



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.

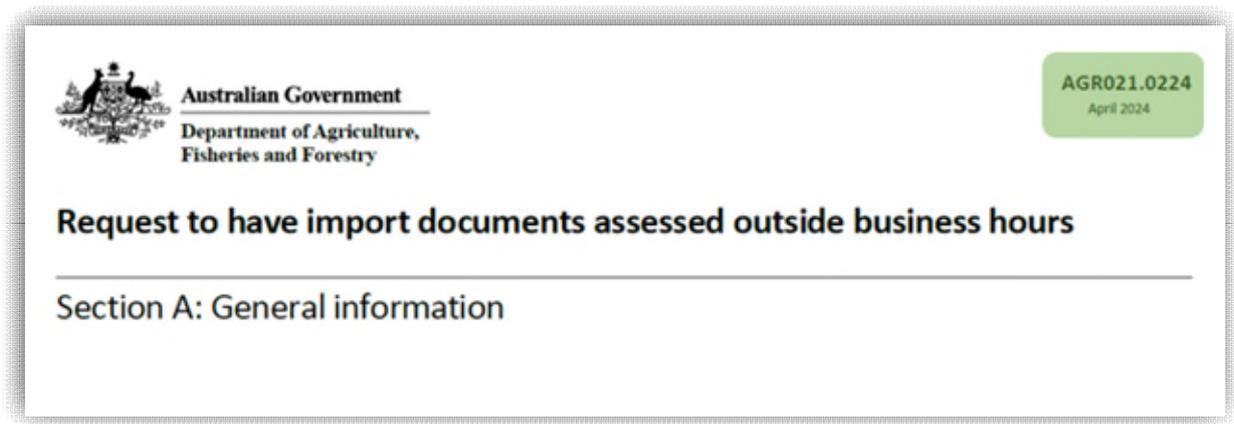
Suggested errors to check for

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. [Check mandatory field completion.](#)
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 must 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.



The image shows the top portion of a form. On the left is the Australian Government crest. To its right, the text reads 'Australian Government' followed by 'Department of Agriculture, Fisheries and Forestry'. In the top right corner, there is a green rounded rectangle containing the text 'AGR021.0224' and 'April 2024'. Below this header, the main title of the form is 'Request to have import documents assessed outside business hours'. A horizontal line separates this title from the section heading '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 not 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

1 **Business name (legal entity name)**

2 **Brokerage (legal entity name)**

Branch identification number

State

Form identification number AGR021.0224

Section B: Importer

1 **Business name (legal entity name)**

2 **Brokerage (legal entity name)**

Branch identification number

State

Section D: Entries

5 **Provide details of documents to be lodged for assessment**
 Ensure all fields have been completed in Section D for each line being submitted

Note: Diplomatic Goods, Re-Assessments and Seed Entries greater than 10 lines are not valid for overtime requests
 Temperature Sensitive Medical Airfreight must fall under tariffs 3001, 3002, 3004, 3821, or 3822 for consideration as urgent perishable for overtime requests

Request With Entry Number(s) Request Without Entry Number(s)

Entry ID	Commodity	Entry Type	Commodity Type
AETEST1XZ	Oranges	Biosecurity Assessment	Fresh Produce
AENOTHER4	Roses	Biosecurity Assessment	Cut Flowers

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.

The image displays two screenshots of a web form titled "Section C: Document lodgement". Both screenshots show a section labeled "4 Time and date 'outside business hours document assessment' is requested". Each section contains two input fields: "Time (AEST/AEDT) am/pm" and "Date (dd/mm/yyyy)".

The first screenshot shows the time field containing "10:47 am" and the date field containing "17/04/2024".

The second screenshot shows the time field containing "06:00 pm" and the date field containing "17/04/2024".

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

Section D: Entries

5 Provide details of documents to be lodged for assessment
 Ensure all fields have been completed in Section D for each line being submitted

Note: **Diplomatic Goods, Re-Assessments** and **Seed Entries** greater than 10 lines are not valid for overtime requests
Temperature Sensitive Medical Airfreight must fall under tariffs 3001, 3002, 3004, 3821, or 3822 for consideration as urgent perishable for overtime requests

Request With Entry Number(s) Request Without Entry Number(s)

Entry ID	Commodity	Entry Type	Commodity Type
AETEST7XZ	ORANGES	Biosecurity Assessment	
AENOTHER4		Biosecurity Assessment	Cut Flowers

