



# How do I manage my inspection requests and bookings?

This task card demonstrates how to view inspection requests and bookings via myGovID digital identity and the Other User email and password.

*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.*

*You must allow pop-ups on your browser before proceeding..*

## Inspection Requests and Bookings

### View Inspection Requests and Bookings

Browse to [biosecurity.awe.gov.au](https://biosecurity.awe.gov.au)

The Portal provides three views of your inspection requests:

- **Inspection requests:** This view displays a list of inspection requests that have been lodged, but not yet booked by the department. It also displays cancelled inspection requests.
- **Upcoming bookings:** This view displays bookings made by the department against your requests for inspections, including inspections that may be in progress.
- **Historical bookings:** This view displays cancelled and completed bookings.

Select Inspection requests from the Portal Home Page. Use the dropdown control to select your required view.

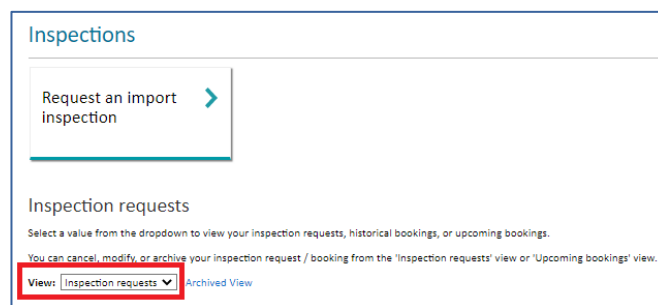


Figure 1: Inspection request / bookings views

In the Inspection Requests, Upcoming Bookings and Historical Bookings views you can:

- Filter by any column (in-column filtering function)
- Sort by any column
- Search by Entry ID on the Inspection requests view and
- Search by Entry ID or Booking ID in the Upcoming bookings view and Historical bookings view.



Select an Entry ID and click on the hyperlink to view the details about that specific Inspection Request.

Inspection requests

Select a value from the dropdown to view your inspection requests, historical bookings, or upcoming bookings.

You can cancel, modify, or archive your inspection request / booking from the 'Inspection requests' view or 'Upcoming bookings' view.

View: **Historical bookings** Archived View

Search

Entry ID ↑	Request Id	Booking ID	Booking date	Status	Actions
MRWOPR005	IR-Y8C6K-L0P3-38325	BK-X3N2C-T3K9G	27/09/2022	Inspection Completed	⌵
Q20000882	IR-K181W-Y5X0-22352	BK-P6K7S-F9M4D	27/09/2022	Inspection Completed	⌵

Figure 2: View details of an historical booking

## Cancel Inspection Requests and Bookings

A inspection request can be cancelled at any time when the inspection request status is Requested (not booked). To cancel an inspection request:

- **Select** Inspection requests and search for your inspection request in the Inspections request view.
- **Select** the down arrow to the right of the list under Actions and click **Cancel**.
- **Select** the Confirm button on the pop-up window to cancel the selected inspection request.

Home > Inspections

**Inspections**

Request an import inspection >

Inspection requests

Select a value from the dropdown to view your inspection requests, historical bookings, or upcoming bookings.

You can cancel or modify your inspection request / booking from the 'Inspection requests' view or 'Upcoming bookings' view.

View: **Inspection requests**

Entry ID ↑	Request ID	Request Date	Status	Actions
SWMGOV001	IR-GBX7Q-M0X0-46374	20/08/2021 11:49 AM	Cancelled	
SWMGOV001	IR-G6T3M-X5H0-08270	26/08/2021 01:37 PM	Cancelled	
SWMGOV008	IR-C0F2K-G208-05457	13/09/2021 12:46 PM	Requested (not booked)	⌵
SWMGOV013	IR-X3Y8R-V121-14043	18/10/2021 06:53 AM	Requested (not booked)	⌵
SWMGOV013	IR-57X9D-R4J3-42566	18/10/2021 03:17 PM	Requested (not booked)	⌵
SWMGOV013	IR-V7K3R-N4F0-43507	15/09/2021 02:52 PM	Requested (not booked)	⌵
SWMGOV013	IR-C879J-H7J6-15502	23/09/2021 12:48 PM	Requested (not booked)	⌵

Figure 3: Cancel an inspection request via the Inspection request view

*TIP: You can resubmit a cancelled inspection request through the import inspections screen by selecting the corresponding AIMS Entry ID.*

A booking can be cancelled from the Upcoming bookings view when its status is booked. Bookings with a status of In-progress or On our way cannot be cancelled. To cancel a booking:

- **Select** Inspection requests and search for your booking in the Upcoming bookings view.
- **Select** the down arrow to the right of the list under Actions and click **Cancel**.
- **Select** the Confirm button on the pop-up window to cancel the selected booking.

