

Biosecurity Portal

User Guide

Version 2.7

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Table of Contents

1. ACCESSING THE BIOSECURITY PORTAL	1
1.1. BIOSECURITY PORTAL WEBLINK.....	1
1.2. SIGN-IN TO THE BIOSECURITY PORTAL USING A DIGITAL IDENTITY.....	3
1.3. SIGN-IN TO THE BIOSECURITY PORTAL FOR THE FIRST TIME WITH A DIGITAL IDENTITY	5
1.4. SIGN-IN TO THE BIOSECURITY PORTAL USING AN EMAIL AND PASSWORD.....	8
1.5. SIGN-IN TO THE BIOSECURITY PORTAL FOR THE FIRST TIME WITH AN EMAIL AND PASSWORD	9
2. USER MANAGEMENT.....	10
2.1. USER ROLES IN THE BIOSECURITY PORTAL	10
2.2. APPROVE USERS.....	11
2.3. ADD USERS	11
2.4. REMOVE USERS.....	12
3. MANAGING AIMS DIRECTIONS	13
3.1. VIEW AND PRINT AIMS DIRECTIONS	13
4. CREATING A NEW INSPECTION REQUEST – DIGITAL IDENTITY	14
5. CREATING A NEW INSPECTION REQUEST – OTHER USERS.....	27
6. MANAGING INSPECTION REQUESTS AND BOOKINGS	36
6.1. VIEW INSPECTION REQUESTS AND BOOKINGS	36
6.2. CANCEL INSPECTION REQUESTS.....	37
6.3. CANCEL BOOKINGS	37
6.4. MODIFY BOOKING DATE/TIME.....	38
7. ARCHIVE INSPECTION REQUESTS AND BOOKINGS	40
7.1. ARCHIVE AN ENTRY ID.....	40
7.2. RE-INSTATE AN ENTRY ID	41

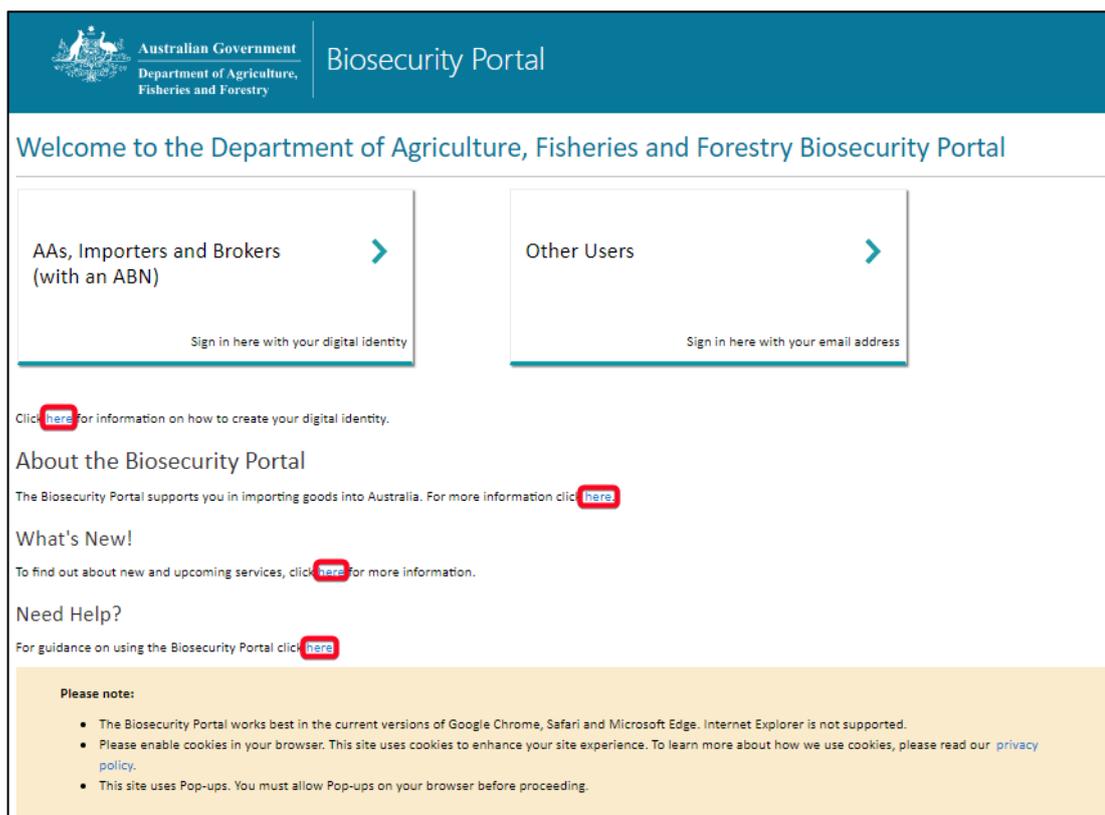
1. ACCESSING THE BIOSECURITY PORTAL

1.1. BIOSECURITY PORTAL WEBLINK

To access the Portal, browse to <http://biosecurity.agriculture.gov.au>.

The Portal home page has links to important information to assist you in registering and using the Portal including:

- How to create your Digital Identity and register for the Portal.
- Information about the Portal.
- Information about new and upcoming features and services.
- User help guides and other helpful information.



The screenshot shows the Biosecurity Portal home page. At the top left is the Australian Government logo and text: "Australian Government Department of Agriculture, Fisheries and Forestry". To the right is the "Biosecurity Portal" title. Below this is a blue banner with the text "Welcome to the Department of Agriculture, Fisheries and Forestry Biosecurity Portal". The main content area features two large buttons: "AAs, Importers and Brokers (with an ABN)" with a right-pointing arrow and the text "Sign in here with your digital identity" below it; and "Other Users" with a right-pointing arrow and the text "Sign in here with your email address" below it. Below these buttons are three sections: "Click [here](#) for information on how to create your digital identity.", "About the Biosecurity Portal" with the text "The Biosecurity Portal supports you in importing goods into Australia. For more information click [here](#).", and "What's New!" with the text "To find out about new and upcoming services, click [here](#) for more information.". Below these is a "Need Help?" section with the text "For guidance on using the Biosecurity Portal click [here](#)". At the bottom is a yellow box titled "Please note:" containing three bullet points: "The Biosecurity Portal works best in the current versions of Google Chrome, Safari and Microsoft Edge. Internet Explorer is not supported.", "Please enable cookies in your browser. This site uses cookies to enhance your site experience. To learn more about how we use cookies, please read our [privacy policy](#).", and "This site uses Pop-ups. You must allow Pop-ups on your browser before proceeding."

Screen 1: Biosecurity Portal home page

WHAT CAN I DO/SEE WHEN LOGGED INTO THE PORTAL

The table below shows what features are available for the kind of access you have signed up for.

Digital Identity Access is available by registering via MyGovID.

Other User Access is available by signing up using an email and password, providing limited access to portal functionality.

	Digital Identity (Registration Option 1)			Other User (Registration Option 2)
	Approved arrangements operators	Customs brokers & importers	Manned depots ⁽¹⁾	Other Users ⁽²⁾
Online request for inspection (RFI) submission	✓	✓	✓	✓
Auto pre-population of RFI details	✓	✓	✓	
Viewing and printing of AIMS Direction information⁽³⁾	✓	✓	✓	
View / manage inspection requests that I have lodged	✓	✓	✓	✓
View / manage inspection requests lodged by any authorised user representing my organisation	✓	✓	✓	
View / manage my upcoming inspection bookings	✓	✓	✓	✓ (cancel only)
View / manage upcoming bookings lodged by any authorised user representing my organisation	✓	✓	✓	
View my historical inspection bookings made via the Portal	✓	✓	✓	✓
View historical inspection bookings lodged by any authorised user representing my organisation	✓	✓	✓	
Receive automatic email notifications. e.g., confirmation of inspection request and confirmed inspection booking details	✓	✓	✓	✓
Manage individual profile	✓	✓	✓	✓
Manage organisational profile	✓	✓	✓	
Manage user access (who can represent my organisation)	✓	✓	✓	

⁽¹⁾ Only for one-offs e.g., requesting inspections requiring a different skill set (other than inspections that can be undertaken by onsite officer).

⁽²⁾ Includes freight forwarders, clients with a low volume of import inspection requests, and clients without an ABN.

- (3) Import clients will be able to view AIMS Direction information issued by the department if:
- Approved Arrangements – if the AA number is listed against an active AIMS Direction.
 - Brokerage – the ABN of the brokerage is listed against the import declaration in the Integrated Cargo System (ICS).
 - Importer – the ABN of the importer is listed against the import declaration in the Integrated Cargo System (ICS).

1.2. SIGN-IN TO THE BIOSECURITY PORTAL USING A DIGITAL IDENTITY

The Department of Agriculture, Fisheries and Forestry (DAFF) uses the Digital Identity for authentication and access to the Portal. For more information about Digital Identity, visit <https://digitalidentity.gov.au>.

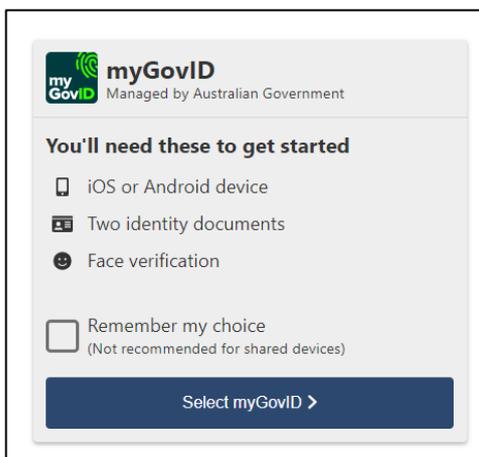
After selecting the **Sign in here with your digital identity**, a user will be directed to the Digital Identity site to select the myGovID option. This selection only needs to be completed once, by ticking “Remember my choice”.

Select your identity provider

Alert: You may need to [increase the strength of your Digital Identity](#) for Department of Agriculture, Fisheries and Forestry.

Department of Agriculture, Fisheries and Forestry needs you to prove who you are using a Digital Identity.

Read about [what is an identity provider](#) and [your privacy and security](#).



myGovID
Managed by Australian Government

You'll need these to get started

- iOS or Android device
- Two identity documents
- Face verification
- Remember my choice
(Not recommended for shared devices)

Select myGovID >

Screen 2: DTA myGovID digital solution selection

- A user will need to indicate their consent to share details with the department in the first session, there answer will be remembered for following sessions.

Your consent

To continue you'll need to give your consent to share the following details with **Department of Agriculture, Fisheries and Forestry**

Find out more about giving your consent.

myGovID Details provided by myGovID

Your details	
Family name:	Clowth
Given name(s):	Sarah
Date of birth:	13 April 1994
Email:	DAVE2@test.gov.au

Screen 3: DTA consent to share details with the department

a) New users

Currently, you can create a Digital Identity to access government services using the Australian Government's myGovID. In the future, you will be able to create a Digital Identity to access government services using other identity providers.

