



# Scheduling and Workload Management System (SWMS) Frequently Asked Questions

The department has prepared some frequently asked questions to assist you with the transition to SWMS.

## **Is there a new request for inspection form (RFI)?**

No. You still complete the same [request for inspection form](#) that is available on the department's web site.

## **I accidentally sent my Request for Inspection to the old email address?**

Emails will not be automatically forwarded. You will need to resubmit your request to the correct email address.

## **How will I know that my Request for Inspection has been received?**

You will receive an auto reply email from the department confirming your request has been received.

## **I submitted a Request for Inspection and have not received a confirmation email?**

In the first instance check your junk mail folder. If you have not received an auto reply from the department your email has not been received. Please check the email address used to confirm it is accurate and resend the email. If you still do not receive an auto reply, contact the department on 1800 900 090.

## **What is the difference between a Booking Reference Number and a CRM?**

A booking reference number is generated when your inspection has been booked and confirmed, it is referenced on the booking confirmation email you will receive.

A CRM number is a unique number applied to an individual email interaction within the booking system.

## **What notifications will I receive?**

SWMS generates many types of automatic notifications, these include:

- Email receipt (new record)
- Email receipt (existing record linked)
- Further information request
- Entry number issues / RFP number notification
- Inspection scheduled notification
- Booking change / Amendment confirmation
- Cancelled by the client

- Overtime inspection scheduled
- 'On our way' – officer travelling to the designated location
- Booking reminder notification

**My Booking has been confirmed for AM, what does this mean?**

An inspecting officer will attend the inspection location, within the sites specific business/trading hours, between the hours of 6:30am and 12:00pm within the site business/trading hours.

**My Booking has been confirmed for PM, what does this mean?**

An inspecting officer will attend the inspection location, within the sites specific business/trading hours, between the hours of 12:00pm and 6:30pm.

**Will my preferred time (e.g AM / PM) be booked outside of what I requested?**

Where possible the department will book inspections at your preferred date and time, if this is not possible you will be given the next available appointment within your operating hours. For example, if you request AM on 25 October but the next available appointment is not until PM on 26 October, you will be booked a PM appointment.

**What can I do if the booked time is not suitable?**

Reply to the booking confirmation email you received and amend the subject heading to include "MODIFY" if you wish to request a change to the date/time or inspection location of the booking. Full details of the requested changes are to be included in the email response. Where the department cannot meet your preferred requirements, the next suitable appointment will be provided.

**How do I cancel or modify a booked Inspection?**

Reply to the booking confirmation email you received and change the subject heading to include "CANCELLATION" if the booking requested is no longer required OR "MODIFY" if you wish to change the date/time or inspection location of the booking. Full details of the changes are to be included in the email response.

**I need to make a change to my Request for Inspection however it has not been processed, what do I do?**

Resend your original email and indicate the updates you require.

**If my requested inspection date has already past and I haven't yet received a booking confirmation, do I need to update or resubmit my request?**

No, do not resubmit your request. The original email has been received and you will be provided with the next available appointment.

**My goods are perishable, do I need to do anything different?**

Yes. Include the word "PERISHABLE" in the subject heading of your email. This includes requests for perishable products such as foods, plants and live animals.

**I want to book an inspection in Overtime. How do I do this?**

Include the word "OVERTIME" in the subject heading of your email.

**I have not received a confirmed booking time for the Request for Inspection that I submitted, what should I do?**

If your request was submitted more than 3 business days ago call the department on 1800 900 090 and speak with the bookings team.

**How do I make a change for an existing agreement that I have with the department?**

To confirm, reduce or cancel your agreement for a specific day please email [exportsRFI@agriculture.gov.au](mailto:exportsRFI@agriculture.gov.au) and include the word "AGREEMENT" OR "PERMANENT" in the subject heading.

**Can I submit a request with multiple entry numbers on one request for inspection (RFI)?**

No. A separate RFI needs to be submitted for each entry number that requires inspection.

**I need multiple inspections for one entry number, how do I submit this request?**

Multiple inspections can be requested on the one form provided this relates to one consignment. Please include the details of all dates / times required on the RFI form, the comments field can be used if additional space is required.

**What is the Biosecurity Portal?**

Biosecurity Portal will allow industry to request an inspection booking, view, and cancel inspections at any time in a centralised online location. This ability to make inspection booking requests is the first function in a broader scope of work intended to modernise and improve the biosecurity system for clients. Enquiries can be directed to [BiosecurityPortal@agriculture.gov.au](mailto:BiosecurityPortal@agriculture.gov.au).