

Australian Government Department of Agriculture, Fisheries and Forestry



# How do I lodge an import inspection request via the email and password method?

This task card demonstrates how to lodge an inspection request using the Biosecurity Portal Other User.

NOTE: Refer to "How do I login to the Biosecurity Portal?" on how to register and login to the Portal.

NOTE: The Portal works best with the latest version of Google Chrome, Safari and Microsoft Edge. Internet Explorer and Mozilla Firefox are not supported.

Ensure pop-ups and cookies are enabled before proceeding.

#### Lodging an inspection request

#### Selecting your Entry ID and Direction

#### Browse to biosecurity.awe.gov.au

Login to the Portal and select "Inspection requests" and then "Request an import inspection".

Ameralism Government Department of Appletime. Fabrics and Ferenty
Hume Thutsheve Gran -
Welcome to the Department of Agriculture, Fisheries and Forestry Biosecurity Portal
Inspection requests AAMP
My profile
Needa Intip P
Please note:     The Biosecurity Portal works best in the current versions of Google Chrome, Safari and Microsoft Edge. Internet Explorer is not supported.     Please noble colors in your browser. This site uses cookies to enhance your site experience. To learn more about how we use cookies, please read our privacy policy.     This site uses Pop-upp. You must allow Pop-ups on your browser before proceeding.
Accessibility   Privacy   Disclaimer   Contact us
© Department of Agriculture, Flabories and Forestry
We addrouoledge the Traditional Denners of country throughout Australia and recognize their continuing connection to lond, waters and culture. We pay our respects to their Elders past, present and amonging.

Figure 1: Link to Inspection services

Home > Inspections		
Inspections		
Request an import inspection	>	

Figure 2: Link to request an import inspection

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**Enter** a valid AIMS Entry ID and select **Next**. The system will check to determine if the Entry ID is valid. If not, an error message will be displayed asking you to check the Entry ID and re-enter.

Home > Inspections > Import inspection requests
Import inspection requests
Enter your import Entry Id and click 'Next'.
Next

Figure 3: Enter a valid Entry ID to begin your request for inspection

## *Tip: Entry IDs is an alpha-numeric, nine-character reference which can be found on the Direction issued by the department.*

Note: You will be unable to lodge a request for inspection for any direction against an Entry ID if there are other in-progress directions which need to be completed first. For example, if there is any document assessment or ICS amendment required direction/s against that Entry ID, the following message will be displayed:

"You cannot lodge an inspection request for this entry whilst there are other actions pending. Please contact the broker or provide the information as requested by the department."

Once these in-progress directions have been completed, try lodging a request for inspection against the Entry ID and/or Direction again.

Home > Inspections > Import inspection req > Request for Import Inspection
Request an inspection for Entry ID - BAC191003
Enter Directions for the inspection request
Start typing a Direction name
Inspection: Tailgate - Rural Destination
<ol> <li>Select one or more directions to add to your inspection request.</li> <li>Selected directions must have the same inspection location.</li> </ol>
Cancel Next

Enter a valid Direction and select Next

Figure 4: Enter a valid Direction

*Note: For Biosecurity Directions – enter the Biosecurity direction name to determine its validity to an Entry ID. Not all Biosecurity Directions can have an inspection booking requested.* 

Note: For Food Directions – there a two generic directions "Imported Food: inspection" and "Imported Food: Failed food inspections". You do not need to enter the exact Direction name for these Directions. If your Direction pertains to Imported Food Inspection, choose the former, and if it pertains to a failed food inspection, choose the latter, and the system will match the request to the correct Direction in AIMS.

*Tip:* Multiple directions can be included in the one Inspection request, but only if the Inspection location is the same.

Note: You will be unable to lodge a request for inspection against a specific

direction if there are any open directions which need to be completed first. For example, fumigation or pending test results directions.

Once these open directions have been completed, try lodging a request for inspection against the Direction again. Note: A directions order as detailed in comments will not be known or managed by the system. If an inspection direction and fumigation direction are issued, with the inspection direction stating '1 of 2' and the fumigation direction stating '2 of 2', the inspection direction will not be able to be booked unless the fumigation direction is closed.

In these instances, you must contact the department to have the blocking direction temporarily closed whilst a request is lodged for the inspection. The blocking direction will be opened immediately following inspection request lodgement.





Complete all questions on the "Inspection Location", "Location Contact", "Consignment information" and "Appointment details" tab to complete your request for inspection.

Home > Inspections > Import Request an inspe	tinspection req > Reque	ist for Import Inspection y ID - TEP94H001		
Inspection Location	Location Contact	Consignment information	Appointment details	Summary

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Figure 5: Details about your inspection request

Note: Mandatory questions are shown by an Asterix (\*). You cannot progress your inspection request until all mandatory questions are answered.