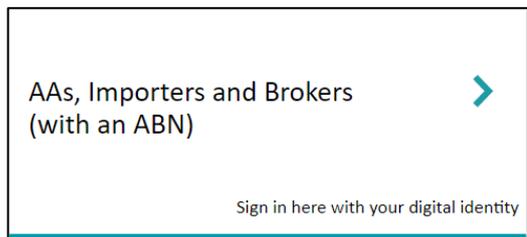
You will need a digital identity issued by myGovID (minimum **Standard** identity strength for users and **Strong** for Principal Authorities) and be linked to a business (ABN) in Relationship Authorisation Manager (RAM).

For more information on setting up a Digital Identity and linking a business (ABN) in Relationship Authorisation Manager, refer to the following links:

1. [About Digital Identity](#) - an overview of digital identify
2. [Steps to set up your Digital Identity](#) – a step by step guide to download the myGovID App and establish your identity.
3. [Verifying your identify](#) - a guide on how to verify your identify.
4. [About the Principal Authority](#) – information on the Principal Authority and linking a business online in RAM.
5. [About authorised users and administrators](#) – Information about roles in RAM.

b) Existing users

If you have previously accessed the portal, use your Digital Identity credentials to sign into your account and select the business that you are representing during the session.



Screen 4: Digital Identity login

You can only represent one business in a session. To represent a different business you must log out, close all active sessions of the portal by closing all browsers, and login again.

1.3. SIGN-IN TO THE BIOSECURITY PORTAL FOR THE FIRST TIME WITH A DIGITAL IDENTITY

The first time you access the portal you will be required to update your profile:

a) Biosecurity Portal Administrators

If you are a Portal Administrator, you will be required to:

1. Complete your individual profile.
2. Complete the business profile. The business profile must be completed before business users can access the portal.

You may be required to approve/reject pending access requests raised by portal users of your business. Refer [Section 2 – User Management](#) for more information. Approving a user’s access request will allow them access to conduct transactions on your business’ behalf and view all transactions conducted by other users of your business in the Portal.

b) Biosecurity Portal Users

If you are a Portal User, you will be required to complete your individual profile.

Within the portal, your identity is a combination of who you are and the business that you represent. As such, you will be asked to complete your individual profile for each business you represent.

Individual and Business profile

c) Completing the Individual profile

The department requires you to provide additional information to make your experience within the portal a smooth and seamless one. The first time you access the portal you will be required to complete information in the My profile section.

Step 1. Complete the requested information on your profile page. Mandatory fields are identified using a * next to the field.

Contact details

Salutation

First name *

Allie

Last name *

Smith

Email address *

Business email address *

This email address will be used for all Biosecurity Portal notifications.

Screen 5: Update email address

Step 2. Read the privacy notice, accept the terms in the privacy notice by selecting the checkbox at the bottom.

Step 3. Select the Update button to complete your individual profile.

After you complete your Individual profile, you may find that your access is awaiting approval by the portal administrator of the business (ABN) you represent. Access to the portal will remain 'awaiting approval' until the Portal Administrator of your business approves your access request. You will receive an email notification once your access has been approved. Portal Administrators' profiles are auto approved in the Portal. Your profile can be updated at any time by accessing the My profile page in the portal.

d) Completing the Business profile

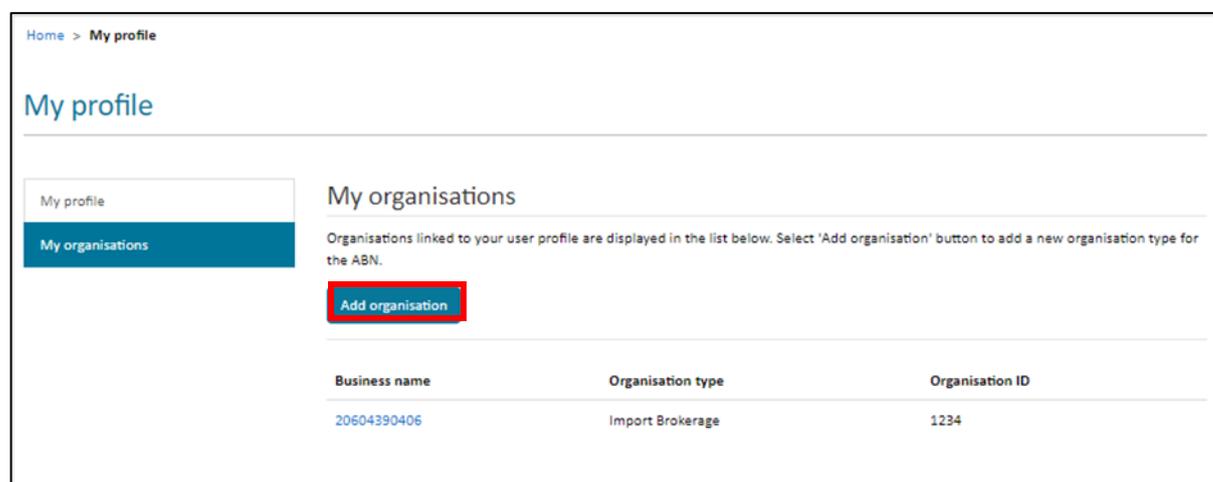
If you are a Portal Administrator for your business, you will be required to complete your 'Business' profile in the 'Organisation' profile section of the portal. You will not be asked to complete the Business profile if another Portal Administrator for your business has already completed this step.

- Step 1.** Complete all requested information on the Organisation summary page.
- Step 2.** Select the Update button to complete your organisations Business profile.

The Business' profile can be updated at any time by accessing the My organisation section of the Portal.

e) Adding a new Business profile

Portal Administrators can add a new profile for their business (ABN) using the Add organisation function on the My organisations page.



Screen 6: Adding a new Business profile

A business (ABN) can create one or more organisation profiles in the Portal if the ABN operates in different capacities. For example, ABC Pty Ltd with ABN 11123456789 operates as an Import Brokerage with brokerage branch ID B100001, as well as an Approved Arrangement with Registration Number AA123.

ABC Pty Ltd can create two organisation profiles in the Portal, one for the Brokerage operation and one for the Approved Arrangement operation.

Portal Administrators can assign users to one or more of their organisation's profiles. For example, User A and User B can have access to the Brokerage profile of ABC Pty Ltd, while User C and User D can be provided with access to the Approved Arrangement profile. User E can be provided with access to both.

To add a new Business profile:

- Step 1.** Sign into the portal and select My organisation.
- Step 2.** Select Add organisation.
- Step 3.** Complete required details for the New organisation.
- Step 4.** Select from the following options:
 - Import brokerage organisation
 - Importer organisation

- Approved arrangement organisation (this option would be visible only if the business is registered as an approved arrangement with the department).

Step 5. Select the Submit button.

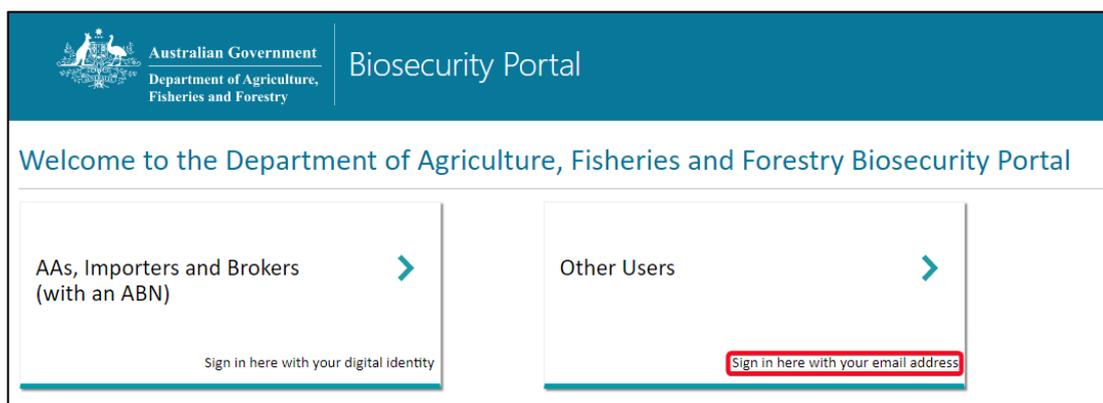
You must be signed into the portal under the required ABN to create an organisation profile.

When creating a new organisation profile, if you cannot find the correct organisation type for your business, please contact the department using the link <https://www.agriculture.gov.au/about/contact>.

1.4. SIGN-IN TO THE BIOSECURITY PORTAL USING AN EMAIL AND PASSWORD

This channel is available to third parties, for example Freight Forwarders, as well as clients without an ABN. Features include:

- Register / login using an email and password.
- Lodge and cancel an RFI.
- View upcoming and historical RFI bookings.
- View real-time updates to the status of an inspection request and booking; and
- Email notifications.



AAs, Importers and Brokers (with an ABN) > Sign in here with your digital identity

Other Users > Sign in here with your email address

Screen 7: Other Users login

Register with just an email and password

- Users register with a valid email and password.
- Contact details, including name, email, and phone number, are captured during the registration process.
- Organisation Name and Organisation Type can be supplied but are non-mandatory fields.

1.5 SIGN-IN TO THE BIOSECURITY PORTAL FOR THE FIRST TIME WITH AN EMAIL AND PASSWORD

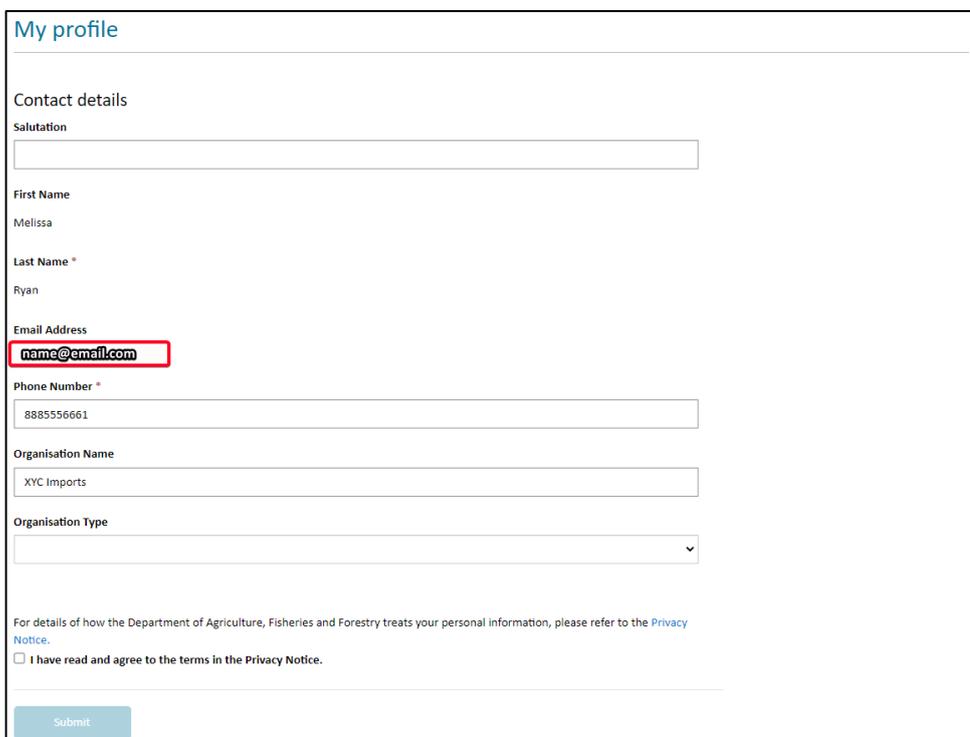
The first time you access the portal you will be required to update your profile:

Individual profile

e) Completing the Individual profile

The department requires additional information about you to make your experience within the portal a smooth and seamless one. The first time you access the portal you will be required to complete information in the My profile section.