Request to have import documents assessed outside business hours 2 of 3

Image 2

Section D: Entries

5 Provide details of documents to be lodged for assessment
 Ensure all fields have been completed in Section D for each line being submitted

Note: **Diplomatic Goods, Re-Assessments** and **Seed Entries** greater than 10 lines are not valid for overtime requests
Temperature Sensitive Medical Airfreight must fall under tariffs 3001, 3002, 3004, 3821, or 3822 for consideration as urgent perishable for overtime requests

Request With Entry Number(s) Request Without Entry Number(s)

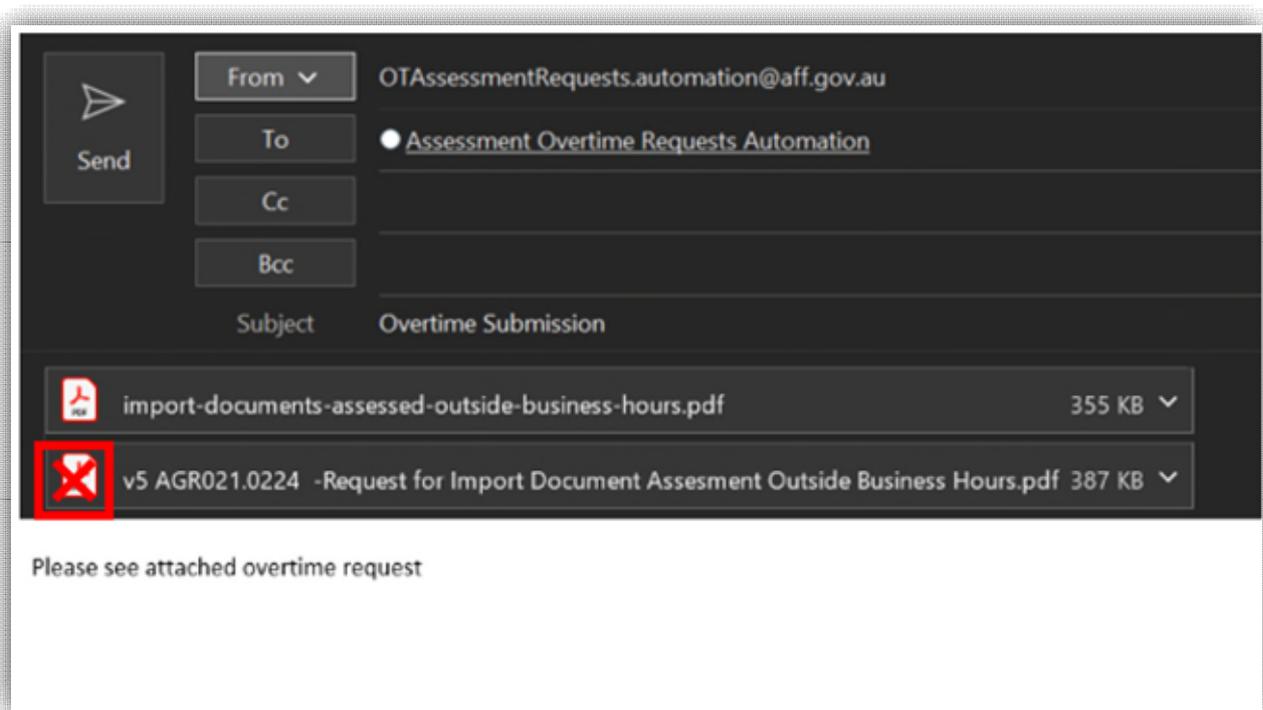
No. of Entries	Commodity	Entry Type	Commodity Type
2	Oranges	Biosecurity Assessment	Fresh Produce
4	Roses	Biosecurity Assessment	Cut Flowers

Request to have import documents assessed outside business hours 2 of 3

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.



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.

