



# How do I make an enquiry?

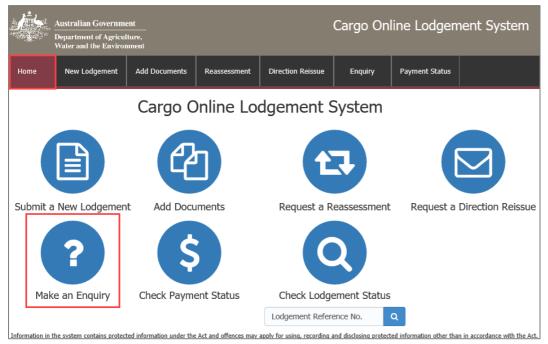
This quick reference guide demonstrates how to submit an enquiry to the department in the Cargo Online Lodgement System (COLS). You can use this function to make the following enquiry types: Consignment specific enquiry, Location change, Quarantine document processing, Imported food document processing, General import enquiries or to Submit a declaration.

# 1. Make an enquiry

# 1.1 Home page

Go to the Cargo Online Lodgement System.

### Select Make an Enquiry.



# 1.2 Enquiry details and contact details

## 1.2.1 Enquiry details

Select an **Enquiry type** from the drop down menu.

The following enquiry types are available for selection:

- **Consignment specific enquiry:** Select this when enquiring about a specific consignment for which documents have been lodged and the assessment has not been completed.
- Location Change: Select this when needing to make a change of Inspection or Approved Arrangements site.
- Quarantine document processing: Select this for specific questions about importing goods that are subject to quarantine.
- Imported food document processing: Select this for specific questions about importing goods that are subject to imported food requirements.
- General import enquiry: Select this for general questions about importing goods into Australia.

Depending upon your enquiry type, you may be required to enter information regarding a current entry.

#### If required, enter your Lodgement Reference Number (LRN) and Entry number.

**TIP:** You can copy and paste the 26 digit number LRN from the email notification you received at the time of initial lodgement. Your Entry Number is the number allocated from AIMS when you lodge your consignment.

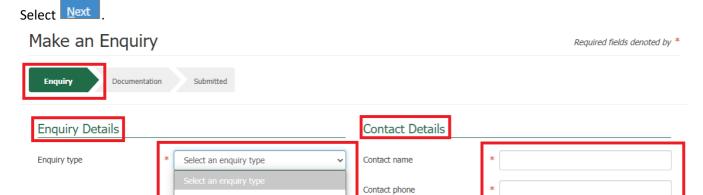


Next

#### 1.2.2 Contact details

Enter your Contact name, a valid Australian phone number and your email address.

**NOTE:** \* denotes a mandatory field.



Contact email

# 1.3 Documentation

Select 🛨 under Actions to add any documents relating to your enquiry.

Consignment specific enquiry

Quarantine document processing Imported food document processing

Location change

General import enquiry

Make an Enquiry Required fields denoted by				Required fields denoted by $^{st}$			
Enquiry	Docum	entation Submitted					
Docum	Documents						
Please ensure documents do not exceed 10.0 MB in total.							
Filenam	e	Document Type	Document Reference	Size	Actions		
Click the	+ button to add	a new document			+		

This action will open a new window.

1.3.1 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).
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**NOTE:** Documents may not exceed 10.0MB in total.

#### **1.3.2** 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.

Manufacturer_de	11.68 kB	Done	×
treatment-certi	291.83 kB	Done	×
		Browse.	

☑ imports@agriculture.gov.au
☎ 1800 900 090

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Australian Govern Department of Agr Water and the Env	iculture,			COLS Cargo Online odgement Syster
Documents				
Please ensure documents do not exceed 1	0.0 MB in total.			
Filename *	Document Type *	Document Reference	Size	Actions
Manufacturer_declaration.pdf	Manufacturer declaration		12.0 kB	+ 🖻
treatment-certificate.pdf	Cleanliness declaration  Manufacturer declaration		298.8 kB	+ 🖻
L	Exporter declaration			

#### 1.3.3 Document reference

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

Repeat for each document as necessary.

#### 1.3.4 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 enquiry, add them in the **Additional Comments** field.

Additional Comments	
Is there any additional information that may help the department in assessing the documentation? 1000 of 1000 characters remaining	1000 character limit

#### 1.3.5 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

General Declaration	* 🗹 By selecting the checkbox you declare that the information provided in this form is true and correct and acknowledge that further charges may apply.		
	Providing false or misleading statements, information or documents to the Commonwealth, or to any other person in purported compliance with the law of the Commonwealth, is a serious offence under the Criminal Code Act 1995 (Cth) and is punishable by up to 12 months imprisonment.		
	Information in the system contains protected information under the Act and offences may apply for using, recording and disclosing protected information other than in accordance with the Act.		
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 is also 'protected information' under the Biosecurity Act. More		
Can <u>c</u> el <u>P</u> revious	Submit		

## 1.4 Submitted

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

 ☑ imports@agriculture.gov.au

 ☎ 1800 900 090
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# **TIP:** This is your unique number that can be used to identify your consignment when using other parts of the Cargo Online Lodgement System.

Make an Enquiry	Required fields denoted by '
Enquiry Documentation Submitted	
Submission Confirmation	
Your lodgement has now been received by the Department of Agriculture, Wat	er and the Environment and will be assessed as soon as possible.
You will now receive a confirmation of this lodgement via email to the email ad	dress you nominated within the form. Please keep the email as receipt of your lodgement.
Your Lodgement Reference Number (LRN) is 07463602820210726154804	939.
This number is unique to this lodgement and it can be used to identify your co	nsignment when using other parts of the Cargo Online Lodgement System.
	<u>F</u> inished

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

Your enquiry is now with the department for assessment.