN) and acknowledgement of the departmental disclaimer.

In the event that a subscription key is compromised, the department will disable the subscription key immediately. The subscription key owner will need to contact the department for another to be re-issued.

Interface Testing

To allow third party software developers to test their interfaces the Department of Agriculture, Fisheries and Forestry (the Department) has established a Vendor (VND) testing environment. This environment will allow developers to communicate with the COLS application program interfaces (APIs) to ensure that their applications are transmitting acceptable data.

The services within this environment will perform the same functionality as the live services. Access to the VND test environment is restricted. To gain access please e-mail BSDSAdmin@agriculture.gov.au.

Maintenance of Interfaces

It is the Department's intention to minimise all COLS API changes to allow for the ongoing operation of third-party software. From time to time however it is expected that new business requirements will mandate an update to the COLS APIs. During such changes it is possible that new APIs will be added, or existing APIs may change resulting in changes to their associated business rules, the introduction of new business rules or the deletion of current business rules.

During these changes a developer may find that their application requires further development to remain compliant with the COLS APIs. It is in the best interest of all software developers to design their applications with the flexibility to allow for interface evolution.

The Department will allow an adequate period for software developers to amend their software in response to interface changes. All third-party software developers who wish to continue to utilise the COLS APIs will need to make the necessary changes to their application to comply with these business rule changes and may be required to redeploy their applications.

Disclaimer

Any person who chooses to develop or use an application that communicates with COLS does so on the basis that they acknowledge:

- schemas and business rules and any other aspect of COLS may be changed, and COLS can be suspended, superseded, replaced, or withdrawn, at any time and for any reason;
- The Department of Agriculture, Fisheries and Forestry has no involvement or responsibility of any kind in relation to such applications including, without limitation, in relation to their development, testing, promotion, support, training, use (including end user support, training and use) or any other matter relating to any such application (other than as a receiver of COLS data);
- to the extent permitted by law the Department of Agriculture, Fisheries and Forestry makes no representation, and provides no warranty, of any kind (whether express or implied) in respect to

COLS, or any such application, or any related matter, without limitation including in respect to condition, quality, performance, merchantability, durability or fitness for purpose; and

the development or use of any such application is entirely at the developer's or user's own cost and risk and without any liability (whether direct, indirect or consequential, no matter how arising, including whether on the basis of contract, statute, promissory estoppel, quantum meruit or other quasi contractual or restitutionary grounds, in negligence or any other grounds whatsoever) on the part of Department of Agriculture, Fisheries and Forestry or any other person.

It is mandatory that each third-party software developer using the COLS APIs display and enforce acknowledgement of the above disclaimer to all third-party users of their application.

General declaration

In addition to displaying the above-mentioned disclaimer, any person using the third-party software application that submits records to COLS who chooses to use an application that submits records to COLS does so on the basis that they are presented and acknowledge the following Declaration and Privacy statement on submission of each COLS B2G record:

Declaration

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 Biosecurity Act 2015 (Cth) and offences may apply for using, recording and disclosing protected information other than in accordance with the Biosecurity Act 2015 (Cth) .

Privacy Statement

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable. 'Personal information' that is collected under or in accordance with the *Biosecurity Act 2015* (Cth) (Biosecurity Act) is also 'protected information' under the Biosecurity Act.

The collection of 'protected information' including personal information (as defined by the *Privacy Act 1988* (Cth)) by the Department of Agriculture, Fisheries and Forestry in relation to this form is being collected under the Biosecurity Act 2015 for the purposes of assessing whether the consignment meets the import conditions and related purposes. If the relevant personal information requested in this form is not provided by you, you may be in contravention of your import conditions. Information collected by the department will only be used or disclosed as authorised under the Biosecurity Act.

The personal information requested on this form may be disclosed to other Australian agencies including the Australian Border Force, and other persons or organisation where necessary for the above purposes. It will not usually be disclosed overseas. In every case it will only be disclosed if authorised by the Biosecurity Act.

See our <u>Privacy Policy</u> web page to learn more about accessing or correcting personal information or making a complaint. Alternatively, email the department at privacy@agriculture.gov.au.

Acronyms

The following abbreviations and acronyms are used throughout this document.

Abbreviations and Acronyms

Acronym	Description
AIMS	Agriculture Imports Management System
API	Application Program Interface
APIM	Azure API Management
COLS	Cargo Online Lodgement System
B2G	Business to Government
DAFF	Department of Agriculture, Fisheries and Forestry
FID	Full Import Declaration
Import Conditions	Conditions that are or may be imposed by legislation, under which a consignment may be imported.
Import Permit	A written document granted by the Director of Biosecurity or a delegate to the person, or a person acting on behalf of the person, to bring or import certain conditionally non-prohibited goods into Australian territory.
RBA	Reserve Bank of Australia

COLS Overview

The COLS B2G API capability allows clients to submit import documents for departmental Assessment Officers to review and assess the documents.

The submission of a new lodgement consists of submitting the addNewLodgement API to transfer information about the Full Import Declaration (FID) and then attaching documents to the record via the addAttachment API. Some Broker may be required to submit a payment for the assessment if they do not have a Client Account with the department.

In addition to creating new lodgements, COLS B2G APIs have the capability to submit additional documentation to an existing lodgement, make reassessment requests, enquiries and status checks for payments and lodgements.

The flow shown below in Figure 1 describes the API flows for submitting a new lodgement, making a payment for the assessment and attaching documents. All third-party software developers should be aware of these flows when designing the implementation of their applications to ensure the correct information is returned to their applications. Failure to understand this information could lead to additional information being returned for a specified import scenario.

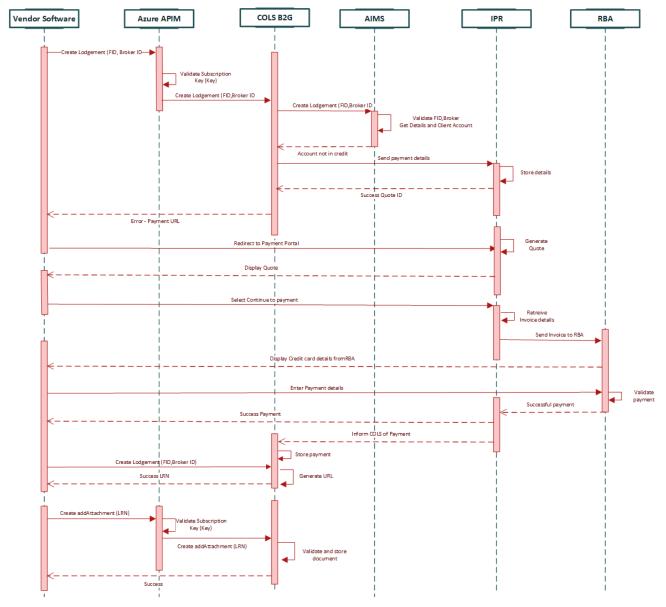


Figure 1 COLS B2G data flow

Figure 1: COLS B2G Logical Information Flows shows a sample scenario of a submitting a new lodgement.

