



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.

The screenshot shows the Cargo Online Lodgement System home page. At the top, there is a navigation menu with options: Home, New Lodgement, Add Documents, Reassessment, Direction Reissue, Enquiry, and Payment Status. Below the menu, the main content area features several circular icons representing different actions: Submit a New Lodgement, Add Documents, Request a Reassessment (highlighted with a red box), Request a Direction Reissue, Make an Enquiry, Check Payment Status, and Check Lodgement Status. A search bar for 'Lodgement Reference No.' is located at the bottom of the main content area.

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.

The screenshot shows the 'Request a Reassessment' form. At the top, there is a progress bar with five steps: Reference (highlighted in green), Reassessment, Contact Details, Documentation, and Submitted. Below the progress bar, there are two text input fields. The first field is labeled 'Please enter the Lodgement Reference (LRN) of your original lodgement' and has a red box around it. The second field is labeled 'Please enter your Broker/Importer Branch ID' and also has a red box around it. There are 'Cancel' and 'Retrieve Details' buttons at the bottom of the form.



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

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 Release 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
<div style="border: 1px solid #ccc; padding: 5px; font-size: x-small;"> 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 </div>					N0258	<div style="border: 1px solid #ccc; padding: 2px;">+</div> <div style="border: 1px solid #ccc; padding: 2px;">-</div>
						Next

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

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

Direction Request

Direction *	Direction/Line/Container	Treatment/Destruction Type	Nominated Site	AA Name	AA Number *	Actions
Inspection of Goods v					N0258	<div style="border: 1px solid #ccc; padding: 2px;">+</div> <div style="border: 1px solid #ccc; padding: 2px;">-</div>

Cancel
Previous
Next



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**.

Request a Reassessment Required fields denoted by *

Reference > Reassessment > **Contact Details** > Documentation > Submitted

Responsible Party Load Save

Branch ID: AC44RT
Company name: DHL GLOBAL FORWARDING (AUSTRALIA) PTY LTD

Contact name: * Bart Simpson
Phone number: * 0400000000
Email address: * Bart.Simpson@email.com

Third Party Notification
 A third party requires assessment status notification

We may contact you using the phone number you provide here, in the instance the assessment does not align with your expected outcome.

Cancel Previous Next

1.5 Documentation

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

Request a Reassessment Required fields denoted by *

Reference > Reassessment > Contact Details > **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.

1.4.1 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 10.0MB in total.*

Add Files x

Manufacturer_de...	11.68 kB	Done	x
treatment-certi...	291.83 kB	Done	x

Browse...

Cancel Save



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.

Documents				
Please ensure documents do not exceed 10.0 MB in total.				
Filename *	Document Type *	Document Reference	Size	Actions
Manufacturer_declaration.pdf	<input checked="" type="checkbox"/> Manufacturer declaration <input type="checkbox"/> Cleanliness declaration	<input type="text"/>	12.0 kB	<input type="button" value="+"/> <input type="button" value="🗑"/>
treatment-certificate.pdf	<input checked="" type="checkbox"/> Manufacturer declaration <input type="checkbox"/> Exporter declaration	<input type="text"/>	298.8 kB	<input type="button" value="+"/> <input type="button" value="🗑"/>

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.

Additional Comments

Is there any additional information that may help the department in assessing the documentation?

1000 of 1000 characters remaining

1000 character limit

1.5 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.



1.6 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**.

Request a Reassessment

*Required fields denoted by **

Reference > Reassessment > Contact Details > Documentation > **Submitted**

Submission Confirmation

Your reassessment 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 **AC9G99XNY20210726123619418**.

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. This should be kept as a receipt of your lodgement.

Your request is now with the department for assessment.