



How do I check the payment status of my lodgement in COLS?

This quick reference guide demonstrates how to check the payment status of your lodgement in COLS.

1. Check payment status

1.1 Home page

Go to the Cargo Online Lodgement System.

Select **Check Payment Status**.

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

1.2 Payment enquiry

You will be redirected to the department's **Online Payment System**.

Enter your **Reference Number**.

NOTE: This is a mandatory field.

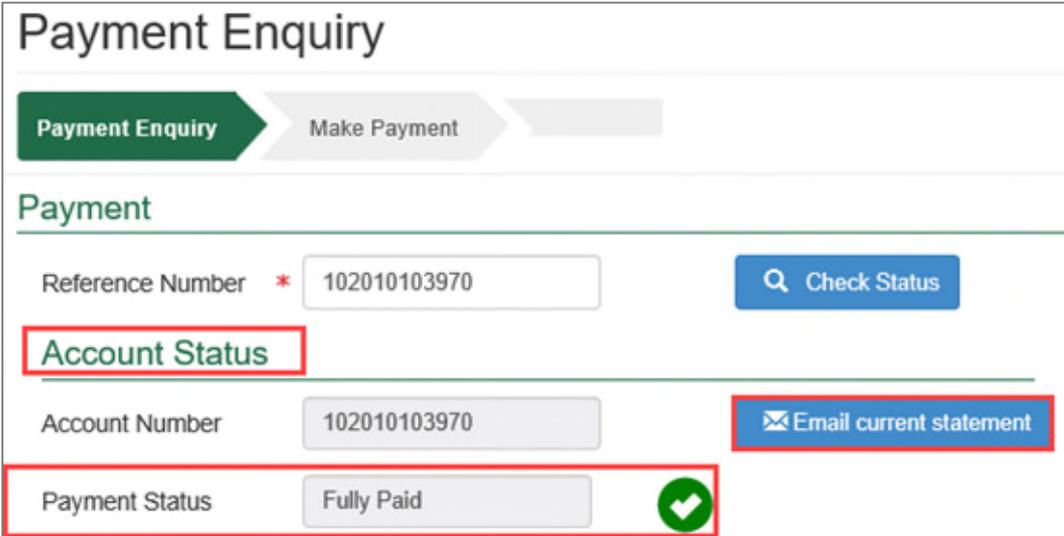
Select .



1.3 Account status – payment status fully paid

1.3.1 Email current statement

If your Payment Status is Fully Paid, indicated by , you can select [✉ Email current statement](#) to send an email to the nominated recipient.



The screenshot shows the 'Payment Enquiry' interface. At the top, there are two navigation buttons: 'Payment Enquiry' (highlighted in green) and 'Make Payment'. Below this is a 'Payment' section with a search bar for the Reference Number (102010103970) and a 'Check Status' button. The 'Account Status' is highlighted with a red box. Below that, the Account Number (102010103970) is shown, with an 'Email current statement' button highlighted in red. The 'Payment Status' is 'Fully Paid', which is also highlighted with a red box and accompanied by a green checkmark icon.

Once the email has been sent, the following notification will appear on your screen.

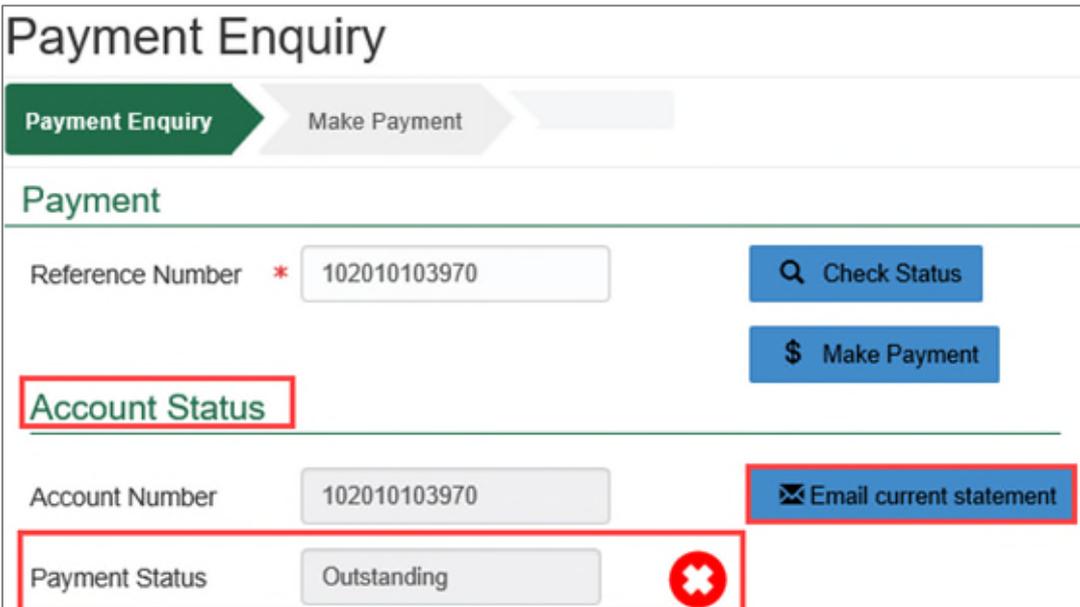
An email has been sent to the nominated recipient

No further action is required.

1.4 Account status – payment status outstanding

1.4.1 Email current statement

If your Account Status is **Outstanding**, indicated by , you can select [✉ Email current statement](#) to send an email to the nominated recipient.



The screenshot shows the 'Payment Enquiry' interface. At the top, there are two navigation buttons: 'Payment Enquiry' (highlighted in green) and 'Make Payment'. Below this is a 'Payment' section with a search bar for the Reference Number (102010103970) and a 'Check Status' button. The 'Account Status' is highlighted with a red box. Below that, the Account Number (102010103970) is shown, with an 'Email current statement' button highlighted in red. The 'Payment Status' is 'Outstanding', which is also highlighted with a red box and accompanied by a red cross icon. There is also a 'Make Payment' button visible.

Once the email has been sent, the following notification will appear on your screen.

An email has been sent to the nominated recipient



1.4.2 Make payment

Select **\$ Make Payment** to pay your outstanding account.

Payment Enquiry

Payment Enquiry | Make Payment

Payment

Reference Number * 102010103970 **Check Status**

\$ Make Payment

Account Status

Account Number 102010103970 **Email current statement**

Payment Status Outstanding

You will be directed to the department's online payment system to complete your payment.

Complete your payment details in the required fields and select **Pay Now**.

Make Payment

By clicking Pay Now you accept the Privacy Statement and Terms and Conditions of payment.

You are paying an amount of \$60.00

Cardholder Name

Card Number

Expiry Date

Security Code

Pay Now

This transaction will appear on your card statement under the name of "Dept of Agriculture".

Cancel **Continue**



1.4.3 Payment confirmation

You will receive a Payment Confirmation with a Transaction Reference Number.

Select [Continue](#).

NOTE: You must select [Continue](#) to finalise this transaction.

Make Payment

Please note: you must click the 'continue' button to finalise this transaction.

Payment Confirmation

Transaction Date	27 Jul 2021 12:20:57 AEST
Transaction Reference	20566207
Payment Reference Number	102010103970
Payment Amount	60.00
Credit Card Type	MasterCard

This transaction will appear on your card statement under the name of "Dept of Agriculture".

[Cancel](#) [Continue](#)

NOTE: Please allow two hours to receive copies of Invoices, Statements and Receipts as they do not get transmitted instantly upon request.