Figure 6: Mandatory question error message

#### Inspection Location

**Confirm** the location of your inspection. If the Inspection location is the same as stated on the Direction or Food Control Certificate, select **Yes** to proceed to the next screen. **See below if requesting for Imported Food or Cargo Compliance Verification inspections (CCV).** 

Home > Inspections > Impor	t inspection req > Reque	est for Import Inspection			
Request an inspe	ection for Entr	v ID - TEP94H001			
		, 10 1210411001			
Inspection Location	Location Contact	Consignment information	Appointment details	Summary	
Selected directions					
Inspection: Fresh produce Inspe	ect				
Increation Location	-				
inspection Location	1				
Is the inspection location the sar	me as stated on the Biosecu	arity Direction? *			
○ Yes					
○ No					
Count Co					
Cancer Sav	ve & next				

Figure 7: Enter a valid Direction

*Note: Please note that this 'add location' function will not update the location on the Direction itself so that other parties can book through the Portal.* 

To update the location on the Direction, if you are the broker, the location can be updated through COLS. If you are the AA or the Importer, please contact your broker to update the location.

For **Imported Food** or **CCV** inspections: Do not answer YES based on the address listed on the FCC or on the address listed in the CCV directions comments. You must answer 'No' for these consignments when answering the '**Is inspection location as advised in Directions?'** question. When '**No'** is selected, a pop-up box will display. It is required

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that the **inspection location address** is entered based on the address listed on the FCC or on the address listed in the CCV directions comments.

Simply **start typing** the inspection location address and **select** from the options presented. If the inspection location address does not appear, **select** Enter the address manually and **type** the address in the fields.





Figure 8 Adding an inspection location and address validation





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#### **Consignment Information**

Complete responses to all applicable questions. Select Save & next button to proceed to the next tab.

Location corracts Consignment information Appointment details Summary
Consignment information
Please complete the required consignment information below and then select "Save & next" button to proceed.
Inspection request
Location
Nusde, 44 Australia Phy Ltd 34 Keer Ead MASCOT NSW 2020
Directions
Inspection - Inspect (unpack)
interestion metrode for poorly
Inspection / consignment Information
This information may be available on the packing slip, the direction (which can be accessed via the Biosecurity Portal home page under "View import directions" or on the import permit). Completing this information helps the department allocate the right biosecurity officer and time for your booking.
Cose this impection request need a Photo-ionization Detector (PID), e.g. inspection of cut flowers from Ecuador, Columbia or Kenya? If yes, make sure that you add "Photo- X ionization Detector (PID) impection".
Start typing your inspection / consignment information to find suggested matches (e.g. citrus, bulk commodity, machinery etc.). You can add multiple items as required. *
Hazardous goods and fumigants Does the consignment or conveyance contain hazardous goods or fumigant? *
Eample include explosives, chemicals, biological matter, sharp instruments, finearms, fumigents like methyl bromide, sulfunyl fluoride, phosphine, gamma irrediation treatments etc. O no
Consignment type
Select if anolicable
Flatrack
Isotank     Open top container
Six-sided container
Bulk commodities
Does the consignment contain bulk commodities (of stockfeed and fertiliser)?*
O ves
O No
Multi-day booking
Is this request for a multi-day booking?*
O No
Cancel Previous Save & next

Figure 9: Consignment information

**Note: Inspection types** may be automatically added by the Portal based on selected direction(s) and (or) included tariff code(s). Automatically added inspection types cannot be removed. You can also manually add inspection types based on the consignment. Refer to the department's direction and/or packing slips and for imported food the Food control certificates (FCC) for this information. It is important you review the inspection request to ensure that all required inspection types have been included before submission.

You can add multiple inspection/consignment types on the consignment information tab by typing each inspection type in the search bar and adding to the inspection request. You will not be able to add duplicate types of inspections. Please refer to the "How do I select the correct inspection type" Task Card.