Step 1. Complete the requested information on your profile page. Mandatory fields are identified using a * next to the field.



My profile

Contact details

Salutation

First Name

Melissa

Last Name *

Ryan

Email Address

name@email.com

Phone Number *

888556661

Organisation Name

XYC Imports

Organisation Type

For details of how the Department of Agriculture, Fisheries and Forestry treats your personal information, please refer to the [Privacy Notice](#).

I have read and agree to the terms in the Privacy Notice.

Submit

Screen 8: Update email address

Step 2. Read the privacy notice, accept the terms in the privacy notice by selecting the checkbox at the bottom.

Step 3. Select the Submit button to complete your individual profile.

2. USER MANAGEMENT

This section is intended for use by Portal Administrators signing in using a Digital Identity.

2.1. USER ROLES IN THE BIOSECURITY PORTAL

The portal uses two user-roles.

1. **Biosecurity Portal Administrator:** As a portal administrator for your business, you can perform the following actions in the portal:
 - a. View and manage your individual profile.
 - b. View and manage your business's profile.
 - c. View and manage users and their access to services.
 - d. Access secure services.
2. **Biosecurity Portal User:** As a portal user representing a business, you can perform the following actions in the portal:
 - a. Request access to represent a Business in the portal.
 - b. View and manage your individual profile.
 - c. View your linked business's profile(s).
 - d. Access services that you are approved for (by the Portal Administrator of your business).

A portal user can be linked and approved to represent one or more organisations within the Portal. This needs to be enabled by the Authorised administrators of each business by linking the standard users Digital Identity to the required ABNs in RAM.

2.2. APPROVE USERS

Portal users will not immediately have access to represent a business in the portal. Their access will remain pending until a Portal Administrator for the business approves their request.

To view and action pending access requests in your queue:

- Step 1.** Sign into the portal.
- Step 2.** Select My organisation and select the business name from the list of your associated businesses.
- Step 3.** Scroll down to the bottom of the page to find the Awaiting approval section.
- Step 4.** Review pending access requests, and either approve or reject each user by selecting the chevron (down arrow) beside each user. A notification of your decision will be sent to the user by email.

The screenshot shows two sections of the portal interface. The top section, titled 'Organisation users', contains a table with columns for 'User', 'Email address', and 'Authorised administrator'. A blue 'Add user' button is located in the top right corner of this section. The table lists one user: Clarita Turner with email address businessemailid12@test.gov.au and 'Yes' for authorised administrator. A dropdown arrow is visible to the right of the 'Yes' value. The bottom section, titled 'Awaiting approval', also contains a table with the same columns. It lists one user: Joe Bloggs with email address joeblogs4765@gmail.com and 'No' for authorised administrator. A dropdown arrow is visible to the right of the 'No' value.

User	Email address	Authorised administrator ↑
Clarita Turner	businessemailid12@test.gov.au	Yes

User ↑	Email address	Authorised administrator
Joe Bloggs	joeblogs4765@gmail.com	No

Screen 9: Review pending approval requests

The screenshot shows a form titled 'Approve or reject user'. It contains the following fields: 'Organisation *' with the value 92535964019; 'Contact *' with the value Joe Bloggs; 'Authorised administrator' with radio buttons for 'No' (selected) and 'Yes'; and 'Approved *' with a dropdown menu. A blue 'Submit' button is located at the bottom of the form.

Screen 10: Approve users to represent your business in the Biosecurity Portal

Portal Administrators will receive an email reminder when a user has requested access to represent their business. Portal Users will be notified of the administrator's decision (approval/rejection) by email.

2.3. ADD USERS

Portal Administrators can add existing users to their business using the Add user functionality.

To add an existing user:

- Step 1.** Sign into the portal.
- Step 2.** Select My organisation and select the required business name from the list of your associated businesses.
- Step 3.** Scroll down and select Add user.
- Step 4.** On the pop-up window, use the dropdown list to select a linked user you wish to provide access to your business and click Submit button.

Note: Linked users are users that are already associated with your business ABN and have access to the portal while representing one or more profiles for your business.



Organisation users

Add user

User	Email address	Authorised administrator ↑	
Clarita Turner	businessemailid12@test.gov.au	Yes	▼



Add user

User *

Submit

Screen 11: Add user

2.4. REMOVE USERS

Portal Administrators can revoke an existing user's access by selecting the chevron (down arrow) beside the user's name and selecting the remove option.



Organisation users

Add user

User	Email address	Authorised administrator ↑	
Joe Bloggs	joeblogs4765@gmail.com	No	▼
Clarita Turner	businessemailid12@test.gov.au	Yes	▼

Remove

Screen 12: Remove user

3. MANAGING AIMS DIRECTIONS

3.1. VIEW AND PRINT AIMS DIRECTIONS

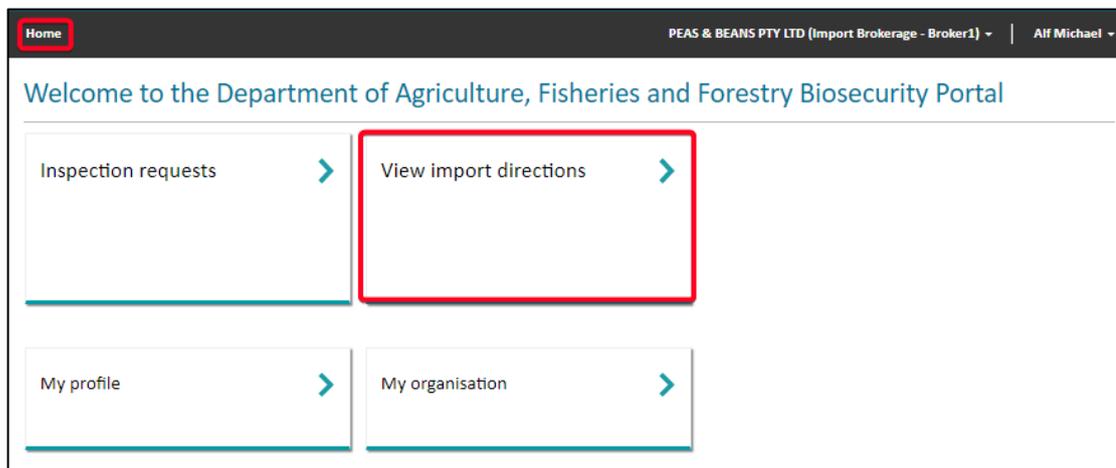
An authenticated user (logged in using their digital identity) can view and print all Directions issued against an AIMS Entry ID. Noting Food Control Certificates cannot be viewed at this stage.

A user will be able to view Directions against an AIMS Entry ID if as a:

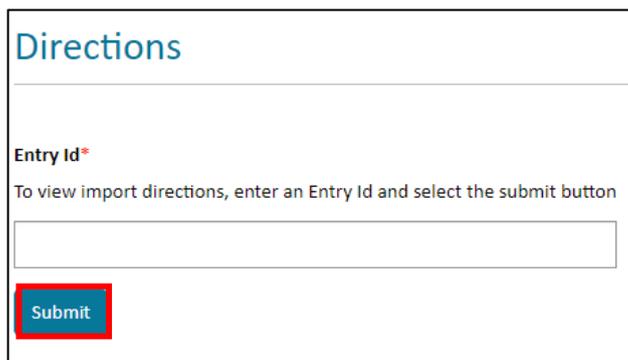
- Approved Arrangement – if the AA number is listed against an active Direction.
- Brokerage – the ABN of the brokerage is listed against the import declaration in the Integrated Cargo System (ICS).
- Importer – the ABN of the importer is listed against the import declaration in the Integrated Cargo System (ICS).

From the Home page, select the “View import directions” tile, enter a valid Entry ID and click “Submit”.

Print a page by selecting Ctrl+P.



The screenshot shows the Home page of the Biosecurity Portal. The user is logged in as Alf Michael. The page displays a welcome message and four navigation tiles: "Inspection requests", "View import directions", "My profile", and "My organisation". The "View import directions" tile is highlighted with a red rectangular box.

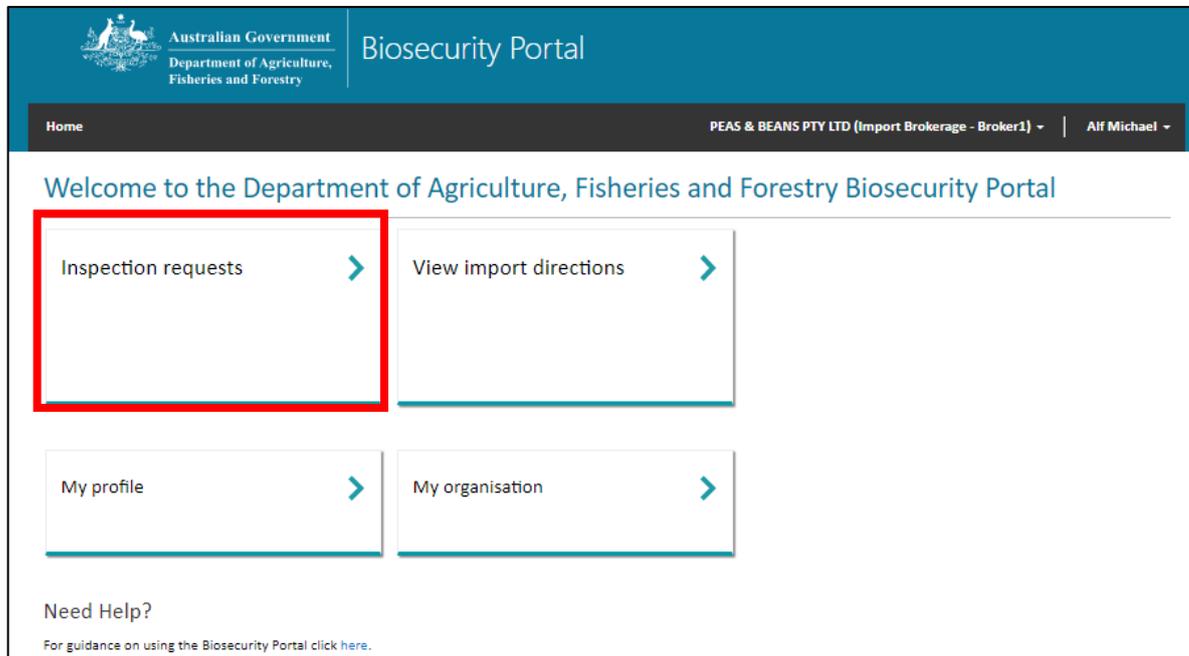


The screenshot shows the "Directions" page. It features a form with a label "Entry Id*" and a description: "To view import directions, enter an Entry Id and select the submit button". Below the text is an empty input field. At the bottom left of the form, the "Submit" button is highlighted with a red rectangular box.