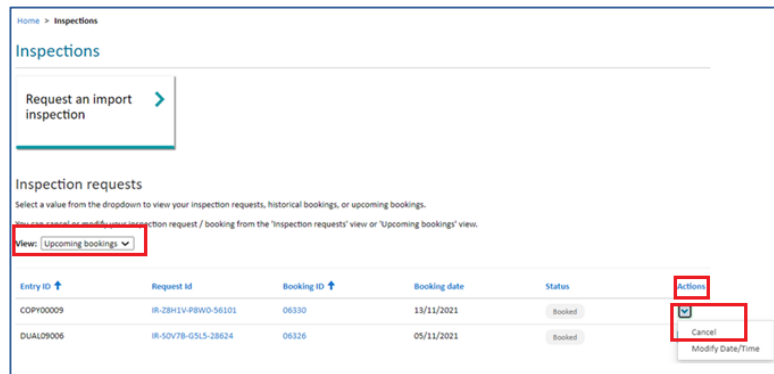


Figure 4: Cancel an booking via the Inspection request view

When submitting a booking cancellation, a message will advise users to check to see if the cancellation has any related bookings as per the import conditions, and to ensure they also cancel the dependant inspection. Failure to do so may result in a charge.

*TIP: The cancelled booking will be moved to the Historical bookings view, and its status will be updated as Cancelled.*

*You can resubmit a cancelled booking through the import inspections screen by selecting the corresponding AIMS Entry ID.*

*NOTE: You may be charged a cancellation fee for cancelling a booking within 24 hours of the scheduled inspection.*

## Modify Booking Date and/or Time

*NOTE: You cannot modify a booking via the Portal if you have booked the inspection using the Other User email and password method.*

*TIP: The booking modification function can be used to request changes such as a new date, a new time window, or change the 'to-meet' requirement of your booking.*

You can request to change the date or time of an existing booking from the Upcoming bookings view when the booking status is booked. Bookings with the status *–In-progress* or *On our way* cannot be modified.

To lodge a request to modify date/time of a booking:

- **Select** Inspection requests.
- **Find** your booking in the Upcoming bookings view.
- **Select** the down arrow to the right of the list under 'Actions' and click Modify date/time.
- **Enter** new date/time information and **submit** the request.
- **Confirm** the request when you see a pop-up window requesting your confirmation.



Inspection requests

Select a value from the dropdown to view your inspection requests, historical bookings, or upcoming bookings.

You can cancel, modify, or archive your inspection request / booking from the 'Inspection requests' view or 'Upcoming bookings' view.

View: **Upcoming bookings** Archived View

Search

Entry ID ↑	Request Id	Booking ID	Booking date	Status	Actions
CS0030000	IR-J623C-R7Y3-40285	BK-Y8R1L-W1Q9L	11/08/2022	Booked	
SWMG0V013	IR-T4T1F-F280-26108	BK-Q7R0T-K2D78	02/08/2022	Booked	
SWMG0V013	IR-T4T1F-F280-26108	BK-W9Z5J-S0MSV	05/08/2022	Booked	
SWMG0V013	IR-T4T1F-F280-26108	BK-Q4Q7J-H4L5D	04/08/2022	Booked	

Actions dropdown for the second row: Cancel, **Modify Date/Time**, Archive

Figure 5: Modify a booking via the Upcoming booking view

Modification request for Booking ID - BK-Y8R1L-W1Q9L

The booking modification function can be used to request changes such as a new date, a new time window, or change the 'to-meet' requirement of your booking.

### Goods availability

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 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.

DD/MM/YYYY HH:mm

Preferred inspection period \*

\*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 perishable commodities and CCV inspections (if required).

Request a to-meet inspection

Cancel **Submit**

Figure 6: Enter details for the new booking

By submitting the request:

- The status of your booking will be changed to 'Modification Requested' and will remain in the Upcoming booking view.
- Your request to modify date/time will be reviewed by the department and new booking will be made by the department.

When submitting a booking modification, a message will advise users to check if the booking has any dependant bookings, as per the import conditions, and to modify those dependant bookings. Failure to do so may result in a charge.

*NOTE: You may be charged a cancellation fee for modifying a booking within 24 hours of the scheduled inspection.*