How do I request a reassessment?

This quick reference guide demonstrates how to request a reassessment of documents submitted against your consignment, after your consignment has been assessed and you wish for it to be reviewed.
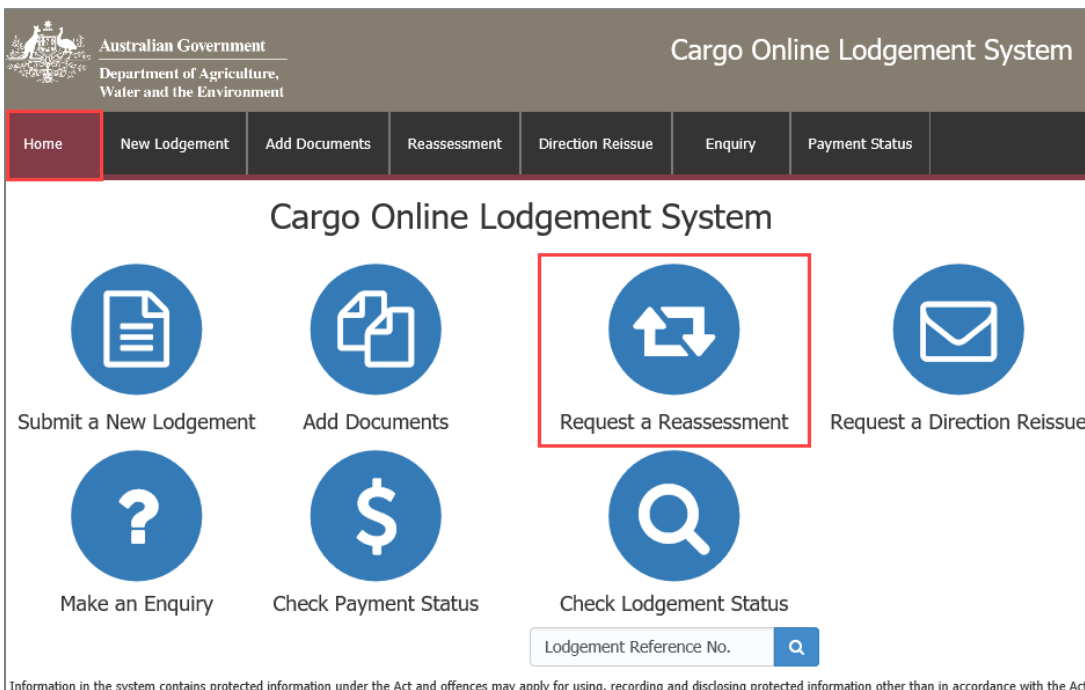
1. Request a reassessment

1.1 Home page

Go to the Cargo Online Lodgement System.

Select **Request a Reassessment.**

> *NOTE: You can only Request a Reassessment once your lodgement has been assessed. If your assessment is still in progress or awaiting further information, you cannot request a reassessment.*

1.2 Enter the LRN and Broker / Importer Branch ID

Enter your **Lodgement Reference Number (LRN).**

> *TIP: You can copy and paste your LRN from the email notification you received at the time of your original lodgement.*

Enter your **Broker/Importer Branch ID** and select [Retrieve Details].

> *NOTE: When you select [Retrieve Details], the consignment details are automatically retrieved from AIMS and only additional information is required to be entered by you.*

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Australian Government
Department of Agriculture,
Water and the Environment

COLS
Cargo Online
Lodgement System

1.3   Reassessment reason

Enter your specific reason for requesting a reassessment in the free text field. You have a 1000 character limit.

Request a Reassessment   Required fields denoted by *

| Reference | **Reassessment** | Contact Details | Documentation | Submitted |

Reassessment Reason

Please specify the reason for requesting a reassessment that may assist in assessing the documentation? *

961 of 1000 characters remaining

Type your reason for reassessment here.

1.4   Direction request (optional)

Select ➕ under **Actions** to add a **Direction Request** for your consignment.

Direction Request

Direction	Direction/Line/Container	Treatment/Destruction Type	Nominated Site	AA Name	AA Number	Actions
Click the ➕ button to add a new direction request						➕

Select the required **Direction** from the drop down menu and complete the other required fields.

*NOTE: The **AA Number** field is mandatory when a direction other than R**elease on Documents** is requested.*

*If an **AA Number** is not applicable, enter NA in the field.*

Direction Request

Direction *	Direction/Line/Container	Treatment/Destruction Type	Nominated Site	AA Name	AA Number	Actions
					N0258	➕ 🗑

Release on Documents
Rural Tailgate Inspection
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

Next

Once your **Reassessment Reason** and **Direction Request** details are complete, select Next .

Request a Reassessment   Requireₐlds denoted by

| Reference | **Reassessment** | Contact Details | Documentation | Submitted |

Reassessment Reason

Please specify the reason for requesting a reassessment that may assist in assessing the documentation? *

961 of 1000 characters remaining

Type your reason for reassessment here.

Direction Request

Direction *	Direction/Line/Container	Treatment/Destruction Type	Nominated Site	AA Name	AA Number *	Actions
Inspection of Goods ▾					N0258	➕ 🗑

Cancel   Previous   Next

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1.4   Contact details

You have the option to update your contact details or add a third party email for receiving the notification.

