



# 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**.

Australian Government  
Department of Agriculture,  
Water and the Environment

Cargo Online Lodgement System

Home New Lodgement Add Documents Reassessment Direction Reissue Enquiry Payment Status

Cargo Online Lodgement System

Submit a New Lodgement Add Documents Request a Reassessment Request a Direction Reissue

Make an Enquiry Check Payment Status Check Lodgement Status

Lodgement Reference No. [Search]

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 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.



### 1.2.2 Contact details

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

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

Select [Next](#).

## Make an Enquiry

Required fields denoted by \*

Enquiry Details

Enquiry type

\* Select an enquiry type

- Select an enquiry type
- Consignment specific enquiry
- Location change
- Quarantine document processing
- Imported food document processing
- General import enquiry

Cancel

Contact Details

\* Contact name

\* Contact phone

\* Contact email

Next

### 1.3 Documentation

Select [+](#) under **Actions** to add any documents relating to your enquiry.

Make an Enquiry

Required fields denoted by \*

Enquiry Documentation Submitted

Documents

Please ensure documents do not exceed 10.0 MB in total.

Filename	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).

**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.

Add Files

Filename	Size	Done	X
Manufacturer_de...	11.68 kB	Done	X
treatment-certi...	291.83 kB	Done	X

Browse...

Cancel Save



## Documents

Please ensure documents do not exceed 10.0 MB in total.

Filename *	Document Type *	Document Reference	Size	Actions
Manufacturer_declaration.pdf	<input type="checkbox"/> Cleanliness declaration <input checked="" type="checkbox"/> Manufacturer declaration <input type="checkbox"/> Exporter declaration		12.0 kB	
treatment-certificate.pdf			298.8 kB	

### 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 .

**Declaration**

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.

## 1.4 Submitted

You will receive confirmation that your enquiry 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**.

## Make an Enquiry

Required fields denoted by \*

Enquiry

Documentation

**Submitted**

### Submission Confirmation

Your lodgement has now been received by the Department of Agriculture, Water 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 address you nominated within the form. Please keep the email as receipt of your lodgement.

Your Lodgement Reference Number (LRN) is **07463602820210726154804939.**

This number is unique to this lodgement and it can be used to identify your consignment when using other parts of the Cargo Online Lodgement System.

**Finished**

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

Your enquiry is now with the department for assessment.