- Submit a new lodgement by entering all mandatory and optional fields and send.
- Checking the FID payment status and receiving an IPR URL to process credit card payment
- Resubmitting the new lodgement and the Successful response with a LRN issued.
- Send addAttachment API with attachment and all mandatory and optional fields. Set lastDoc to true to end transaction.
- addAttachment response success will commit transaction

Each of these steps is further discussed in the sections of this document and details of each function are provided in the API Services section of this document.

COLS B2G Schemas

```
addNewLodgement API
LodgementRequest{
     entryNumber
                                string
     branchId
                                string
     biconReference
                                string
     importPermitNumber
                                string
     contactName
                                string
     phoneNumber
                                string
     email
                                string
     thirdPartyInd
                                boolean
     thirdPartyEmail
                                string
     aaRefNum
                                string
     lateLodgementReason
                                string
     lateLodgementDetails
                                string
     directionRequests
                                [...]
     deliveryClassification
                                string
     unpackAddress
                                string
     additionalComment
                                string
     generalDeclaration
                                Boolean
}
DirectionRequest{
     direction
                                string
     directionLineContainer
                                string
     treatmentType
                                string
     location
                                string
     aaname
                                string
     aanumber
                                string
}
LodgementResponse (
                                string
     result
                                string
     validationMessages
                                [...]
}
addAttachment API
AttachmentRequest (
     file
                               string($binary)
                               [string]
     docType
     docReference
                               string
     lastDoc
                               string
file{
}
```

AttachmentResponse (

```
result
                                 string
     validationMessages
                                [...]
}
addAdditionalDocument API
AdditionalDocumentRequest<sub>{</sub>
     additionalComment
                                 string
     generalDeclaration
                                 boolean
}
file{
}
Make an Enquiry API
MakeEnquiryRequest{
     enquiryType
                                         string
     IodgementReferenceNumber
                                         string
     fullImportDeclarationNumber
                                         string
     contactName
                                         string
                                         maxLength: 40
                                         minLength: 0
     contactPhone*
                                         string
                                         pattern: ((0)(2|3|4|7|8))[0-9]{8}
     contactEmail
                                         string
                                         maxLength: 40
                                         minLength: 0
     additionalComments
                                         string
                                         maxLength: 1000
                                         minLength: 0
     generalDeclaration
                                         boolean
     documentationRequired
                                         boolean
}
MakeEnquiryResponse {
     Irn
                                      string
     result
                                      string
     messages
                                      [...]
}
Request a Reassessment
ReassessmentRequest<sub>{</sub>
     originalLrn*
                                         string
                                         pattern: [a-zA-Z0-9]{26}
     brokerBranchId
                                         string
     reassessmentReason
                                         string
                                         maxLength: 1000
                                         minLength: 0
     contactName
                                         string
                                         maxLength: 40
                                         minLength: 0
```

```
contactPhone*
                                          string
                                         pattern: ((0)(2|3|4|7|8))[0-9]{8}
    contactEmail
                                         string
                                          maxLength: 40
                                          minLength: 0
    third {\tt PartyNotificationEmail}
                                          string
                                         maxLength: 40
                                         minLength: 0
                                          pattern: ^[_A-Za-z0-9-]+(\.[_A-Za-z0-9-]+)*@[A-Za-z0-9-
                                         ]+(\.[A-Za-z0-9-]+)*(\.[A-Za-z]{2,})$
     additionalComments
                                         string
                                         maxLength: 1000
                                         minLength: 0
     generalDeclaration
                                         boolean
     directionRequests
                                         [...]
    documentationRequired
                                          boolean
}
ReassessmentResponse (
     generatedLrn
                                 string
     result
                                 string
     messages
                                 [...]
}
Lodgement status
LodgementStatusResponse (
     status
                                 string
     receivedDate
                                 string
    type
                                 string
     resultMessage
                                 string
    result
                                 string
                                 [...]
     messages
}
Payment status
PaymentStatusResponse (
     referenceNumberType
                                 string
    invoiceNumber
                                 string
     accountNumber
                                 string
     paymentStatus
                                 string
    result
                                 string
     messages
                                 [...]
}
Message
Message<sub>{</sub>
     messageCode
                                string
     messageText
                                string
}
```

Business Rules

Why business rules are required

The COLS APIs contain data that must meet various business rules to ensure consistency and accuracy of all data being transmitted. Third party software developers should ensure they address all business rules defined within the schemas to ensure that all data, when tested against the COLS services, will pass the required business rules. This process will ensure successful data transmission to COLS and save transmission costs due to the transmission of API transactions that contain data errors. All parameter and business validation errors will be passed back in one response.

When to apply the business rules

It is up to the third-party software developer to determine how and when the business rules will be applied within their application. This may depend on the application being developed and the way the developer intends the user to enter data. At a minimum it is a requirement that all business rules are applied before the data is transmitted to COLS.

Once the data is received by the COLS services any API data that fails validation will be rejected by the service, and a fault message, if applicable, returned to the sender.



API Services

This section outlines each COLS B2G API service available to third party software developers and provides the following details:

- **Description** a high level description of what the service is used for.
- Prerequisites details any pre-existing conditions that the system must adhere to for this service to be used.
- Parameters describes each parameter, length and data type, any validation rules and if the parameter is mandatory, optional.
- **Examples** provides examples of the POST parameters and GET responses
- Response the information returned by the method on successful processing.
- Business Rules details any specific business rules associated with this method and its parameters.

POST: /lodgements/addNewLodgement (add New Lodgement)

Description

This API will return a unique 26-character Lodgement Reference Number after successfully processing the FID, Broker Branch ID, contact details, direction request and declaration parameters in the request body.

The addNewLodgement transaction will not complete until the addAttachment API has been submitted for the newly issued LRN. Please refer to the Service section: POST /lodgements/{Irn}addAttachment section for further information.

Prerequisites

The addNewLodgement API will require a valid Full Import Declaration (FID) ID and Branch/Broker (Branch) ID combination. Valid FID and Branch IDs are obtained by submitting an import declaration in Department of Immigration and Border Protection's Integrated Cargo System (ICS).