NOTE: The department may contact you using the phone number provided here, in the instance the assessment does not align with your expected outcome.

Once updated, select Next .

1.5   Documentation

Select ➕ under **Actions** to add documents to your lodgement.

This action will open a new window.

1.4.1 Add files

Select **Browse** to locate your file to upload.

Alternatively, select a number of files and drag and drop them into the file box at the top of the window.

Select Save to upload your document(s).

NOTE: Documents may not exceed 20.0MB in total.
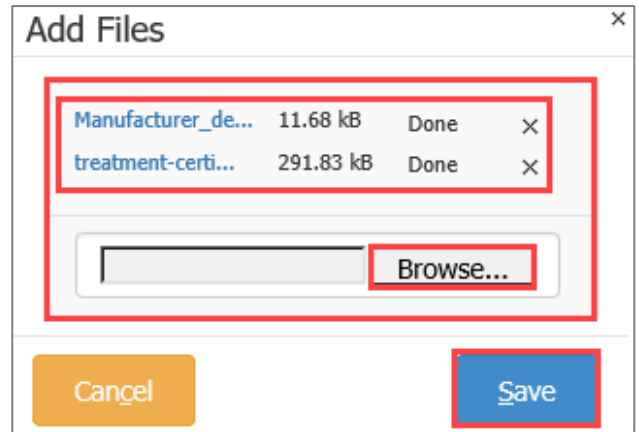
1.4.2 Document type

Select the required **Document Type** field(s) from the drop down menu. This is a mandatory field.

Choose 'other' if your document type is not listed.
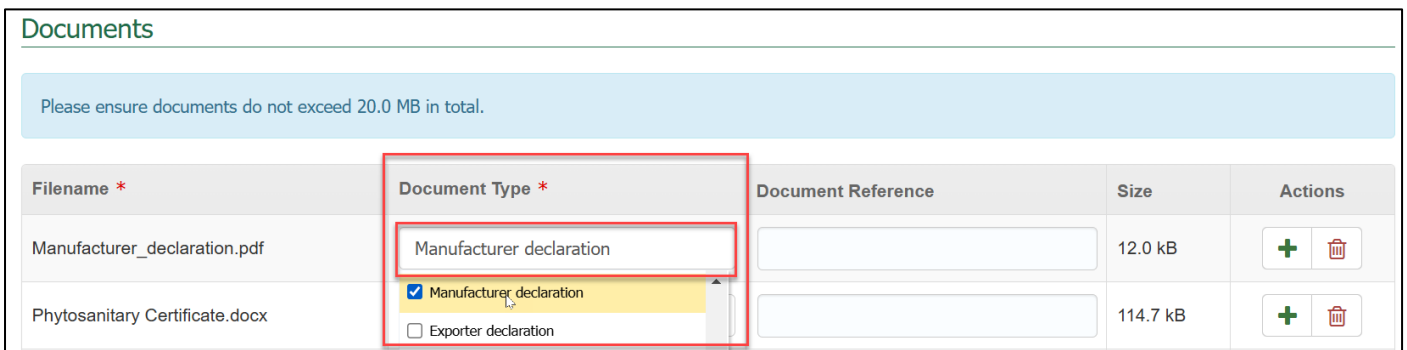
1.4.3 Document reference

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

Repeat for each document as necessary.

1.4.4 Additional comments

Add any additional information that may help the department in assessing the documentation in the **Additional Comments** field. E.g. If you have multiple import permit numbers relating to the lodgement, add them in the **Additional Comments** field.
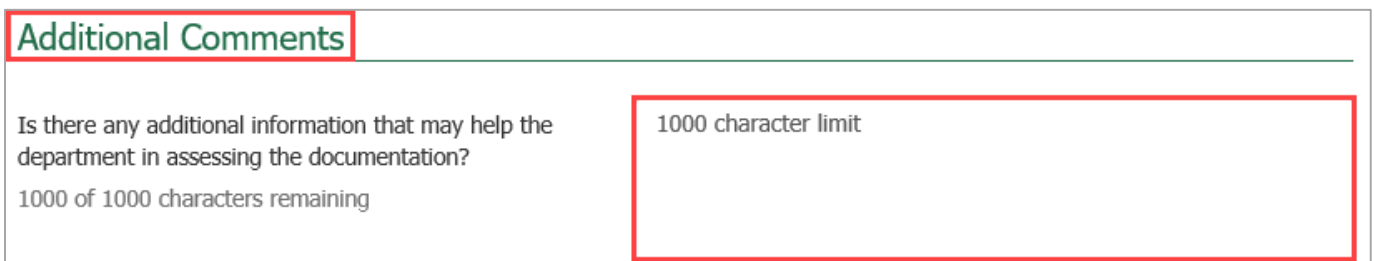
1.5 Declaration

Select the General Declaration check box to declare that the information provided in this form is true and correct.

Read the Privacy statement.

Select **Submit**.

1.6 Submitted

You will receive confirmation that your request has been submitted. Record your **Lodgement Reference Number (LRN)** for future reference.

TIP: This is your unique number that can be used to identify your consignment when using other parts of the Cargo Online Lodgement System.

Select **Finished**.

NOTE: You will receive an email confirmation from DoNotReply@agriculture.gov.au. This should be kept as a receipt of your lodgement.

Your request is now with the department for assessment.

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