inspection Location	Location Contact	Consignment information	Appointment details	Summary	
Consignment info	rmation				
Please complete the required co	ansignment information belo	w and then select "Save & next" bu	utton to proceed.		
inspection request	t				
Location					
Location of the inspection is th	te same as listed on the Biose	ecurity Direction.			
Directions					
Inspection: Tailgate - Rural Des	itination				
Inspection / consignm	nent Information				
Inspection / consigned this information may be available	nent Information	ection (which can be accessed via t	the Biosecurity Portal home page of	under "View import directions" o	r on the import permit).
Inspection / consignn This information may be availab Completing this information hel	ment Information le on the packing slip, the dir ps the department allocate the	rection (which can be accessed via the right biosecurity officer and time	the Biosecurity Portal home page i e for your booking.	under "View import directions" o	r on the import permit).
Inspection / consignn This information may be availab Completing this information hel Start typing your inspection / c	ment Information le on the packing slip, the dir lps the department allocate t onsignment information to f	rection (which can be accessed via t he right biosecurity officer and time ind suggested matches (e.g. citrus,	the Biosecurity Portal home page i e for your booking. , bulk commodity, machinery etc.	under "View import directions" o ). You can add multiple items as	r on the import permit). required.
Inspection / consignm This information may be availab Completing this information hel Start typing your inspection / c tail Rural Tailgate inspection	ment Information sie on the packing slip, the dir ips the department allocate t onsignment information to f	rection (which can be accessed via he right biosecurity officer and time ind suggested matches (e.g. citrus,	the Biosecurity Portal home page e for your booking. , bulk commodity, machinery etc.	under "View import directions" o ). You can add multiple items as	r on the import permit). required.
Inspection / consignm This information may be availab Completing this information hel Start typing your inspection / c tail Rural Tailgate inspection Tailgate inspection	ment Information ile on the packing slip, the dir ips the department allocate t onsignment information to t	rection (which can be accessed via the right biosecurity officer and time find suggested matches (e.g. citrus,	the Biosecurity Portal home page i e for your booking, , bulk commodity, machinery etc.	under "View import directions" o ). You can add multiple items as	r on the import permit). required.
Inspection / consignn This information may be availab Completing this information hel Start typing your inspection / c tail Rural Tallgate Inspection Tallgate Inspection 2 Items	ment Information le on the packing slip, the dir ips the department ellocate t consignment information to f	rection (which can be accessed via the right biosecurity officer and time find suggested matches (e.g. citrus,	the Biosecurity Portal home page i e for your booking. , bulk commodity, machinery etc.	under "View import directions" o	r on the import permit). required. (max results: 12)

Figure 10: Enter all relevant inspection types for this request

### *Tip: Questions on the consignment tab are dynamic. Depending on your responses, additional questions will be displayed.*

Inspection / consignment Information This information may be available on the packing slip, the direction (which can be accessed via the Biosecurity Portal home page under "View import directions" or on the import per completing this information helps the department allocate the right biosecurity officer and time for your booking.	nit).
Oces this inspection request need a Photo-ionisation Detector (PID), e.g. inspection of cut flowers from Ecuador, Columbia or Kenya? If yes, make sure that you add "Photo-ionisation Detector (PID) inspection".	×
Start typing your inspection / consignment information to find suggested matches (e.g. citrus, bulk commodity, machinery etc.). You can add multiple items as required. *	
Cut flowers Provide the following information in relation to cut flower inspection. Number of growers *	
Number of phytosanitary certificates *	

*Figure 11: Dynamic questions based on inspection types entered* 

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#### **Appointment Details**

Complete responses to all applicable questions. Select Save & next button to proceed to the next tab.