Screen 13: View Import Directions

4. CREATING A NEW INSPECTION REQUEST – DIGITAL IDENTITY

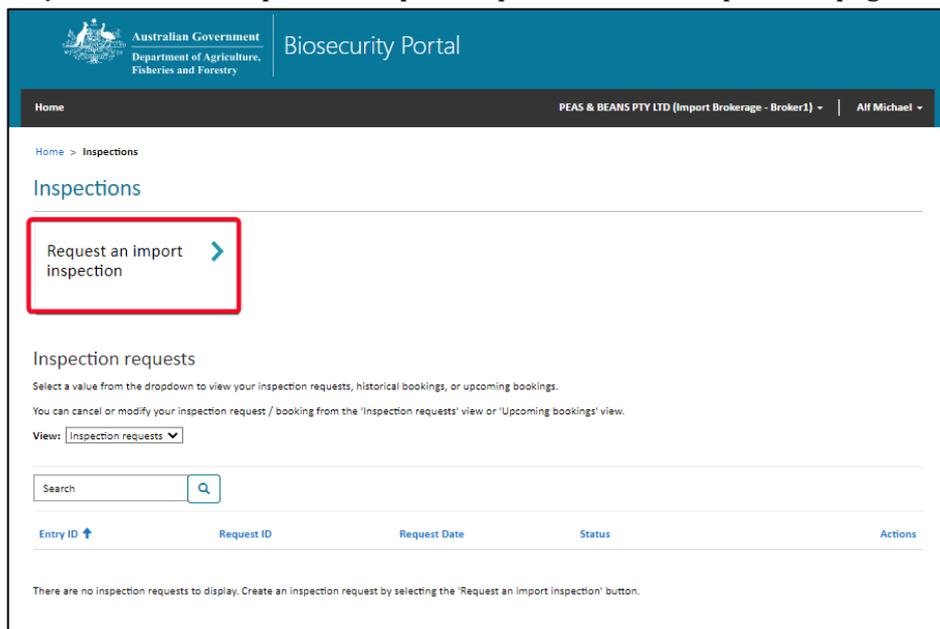
When booking inspections via the Portal, please do not attempt to then made modifications to, or cancel the inspection booking via the email channel. Doing so can cause delays to your booking request. Sign into the portal and select Inspection requests.



Screen 14: Signed in home page

If you are logged in as an Approved Arrangement you will have a third tile “Approved Arrangement outcomes”.

Step 2. Select Request an import inspection on the Inspections page.

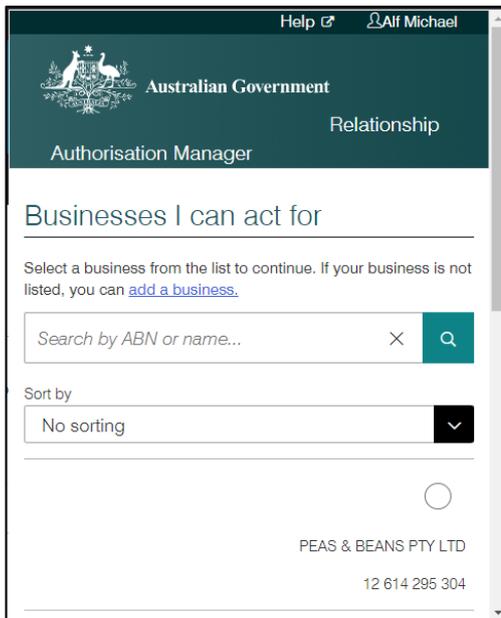


Screen 15: Inspection's page

A popup window will appear.

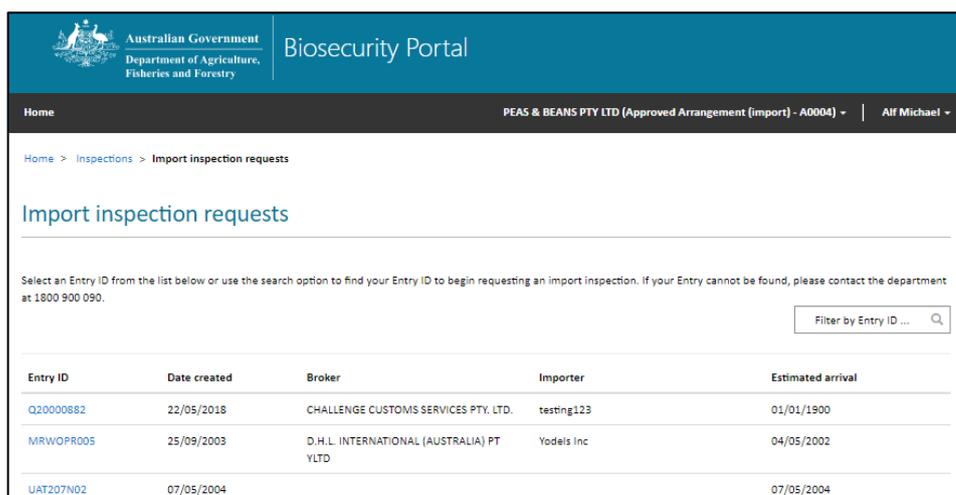
If you are a representative of multiple ABNs, please select the organisation you are representing. To represent a different ABN, please log out, close all instances of your browser, and then log back in to select the correct organisation. You can then continue with your booking as normal.

If you are a representative of only one ABN, this popup window will pop up and after a few seconds disappear, and you can then continue with your booking as normal.



Screen 16: Pop up display

Step 3. On the Import inspections page, the portal will display all Entry IDs requiring an inspection for your business.



Screen 17: Import inspections page

Filter options: Use the Filter by Entry to search for a specific ID. Alternatively, you can also select an Entry ID from the available list. Use the option at the bottom of each page to view up to 15 Entry IDs per page.

Only one Entry ID can be selected per request. If you don't see the Entry ID that you require, you may need to log out and log in with the appropriate business (ABN) selected. If you are associated with more than one organisation profile, you may need to select the correct profile from My organisations page.

Step 4. Upon selecting an Entry ID, the portal will display all inspection related directions issued for that Entry ID.

Request an inspection for Entry ID - DUAL09006

Directions

- ❗ Select the required direction/s and click the **Start** button to begin your inspection request.
- ❗ You can select multiple directions where they are at the same inspection location.
- ❗ Where the inspection location is blank, click the 'add location' link to enter the inspection location before selecting the direction/s.

Select	Direction	Inspection location	Status ❗
	Inspection - Inspect (unpack)	A1563, Rob vet schools, MACMASTERS BEACH	Booked
<input type="checkbox"/>	Food Program - Release After Inspection	XXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX	Not booked
<input type="checkbox"/>	Food Program - Release After Inspection	XXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX	Not booked
<input type="checkbox"/>	Food Program - Release After Inspection	XXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX	Not booked
<input type="checkbox"/>	Food Program - Release After Inspection	XXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX	Not booked
<input type="checkbox"/>	Food Program - Release After Inspection	XXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX	Not booked

Screen 18: Review directions for the selected Entry ID

The status column displays the status of the direction:

1. Booked – an inspection has been booked for this direction
2. Not booked – an inspection has not been booked for this direction
3. Pending – an inspection request has already been lodged, and is pending booking by the department
4. Selected – the direction has already been selected by you in the current request being lodged
5. Inspection In progress – the inspection for the selected direction is in progress.

Only directions with status Not booked can be selected for requesting an inspection.

To change the Entry ID that you selected in the previous page, you can use the navigation icons at the top of the page to return to the Inspections page.



Note: The Portal is designed to provide a secure and confidential operating environment for all users. As such, if you are signed in as a representative of an Approved Arrangement, the inspection location listed against directions issued to other parties in the Entry ID will be hidden with XXXX to retain privacy.

Direction	Inspection location	Status 
Inspection - Horse Inspect	A1563, Rob vet schools, MACMASTERS BEACH	Not booked
Compliance Verification - Air Cargo Survey	XXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXXXX, XXXXXXXXXXXXXXXXXX	Not booked
Inspection - Inspect (unpack)	N1450, Rob ICS Test Link 3, REVESBY	Not booked

Screen 19: Hidden inspection location against a direction (example)

A RFI cannot be lodged for a direction if there are other directions which need to be completed first.

Upon entering an Entry Id and/or direction, validation against business rules will occur. If an Entry Id and/or direction meets these business rules the following error messages will be displayed:

“You cannot lodge an inspection request for this entry whilst there are other actions pending. Please contact the broker or provide the information as requested by the Department.”

Step 5. To create an inspection request for the selected Entry ID, select the 'Start' button at the bottom of this page.

Request an inspection for Entry ID - UAT207N02

Directions

- Select the required direction/s and click the **Start** button to begin your inspection request.
- You can select multiple directions where they are at the same inspection location.
- Where the inspection location is blank, click the 'add location' link to enter the inspection location before selecting the direction/s.

Select	Direction	Inspection location	Status
<input checked="" type="checkbox"/>	Food Program - FC Audit Release After Inspect	A0004, DAFF Import Clearance ACT Region, PIALLIGO	Not booked

Cancel Start

Screen 20: Create inspection request

When submitting an RFI, if a direction does not have an inspection location, a Portal User can add the address by selecting the add location button. Note: A direction must have a location before it can be booked.

Request an inspection for Entry ID - TEP94H002

Directions

- Select the required direction/s and click the **Start** button to begin your inspection request.
- You can select multiple directions where they are at the same inspection location.
- Where the inspection location is blank, click the 'add location' link to enter the inspection location before selecting the direction/s.

Select	Direction	Inspection location	Status
<input type="checkbox"/>	Compliance Verification - Inspect (Secure Seals Intact)		Not booked
<input type="checkbox"/>	Compliance Verification - Inspect (Secure Seals Intact)		Not booked
<input type="checkbox"/>	Compliance Verification - Inspect (Secure Seals Intact)		Not booked
<input type="checkbox"/>	Compliance Verification - Inspect (Secure Seals Intact)		Not booked

Cancel Start

Screen 21: Add location

The inspection location address is checked to ensure it is a valid Australian address. Simply start typing the inspection location address and select from the options presented. If the inspection location address does not appear, select Enter the address manually and type the address in the fields.

Add an inspection location for this direction ×

Start typing an address

4 McLachlan Crescen

4 McLachlan Crescent, NARACOORTE SA

4 McLachlan Crescent, WEETANGERA ACT

Address not found. Type an address manually?

2 items (max results: 10)

Address line 1 *

Address line 2

Address line 3

Suburb/town/city *

State/territory *

Postcode *

Is this address a private residence or an unmanned storage facility? *

An unmanned storage facility is one that will not have any person other than you and the inspector when the inspector attends the inspection. The department is required to book two officers in this situation.

Yes

No

Screen 22: Validating address

Select directions for this Inspection Request by checking the box against required directions.

Multiple directions can be included in a single Inspection Request.

Only directions with the same inspection location can be included in the same Inspection Request. To include a direction with a different inspection location, create a new inspection request.

Select the Start button in Step 5, and then select Yes on the dialogue window to proceed.

Start a request for inspection? ×

Start a request for inspection for the selected Directions?