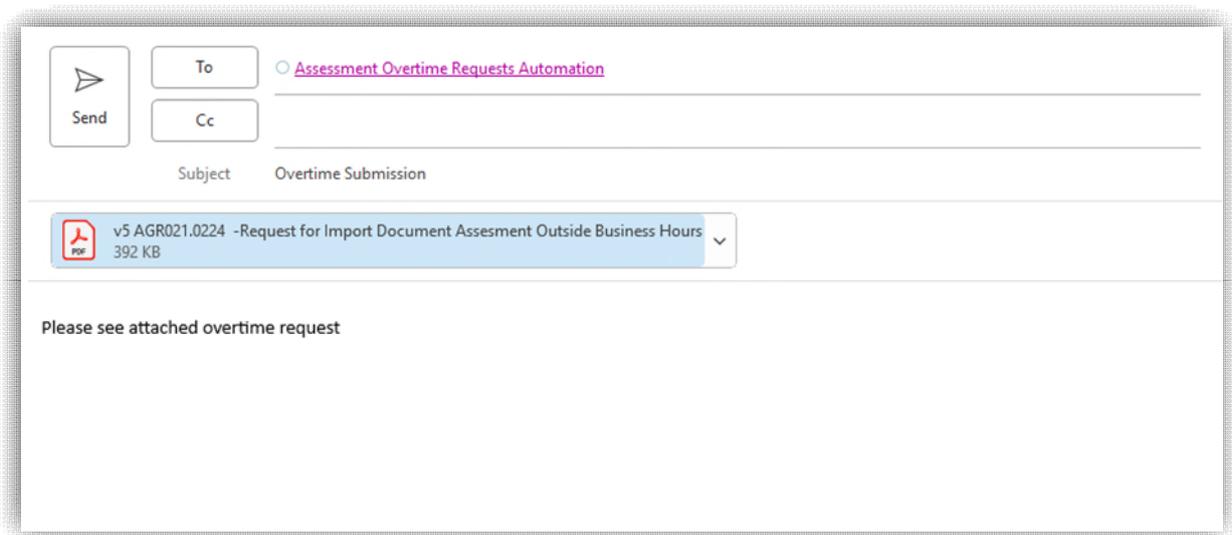
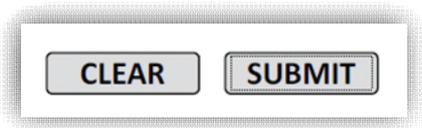
Solution: All fields outlined in red MUST be completed to allow submission of the form. Biosecurity Industry Participants must open & complete the form using Adobe Acrobat reader.



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.



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.

Section D: Entries

5 Provide details of documents to be lodged for assessment
 Ensure all fields have been completed in Section D for each line being submitted

Note: **Diplomatic Goods, Re-Assessments** and **Seed Entries** greater than 10 lines are not valid for overtime requests
Temperature Sensitive Medical Airfreight must fall under tariffs 3001, 3002, 3004, 3821, or 3822 for consideration as urgent perishable for overtime requests

Request With Entry Number(s) Request Without Entry Number(s)

No. of Entries	Commodity	Entry Type	Commodity Type
2	Oranges	Biosecurity Assessment	Fresh Produce
4	Roses	Biosecurity Assessment	Cut Flowers

Section D: Entries

5 Provide details of documents to be lodged for assessment
 Ensure all fields have been completed in Section D for each line being submitted

Note: **Diplomatic Goods, Re-Assessments** and **Seed Entries** greater than 10 lines are not valid for overtime requests
Temperature Sensitive Medical Airfreight must fall under tariffs 3001, 3002, 3004, 3821, or 3822 for consideration as urgent perishable for overtime requests

Request With Entry Number(s) Request Without Entry Number(s)

Entry ID	Commodity	Entry Type	Commodity Type
AETEST7XZ	Oranges	Biosecurity Assessment	Fresh Produce
AENOTHER4	Roses	Biosecurity Assessment	Cut Flowers

More information

Learn more about [Documentary requirements for imported goods - DAFF \(agriculture.gov.au\)](http://agriculture.gov.au)

Web [Lodgement of import documentation via email - DAFF \(agriculture.gov.au\)](http://agriculture.gov.au)

Inquiries: 1800 900 090

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.

© Commonwealth of Australia 2024

Unless otherwise noted, copyright (and any other intellectual property rights) in this publication is owned by the Commonwealth of Australia (referred to as the Commonwealth).

All material in this publication is licensed under a [Creative Commons Attribution 4.0 International Licence](#) except content supplied by third parties, logos and the Commonwealth Coat of Arms.

The Australian Government acting through the Department of Agriculture, Fisheries and Forestry has exercised due care and skill in preparing and compiling the information and data in this publication. Notwithstanding, the Department of Agriculture, Fisheries and Forestry, its employees and advisers disclaim all liability, including liability for negligence and for any loss, damage, injury, expense or cost incurred by any person as a result of accessing, using or relying on any of the information or data in this publication to the maximum extent permitted by law.