



# How do I lodge an import inspection request via the Other User 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](https://biosecurity.awe.gov.au)

Login to the Portal and select “Inspection requests” and then “Request an import inspection”

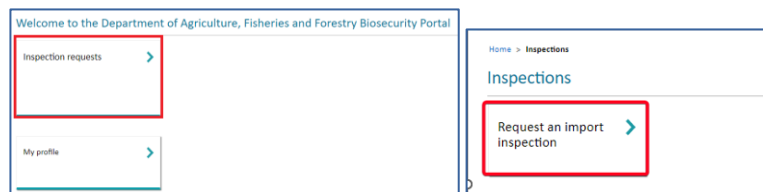


Figure 1: Link to Inspection services and to request an import inspection

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.

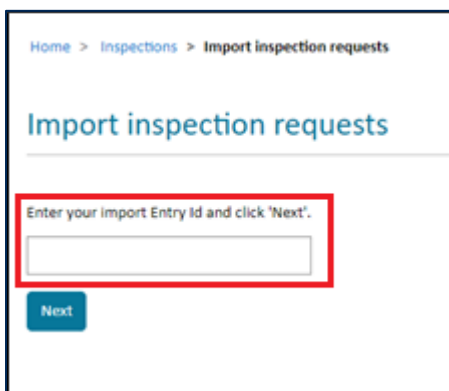


Figure 2: Enter a valid Entry ID to begin your request for inspection

*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.*



**Enter a valid Direction and select Next**

Figure 3: 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 are 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.*

**Completing the inspection request**

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

Figure 4: 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 5: 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.

Figure 6: Enter a valid Direction

*Note: Only the location for Imported Food or Cargo Compliance Verification(CCV) inspections can be updated via the Portal. 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.*

*For other inspections, 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.*

**Imported Food inspections** - If the inspection location is not the same as stated on the Food Control Certificate (FCC) select NO to proceed to the next screen.

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.

*Note: The option to enter the address manually will only appear once you start typing the Street Number and Name.*

Figure 7: Adding an inspection location and address validation



## Consignment Information

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

Figure 8: Consignment information

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

**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.**

Figure 9: Enter all relevant inspection types for this request

Figure 10: Dynamic questions based on inspection types entered



## Appointment Details

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

Figure 11: Appointment Information

Figure 12: Goods availability date and time

Indicate a date and time when your goods will be ready for inspection – this date and time must be in the future and select a preferred inspection period from the list.

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: 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 hire is 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.



## 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.*

Request an inspection for Entry ID - SWMGOV931

Location contacts | Consignment 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 inspection	02/09/2021 11:50 AM
Preferred inspection period	PM (12:30 to 18:30)
Request a to-meet inspection	No

**Declaration**

By clicking submit, you are acknowledging your agreement to the [declaration](#) and that you have read and understood the [privacy notice](#) and the [privacy policy](#).

Figure 13: 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.*

**Request for Import Inspection**

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Your request for inspection has been submitted.

**Inspection request: MR-R1V3-X1B2-L8G2Z**

You will be notified of your inspection booking when the department has actioned your inspection request.

You can view, modify or cancel your inspection request by clicking the "**View inspection requests**" button below.

Your inspection request will be completed in accordance with the department's [service standards](#).

Figure 14: Unique transaction number