Once a request has been started, you cannot add or remove Directions. If you need to change the Directions in a request, you will need to cancel and create a new request.

No Yes

Screen 23: Confirm directions and start the inspection request

Changes to the selected Entry ID or directions will not be possible if you select Yes on the pop-up dialogue box and navigate to the next screen. If any changes need to be made, select No and navigate to previous screens to make the required changes.

Step 6. Complete the primary and secondary inspection location contact information for the inspection request and select the Save & next button at the bottom of this page.

Location contacts Consignment information Appointment details Summary

Confirm inspection location contact details

Please provide the name and phone number for at least one inspection location contact for each inspection request. This information will be used by biosecurity officers when attending the inspection.

Inspection request - 1

N1608, 4PL Australia Pty Ltd, MASCOT

Please enter any additional information about the inspection location in the box below.

(Maximum 100 characters)

Directions

Compliance Verification - Air Cargo Survey

Primary inspection location contact

First name *

Last name *

Phone number *

Email address *

Secondary inspection location contact

First name

Last name

Phone number

Email address

Screen 24: Inspection location contact information

Location contacts will be auto populated for an Approved Arrangement if they have been added in the Organisation summary page in the business' profile. You can change the inspection location contacts for the current inspection request by changing the auto populated contact details.

To change contact details displayed for the business, the authorised administrator must edit the business' profile in the Organisation summary page.

Step 7. On the Consignment information tab, complete responses to all related questions. Select Save & next button to proceed.

Location contacts **Consignment information** Appointment details Summary

Consignment information

Please complete the required consignment information below and then select "Save & next" button to proceed.

Inspection request

Location

A1563, Rob vet schools
Rm 21, 22, 21 Jump street
MACMASTERS BEACH ACT 2651

Directions

Food Program - H/O Test and Hold

Inspection / consignment Information

This information may be available on the packing slip, the direction (which can be accessed via the Biosecurity Portal home page under "View import directions" or on the import permit). Completing this information helps the department allocate the right biosecurity officer and time for your booking.

ⓘ Does this inspection request need a Photo Ionisation Detector (PID), e.g. inspection of cut flowers from Ecuador, Columbia or Kenya? If yes, make sure that you add "Photo Ionisation Detector (PID) Inspection".

Start typing your inspection / consignment information to find suggested matches (e.g. citrus, bulk commodity, machinery etc.). You can add multiple items as required.

Imported Food Inspection ✕

Hazardous goods and fumigants

Does the consignment or conveyance contain hazardous goods or fumigants? *

Examples include explosives, chemicals, biological matter, sharp instruments, firearms; fumigants like methyl bromide, sulfuryl fluoride, phosphine, gamma irradiation treatments etc.

Yes
 No

Consignment type

Select if applicable

Flatrack
 Isotank
 Open top container
 Six sided container

Bulk commodities

Does the consignment contain bulk commodities (of stockfeed and fertiliser)? *

Yes
 No

Multi-day booking

Is this request for a multi-day booking? *

Yes
 No

Imported food inspection

Estimated inspection duration (hh:mm) *

Please refer to your food control certificate and enter the estimated inspection duration value provided in it.

Cancel Previous **Save & next** **Save & next**

Screen 25: Consignment information section

At least one inspection type must be selected either by a user or automatically applied by the system. A user can select and add more than one inspection / consignment type to the request but cannot add duplicate inspection types.

Inspection Location Location Contact **Consignment information** Appointment details Summary

Consignment information

Please complete the required consignment information below and then select "Save & next" button to proceed.

Inspection request

Location

Location of the inspection is the same as listed on the Biosecurity Direction.

Directions

Inspection: Tailgate - Rural Destination

Inspection / consignment Information

This information may be available on the packing slip, the direction (which can be accessed via the Biosecurity Portal home page under "View import directions" or on the import permit). Completing this information helps the department allocate the right biosecurity officer and time for your booking.

Start typing your inspection / consignment information to find suggested matches (e.g. citrus, bulk commodity, machinery etc.). You can add multiple items as required.

Rural Tailgate Inspection
Tailgate Inspection

2 items (max results: 12)

Photo-Ionisation Detector (PID) Inspection ✕

Screen 26: Inspection selection

Simply start typing an inspection / consignment type and the system will suggest values.

Inspection types will be auto populated depending on the direction and can also be manually added. Where an inspection type has been auto populated against a direction, a user cannot remove this entry

When lodging an inspection request for an imported food program direction, the associated inspection types are automatically populated.

Step 8. On the Appointment details tab, complete the required information and select the Save & next button to proceed.

Request an inspection for Entry ID - CWS565001

Location contacts Consignment information **Appointment details** Summary

Appointment details

Please complete the required appointment details below and then select "Save & next" button to proceed.

Inspection request

Location

N1479, DGS Express Parcels Pty Ltd
29-33 Carter St
HOMEBUSH BAY NSW 2127

Directions

[Compliance Verification - Air Cargo Survey](#)

Goods availability

Indicate when goods will be ready for inspection *

Select a date and time using the calendar icon. You can record a time by selecting the clock icon located at the bottom of the calendar. Date provided must be in the future. The department will try to book your inspection as close as possible to the available date and time.

DD/MM/YYYY HH:mm

Preferred inspection period *

To Meet

"To meet" inspections only apply to bookings where a biosecurity officer is required to attend the booking at a specific time, in cases where specialist equipment or labour hire is required for the inspection, for perishable commodities and CCV inspections (if required).

Request a to-meet inspection

Perishable / Urgent

Perishable or urgent goods include live animals, air freight perishables, non-refrigerated perishables, urgent medical supplies, dangerous goods, explosives, or carnets.

Please indicate if the consignment contains perishable or urgent goods

Screen 27: Appointment details section

Goods availability

Indicate when goods will be ready for inspection *

Select a date and time using the calendar icon. You can record a time by selecting the clock icon located at the bottom of the calendar. Date provided must be in the future. The department will try to book your inspection as close as possible to the available date and time.

DD/MM/YYYY HH:mm 

September 2022

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8



where a biosecurity officer is required to attend the booking at a specific time, in cases where specialist equipment or labour hire is required and CCV inspections (if required).

air freight perishables, non-refrigerated perishables, urgent medical supplies, dangerous goods, explosives, or carnets.

perishable or urgent goods

Screen 28: Selecting the date and time

Preferred inspection period *

AM (06:30 to 12:00)
PM (12:00 to 18:30)
Anytime (06:30 to 18:30)
Overtime (outside business hours)

Screen 29: Screen 56: Appointment time slots

- Indicate a date and time when your goods will be ready for inspection. This date must be in the future. You can also specify a time by selecting the clock symbol at the bottom of the calendar icon. The time will default to current time if not changed.
- Select a preferred inspection period from the dropdown list. There are four to choose from AM, PM Anytime and Overtime.
- When you require an inspection outside of departmental core hours i.e., outside 6:30am to 6:30pm Monday to Friday, you can select the overtime option on the appointment details tab. The department will email you with the day/time once the booking has been confirmed.
- Indicate if your inspection contains perishable or urgent goods
- **Further information:** - you can request a 'To meet' inspection – you will receive a day and time for the inspection once the booking has been confirmed.
- **Note:** overtime is a form of 'To meet', but 'To meets' can also be during business hours.

View information on the Summary tab to verify the details entered for your Inspection Request(s.) Should any changes be required, use the Previous button to navigate to the relevant tab. Ensure that all entered information is accurate before submitting the form.

Submit the form by selecting the Submit button.

Request an inspection for Entry ID - SWMGOV931

Location contacts

Consignment information

Appointment details

Summary

Summary

✓ Inspection request - 1

Location

A0004, DAFF Import Clearance ACT Region
Smith Street
PIALLIGO ACT 2609

Directions

Inspection - Live fish Inspect @ QAP

Request details

Indicate when goods will be ready for inspection 02/09/2021 11:50 AM

Preferred inspection period PM (12:30 to 18:30)

Request a to-meet inspection No

Declaration

By clicking submit, you are acknowledging your agreement to the [declaration](#) and that you have read and understood the [privacy notice](#) and the [privacy policy](#).

Cancel

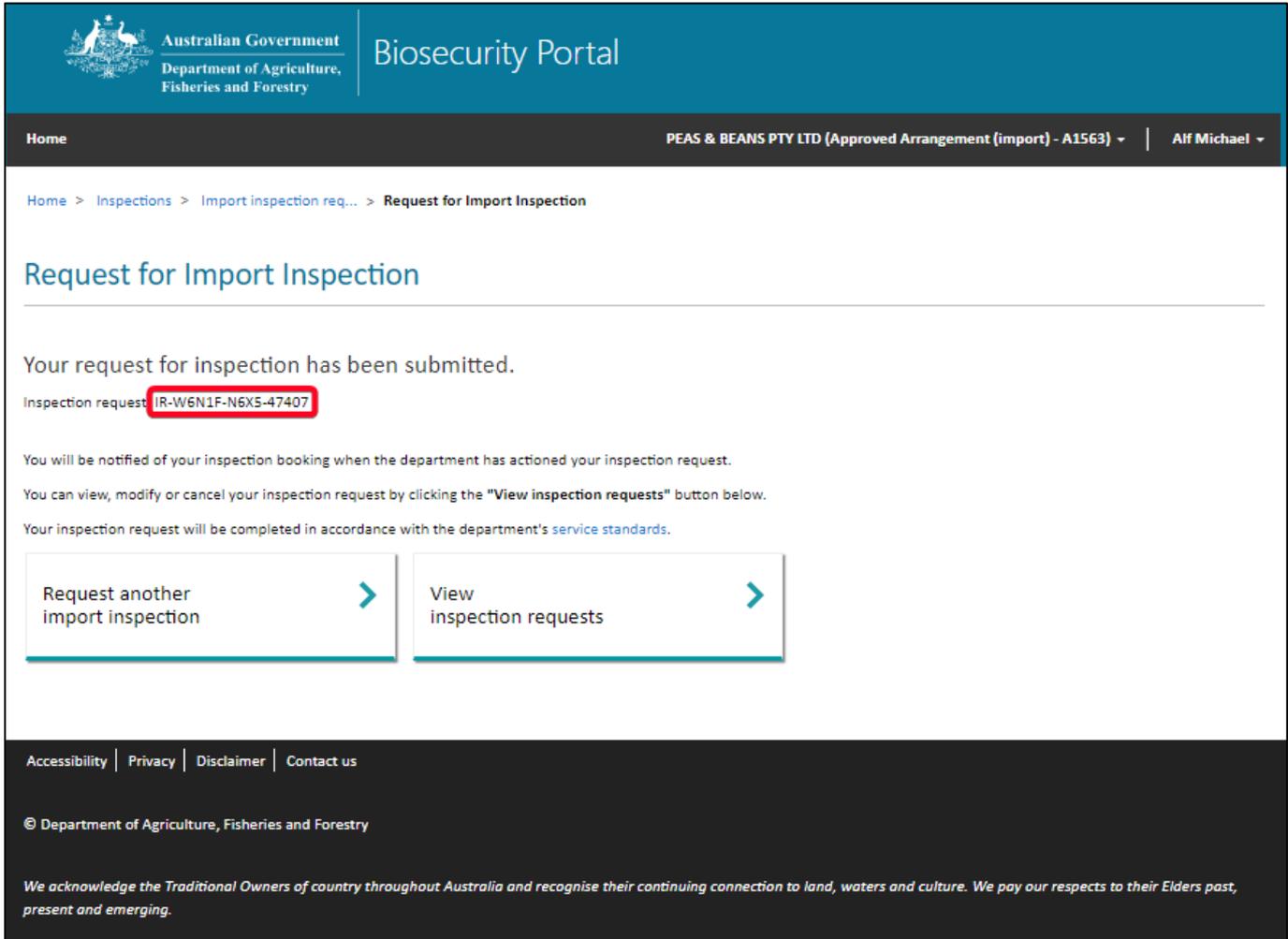
Previous

Submit

Screen 30: View inspection request summary

Declaration notice, privacy notice and privacy policy can be accessed by selecting the links in the Declaration section. Please read them before submitting your inspection request form.

