

Australian Government Department of Agriculture, Fisheries and Forestry



How do I use my Digital ID to lodge an import inspection request via the myID method?

This task card demonstrates how to lodge an inspection request using the Biosecurity Portal myID.

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.

Lodging an inspection request

Browse to biosecurity.awe.gov.au

Selecting your Entry ID and Direction

Login to the Portal and select "Inspection requests" and then "Request an import inspection"

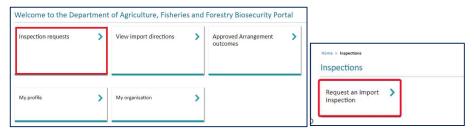


Figure 1: Link to Inspection services and to request an import inspection

A pop-up window will appear

NOTE: If you are a representative of multiple ABNs, please select the organisation you are representing. This pop up validates the business you are representing prior to integrating with departmental import systems.



Figure 2: Select the business you are representing to lodge an inspection request





				Ļ
Home > Inspecti	ons > Import inspection requ	uests		
Import in	spection reques	sts		
Here are so • The I • This	me things to check Biosecurity Portal works best ir site uses Cookies. Check that C			rer is not supported.
Select an Entry ID f at 1800 900 090.	rom the list below or use the s	earch option to find your Entry II	D to begin requesting an import inspection. If your	
	rom the list below or use the s Date created	earch option to find your Entry II Broker	D to begin requesting an import inspection. If your	Entry cannot be found, please contact the Filter by Entry Estimated arrival

Figure 3: No Entry IDs displayed for selection – trouble shooting

A list of Entry ID's that require an inspection for your business will be displayed. **Select** the Entry ID you wish to lodge an inspection request for.

	Australian Geverensent Department of Agriculture, Federate and Perentry	Biosecurity Portal		
lume .		-	IS & BEANS FTY LTD (Approved.	Arrangement (ingent) - A0004) + - - Alf Michael
tong = majector	> largert inspection requ	un :		
mport ins	pection reques	ts		
	the second station of the			
	w the list below of use the se		ng an import impaction. If your t	(www.connet.ballburd_plana contact the department
least an Entry Offic	n the list below or use the se		ig an import inspection. If your I	Croy cannot be found, please contact the dependent
	n the list below of use the se Date created		rg an import impaction. If your I Importan	
levent en Ermy Office et 2800 900 090		enth option to find your Entry 10 to begin request		Final by Entry (D., Q.
elect an Errory O fra- it 2800 900 090 Errory ID	Date created	ersh option to hird your Entry 10 to begin request Broker	Importer	Final by Entry (D., G.) Extensised across

Figure 4: Select or filter by Entry ID to search for the Entry ID you wish to lodge NOTE: If no Entry IDs are returned, please ensure you review and check the common reasons this may have occurred and try again.

NOTE: Only one Entry ID can be selected per request. Tip: If you don't see the Entry ID that you require, you may need to log out and log in with the appropriate business (ABN) selected. If you are associated with more than one organisation profile, you may need to select the correct profile from My Organisations page in the Portal.

How do I lodge an inspection request? Page 2 of 9

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When you select an Entry ID, the Portal will display all inspection related directions issued for that Entry ID. **Select** the direction you wish to lodge a request for by **clicking** the check box next to the direction/s.

Reques	t an inspection for Entry ID - I	DUAL09006	
Directio	ns		
Select th	e required direction/s and click the Start button to begin yo	ur inspection request.	
O You can s	elect multiple directions where they are at the same inspec	ation location.	
Where the	e inspection location is blank, click the 'add location' link to	enter the inspection location before selecting the direction/s.	
Select	Direction	Inspection location	Status 🔁
	Inspection - Inspect (unpack)	A1563, Rob vet schools, MACMASTERS BEACH	Booked
0	Food Program - Release After Inspection	100000000000000, 1000000000000000000000	Not booked
		100000000000000000000000000000000000000	
	Food Program - Release After Inspection	XXX000000XXX00000X, X0000XXX0000000XXX,	Not booked
		100000000000000000000000000000000000000	
	Food Program - Release After Inspection	200000000000000, 200000000000000,	Not booked
		100000000000000000000000000000000000000	
	Food Program - Release After Inspection	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	not booked
		100000000000000000000000000000000000000	
	Food Program - Release After Inspection	100000000000000, 1000000000000000000000	Not booked
		XXX000000XX00000X	