Data types

The following abbreviations are used:

- a alphabetic (A-Z,)
- an alphanumeric (A-Z, 0-9,)
- FT free text (A-Z, 0-9, special characters)
- Boolean (True or False)
- n numeric (0-9, '.')
- number the number of characters in the field (in the case of numeric fields, a decimal place is not included in the length therefore 12345.67 would be defined as n7)

• Array – an ordered list of items surrounded by square brackets e.g., []

Parameters

Parameter Name (Length)	Length and data type	Description	Mandatory	Error
entryNumber	9 n	Full Import Declaration (FID) or Entry Number related to the lodged documents	Yes	If blank return error message; EM.01 - A valid combination of Full Import Declaration (FID)/Entry Number and Broker/Importer Branch ID must be provided
branchId (6)	6 an	Licensed customs Broker client identification number in ICS and COLS.	Yes	If blank return error message; EM.01 - A valid combination of Full Import Declaration (FID)/Entry Number and Broker/Importer Branch ID must be provided
biconReference (512)	512 FT	URL link to BICON Case details for consignment commodity and for associated Import Permit	No	If exceeds 512 characters, return error EM.51 - BICON Reference cannot exceed 512 characters.
importPermitNumber 6 – 10)	6-10 FT	The number of the Import Permit issued to the importer by DAFF	No	If < 6 or > 10 characters received, return error message: EM.03 - A valid Import Permit number must be 6 to 10 digits.
contactName (40)	40 FT	Provides a contact name for the Departmental Officer to use if further communication is required	Yes	If blank return error message; EM.09 A Contact name must be provided.
phoneNumber (10)	10 an	The phone number for the contact.	Yes	If blank return error message; EM.10 - A valid, 10-digit phone number (including Australian area code) must be provided.
email (40)	40 FT	The email address for the contact.	Yes	If blank return error message; EM.11 - Email format is invalid
thirdPartyInd	Boolean	Indicates if the transaction's PDF coversheet record should be emailed to a third party to the consignment.	No	Valid values: True or False

Parameter Name (Length)	Length and data type	Description	Mandatory	Error
thirdPartyEmail (40)	40 FT	The email address of a third party to the consignment.	Conditional: If thirdPartyInd is True then must have valid email address. If thirdPartyInd = False then blank	If invalid email format or blank return error message; EM.11 - Email format is invalid
aaRefNum (5)	5 an	The Approved Arrangement (AA) registration ID of operators that are allowed to manage biosecurity risks and/or perform the documentary assessment of goods.	No	If blank or exceed 5 characters return error message EM.04 – A valid Registration Number must be provided.
LateLodgementReason (512)	512 an	The reason the broker is lodging documents for a sea freight consignment less than two business days before the expected arrival date of the ship.	Conditional: If the FID transport mode = 'Sea' and system date is less than 24 business hours from FID expected arrival date, then lateLodgementRe ason is mandatory. Refer BR.207 for valid values.	If blank return error message; EM.07 - A valid Lodgement Date Reason must be provided.
lateLodgementDetails (100)	100 FT	Free text field for a Lodgement reason that is not covered by existing picklist reasons	Conditional: If lateLodgementRe ason = 'Other' then mandatory else optional.	If blank return error message; EM.08 - Details for the Lodgement Date reason 'Other' must be provided. If exceeds 100 characters, return EM.53 - Lodgement details cannot exceed 100 characters

Direction Request array components

The addNewLodgement API's Direction Request array components are listed below. One or more Direction request arrays may be added to a new lodgement (please refer to the example below).

As per BR.205 – a new COLS Lodgement can have one or more Direction requests.

Parameter Name (Length)	Length and data type	Description	Mandatory	Error
directionRequests	n/a	Allows one or more direction request arrays to be added	No	If there are no direction request for the new lodgement, a Null will be accepted. Please refer to example; Multiple Direction requests.
Direction (256)	256 an	Specific Direction type the Broker is requesting.	Conditional: If a direction request is added then mandatory	If blank return error message; EM.05 - A valid Direction Request type must be provided.
directionLineContainer (100)	100 FT	The consignment entry line (in AIMS) or the consignment's container number for the Direction Request.	No	If more than 100 characters, then return message: EM.26 - Direction/Line/Container value cannot exceed 100 characters.
treatmentType (100)	100 FT	The treatment or destruction type of the Direction Request	No	If more than 100 characters, then return message: EM.27 - Treatment/Destruction Type value cannot exceed 100 characters.
Location (20)	20 FT	The nominated location for the Direction request	No	If more than 20 characters, then return message: EM.28 - Nominated Site value cannot exceed 20 characters
aaname (100)	100 FT	The name of the Approved Arrangement location	No	If more than 20 characters, then return message: EM.29 - Approved Arrangement Name value cannot exceed 20 characters.
aanumber (20)	20 an	The Approved Arrangement registration ID	Conditional: If	If blank return error message;

Parameter Name (Length)	Length and data type	Description	Mandatory	Error
			the Direction is	EM.06 – An Approved
			'Release on	Arrangement number must be
			Document' then	provided for the direction
			optional else	request.
			mandatory.	If exceeds 20 characters,
				return EM.30 - Approved
				Arrangement Number value
				cannot exceed 20 characters.

addNewLodgement Parameters continued:

Parameter Name (Length)	Length and data type	Description	Mandatory	Error
deliveryClassification	5 an	The 'Metro' or 'Rural' classification of the delivery location	Conditional: If the Delivery location of the FID's Postcode is in (0822,4208,4306, 4560,4670,4680, 4740,4811,4818, 2250,2320,2324, 2570,2753,2756, 3030,3977,7030, 7253,5501,6230, 6713) then the delivery classification must be supplied.	If the blank return error message: EM.33 - A valid Postcode Classification type of 'Metro' or 'Rural' must be supplied.
unpackAddress (50)	50 FT	The unpack location of the consignment	Conditional: If the Postcode classification is Rural then mandatory	If blank return error message; EM.21 - An unpack location must be supplied for rural delivery locations. If exceeds 50 characters, return EM.52 - Unpack Location cannot exceed 50

Parameter Name (Length)	Length and data type	Description	Mandatory	Error
				characters.
additionalComment (1000)	1000 FT	A free text field for any additional information about the lodgement	No	If more than 1000 characters return error message EM.19 - The additional comments field cannot exceed 1000 characters
generalDeclaration	Boolean	General declaration regarding true and correct information and advice about the nature of Personal Information from the Department.	Yes Valid values 'True' or 'False'	If the general declaration is 'false', then return error EM.14 - Indication for Agreement to the Information Declaration and Privacy statement must be provided.