- Step 9.** This page confirms your import inspection request and provides you with a unique transaction number for each inspection request that you lodged. An email will also be sent to your registered email address confirming your submission.



 Australian Government
Department of Agriculture,
Fisheries and Forestry

Biosecurity Portal

Home PEAS & BEANS PTY LTD (Approved Arrangement (import) - A1563) Alf Michael

Home > Inspections > Import inspection req... > Request for Import Inspection

Request for Import Inspection

Your request for inspection has been submitted.

Inspection request: **IR-W6N1F-N6XS-47407**

You will be notified of your inspection booking when the department has actioned your inspection request.

You can view, modify or cancel your inspection request by clicking the "View inspection requests" button below.

Your inspection request will be completed in accordance with the department's [service standards](#).

[Request another import inspection](#) [View inspection requests](#)

[Accessibility](#) | [Privacy](#) | [Disclaimer](#) | [Contact us](#)

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We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

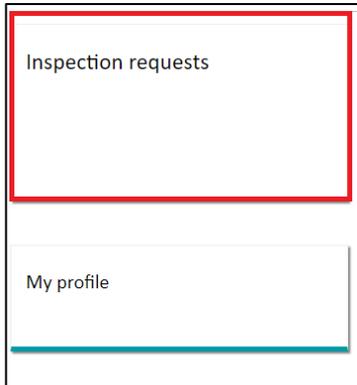
Screen 31: Inspection request confirmation

To request a new inspection, select the Request another import inspection button.

To view your lodged inspection request, select the View inspection requests button.

5. CREATING A NEW INSPECTION REQUEST – OTHER USERS

Step 1 Sign into the Portal using your valid email and password combination and select Inspection requests.



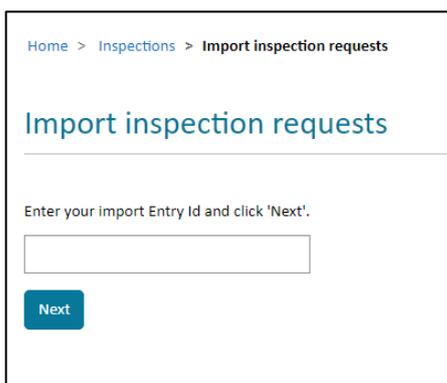
Screen 32: Lodge a RFI via the email and password channel

Step 2 Select Request an import inspection



Screen 33: Lodge a RFI via the email and password channel

Step 3 Enter a valid AIMS Entry ID. This is an alpha-numeric nine-character.



Screen 34: Lodge a RFI via the email and password channel

The system will check to determine if the Entry ID is valid.

If not, an error message will be displayed asking you to check the Entry ID and re-enter.

Step 4 Enter a valid Direction and select Next. Please refer to your Entry ID for valid directions.

Home > Inspections > Import inspection req... > Request for Import Inspection

Request an inspection for Entry ID - BAC191003

Enter Directions for the inspection request

Start typing a Direction name

Inspection: Tailgate - Rural Destination ✕

- Select one or more directions to add to your inspection request.
- Selected directions must have the same inspection location.

Cancel Next

Screen 35: Lodge a RFI via the email and password channel

If a selected direction is not valid (i.e.: is not a direction against the selected Entry ID in AIMS), an error message will be displayed asking you to remove the selected direction.

You can add multiple directions provided they all have the same inspection location.

Two generic directions - “Imported Food: Inspection” and “Imported Food: Failed food inspection” have been introduced to streamline requests for food inspections. You no longer need to enter the exact direction name, noting food directions are not currently displayed on the Food Control Certificate.

You can enter either - “Imported Food: Inspection” and/or “Imported Food: Failed food inspection” and the system will match the request to the direction in the Agriculture Import Management System (AIMS).

Step 5 Confirm the location of your inspection

The screenshot shows a web interface for requesting an inspection. At the top, there is a breadcrumb trail: Home > inspections > import inspection req... > Request for Import Inspection. Below this is the title 'Request an inspection for Entry ID - TEP94H001'. A horizontal navigation bar contains five tabs: 'Inspection Location' (which is active and highlighted in dark blue), 'Location Contact', 'Consignment information', 'Appointment details', and 'Summary'. Under the 'Inspection Location' tab, the text 'Selected directions' is followed by 'Inspection: Fresh produce Inspect'. The main heading is 'Inspection Location'. Below this is a question: 'Is the inspection location the same as stated on the Biosecurity Direction? *'. There are two radio button options: 'Yes' and 'No'. At the bottom of the form, there are two buttons: 'Cancel' and 'Save & next'.

Screen 36: Inspection Location

If the Inspection location is the same as stated on the Biosecurity Direction, select Yes to proceed to the next screen.

The Inspection Location can only be changed for an Imported Food (IF) or Cargo Compliance Verification (CCV) inspections.

If you select No and the inspection is not an IF or CCV, an error message is returned, and you cannot proceed to the next screen.

"You cannot proceed with this inspection request. To change the inspection location for the selected Entry Id and Biosecurity Direction please go to the Cargo Online Lodgement System (COLS) or contact the department on 1800 900 090. You can lodge your inspection request once the change has been actioned."

Step 6 Complete the primary and secondary inspection location contact information for the inspection request and select Save & next button at the bottom of the page.

Request an inspection for Entry ID - BAC191003

Inspection Location **Location Contact** Consignment information Appointment details Summary

Confirm inspection location contact details

Please provide the name and phone number for at least one inspection location contact for each inspection request. This information will be used by biosecurity officers when attending the inspection.

Inspection request

Please enter any additional information about the inspection location in the box below.
(maximum 100 characters)

Directions

Inspection: Tailgate - Rural Destination

Primary inspection location contact

First name *

Last name *

Phone number *

Email address *

Secondary inspection location contact

First name

Last name

Phone number

Email address

Screen 37: Location contact details

STEP 7 On the Consignment information tab, complete responses to all related questions. Select Save & next button to proceed.

Location contacts **Consignment information** Appointment details Summary

Consignment information

Please complete the required consignment information below and then select "Save & next" button to proceed.

Inspection request

Location

A1563, Rob vet schools
Rm 21, 22, 21 Jump street
MACMASTERS BEACH ACT 2651

Directions

Food Program - H/O Test and Hold

Inspection / consignment Information

This information may be available on the packing slip, the direction (which can be accessed via the Biosecurity Portal home page under "View import directions" or on the import permit). Completing this information helps the department allocate the right biosecurity officer and time for your booking.

Does this inspection request need a Photo Ionisation Detector (PID), e.g. inspection of cut flowers from Ecuador, Columbia or Kenya? If yes, make sure that you add "Photo Ionisation Detector (PID) Inspection".

Start typing your inspection / consignment information to find suggested matches (e.g. citrus, bulk commodity, machinery etc.). You can add multiple items as required.

Imported Food Inspection

Hazardous goods and fumigants

Does the consignment or conveyance contain hazardous goods or fumigants? *

Examples include explosives, chemicals, biological matter, sharp instruments, firearms; fumigants like methyl bromide, sulfuryl fluoride, phosphine, gamma irradiation treatments etc.

Yes
 No

Consignment type

Select if applicable

Flatrack
 Isotank
 Open top container
 Side-sided container

Bulk commodities

Does the consignment contain bulk commodities (of stockfeed and fertiliser)? *

Yes
 No

Multi-day booking

Is this request for a multi-day booking? *

Yes
 No

Imported food inspection

Estimated inspection duration (hh:mm) *

Please refer to your food control certificate and enter the estimated inspection duration value provided in it.

Cancel Previous **Save & next**

Screen 38: Consignment Information

A user can select and add more than one inspection / consignment type to the request but cannot add duplicate inspection types.

Inspection Location Location Contact **Consignment information** Appointment details Summary

Consignment information

Please complete the required consignment information below and then select "Save & next" button to proceed.

Inspection request

Location

Location of the inspection is the same as listed on the Biosecurity Direction.

Directions

Inspection: Tailgate - Rural Destination

Inspection / consignment Information

This information may be available on the packing slip, the direction (which can be accessed via the Biosecurity Portal home page under "View import directions" or on the import permit). Completing this information helps the department allocate the right biosecurity officer and time for your booking.

Start typing your inspection / consignment information to find suggested matches (e.g. citrus, bulk commodity, machinery etc.). You can add multiple items as required.

tai|

Rural Tailgate Inspection

Tailgate Inspection

2 items (max results: 12)

Photo-ionisation Detector (PID) Inspection

Screen 39: Inspection / consignment Information

Simply start typing an inspection / consignment type and the system will suggest values.

Inspection types will be auto populated depending on the direction and can also be manually added. Where an inspection type has been auto populated against a direction, a user cannot remove this entry

When lodging an inspection request for an imported food program direction, the associated inspection types are automatically populated.

When lodging an inspection request for an imported food program direction, the associated inspection types are automatically populated

STEP 8 On the Appointment details tab, complete responses to all related questions. Select Save & next

Request an inspection for Entry ID - CWS565001

Inspection Location Location Contact Consignment information **Appointment details** Summary

Appointment details

Please complete the required appointment details below and then select "Save & next" button to proceed.

Inspection request

Location

Location of the inspection is the same as listed on the Biosecurity Direction.

Directions

Compliance Verification: Air Cargo Survey

Goods availability

Indicate when goods will be ready for inspection *

Select a date and time using the calendar icon. You can record a time by selecting the clock icon located at the bottom of the calendar. Date provided must be in the future. The department will try to book your inspection as close as possible to the available date and time.

DD/MM/YYYY HH:mm

Preferred inspection period *

To Meet

"To meet" inspections only apply to bookings where a biosecurity officer is required to attend the booking at a specific time, in cases where specialist equipment or labour hire is required for the inspection, for perishable commodities and CCV inspections (if required).

Request a to-meet inspection

Perishable / Urgent

Perishable or urgent goods include live animals, air freight perishables, non-refrigerated perishables, urgent medical supplies, dangerous goods, explosives, or carnets.

