



# How do I request a direction to be reissued?

This quick reference guide demonstrates how to request the reissue of a direction that has been previously issued for your consignment. The direction will be sent to the email address that is currently held in Australian Import Management System (AIMS).

## 1. Request a direction reissue

### 1.1 Home page

Go to the Cargo Online Lodgement System.

Select **Request a Direction Reissue**.

The screenshot shows the Cargo Online Lodgement System interface. At the top left is the Australian Government logo and name. At the top right is the system name 'Cargo Online Lodgement System'. Below this is a navigation menu with buttons for Home, New Lodgement, Add Documents, Reassessment, Direction Reissue, Enquiry, and Payment Status. The main area contains several circular icons for different actions: Submit a New Lodgement, Add Documents, Request a Reassessment, Request a Direction Reissue (highlighted with a red box), Make an Enquiry, Check Payment Status, and Check Lodgement Status. There is also a search bar for 'Lodgement Reference No.' and a small disclaimer at the bottom: '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 Entry details

Enter your **Full Import Declaration (FID)/Entry number** and your **Broker /Importer Branch ID**.

Your Entry Number is the number allocated from AIMS when you lodge your consignment.

Select **Retrieve Details**.

The screenshot shows the 'Request a Direction Reissue' form. At the top, it says 'Request a Direction Reissue' and 'Required fields denoted by \*'. Below this is a progress bar with three steps: 'Reference' (highlighted with a red box), 'Reissue Details', and 'Submitted'. The form contains two input fields: 'Please enter the Full Import Declaration (FID)/Entry number' with a red asterisk and a red box around the input field containing 'XXXXXXXX'; and 'Please enter your Broker/Importer Branch ID' with a red asterisk and a red box around the input field containing 'XXXXXX'. There are two buttons at the bottom: 'Cancel' and 'Retrieve Details' (highlighted with a red box).



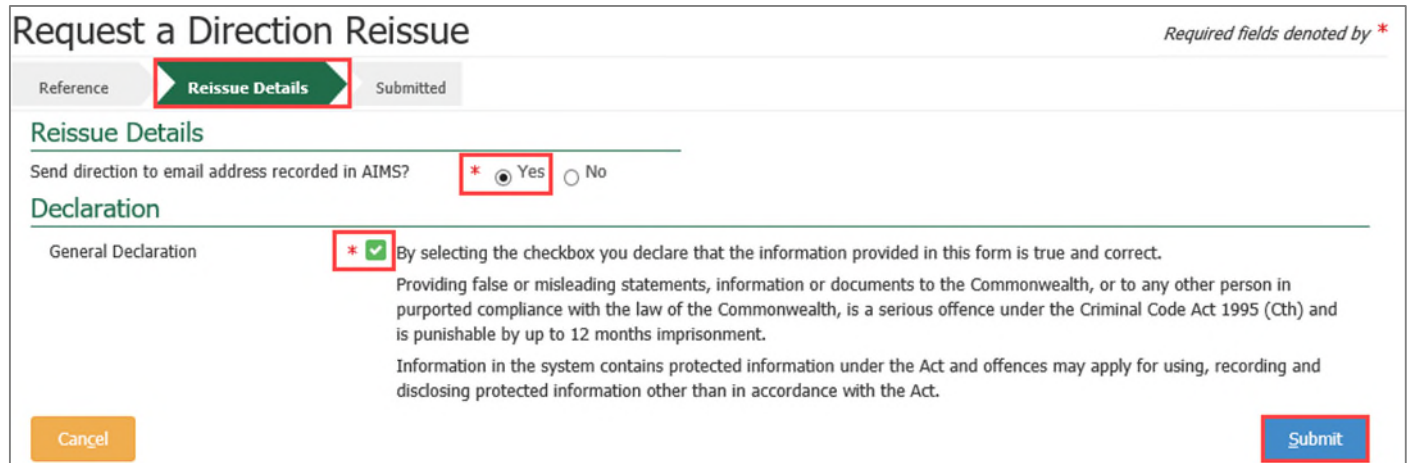
### 1.3 Reissue details

Using the radio buttons, select **Yes** if you wish to have the direction reissued to your email address recorded in AIMS. If you select **No**, you will be prompted to enter a new **Distribution email**.

#### 1.3.1 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  .



**Request a Direction Reissue** Required fields denoted by \*


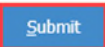
Reference **Reissue Details** Submitted

**Reissue Details**

Send direction to email address recorded in AIMS? \*  Yes  No

**Declaration**

General Declaration \*  By selecting the checkbox you declare that the information provided in this form is true and correct.  
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.

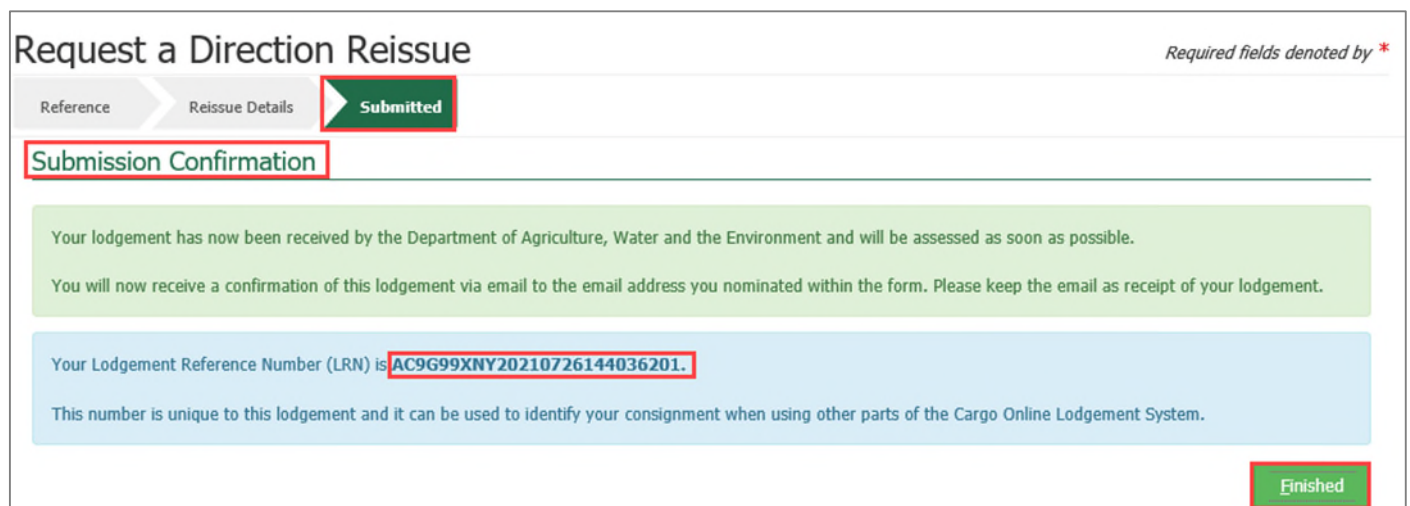
 

### 1.4 Submitted

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  .




**Request a Direction Reissue** Required fields denoted by \*

Reference Reissue Details **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 **AC9G99XNY20210726144036201.**  
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.



**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 request is now with the department for action.