Figure 5: List of inspection directions for the Entry Id selected

The status column displays the inspection status of the direction:

- Booked an inspection has been booked for this direction
- Not booked an inspection has not been booked for this direction
- Pending an inspection request has already been lodged, and is pending booking by the department
- Selected the direction has already been selected by you in the current request being lodged
- Inspection In progress the inspection for the selected direction is in progress.

Note: You will be unable to lodge a request for inspection for any direction against an Entry ID if there are other inprogress directions which need to be completed first. For example, if there is any document assessment or ICS amendment required direction/s against that Entry ID, the following message will be displayed:

"You cannot lodge an inspection request for this entry whilst there are other actions pending. Please contact the broker or provide the information as requested by the department."

Likewise, you will be unable to lodge a request for inspection against a specific direction if there are any in-progress directions which need to be completed first. For example, fumigation or pending test results directions. Once these in-progress directions have been completed, try lodging a request for inspection against the Entry ID and/or Direction again.

Tip: Only directions with status of Not booked can be selected for requesting an inspection.

Tip: Multiple directions can be included in the one Inspection request, but only if the Inspection location is the same.

Note: The Portal is designed to provide a secure and confidential operating environment for all users. As such, if you are signed in as a representative of an Approved Arrangement, the inspection location listed against directions issued to other parties in the Entry ID will be hidden with XXXX to retain privacy.





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If a Direction does not have an inspection location, you can add the address by **selecting** the add location button.

forme		2060435	90406 (Importer - Importer Branch ID) 👻 📔 Allie Smith
fome > Ins	pections > Import inspection req > Reque	sst for Import Inspection	
Reques	st an inspection for Entr	y ID - TEP94H002	
)irectio	ns		
		to basin your inspection ranuast	
Select the	INS e required direction/s and click the Start buttor elect multiple directions where they are at the		
B Select the D You can s	e required direction/s and click the Start buttor elect multiple directions where they are at the		ection/s.
You can s	e required direction/s and click the Start buttor elect multiple directions where they are at the	same inspection location.	
B Select the D You can s	e required direction/s and click the Start buttor elect multiple directions where they are at the	same inspection location.	ection/s: Status 🔁
Select the You can s Where th	e required direction/s and click the Start buttor elect multiple directions where they are at the se inspection location is blank, click the 'add loc	same inspection location. action ¹ link to enter the inspection location before selecting the din Inspection location	
Select the You can s Where th	erequired direction/s and click the Start buttor elect multiple directions where they are at the e inspection location is blank, click the 'add loc Direction	same inspection location. attor/ link to enter the inspection location before selecting the dis Inspection location Seals (Intert)	Status 🕄
Select the You can s Where th	erequired direction/s and click the Start buttor elect multiple directions where they are at the le inspection location is blank, click the 'add loc Direction Compliance Verification - Inspect [Secure	same inspection location attorn link to enter the inspection location before selecting the dim Inspection location Seals (macci) Seals (macci)	Status 🖗

Note: Please note that this 'add location' function will not update the location on the Direction itself so that other parties can book through the Portal. To update the location on the Direction, if you are the broker, the location can be updated through COLS. If you are the AA or the Importer, please contact your broker to update the location.



The inspection location address is checked to ensure it is a valid Australian address. Simply **start typing** the inspection location address and **select** from the options presented. If the inspection location address does not appear, **select** Enter the address manually and **type** the address in the fields.