Please indicate if the consignment contains perishable or urgent goods

Cancel Previous **Save & next**

Screen 40: Appointment Details

Preferred inspection period *

AM (06:30 to 12:00)
PM (12:00 to 18:30)
Anytime (06:30 to 18:30)
Overtime (outside business hours)

Screen 41: Appointment time slots

- Indicate a date and time when your goods will be ready for inspection. This date must be in the future. You can also specify a time by selecting the clock symbol at the bottom of the calendar icon. The time will default to current time if not changed.
- Select a preferred inspection period from the dropdown list. There are four to choose from AM, PM Anytime and Overtime.
- When you require an inspection outside of departmental core hours i.e., outside 6:30am to 6:30pm Monday to Friday, you can select the overtime option on the appointment details tab. The department will email you with the day/time once the booking has been confirmed.
- Indicate if your inspection contains perishable or urgent goods
- **Further information:** - you can request a To meet inspection – you will receive a day and time for the inspection once the booking has been confirmed.
- **Note:** overtime is a form of To meet, but To meets can also be during business hours.

View information on the Summary tab to verify the details entered for your Inspection Request(s). Should any change be required, use the Previous button to navigate to the relevant tab. Ensure that all entered information is accurate before submitting the form.

Submit the form by selecting the Submit button.

Request an inspection for Entry ID - BAC191003

Inspection Location Location Contact Consignment information Appointment details **Summary**

Summary

Inspection request

Location

Location of the inspection is the same as listed on the Biosecurity Direction.

Directions

Inspection: Tailgate - Rural Destination

Request details

Indicate when goods will be ready for inspection	23/06/2022 10:58
Preferred inspection period	Anytime (06:30 to 18:30)
Request a to-meet inspection	No

Declaration

By clicking submit, you are acknowledging your agreement to the [declaration](#) and that you have read and understood the [privacy notice](#) and the [privacy policy](#).

Cancel Previous Submit

Screen42: RFI Summary details

Request for Import Inspection

Your request for inspection has been submitted.

Inspection request: MR-R1V3-X1B2-L8G2Z

You will be notified of your inspection booking when the department has actioned your inspection request.

You can view, modify or cancel your inspection request by clicking the "View inspection requests" button below.

Your inspection request will be completed in accordance with the department's [service standards](#).

Screen 43: Inspection request unique number id.

6. MANAGING INSPECTION REQUESTS AND BOOKINGS

6.1. VIEW INSPECTION REQUESTS AND BOOKINGS

The portal provides three views of your inspection requests:

1. **Inspection requests:** This view displays a list of inspection requests that have been lodged, but not yet booked by the department. It also displays cancelled inspection requests.
2. **Upcoming bookings:** This view displays bookings made by the department against your requests for inspections, including inspections that may be in progress.
3. **Historical bookings:** This view displays cancelled and completed bookings.

Use the dropdown control to select your required view.

In the Inspection Requests, Upcoming Bookings and Historical Bookings views clients can:

- Filter by any column (in-column filtering function)
- Sort by any column
- Search by Entry ID on the Inspection requests view and
- Search by Entry ID or Booking Id in the Upcoming bookings view and Historical bookings view.

Selecting a Request ID in any view allows a drill-down to view details about that specific Inspection Request.

The screenshot shows the 'Inspections' page in the Biosecurity Portal. At the top, there is a navigation bar with the Australian Government logo and the text 'Biosecurity Portal'. Below this, there is a breadcrumb trail 'Home > Inspections'. A button labeled 'Request an import inspection' is visible. The main content area is titled 'Inspection requests' and includes a dropdown menu set to 'Inspection requests'. Below the dropdown is a search bar with the text 'Search' and a magnifying glass icon. A table of inspection requests is displayed below the search bar. The table has columns for 'Entry ID', 'Request ID', 'Request Date', 'Status', and 'Actions'. The 'Request ID' column is highlighted with a red box. The table contains five rows of data.

Entry ID ↑	Request ID	Request Date	Status	Actions
CCV230920	IR-C9H6P-W7R6-05521	11/02/2022 10:34	Requested (not booked)	⌵
CCV230920	IR-W8G2G-M6C5-62423	25/11/2021 14:01	Cancelled	
CCV230920	IR-P9G5H-X6M6-01435	08/12/2021 11:59	Cancelled	
CCV230920	IR-T3K6C-SSW7-36345	09/12/2021 11:11	Requested (not booked)	⌵
SWMGOV001	IR-D8X7Q-M0X0-46374	20/08/2021 11:19	Cancelled	

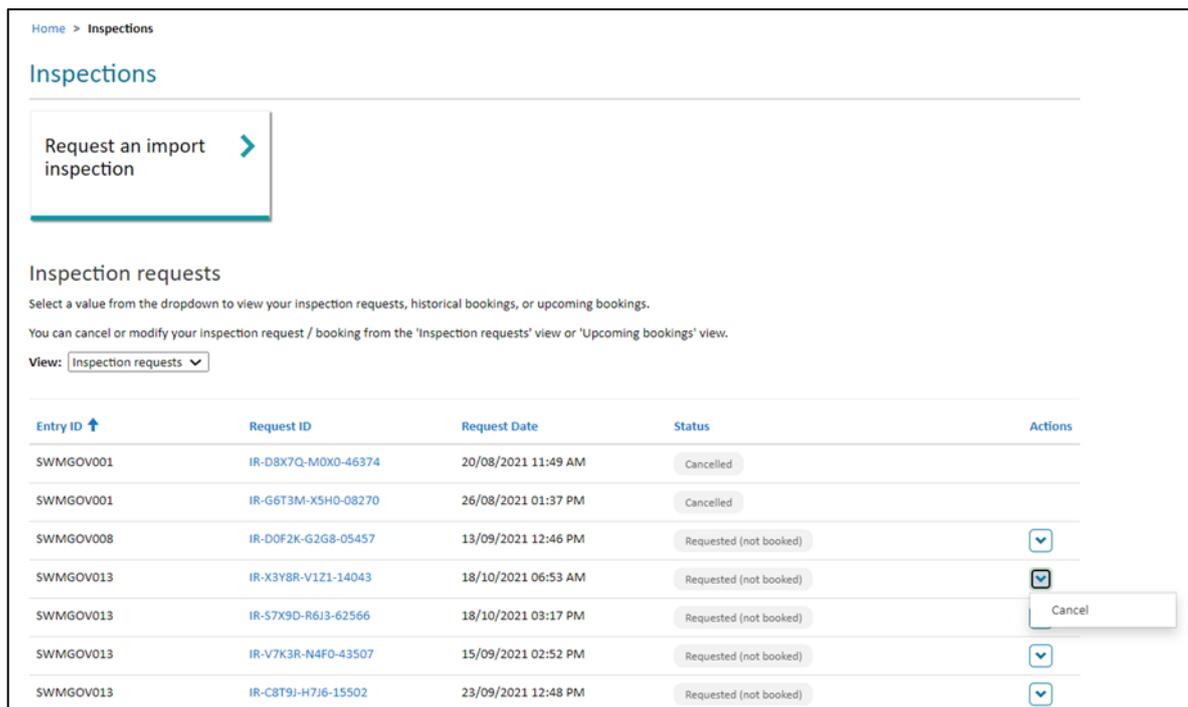
Screen 44: View inspection requests and bookings

6.2. CANCEL INSPECTION REQUESTS

You can cancel an inspection request at any time when the inspection request status is requested (not booked).

To cancel an inspection request:

- Step 1.** Browse to the Inspections page.
- Step 2.** Find your inspection request in the 'Inspection requests' view.
- Step 3.** Select the chevron (down arrow) at the right of the list under Actions and click Cancel.
- Step 4.** Select the Confirm button on the pop-up window to cancel the selected inspection request.



Home > Inspections

Inspections

Request an import inspection >

Inspection requests

Select a value from the dropdown to view your inspection requests, historical bookings, or upcoming bookings.
You can cancel or modify your inspection request / booking from the 'Inspection requests' view or 'Upcoming bookings' view.

View:

Entry ID ↑	Request ID	Request Date	Status	Actions
SWMGOV001	IR-D8X7Q-M0X0-46374	20/08/2021 11:49 AM	Cancelled	
SWMGOV001	IR-G6T3M-X5H0-08270	26/08/2021 01:37 PM	Cancelled	
SWMGOV008	IR-D0F2K-G2G8-05457	13/09/2021 12:46 PM	Requested (not booked)	⌵
SWMGOV013	IR-X3Y8R-V1Z1-14043	18/10/2021 06:53 AM	Requested (not booked)	⌵
SWMGOV013	IR-57X9D-R6J3-62566	18/10/2021 03:17 PM	Requested (not booked)	⌵ Cancel
SWMGOV013	IR-V7X3R-N4F0-43507	15/09/2021 02:52 PM	Requested (not booked)	⌵
SWMGOV013	IR-C8T9J-H7J6-15502	23/09/2021 12:48 PM	Requested (not booked)	⌵

Screen 45: Cancel inspection request

You can request a fresh inspection against a previously cancelled inspection request through the import inspection page by selecting the corresponding AIMS Entry ID again.

6.3. CANCEL BOOKINGS

You can cancel a booking from the Upcoming bookings view when its status is booked. Bookings in the status – In-progress or On our way cannot be cancelled.

To cancel a booking:

- Step 1.** Go to the Inspections page.
- Step 2.** Find your booking in the Upcoming bookings view.
- Step 3.** Select the chevron (down arrow) at the right of the list under Actions and click Cancel.
- Step 4.** Select the Confirm button on the pop-up window to cancel the selected booking.

Home > Inspections

Inspections

Request an import inspection >

Inspection requests

Select a value from the dropdown to view your inspection requests, historical bookings, or upcoming bookings.

You can cancel or modify your inspection request / booking from the 'Inspection requests' view or 'Upcoming bookings' view.

View: Upcoming bookings ▾

Entry ID ↑	Request Id	Booking ID ↑	Booking date	Status	Actions
COPY00009	IR-Z8H1V-P8W0-56101	06330	13/11/2021	Booked	<input checked="" type="checkbox"/>
DUAL09006	IR-S0V7B-G5L5-28624	06326	05/11/2021	Booked	<ul style="list-style-type: none"> Cancel Modify Date/Time

Screen 46: Cancel a booking

When submitting a booking cancellation, a message will advise users to check to see if the cancellation has any dependant bookings, as per the import conditions, and to ensure they also cancel the dependant inspection. Failure to do so may result in a charge.

The cancelled booking will be moved to the Historical bookings view, and its status will be updated as Cancelled.

You may be charged a cancellation fee for modifying/cancelling a booking within 24 hours of the scheduled inspection.

6.4. MODIFY BOOKING DATE/TIME

You cannot modify a booking via the Portal if you have booked an inspection using the Other User (via email and password) method of logging in.

You can request to change the date or time of an existing booking from the Upcoming bookings view when the booking status is booked. Bookings in the status – In-progress or On our way cannot be modified.