addNewLodgement Request Body example(s):

The following request body has all mandatory and conditional parameters, every optional parameter and a single Direction Request array populated with data:

```
"entryNumber": "AFF005049",
 "branchId": "AA99AB",
"biconReference":https://bicon.agriculture.gov.au/BiconWeb4.0/ImportConditions/Questions/EvaluateCase?elementID=0000068187&elementVersionID=2
99",
 "importPermitNumber": "ABC123",
 "contactName": "Given Surname",
 "phoneNumber": "0262724444",
 "email": "Given.Surname@company.com",
 "thirdPartyInd": true,
 "thirdPartyEmail": "Given1.Surname1@company.com",
 "aaRefNum": "A9999",
 "lateLodgementReason": "Other",
 "lateLodgementDetails": "Lodgement reason Other freetext",
 "directionRequests": [
   "direction": "Rural Tailgate Inspection",
   "directionLineContainer": "Container XXX999",
   "treatmentType": "Fumigation",
```

```
"location": "1 Dockside Road, Portside NSW",
   "aaname": "A & B Company",
   "aanumber": "A9999"
"deliveryClassification": "Metro",
 "unpackAddress": "15 Portside Road, Dockside NSW",
 "additionalComment": "Additional comments for COLS B2G new lodgement",
 "generalDeclaration": true
The following addNewLodgement request body has all mandatory parameters, no optional parameters and multiple Direction Request arrays populated
with all mandatory and optional direction request data:
 "entryNumber": "AFF005049",
 "branchId": "AA99AB",
.. "biconReference": "",
 "importPermitNumber": "",
 "contactName": "Given Surname",
 "phoneNumber": "0262724444",
 "email": "Given.Surname@company.com",
 "thirdPartyInd": false,
 "thirdPartyEmail": "",
 "aaRefNum": "",
 "lateLodgementReason": "",
 "lateLodgementDetails": "",
 "directionRequests": [
   "direction": "Rural Tailgate Inspection",
   "directionLineContainer": "Container XXX999",
   "treatmentType": "Treatment",
   "location": "1 Dockside Road, Portside NSW",
   "aaname": "A & B Company",
   "aanumber": "A9999"
```

```
"direction": "Treatment ",
   "directionLineContainer": "Container ZZZ888",
   "treatmentType": "Fumigation",
   "location": "1 Dockside Road, Portside NSW",
   "aaname": "C & D Company",
   "aanumber": "B7777"
"deliveryClassification": "",
 "unpackAddress": "",
 "additionalComment": "",
 "generalDeclaration": true
Response
Default response:
 "Irn": "string",
 "result": "string",
 "validationMessages": [
   "messageCode": "string",
   "messageText": "string"
A successful addNewLodgement response will return 'Success' status and a Lodgement Reference Number (LRN).
A failed transaction will return a 'Failed' status, validation error message ID(s) and validation message(s).
```

Business Rules

ID Business Rule

BR.201	Non-AEPCOMM/NCCC FIDs that do not m	eet AEPCOMM/NCCC co	nditions (refer BR.202 below) can be lodged via COLS B2G APIs for DAF
	Assessment.		
BR.202	,	•	Direction category code of 'AE' and Direction code of 1, 2 and 4 (AEP
	flag = 'false') and create a CWMS assessm		
BR.203			sponding Direction Code(s) can be submitted via COLS B2G APIs for
	document storage only and do not requir The following Direction Category Code an		
	Inspection Directions Category code and		
	Direction Codes in (1, 2, 3, 4, 5, 6, 24, 31,		
	Direction	Direction Code	
	Inspect (Secure Seals Intact)	1	
	Inspect (unpack)	2	
	Tailgate	3	
	Cargo inspection	4	
	Personal effects Inspect	5	
	Fresh produce Inspect	6	
	Break bulk	24	
	Rural tailgate	31	
	AIR Freight Inspection	34	
	Vessel Inspect – Full Inspect	42	
	Supervised post BMSB treatment	95	
	Fumigation Directions category code = 'Fo and the following Direction codes in (8, 1)		
	Direction	Direction Code	
	Fresh garlic 40gM3 3 hr 21C or above	8	
	CH3Br 48gM3 24 hr 21C or above	12	
	Methyl Bromide BMSB	60	
	Sulfuryl Fluoride BMSB	59	
	Heat Treatment Directions have a catego	ry code of 'TO' and the fo	llowing Direction code:
	Direction	Direction Code	

	Heat Treatment BMSB 17					
BR.204	If the FID's Delivery location postcode classification = 'Rural' then the unpackAddress parameter must be supplied. If the unpackAddress has not been supplied, the system will return error: EM.21: An unpack location must be supplied for rural delivery locations.					
BR.205	The system will allow one or more Direction Requests for a new lodgement.					
BR.206	The system will not allow a new lodgement to submitted if a record already exists for the FID & Entry number combination. On submission, if the system detects an existing record, it will return error EM.31: Documents have already been lodged for the entry number supplied.					
BR.207	Valid Lodgement Date reasons are: • Awaiting documentation from Importer/Supplier/Manufacturer/Treatment Provider • Awaiting importer payment • Awaiting shipping details • COLS error preventing timely lodgement • Messaging delays in ICS/Delay in required information from ICS • Voyage from the last overseas port is less than 96 hours • Other					
BR.208	If the thirdPartyInd parameter is 'True' and a valid email address is supplied, the system will email that address a copy of the PDF coversheet (in addition to the Contact email address).					
BR.209	If the addNewLodgement API is executed but documents are not attached (using addAttachment API), and the transaction is incomplete. Where the same FID and Broker ID are sent, the system will return error EM.43 -That combination of FID and Branch ID is awaiting document attachments to complete the transaction.					
BR.210	In addition to all other business rules and parameter validation occurring, on submission of the addLodgement API, if the AIM system (aka interface) is not available, the system will return error EM.48: - The entry could not be validated, please try again later. If your lodgement is urgent please use the COLS Web Portal.					
BR.211	On completion of submitting the addNewLodgement API and addAttachment API, the department will issue an email receipt notification to the Contact email. The email will have a PDF coversheet of the record.					
BR.212	Valid Direction request types are: Release on Documents Rural Tailgate Inspection Inspection of Goods Movement Only Export from Australia (incl. transhipment) Detainment (e.g., at Quarantine station) Destruction (e.g., deep burial, incineration)					

	Treatment
BR.2.13	When addNewLodgement detects an outstanding client account balance the system will return message: EM.44: An outstanding balance requires payment - <url>.</url>
BR.214	When a payment has been successfully processed by the Online Payments Portal (OPP), the system will return information message IM.49: - Payment successful - continue submitting the lodgement to finalise this transaction.
BR.2.15	If the client account balance of \$30.00 is not paid, the system will return error EM.45: The new lodgement cannot be processed until the outstanding balance has been paid.

addNewLodgement with payment

Description

If the system determines that payment is required before the new lodgement can be processed. The system will return message EM.44 that states 'An outstanding balance requires payment and provide a URL (refer BR.213).

