**COLS Script for ‘How to Make an Enquiry’**

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| **Action** | **Script** |
| Biosecurity biosphere on screen with video tutorial title ‘How to Make an Enquiry’ fading into COLS home page. |  |
| Hover ‘hand’ cursor under ‘Home’.  Move cursor along left side of main menu options. | This video shows you how to ‘Make an Enquiry’ in the Cargo Online Lodgement System, or COLS. You can access the main menu on the COLS home page. |
| Select highlighted ‘Make an Enquiry’ | Select the icon, titled ‘Make an Enquiry’ to make your enquiry. |
| Hover cursor under ‘M’ in heading and then run arrow underneath and along menu ribbon. | On the ‘Make an Enquiry’ page is a menu ribbon which shows your progress within the system. |
| Hover Cursor over highlighted, red asterisk after ‘Contact Name’ then into required field box to enable ‘This is a required field’ pop-up. | Throughout the form are fields marked with a red asterisk. These are required fields where you must enter information before the form can be submitted. |
| Hover cursor under highlighted ‘Enquiry Details’ heading then onto ‘Select an enquiry type’ drop down menu.  Hover Cursor under each enquiry type consecutively.  Hover cursor under General import enquiry and select. | Under ‘Enquiry Details’ select the type of enquiry from the drop down menu.  Select ‘Consignment specific enquiry’ when enquiring about a direction received.  Select ‘Location Change’ when needing to make a change of ‘Inspection’ or ‘Approved Arrangements’ site.  Select ‘Quarantine document processing’ for specific questions about importing goods subject to quarantine.  Select ‘Imported food document processing’ for specific questions about importing goods subject to imported food requirements.  Select ‘General import enquiry’ for general questions about importing goods into Australia.  If you select ‘Location Change’ or ‘Consignment specific enquiry’, you will be required to enter your Lodgement Reference Number or Entry number.  For this tutorial, we will select ‘General import inquiry’. |
| Hover cursor under highlighted ‘Contact Details’ heading. Select name, phone and email fields and enter details consecutively. Pause speech between each field until details are entered. Hover cursor over ‘Next’ button and select | In the ‘Contact Details’ section you’ll need to enter your contact name, phone number and email address. Once the ‘Contact Details’ are complete, select ‘Next’. |
| Hover cursor under highlighted ‘Documents’ heading then under ‘Documentation’ in progress ribbon. | In the ‘Documents’ section you can add documentation to your enquiry. Please refer to the ‘How to Add Documents’ video tutorial if you require assistance with this. |
| Hover cursor under highlighted ‘Additional comments’. | Add your enquiry and any additional comments that may help in assessing your enquiry here.  Please be aware there is a 1000 character limit. |
| Hover cursor under highlighted ‘Declaration’ then check the General Declaration box. | Check the ‘General Declaration’ box to declare that the information provided in this form is true and correct. |
| Hover cursor over ‘Submit’ and select | Select ‘Submit’. |
| Hover cursor under highlighted ‘Submission Confirmation’ heading.  Hover cursor under highlighted LRN.  Hover Cursor over ‘Finished’ button and select. | Once the enquiry is submitted, a notification containing the Lodgement Reference Number will appear. Please record this number for future reference. Select ‘Finished’ to complete your enquiry. |
| Fade out to black screen with branding crest and text:-  For further information visit [agriculture.gov.au](http://www.agriculture.gov.au/import/online-services/cols) |  |