Australian Government



Department of Agriculture, Fisheries and Forestry



April 2024

Requesting Assessment Outside Business Hours – Request Form Trouble Shooting

This is a guide to help identify whether the using correct version of the "Request for Assessment Outside Business Hours" form is being used & whether the form has been completed correctly.

Suggested errors to check for

- 1. Check the version of the form.
- 2. Check Adobe Acrobat reader (PDF reader) usage.
- 3. Check time field on the request form.
- 4. Check completion of Section D.
- 5. Check for multiple attachments per email.
- 6. <u>Check mandatory field completion.</u>
- 7. Check submission method.
- 8. Trickier troubleshooting.

1. Check the version of the form.

The top right corner displays the version number & date. Biosecurity Industry Participants <u>must</u> use the most recent version available on the website. At time of publication, this is 'AGR021.0224' dated on or after 'February 2024'.

Solution: Biosecurity Industry Participants must download the most recent version of the form from the website.



AGR021.0224 April 2024

Request to have import documents assessed outside business hours

Section A: General information



2. Check Adobe Acrobat reader (PDF reader) usage.

- Biosecurity Industry Participants must use a PDF reader (the department recommends Adobe Acrobat reader) to complete the form.
- If a PDF reader is used, the mandatory fields will appear outlined in red (see below).
- If a PDF reader is <u>not</u> used, the red outlines will not appear (see below). This generally indicates that the BIP has tried to complete the form on a web browser.
- If the form contains any handwritten fields, this indicates that the BIP has printed & scanned the form (see below).
- **Solution**: Biosecurity Industry Participants must open & complete the form using Adobe Acrobat reader.

	Form identification number AGR021.0224
Section B: Importer	
Business name (legal entity name)	
Broker ABCD	
Brokerage (legal entity name)	
Broker ABCD	
Branch identification number	
A123456	
State	
NSW	*

		Form identification number AGR021.0224
Se	ection B: Importer	
1	Business name (legal entity name)	
	Broker ABCD	
2	Brokerage (legal entity name)	
	Broker ABCD	
	Branch identification number	
	A123456	
	State	
	NSW	~

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Provide details of	documents to be lo	odged for assessment	
Ensure all fields have	been completed in Se	ction D for each line being submitted	
Note: Diplomatic Goo	ds, Re-Assessments an	nd Seed Entries greater than 10 lines are not v	valid for overtime requests
Temperature S	ensitive Medical Airfre	light must fall under tariffs 3001, 3002, 3004,	3821, or 3822 for consideration as
urgent perishab	ole for overtime reques	its	
Request With Entry	y Number(s) O Req	uest Without Entry Number(s)	
Entry ID	Commodity	Entry Type	Commodity Type
Entry ID AETEST 1XZ	Commodity Oranges	Entry Type Biosecurity Assessment	Commodity Type Fresh Produce
Entry ID AETEST 1XZ Entry ID	Commodity Oranges Commodity	Entry Type Biosecurity Assessment Entry Type	Commodity Type Fresh Produce Commodity Type
AETEST 1XZ Entry ID AENOTHERA	Commodity Oranges Commodity Roses	Entry Type Biosecurity Assessment Entry Type Biosecurity Assessment	Commodity Type Fresh Produce Commodity Type Cut Flowers
Entry ID AETEST 1XZ Entry ID AENOTHER Entry ID	Commodity Oranges Commodity Roses Commodity	Entry Type Biosecurity Assessment Entry Type Biosecurity Assessment Entry Type	Commodity Type Fresh Produce Commodity Type Cut Flowers Commodity Type
Entry ID AETEST 1XZ Entry ID AENOTHER Entry ID	Commodity Oranges Commodity Roses Commodity	Entry Type Biosecurity Assessment Entry Type Biosecurity Assessment Entry Type	Commodity Type Fresh Produce Commodity Type Cut Flowers Commodity Type

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3. Check time field on the request form.

This field is NOT mandatory & may be left blank. If left blank, the automation will default to 6.30pm for a weekday or TBA for a weekend.

There are 2 common errors:

- 1. Entering the time that the request was made.
- 2. Entering a time that falls within business hours.

Solution: Biosecurity Industry Participants should request for assessment outside business hours at a time outside of business hours or leave the field blank.