The URL is for the Online Payments Portal (OPP), which should be loaded into a browser and displayed to users. When the user has progressed through the payment workflow, the OPP will display a successful or unsuccessful message in the browser (refer to BR.214).

Successful payment will have the OPP update COLS B2G with the payment details. Executing the FID's addNewLodgement API for the second time, will check the successful payment information, submit the parameters and supply a successful response that issues a LRN.

An unsuccessful payment or cancellation of the OPP workflow (by clicking on 'Cancel' button), will not update COLS B2G with payment details. If the FID's addNewLodgement API is executed again, the message EM.44 will display again. It is assumed that the user will either put in the correct credit card details to pay for lodgement or the lodgement is cancelled.

POST/lodgements/{lrn}/addAttachment Upload a document against an LRN

Description

The addAttachment API will facilitate attaching documents for Submit a new lodgement, Additional Documents, request a Reassessment and Make an Enquiry API's. External software applications will use two APIs to submit COLS records and attach documents. Please refer to the example User scenario 'Submitting a new Lodgement below'.

User Scenario: Submitting a new lodgement.

A Broker needs to submit import documents for assessment and will be using an external software application (ESA) that submits COLS records via APIs. The ESA will first use the 'Submit a new Lodgement' API to transfer all mandatory and optional parameters for the new lodgement, COLS will validate the data

then create the LRN and pass back a success message plus the LRN. As soon as the LRN is returned, the ESA will transfer an attachment for the LRN using the 'addAttachment' API.

Documents will be sent one at a time e.g., three documents will require three addAttachment APIs. Each document will be scanned for viruses, plus validated for document type and the document's volume size (10mb or less) for a successful response. The final document for the LRN must be flagged as the last document (lastDoc flag = 'True), at which stage all the documents will be stored internally against the LRN and the new lodgement transaction will complete.

Prerequisites

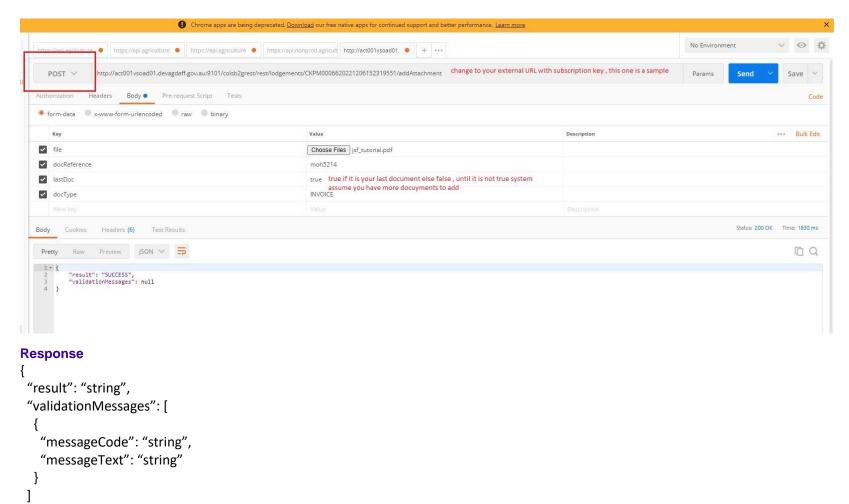
A valid lodgement reference number that has been issued by an active COLS B2G transaction.

Parameters

Parameter Name	Length and data type	Description	Mandatory	
File	255 Binary	The name and file extension of the document. Valid file types are: DOC, .DOCX, .RTF, .TXT, .PPS, .PPT, .PPTX, .XLR, .XLS, .XLSX, .PDF, .BMP, .GIF, .JPG, .PNG, .PSD, .PSPIMAGE, .TGA, .THM, .TIFF, .YUV	Yes	If one or more files are not attached return error message EM.46 – A document must be attached to the LRN. If the file size is larger than 10 Mb or an invalid file type, the system will return error; EM.12
doctype	125 an (array)	The type of import document. Refer BR 304 for valid document type values.	Yes	If a document is uploaded and one or more document type is not supplied, then the system will return error; EM.13 – One or more document types must be provided.
docReference	40 an	The reference for the attached document.	No	If docReference exceeds 40 characters return EM.18 – The document reference field cannot exceed 40 characters.
lastDoc	Boolean (True or False)	Indicates if the active transaction can expect more than one document attachment (lastDoc = False) or can complete the transaction with the last document attachment (lastDoc = True). Refer BR 301 for further details.	Yes	If blank, then return EM.34 – A valid last document flag must be supplied. Valid values are True or False

addAttachment Request Body example:

The following example of the addAttachment API's request body adds documents to the new LRN: XXX456789YYYYMMDDSS9999999. It has 3 document types of 'Invoice, Lot code list and Manufacture declaration and the 'True' lastDoc flag will complete the transaction.



A successful addAttachment response will return 'Success' status.

A failed transaction will return a 'Failed' status, validation error message ID(s) and validation message(s).

Business Rules

ID	Business Rule				
BR.301	The add documents API will use the last document flag to process attachments (lastdoc = 'True'). If a single document is attached, the last document flag should be true. If more than one document is being attached to a COLS record, each document's lastdoc flag will be false. For example, if 3 documents are attached, the first and second document will have a lastdoc flag of 'FALSE'. The third (and last) document's lastdoc flag will be 'TRUE'.				
BR.302	Each document will be scanned for viruses. If a virus is detected, then the system will return error: EM.24 — The document has failed virus scanning and will not be accepted.				
BR.304	Valid Document Types are (bracketed values are business presentation): AIRWAYBILL (Air waybill) BILLOFLADING (Bill of lading) INVOICE (Invoice) PACKINGLIST (Packing List) PACKINGDEC (Packing declaration) CLEANLINESS (Cleanliness declaration) MANUFACTURER (Manufacturer declaration) EXPORTER (Exporter declaration) IMPORTER (Importer declaration) SUPPLIER (Supplier declaration) LOTCODE (Lot code list) LINEREPORT (Line report/Invoice to line) LABNOM (Lab nomination form) TREATCERT (Treatment certificate) PHYTOCERT (Phytosanitary certificate) HEALTHCERT (Health certificate) IMPORTPERMIT (Import permit) OTHER (Other)				
BR.305	If the addattachment API does not have a document attached, the system will return error EM.46_— A document must be attached to the LRN				
BR.306	If the addAttachment API is submitted without an active transaction. The system will return error EM.47 – Documents cannot be attached without an active transaction.				
BR.307	In addition to all other business rules and parameter validation occurring, on submission of the addAttachment API, if the AIM system (aka interface) is not available, the system will return error EM.48 – The entry could not be validated, please try again later. If your lodgement is urgent, please use the COLS Web Portal.				