To lodge a request to modify date/time of a booking:

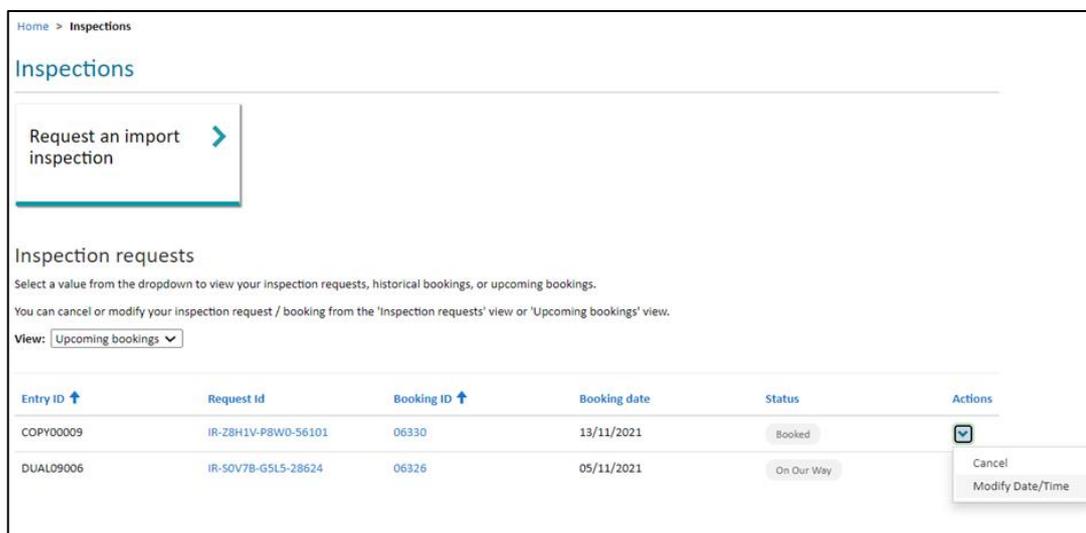
- Step 1.** Go to the Inspections page.
- Step 2.** Find your booking in the Upcoming bookings view.
- Step 3.** Select the chevron (down arrow) at the right of the list under 'Actions' and click Modify date/time.
- Step 4.** Enter new date/time information and submit the request.
- Step 5.** Confirm the request when you see a pop-up window requesting your confirmation.

By submitting the request:

1. Your existing booking will be cancelled and placed in the Historical bookings view with its status updated as Cancelled/rebooked.
2. Your request to modify date/time will be reviewed by the department. A new booking will be made by the Department.

When submitting a booking modification, a message will advise users to check if the booking has any dependant bookings, as per the import conditions, and to modify those dependant bookings. Failure to do so may result in a charge.

You may be charged a cancellation fee for modifying/cancelling a booking within 24 hours of the scheduled inspection.



Home > Inspections

Inspections

Request an import inspection

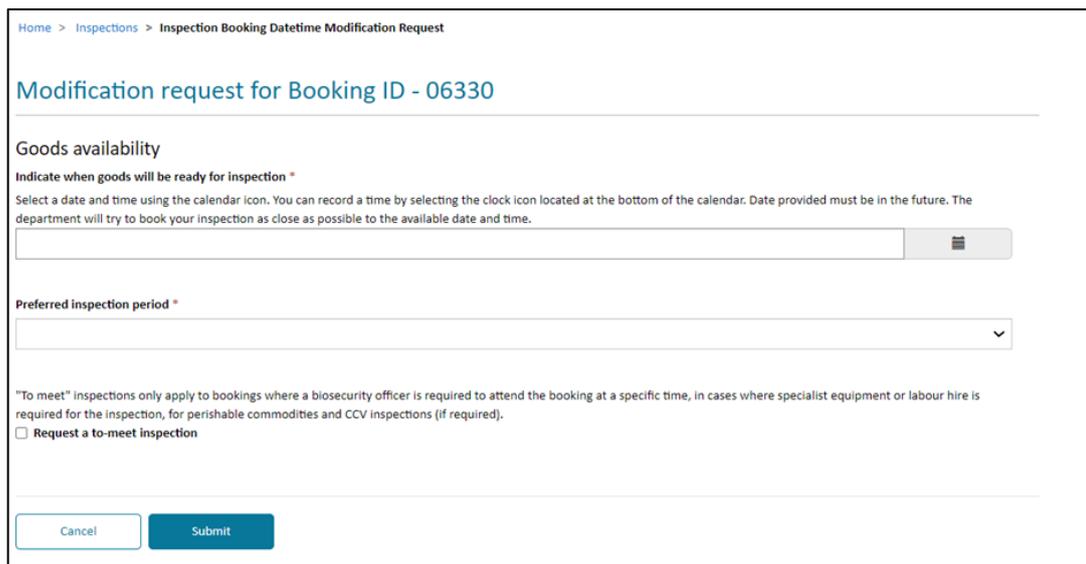
Inspection requests

Select a value from the dropdown to view your inspection requests, historical bookings, or upcoming bookings.
You can cancel or modify your inspection request / booking from the 'Inspection requests' view or 'Upcoming bookings' view.

View: Upcoming bookings

Entry ID ↑	Request Id	Booking ID ↑	Booking date	Status	Actions
COPY0009	IR-Z8H1V-P8W0-56101	06330	13/11/2021	Booked	<input checked="" type="checkbox"/>
DUAL09006	IR-S0V7B-G5L5-28624	06326	05/11/2021	On Our Way	<ul style="list-style-type: none"> Cancel Modify Date/Time

Screen 46: Modify date/time of a booking



Home > Inspections > Inspection Booking Datetime Modification Request

Modification request for Booking ID - 06330

Goods availability

Indicate when goods will be ready for inspection *

Select a date and time using the calendar icon. You can record a time by selecting the clock icon located at the bottom of the calendar. Date provided must be in the future. The department will try to book your inspection as close as possible to the available date and time.

Preferred inspection period *

"To meet" inspections only apply to bookings where a biosecurity officer is required to attend the booking at a specific time, in cases where specialist equipment or labour hire is required for the inspection, for perishable commodities and CCV inspections (if required).

Request a to-meet inspection

Cancel Submit

Screen 47: Enter new/modification details and submit

7. ARCHIVE INSPECTION REQUESTS AND BOOKINGS

7.1. ARCHIVE AN ENTRY ID

You can archive an inspection request or booking to remove them from your transactional views.

To archive a record:

- Step 1** Go to the Inspections page
- Step 2** Find your Entry Id in the corresponding view ie: Inspection requests, Upcoming bookings or Historical bookings
- Step 3** Select the chevron (down arrow) at the right of the list under 'Actions' and click Archive.
- Step 4** The Entry Id will be removed to the Archived View: Archives inspection requests or Archive bookings.

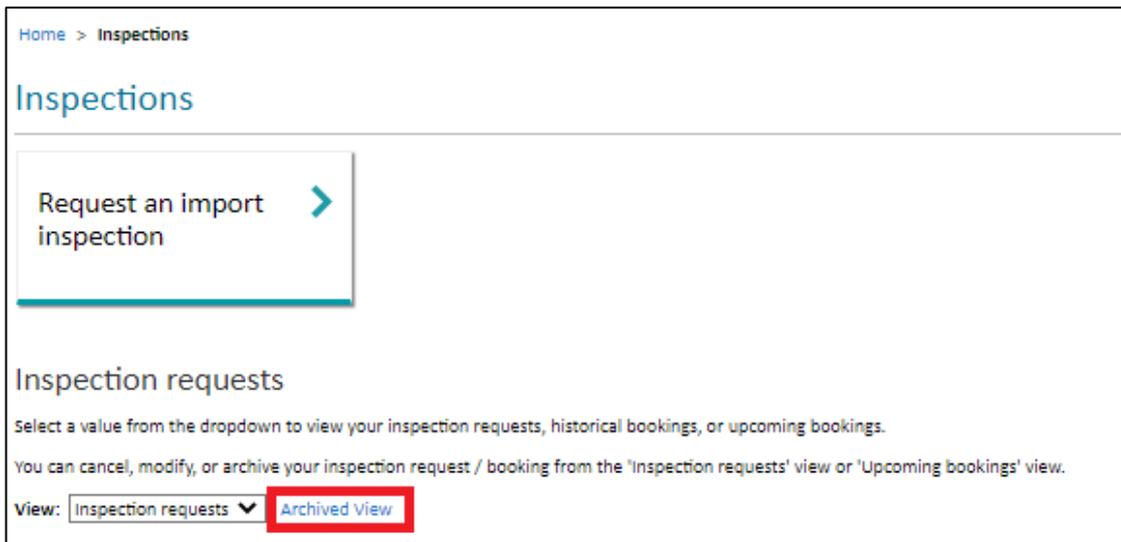
The screenshot shows the 'Inspections' page in the Biosecurity Portal. At the top, there is a breadcrumb 'Home > Inspections' and a 'Request an import inspection' button. Below this, the 'Inspection requests' section is visible, with a dropdown menu set to 'Inspection requests' and a link to 'Archived View'. A search bar is present. The main content is a table with columns: Entry ID (sorted ascending), Request ID, Request Date, Status, and Actions. Three rows of data are shown, all with a status of 'Requested (not booked)'. The 'Actions' dropdown for the first row is open, showing 'Cancel' and 'Archive' options. Red boxes highlight the 'Inspection requests' dropdown, the 'Actions' dropdown, and the 'Archive' option.

Entry ID ↑	Request ID	Request Date	Status	Actions
SWRS66708	IR-X0H55-B2T5-05B33	27/10/2022 10:50	Requested (not booked)	Cancel Archive
SWRS66708	IR-Z7PDL-K9P7-08490	27/10/2022 10:52	Requested (not booked)	
SWRS66709	IR-V1T3L-Q8N0-43042	27/10/2022 10:53	Requested (not booked)	

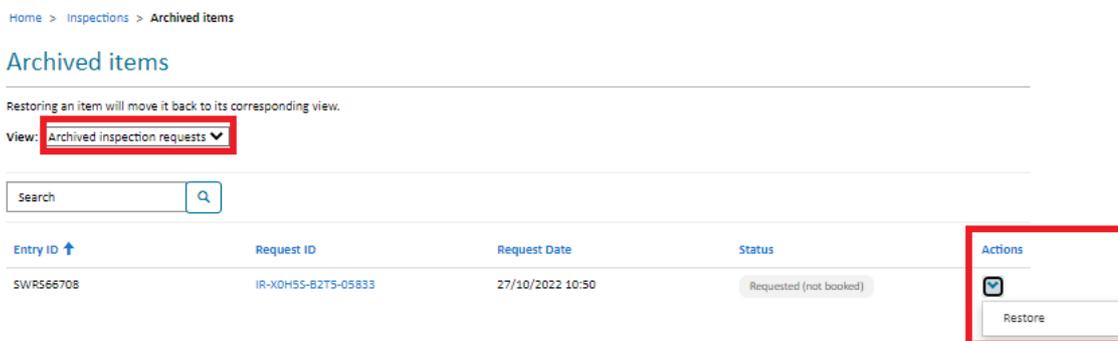
Screen 48: Entry ID selection for archiving

7.2. RE-INSTATE AN ENTRY ID

- Step 1** Go to the Inspections page
- Step 2** Click on the Archived View
- Step 3** Find your Entry Id in the corresponding view ie: Archived inspection requests or Archived bookings.
- Step 4** Select the chevron (down arrow) at the right list under “Actions” and click Restore
- Step 5** The Entry Id will be removed back to the View based on the status of the item when re-instated.



Screen 49: Archives Views



Screen 50: Restore an Archives Item