Note: The option to enter the address manually will only appear once you start typing the Street Number and Name.

dd an inspection location for this direction	
Start typing an address	
4 Mclachlan Crescen	
4 McLachlan Crescent, NARACOORTE SA	
4 McLachlan Crescent, WEETANGERA ACT	
Address not found. Type an address manually?	
2 items	(max results: 10)
Address line 1 *	
Address line 2	
Address line 3	
Suburb/town/city *	
State/territory *	
Postcode *	
is this address a private residence or an unmanned storage fa	acility? *
An unmanned storage facility is one that will not have any per- the inspector when the inspector attends the inspection. The book two officers in this situation.	son other than you and
○ Yes	
O No	

Figure 7: Adding an inspection location and address validation





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After selecting your direction/s to lodge, **select** the **Start** button at the bottom of the screen, and then **select Yes** on the dialogue window to proceed.

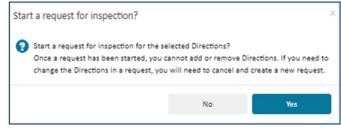


Figure 8: Do you wish to continue with your inspection request?

Completing the inspection request

Complete all questions on the "Inspection Location", "Location Contact", "Consignment information" and "Appointment details" tab to complete your request for inspection.



Figure 9: Details about your inspection request

Note: Mandatory questions are shown by an Asterix (*). You will not be able to progress your inspection request if all mandatory questions are not answered.



Figure 10: Mandatory question error message





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Inspection Location

Complete the primary and secondary inspection location contact information for the inspection request and select the **Save & next** button to proceed to the next tab.

Tip: Enter additional information on the inspection location. This information will be provided to the departmental officer undertaking this inspection.

	Appointment details	Summary		
Confirm inspection location contact d	letails			
Please provide the name and phone number for at least one inspi the inspection.		inspection request. This informat	ion will be used by biosecurity o	officers when attending
Inspection request				
Please enter any additional information about the inspection loca (Maximum 100 characters)	tion in the box below.			
(waximum 100 characters)				
100 IV				
Directions				
Inspection - Inspect (unpack)				
Primary inspection location contact	Second	ary inspection location contact		
First name *	First nar	ne		
First name *	First nar	ne		
	First nar			
Last name *		ne		
Last name *	Last nar	ne		
Last nume *	Last nar	ne umber		
First came *	Last nar	ne umber		
Last nume *	Last nar	ne umber		
Last nume *	Last nar	ne umber		

Figure 11: Inspection location contact information

Note: If you are logged in as an Approved Arrangement, the location contacts will be auto populated from details entered in the Organisation summary page in the business profile. You can change the inspection location contacts for the current inspection request by changing the auto populated contact details.

To change contact details displayed for the business, the authorised administrator must edit the business profile in the Organisation summary page.



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Consignment Information

Complete responses to all applicable questions. Select Save & next button to proceed to the next tab.

Location contacts Consignment information	Appointment details	Summary	
Consignment information			
Please complete the required consignment information below and t	then select "Save & next"	outton to proceed.	
Inspection request			
Location			
N1608, 4PL Australia Pty Ltd 34 Kent Road			
MASCOT NSW 2020			
Directions			
Inspection - Inspect (unpack)			
Inspection / consignment Information			
This information may be available on the packing slip, the direction Completing this information helps the department allocate the right			import directions" or on the import permit).
comprend and mention report of opperations execute are right	- desecting officer and c	ne to feet sooning.	
Does this inspection request need a Photo-Ionisation Detect Ionisation Detector (PID) Inspection*.	or (PID), e.g. inspection o	cut flowers from Ecuador, Columbia or Kenya? I	f yes, make sure that you add "Photo- $\xistic X$
Start typing your inspection / consignment information to find sug	ggested matches (e.g. citr	is, bulk commodity, machinery etc.). You can ac	Id multiple items as required, *
Hazardous goods and fumigants			
Does the consignment or conveyance contain hazardous goods or	fumigants? *		
Examples include explosives, chemicals, biological matter, sharp inst	truments, firearms; fumig	ints like methyl bromide, sulfuryl fluoride, phosp	hine, gamma irradiation treatments etc.
O Yes			
O No			
Consignment type			
Select if applicable			
Isotank			
Open top container			
Six-sided container			
Bulk commodities			
Does the consignment contain bulk commodities (of stockfeed and	d fertiliser)? *		
O Yes			
O No			
Multi-day booking			
Is this request for a multi-day booking? *			
O Yes			
O No			
	-		
Cancel Previous Save & next			
Canicer Previous Save & next			