Post: /lodgements/{lrn} / addAdditionalDocument

Description

This API allows additional documents to be added to an existing LRN. Additional documents may have been requested by the Departmental assessment officer for further information or can be sent by the Broker as further import documents became available.

The addAdditionalDocument API transaction will be completed when an addAttachment API is submitted for the LRN with the lastDoc flag = 'True'

Prerequisites

An existing LRN that is active.

Parameters

Parameter Name	Length and data type	Description	Mandatory	Error
LRN	26 an	The lodgement reference number of the existing	Yes	If blank return error 'A valid or
		lodgement.		active LRN must be provided.
additionalComment	1000 FT	A free text field for any additional information about the lodgement	No	If exceeds 1000 characters return error EM.19 – The additional comments field cannot exceed 1000 characters
generalDeclaration	Boolean (True or False)	General declaration regarding true and correct information and advice about the nature of Personal Information from the Department.	Yes	

```
addAdditionalDocument Request Body example:
{
    "Irn": "XXX456789YYYYMMDDSS999999",
    "additionalComment": "Additional comments for the lodgement",
    "generalDeclaration": True
```

Response

```
{
    "result": "string",
    "validationMessages": [
      {
         "messageCode": "string",
         "messageText": "string"
      }
    ]
}
```

A successful addAdditionalDocument response will return 'Success' status and a Lodgement Reference Number (LRN). A failed transaction will return a 'Failed' status, validation error message ID(s) and validation message(s).

Business Rules

ID	Business Rule
BR.403	An LRN must have an 'active' status to receive additional documents. If the LRN's status is 'closed' then the system will display error; EM17 – Only active LRNs can receive additional documents
BR.404	The system will allow one or more documents to be uploaded when additional documents are being added to an existing LRN (using addAttachment API) – each document will have its own Document type and document reference value.
BR.405	Additional documents cannot be added to AEPCOMM/NCCC entries. If the addAdditionalDocuments API is submitted for an AEPCOMM/NCCC entries, the system will return error EM.54 Additional documents cannot be added to AEPCOMM/NCCC entries.
BR.406	Additional documents cannot be added to Enquiries. If the addAdditionalDocuments API is submitted for an Enquiry, the system will return an error. (Please refer to note below)

Note for BR.406: A DAFF system bug has been raised for the current COLS B2G Version 1.0.38 addAdditionalDocuments API. The bug describes the scenario where the API is returning a generic error response "Failed' when submitted for an LRN that is and enquiry type record. The department will advise external vendors when a fix has been scheduled.

POST /enquiries Make an Enquiry

Description

This API allows import enquiries to be lodged with the department. Enquiries that are 'Consignment specific' or 'Movement only' are related to LRNs that have already been lodged with the department.

The Make an Enquiry transaction will not complete if the Documentation required flag is True. In that condition, the system is expecting the addAttachment API to be submitted for the newly issued LRN. Please refer to the Service section: POST /lodgements/{Irn}addAttachment section for further information. If the Documentation required flag is False, the transaction will be complete.

Prerequisites

There are no prerequisites for this service.

Parameters

Parameter Name	Length and data type	Description	Mandatory	Error
enquiryType	100 an	The type of enquiry.	Yes	If blank return error EM.23 – A valid enquiry type must be supplied.
lodgementReferenceNumber	26 an	The LRN associated with the enquiry.	Conditional: if 'enquirytype = 'Consignment specific enquiry' or 'Location Change'.	If blank return error EM.15 – A valid or active LRN must be provided
fullImportDeclarationNumber	9 an	The Full Import Declaration ID of the LRN.	Conditional: if 'enquirytype = 'Consignment specific enquiry' or 'Location Change'.	If blank return error EM.57 – A valid Broker/Importer Branch ID must be provided.
contactName	40 FT	Provides a contact name for the Departmental Officer to use if further communication about the Enquiry is required.	Yes	If blank return error EM.09 – A Contact name must be provided. If exceed 40 characters, return error EM.38 – The contact name cannot exceed 40 characters.
contactPhone	10 an	The phone number for the contact.	Yes	If blank return EM.10 – A valid, 10-digit phone number (including Australian area code) must be provided.

contactEmail	40 FT	The email address for the contact.	Yes	If blank return EM.11 – Email format is invalid
additionalComments	1000 FT	A free text field for any additional information about the lodgement.	No	If additional comments exceed 1000 characters return error EM.19 – The additional comments field cannot exceed 1000 characters
generalDeclaration	Boolean (True or False)	General declaration regarding true and correct information and advice about the nature of Personal Information from the Department.	Yes	If the general declaration is 'false', then return error EM.14 – Indication for Agreement to the Information Declaration and Privacy statement must be provided.
DocumentationRequired	Boolean (True or False)	Indicates if the system should expect an attachment with the enquiry. Refer to BR 603 for further information.	Yes	

Make an Enquiry Request Body example:

The following example of the Make an Enquiry API is for a 'Consignment specific enquiry' that requires the LRN and FID to be entered and the enquiry is not using the option of attaching documents (documentationRequired = 'False').

```
"enquiryType": "Consignment specific enquiry",
"lodgementReferenceNumber": "ALI00500420221019165420807",
"fullImportDeclarationNumber": "ALI005004",
"contactName": "Given Surname",
"contactPhone": "0262724444",
"contactEmail": "Name.Surname@email.com.au",
"additionalComments": "Additional comments for my enquiry",
"generalDeclaration": true,
"documentationRequired": False
```

The following example of the Make an Enquiry API is for a 'General import enquiry' that does not require the LRN and FID to be entered and the enquiry is using the option of attaching documents (documentationRequired = 'True'). This enquiry transaction will be completed by submitting an addAttachment API where lastDoc flag is 'True'.

```
"enquiryType": "General import enquriy",
 "lodgementReferenceNumber": "",
 "fullImportDeclarationNumber": "",
 "contactName": "Given Surname",
 "contactPhone": "0262724444",
 "contactEmail": "Name.Surname@email.com.au",
 "additionalComments": "Additional comments for my enquiry",
 "generalDeclaration": true,
 "documentationRequired": True
Response
"Irn": "string",
 "result": "string",
 "messages": [
   "messageCode": "string",
   "messageText": "string"
```

A successful Make an Enquiry response will return 'Success' status and a Lodgement Reference Number (LRN). A failed transaction will return a 'Failed' status, validation error message ID(s) and validation message(s).