	Time and date 'outside bu	usiness hours document a	ssessment' is requested	
6	Time (AEST/AEDT) am/pm		Date (dd/mm/yyyy)	
	10:47 am		17/04/2024	
ct	ion C: Document l	odgement		
ect T	ion C: Document l ime and date 'outside bu	odgement siness hours document as	ssessment' is requested	
ect T	ion C: Document l ime and date 'outside bu ime (AEST/AEDT) am/pm	odgement siness hours document as	ssessment' is requested Date (dd/mm/yyyy)	

4. Check completion of Section D

Image 1: If required columns are left blank in Section D, the automation will identify an error.

Image 2: If the Entry Id is not known, select the radio button "Request Without Entry Number" & enter the number of entries.

Solution: For every row that the Biosecurity Industry Participant uses, they must complete EVERY column. Image 1

Provide details of Ensure all fields hav Note: Diplomatic Go Temperature urgent perisha	f documents to be lod e been completed in Secti ods, Re-Assessments and Sensitive Medical Airfreig ible for overtime requests ry Number(s) Reque	ged for assessment on D for each line being submitted Seed Entries greater than 10 lines are not vali ht must fall under tariffs 3001, 3002, 3004, 38 est Without Entry Number(s)	d for overtime requests 21, or 3822 for consideration as
Entry ID	Commodity	Entry Type	Commodity Type
AETEST7XZ	ORANGES	Biosecurity Assessment	
Entry ID	Commodity	Entry Type	Commodity Type
AENOTHER4		Biosecurity Assessment	Cut Flowers
Entry ID	Commodity	Entry Type	Commodity Type
Entry ID	Commodity	Entry Type	Commodity Type
Entry ID	Commodity	Entry Type	Commodity Type
Entry ID	Commodity	Entry Type	Commodity Type

Image 2

Provide details of a Ensure all fields have I	documents to be lo been completed in Sec	odged for assessment tion D for each line being submitted		
Note: Diplomatic Goo Temperature Se urgent perishab	ds, Re-Assessments an ensitive Medical Airfre le for overtime reques	nd Seed Entries greater than 10 lines are not v eight must fall under tariffs 3001, 3002, 3004, sts	valid for overtime requests 3821, or 3822 for consideration a	IS
Request With Entry	Number(s) Rec	uest Without Entry Number(s)		
No. of Entries	Commodity	Entry Type	Commodity Type	_
2	Oranges	Biosecurity Assessment	Fresh Produce	-
No. of Entries	Commodity	Entry Type	Commodity Type	
4	Roses	Biosecurity Assessment	Cut Flowers	•
No. of Entries	Commodity	Entry Type	Commodity Type	
No. of Entries	Commodity	Entry Type	Commodity Type	2
			•	
No. of Entries	Commodity	Entry Type	Commodity Type	_
No. of Entries	Commodity	Entry Type	Commodity Type	2
			- 1	

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5. Check for multiple attachments per email.

If multiple requests for overtime requests or additional documents are attached to the email, the automation will identify an error.

Solution: Biosecurity Industry Participants must attach only ONE request for overtime per email. All other documents should be submitted through COLS. Additional requests for overtime must be submitted on a separate email.

D Send	From V To	OTAssessmentRequests.automation@aff.gov.au <u>Assessment Overtime Requests Automation</u> 		
	Bcc Subject	Overtime Submission		
impol	rt-documents-ass	essed-outside-business-hours.pdf uest for Import Document Assesment Outside Business Hours.pdf	355 КВ 387 КВ	>
Please see atta	ached overtime rea	quest		



6. Check mandatory field completion

If any mandatory field is left blank, the submit button will alert the BIP.

If the BIP is using an incorrect version of the form or not using Adobe Acrobat reader, this feature may not work.

Solution: All fields outlined in red MUST be completed to allow submission of the form. Biosecurity Industry Participants must open & complete the form using Adobe Acrobat reader.

Acro	bat Reader
8	At least one required field was empty. Please fill in the required fields (highlighted before continuing.
	ОК



7. Check submission method.

If a pdf reader is used & all sections of the form are completed correctly, selecting the "submit" button will enable a prepopulated email to pop up.

Solution: Once the form is completed, select the 'Submit' button then select the 'Send' button on the pop-up email. Do not attach other documents to the email.