Request an inspection for Entry ID - CWS565001	Coole autibility	
	Goods availability	
	Indicate when goods will be ready for inspection " Select a data and time usion the colorable core. You can encode a time by calenting the electric inselectants to be the bottom of the colorable. Data	manifed anot have the future. The
Location contacts Consignment information Appointment details Summary	department will try to book your inspection as close as possible to the available date and time.	arovideo moscue in die rocore, me
0 0	DD/MM/YYYY HH.mm	<b></b>
	September 2022 >	
Appointment details	Su Mo Tu We Th Fr Sa	~
Jease complete the required appointment details below and then select "Save & next" button to proceed.	28 29 30 31 1 2 5	
	4 5 6 7 8 9 10	
inspection request	11 12 13 14 15 16 17	
Location	18 19 20 21 22 23 24 modifies and CCV inspections (if required).	ipecialist equipment or labour nine is
N1/13 DSE Sussey Burnley Burlad	25 26 27 28 29 30 1	
29-33 Carter 51	2 3 4 5 6 7 8	12
HOMEBUSH BAY NSW 2127	air freight nerichables non-refrigerated nerichables urgent medical sumlies dangerous on	ids evolosives or carnets
	s perishable or urgent goods	
Compliance Verification - Air Cargo Survey		
	Goods availability	
Goods availability	Indicate when goods will be ready for inspection. *	
Indicate when goods will be ready for inspection *	Select a date and time using the calendar icon. You can record a time by selecting the clock icon located at the bottom of the calend	ar. Date provided must be in the futu
Select a date and time using the calendar icon. You can record a time by selecting the clock icon located at the bottom of the calendar. Date provided must be in the future. The	department will try to book your inspection as close as possible to the available date and time.	
department will try to book your inspection as close as possible to the available date and time.	DD/MM/YYYY HH:mm	
DD/MM/YYYY HH:mm	Preferred inspection period *	
Preferred inspection period *	Next Available (to be inspected during the Available for Service hours listed in your business profile)	
×		
	Figure 13: Goods availability dat	e and time
To Meet	rigure 15. 66663 availability dat	e and enne
To Meet "To meet," inspections only apply to bookings where a blosecurity officer is required to attend the booking at a specific time, in cases where specialist equipment or labour hire is	i i i i i i i i i i i i i i i i i i i	
To Meet To meet "inspections only apply to bookings where a biosecurity officer is required to attend the booking at a specific time, in cases where specialist equipment or labour hire is required for the inspection, for perimitable commodities and CCV inspections (if required). The admark at momentum	Indicate a date and time when your go	ods will be
To Meet To meet "hospit to bookings where a blosscurity officer is required to attend the booking at a specific time, in cases where specificit equipment or labour hive is equired for the inspection, for perintable commodities and CCV inspections (if required). Request a to-meet inspection	Indicate a date and time when your go	ods will be
To Meet To mask inspections only apply to bookings where a blockcurity officer is required to attend the booking at a specific time, in cases where specialist equipment or labour hire is required for the inspection, for pertilabule commontlies and CCV inspections (if required). Persishable / Urgent	Indicate a date and time when your go	ods will be
To Meet To meet "bookings where a bioscourty officer's required to attend the booking at a specific time, in cases where specialist equipment or labour hire is required for the inspection, for perifulable commodifies and CCV impactions (Frequired). Perifuble / Urgent Perifuble / Urgent	Indicate a date and time when your go for inspection – this date and time mus	oods will be st be in the
To Meet To meet "Inspections only apply to bookings where a blosscurity officer is required to attend the booking at a specific time, in cases where specialist equipment or labour hire is equired for the inspection. For perintable commodities and CCV inspections (if required). Perishable / Urgent *Instables or utgent goods include live animals, air freight perishables, non-enfigurated perishables, urgent medical supplies, dangerous goods, explosives, or carnets. Perishable / Longent	Indicate a date and time when your go for inspection – this date and time mus	oods will be st be in the
To Meet To meet "bage to bookings where a bioecurity officer is required to attend the booking at a specific time, in cases where specialist equipment or tabour hire is equired for the inspection □ Repeats a to meet inspection → Prinshable or upgent "minable or upgents → Preaks indicate if the consignment contains perinsable or urgent goods.	Indicate a date and time when your go for inspection – this date and time mus and select a preferred inspection perio	oods will be st be in the od from the
To Meet "To meet" many sport to bookings where a biosecurity officer is required to attand the booking at a specific time, in cases where specificit squipment or labour hire is required for the inspection, for perificiable commodifies and CCV inspections (Frequired).  Perificiable / Urgent Perificiable / Ur	Indicate a date and time when your go for inspection – this date and time mus and select a preferred inspection perio	oods will be st be in the od from the

Figure 12: Appointment Information

When you require an inspection outside of departmental core business hours i.e. outside 6:30am to 6:30pm Monday to Friday, you can select the overtime option under the Preferred inspection period. You will receive an email with the day/time once the booking has been confirmed.

NOTE: If you select AM or PM, you are restricting officer availability to the AM or PM slot only, the department may have earlier availability but is unable to allocate due to the selection. To maximise inspection availability, it is recommended to select NEXT AVAILABLE in the preferred inspection period field.

NOTE: Overtime inspections are subject to availability and not guaranteed.

You can select a 'To Meet' booking in certain circumstances for example if specialist equipment or labour hir tis required. The department will review your request and if appropriate your confirmed booking will include the day and time for the inspection.

Please indicate if your inspection contains perishable and/or urgent goods.





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#### Summary

This screen provides a summary of inspection information entered for your inspection request. Once reviewed, if any changes to this information are required, use the **Previous** button to navigate to the relevant tab.

Note: Ensure that all the entered information is accurate before submitting the form.

Location contacts Consignment	e information Appointment details Summary
Summary	
Inspection request - 1	
Location	
A0004, DAFF Import Clearance ACT Region Smith Street PIALLIGO ACT 2609	
Directions	
Inspection - Live fish Inspect @ QAP	
Request details	
Indicate when goods will be ready for inspect	tion 02/09/2021 11:50 AM
Preferred inspection period	PM (12:30 to 18:30)
Request a to-meet inspection	No
ation	

Figure 14: Review the request for inspection details prior to submitting

Note: Please read the declaration notice, privacy notice and privacy policy prior to submitting your inspection request form.

Submit the form by selecting the Submit button.

Each request for inspection will have a unique transaction number used to manage your lodgement. An email will also be sent to your registered email address.



Figure 15: Unique transaction number