Business Rules

ID	Business Rule
BR. 601	'Consignment Specific enquiry' and 'Location change' enquiry types must have a valid LRN and Entry Number supplied. If the LRN or Entry number is not supplied, the system will return error: EM.55 - A valid combination of LRN and Entry Number/FID must be provided.
BR.602	If an empty enquiry request is received, the system will return error EM.37 – An empty Enquiry request is not allowed.

ID	Business Rule				
BR.603	If the documentationRequired flag is set to 'True', then the system is expecting a document to be attached. The Enquiry will not be generated and sent to CWMS until an addAttachment API with the lastDocument flag is set to 'true'.				
BR.604	If the documentation flag is set to 'False' then the system is not expecting a document to be attached – and no addAttachment API is expected so the enquiry will be generated and sent to CWMS immediately.				
BR.605	Valid enquiry types are: Consignment specific enquiry Location Change Quarantine Document Processing Imported Food Document Processing General Import Enquiry				

POST /reassessments Request a Reassessment

Description

This API allows a Broker or Importer to request a Reassessment for the original lodgement. The Request a Reassessment transaction will not complete if the Documentation required flag is True. In that condition, the system is expecting the addAttachment API to be submitted for the newly issued LRN. Please refer to the Service section: POST /lodgements/{Irn}addAttachment section for further information. If the Documentation required flag is False, the transaction will be complete.

Prerequisites

The original lodgement referenced in the reassessment must have been assessed and is no longer active.

Parameters

Parameter Name	Length and data type	Description	Mandatory	Error
originalLrn	26 an	The Lodgement Reference Number (LRN) of the original lodgement that will be reassessed. Refer to Business Rule 501 for further information.	Yes	If blank return error EM.22 – A valid LRN must be provided.
brokerBranchId	9 an	The Licensed customs Broker client identification number for the FID	Yes	If blank or invalid return error EM.57 – A valid Broker/Importer Branch ID must be provided.
reassessmentReason	1000 FT	Allows the Broker to document the reason for requesting a reassessment of the original lodgement.	Yes	If blank, the system will return error: EM.25 – A reassessment reason must be supplied. If the Reassessment reason exceeds 1000 characters, the system will return error: EM.41- The Reassessment reason cannot exceed 1000 characters.
contactName	40 FT	Provides a contact name for the Departmental Officer to use if further communication about the Enquiry is required.	Yes	If blank return error EM.09 – A Contact name must be provided. If exceed 40 characters, return error EM.38 – The contact name cannot exceed 40 characters
contactPhone	10 an	The phone number for the contact.	Yes	If blank return EM.10 – A valid, 10-digit phone number (including Australian area code) must be provided.
contactEmail	40 FT	The email address for the contact.	Yes	If blank return EM.11 – Email format is invalid
thirdPartyNotificationEmail	40 FT	The email address of the third party that will be notified about the assessment.	No	
additional Comments	1000 FT	A free text field for any additional information about the lodgement.	No	If additional comments exceed 1000 characters return error EM.19 – The additional comments field cannot exceed 1000 characters

generalDeclaration	Boolean (True or False)	General declaration regarding true and correct information and advice about the nature of Personal Information from the Department.	Yes	If the general declaration is 'false', then return error EM.14 – Indication for Agreement to the Information Declaration and Privacy statement must be
				provided.

Direction Request array components

The addNewLodgement API's Direction Request array components are listed below. One or more Direction request arrays may be added to a new lodgement (please refer to the example below).

As per BR.205 – a new COLS Lodgement can have one or more Direction requests.

Parameter Name (Length)	Length and data type	Description	Mandatory	Error
directionRequests	n/a	Allows one or more direction request arrays to be added	No	If there are no direction request for the new lodgement, a Null will be accepted. Please refer to example; Multiple Direction requests.
Direction (256)	256 FT	Specific Direction type the Broker is requesting.	Conditional: If a direction request is added then mandatory	If blank return error message; EM.05 - A valid Direction Request type must be provided.
directionLineContainer (100)	100 FT	The consignment entry line (in AIMS) or the consignment's container number for the Direction Request.	No	If more than 100 characters, then return message: EM.26 - Direction/Line/Container value cannot exceed 100 characters.
treatmentType (100)	100 FT	The treatment or destruction type of the Direction Request	No	If more than 100 characters, then return message: EM.27 - Treatment/Destruction Type value cannot exceed 100 characters.
Location (20)	20 FT	The nominated location for the Direction request	No	If more than 20 characters, then return message: EM.28 - Nominated Site value cannot

Parameter Name (Length)	Length and data type	Description	Mandatory	Error
				exceed 20 characters
aaname (20)	20 FT	The name of the Approved Arrangement location	No	If more than 20 characters, then return message:
				EM.29 - Approved
				Arrangement Name value
				cannot exceed 20 characters.
aanumber (20)	20 FT	The Approved Arrangement registration ID	Conditional: If	If blank return error message;
			the Direction is	EM.30 - Approved
			'Release on	Arrangement Number value
			Document' then	cannot exceed 20 characters.
			optional else	
			mandatory.	

Request a reassessment Parameters continued:

Г	DocumentationRequired	Boolean (True or	Indicates if the system should expect an attachment	Yes	
		False)	with the enquiry. Refer to BR 603 for further		
			information.		