CLEA	R SUBMIT	
Send	To Assessment Overtime Requests Automation Cc Overtime Submission Subject Overtime Submission VGR021.0224 -Request for Import Document Assesment Outside Business Hours KB V	
Please see at	tached overtime request	



8. Trickier troubleshooting.

More subtle clues indicate the form has been opened in an incorrect format as described below:

When the 'Request without entry number' radio button is selected, the heading of the first column should change to 'No. of Entries'. If it continues to read 'Entry ID', the form has been completed using a web browser.

Solution: Biosecurity Industry Participants must open & complete the form using Adobe Acrobat reader.

E Dravida dataile a	f documente to hal	adged for accordment	
Ensure all fields hav	e been completed in Se	ction D for each line being submitted	
Note: Diplomatic G	oods, Re-Assessments a	and Seed Entries greater than 10 lines are not	t valid for overtime requests
Temperature urgent perish	Sensitive Medical Airfr able for overtime reque	eight must fall under tariffs 3001, 3002, 3004 ists	4, 3821, or 3822 for consideration as
Request With En	try Number(s) 💿 Rea	quest Without Entry Number(s)	
No. of Entrie	Commodity	Entry Type	Commodity Type
2	Oranges	Biosecurity Assessment	Fresh Produce
No. of Entrie	s Commodity	Entry Type	Commodity Type
4	Roses	Biosecurity Assessment	Cut Flowers
	e 14		с н. т.
Section D: Entr 5 Provide details o Ensure all fields bas	ies of documents to be l	lodged for assessment	е н. т
Section D: Entr 5 Provide details of Ensure all fields have Note: Diplometic 6	ies of documents to be l we been completed in Se	lodged for assessment ction D for each line being submitted	valid for overtime requests
Section D: Entr 5 Provide details of Ensure all fields have Note: Diplomatic G Temperature urgent perish Request With En	ies of documents to be I we been completed in Se toods, Re-Assessments a sessitive Medical Airfr hable for overtime reque try Number(s) Re	lodged for assessment ction D for each line being submitted and Seed Entries greater than 10 lines are not reight must fall under tariffs 3001, 3002, 3004 ests quest Without Entry Number(s)	t valid for overtime requests 4, 3821, or 3822 for consideration as
Section D: Entr 5 Provide details of Ensure all fields have Note: Diplomatic G Temperature urgent perish Request With Entry ID	ies of documents to be I we been completed in Sector foods, Re-Assessments a Sensitive Medical Airfr hable for overtime reque try Number(s) Re- Commodity	lodged for assessment ction D for each line being submitted and Seed Entries greater than 10 lines are not reight must fall under tariffs 3001, 3002, 3004 ests quest Without Entry Number(s) 	t valid for overtime requests 1, 3821, or 3822 for consideration as Commodity Type
Section D: Entr 5 Provide details of Ensure all fields have Note: Diplomatic G Temperature urgent perish Request With Entry ID AETEST7XZ	ies of documents to be I we been completed in Se icoods, Re-Assessments a sessitive Medical Airfr hable for overtime reque try Number(s) Re Commodity Oranges	Iodged for assessment ction D for each line being submitted and Seed Entries greater than 10 lines are not reight must fall under tariffs 3001, 3002, 3004 ests quest Without Entry Number(s) Entry Type Biosecurity Assessment	valid for overtime requests 4, 3821, or 3822 for consideration as Commodity Type
Section D: Entr 5 Provide details of Ensure all fields have Note: Diplomatic G Temperature urgent perish Request With Entry ID AETEST7XZ Entry ID	ies of documents to be I we been completed in Sector foods, Re-Assessments a sessitive Medical Airfr hable for overtime reque try Number(s) Re- Commodity Oranges Commodity	Iodged for assessment ction D for each line being submitted and Seed Entries greater than 10 lines are not reight must fall under tariffs 3001, 3002, 3004 ests quest Without Entry Number(s) Entry Type Biosecurity Assessment Entry Type	t valid for overtime requests 1, 3821, or 3822 for consideration as Commodity Type Fresh Produce Commodity Type

More information

Learn more about Documentary requirements for imported goods - DAFF (agriculture.gov.au)

Web Lodgement of import documentation via email - DAFF (agriculture.gov.au)

Inquiries: 1800 900 090

Department of Agriculture, Fisheries and Forestry

Acknowledgement of Country

We acknowledge the Traditional Custodians of Australia and their continuing connection to land and sea, waters, environment and community. We pay our respects to the Traditional Custodians of the lands we live and work on, their culture, and their Elders past and present.

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