Request a Reassessment Request Body example:

The following example of the Request a Reassessment API is not sending a third party an email notification, includes a Direction Request and an attachment. This Reassessment request will require an addAttachment API to be submitted to complete the transaction.

```
"originalLrn": "IJVI9HOB2AiUGo1z6QrBcBAUPG",
"brokerBranchId": "XXX123",
"reassessmentReason": "Freetext field for reassessment reason",
"contactName": "Given Name",
"contactPhone": "0262724444",
"contactEmail": "Given.Name@organisation.com.au",
"thirdPartyNotificationEmail": Null,
"additionalComments": "",
"generalDeclaration": True,
```

```
"directionRequests": [
   "direction": "Rural Tailgate Inspection",
   "directionLineContainer": "dirlincont",
   "treatmentType": "36reatment",
   "location": "location",
   "aaname": "Aaname",
   "aanumber": ""
 "documentationRequired": True
The following example of a Request a Reassessment API is sending a third party email notification, does not include a Direction Request nor an attachment.
This Reassessment request will not require an addAttachment API to be submitted to complete the transaction.
 "originalLrn": "IJVI9HOB2AiUGo1z6QrBcBAUPG",
 "brokerBranchId": "XXX123",
 "reassessmentReason": "Freetext field for reassessment reason",
 "contactName": "Given Name",
 "contactPhone": "0262724444",
 "contactEmail": "Given.Name@organisation.com.au",
 "thirdPartyNotificationEmail": Given1.Name1@organisation.com.au,
 "additionalComments": "",
 "generalDeclaration": True,
 "directionRequests": Null,
 "documentationRequired": False
Response
```

"Irn": "string",

A successful Make an Enquiry response will return 'Success' status and a Lodgement Reference Number (LRN). A failed transaction will return a 'Failed' status, validation error message ID(s) and validation message(s).

Business Rules

ID	Business Rule
BR.501	A reassessment cannot be requested for an LRN that is still active. If a Broker requests a reassessment for an active LRN then the system will return error EM.16 - The Lodgement Reference Number (LRN) is not valid for reassessment - an earlier lodgement that was lodged against this entry is under assessment.
BR.502	If an empty reassessment request is received, the system will return error EM.40 - An empty Reassessment request is not allowed.
BR.503	If an invalid LRN and Broker/Importer Branch ID are supplied, the system will return error: EM.42 - A valid combination of LRN and Broker/Importer Branch ID must be provided.
BR.504	In addition to all other business rules and parameter validation occurring, on submission of the Request a Reassessment API, if the AIM system (aka interface) is not available, the system will return error EM.48 - The entry could not be validated, please try again later. If your lodgement is urgent please use the COLS Web Portal.

GET/lodgements/{lrn}/ status

Description

This API allows a Broker or Importer to request the status of a lodgement's assessment.

Prerequisites

A valid LRN.

Parameters

Parameter Name	Length and data type	Description	Mandatory	Error
Lrn	26 an	The Lodgement Reference Number (LRN).	Yes	If blank or invalid return error
				EM.22 – A valid LRN must be
				provided.

```
Response
 "status": "string",
 "receivedDate": "string",
 "type": "string",
 "resultMessage": "string",
 "result": "string",
 "messages": [
   "messageCode": "string",
   "messageText": "string"
Response example
 "status": "Awaiting Assessment",
 "receivedDate": "Wed 23 November 2022 at 16:11:03 AEDT",
 "type": "ASSESSMENT",
 "resultMessage": "Assessment request received on Wed 23 November 2022 at 16:11:03 AEDT has a status of Awaiting Assessment.",
 "result": "SUCCESS",
 "messages": null
```

Business Rules

ID	Business Rule			
BR.701	Entering a valid Lodgement reference number will return the status of the record. The valid values for LRN status are:			
	Awaiting Assessment			
	Assessment in Progress			
	Escalated			
	Additional Information Requested			
	Completed			
	Reassessments have the additional status of:			
	Awaiting Re-assessment			
BR.602	If an invalid LRN is supplied, the system will return error: EM.22 - A valid LRN must be provided.			
BR.603	The API response message for a lodgement will be:			
	Assessment request received on			
	<day>: Day acronym, (e.g., Mon, Tue, Wed, Thu, Fri),</day>			
	 <date>: dd Month Year (e.g., 21 September 2022)</date> 			
	at <time>: HH:MM:SS (e.g., 15:40:37),</time>			
	<time 'aest')="" a="" e.g.,="" has="" li="" of<="" status="" zone:=""></time>			
	<status> (e.g., Escalated).</status>			
BR.604	The API response message for a lodgement will be:			
	Enquiry request received on			
	• <day>: 'Mon', 'Tue', 'Wed', 'Thu', 'Fri'),</day>			
	<date>: dd Month Year (e.g., 21 September 2022)</date>			
	• at <time>: HH:MM:SS (e.g., 15:40:37),</time>			
	<time 'aest')="" a="" e.g.,="" has="" li="" of<="" status="" zone:=""></time>			
	<status> (e.g., Escalated).</status>			
BR.605	The API response message for a Reassessment will be:			
	Reassessment request received on			
	<day>: 'Mon', 'Tue', 'Wed', 'Thu', 'Fri'),</day>			
	<date>: dd Month Year (e.g., 21 September 2022)</date>			
	• at <time>: HH:MM:SS (e.g., 15:40:37),</time>			
	<time 'aest')="" a="" e.g.,="" has="" of<="" p="" status="" zone:=""></time>			
	<status> (e.g., Escalated).</status>			

GET/payments/{referenceNumber}/ status

Description

This API allows a Broker or Importer to request the status of a client account or invoice.

Prerequisites

A valid client account or invoice reference number.

Parameters

Parameter Name	Length and data type	Description	Mandatory	Error
referenceNumber	26 an	The Lodgement Reference Number (LRN).	Yes	The Reference number must be
				a valid invoice or client account
				number. If the Reference
				number is not supplied or is
				invalid, the system will return
				error: EM.20 - A valid reference
				number must be supplied.
				If more than 12 characters are
				received, the system will return
				error EM.36 - The reference
				number cannot exceed 12
				characters.

Response

```
"referenceNumberType": "string",
"invoiceNumber": "string",
"accountNumber": "string",
"paymentStatus": "string",
"result": "string",
"messages": [
{
    "messageCode": "string",
    "messageText": "string"
}
```

Response example

```
The following Payment status response example is for a client account with an outstanding balance. 
{
    "referenceNumberType": "ACCOUNT",
    "invoiceNumber": null,
    "accountNumber": "102919192169",
    "paymentStatus": "Outstanding",
    "result": "SUCCESS",
    "messages": null
}

The following Payment status response is an example of an invoice that has been fully paid.
{
    "referenceNumberType": "INVOICE",
    "invoiceNumber": "19992386650",
    "accountNumber": null,
    "paymentStatus": "Fully Paid",
    "result": "SUCCESS",
    "messages": null
}
```

Business Rules

ID	Business Rule
BR.801	If an Invoice number is supplied, then the system will return the Invoice Number and Invoice status data items.
BR.802	If a client account number is supplied, then the system will return the Account Number and account status data items.
BR.803	The status check will return a status of 'outstanding' or 'fully paid'.
BR.804	If the IPR system is unavailable, the system will return error EM.35 - The system is currently unavailable. Please try later