Figure12: Consignment information

Tip: Questions on the consignment tab are dynamic. Depending on your responses, additional questions will be displayed. **Note: Inspection types** may be automatically added by the Portal based on selected direction(s) and (or) included tariff code(s). Automatically added inspection types cannot be removed. You can also manually add inspection types based on the consignment. Refer to the department's direction and/or packing slips and for imported food the Food control certificates (FCC) for this information. It is important you review the inspection request to ensure that all required inspection types have been included before submission.

You can add multiple inspection/consignment types on the consignment information tab by typing each inspection type in the search bar and adding to the inspection request. You will not be able to add duplicate types of inspections. Please refer to the "How do I select the correct inspection type" Task Card.

Inspection Location	Location Contact	Consignment information	Appointment details	Summary	
Consignment inforr	mation				
Please complete the required con	signment information belov	v and then select "Save & next" bu	atton to proceed.		
Inspection request					
Location					
Location of the inspection is the	same as listed on the Bioser	curity Direction.			
Directions					
Inspection: Tailgate - Rural Desti	nation				
Inspection / consignm	ent Information	ection (which can be accessed via		ge under "View import directio	ons" or on the import permit).
Inspection / consignm This information may be available Completing this information helps	ent Information on the packing slip, the dire the department allocate th	e right biosecurity officer and tim	e for your booking.		
Inspection / consignm This information may be available Completing this information help: Start typing your inspection / con	ent Information on the packing slip, the dire the department allocate th		e for your booking.		
Inspection / consignm This information may be available Completing this information help: Start typing your inspection / con tail	ent Information on the packing slip, the dire the department allocate th	e right biosecurity officer and tim	e for your booking.		
Inspection / consignm This information may be available completing this information help: Start typing your inspection / con	ent Information on the packing slip, the dire the department allocate th	e right biosecurity officer and tim	e for your booking.		
Inspection / consignm This information may be available Completing this information help: Start typing your inspection / con tail	ent Information on the packing slip, the dire the department allocate th	e right biosecurity officer and tim	e for your booking.		
Inspection / consignm This information may be available Completing this information help: Start typing your inspection / con tail Rural Tailgate Inspection	ent Information on the packing slip, the dire the department allocate th	e right biosecurity officer and tim	e for your booking.		

Figure 13: Enter all relevant inspection types for this request

Inspection / consignment Information	
This information may be available on the packing slip, the direction (which can be accessed via the Biosecurity Portal home page under "view import directions" or on the import per Completing this information helps the department allocate the right biosecurity officer and time for your booking.	nit).
Does this inspection request need a Photo-Ionisation Detector (PID), e.g. inspection of cut flowers from Ecuador, Columbia or Kenya? If yes, make sure that you add "Photo-Ionisation Detector (PID) Inspection".	×
Start typing your inspection / consignment information to find suggested matches (e.g. citrus, bulk commodity, machinery etc.). You can add multiple items as required. *	
Cut Flower Import Inspection	
Cut flowers provide the following information in relation to cut flower inspection. Number of growers *	
Number of phytosanitary certificates *	

Figure 14: Dynamic questions based on inspection types entered

How do I lodge an inspection request? Page 7 of 9







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Department of Agriculture, Fisheries and Forestry



Appointment Details

Complete responses to all applicable questions. Select Save & next button to proceed to the next tab.

Request an inspection for Entry ID - CWS565001	Soods availability
Location contacts Consignment information Appointment details Summary	UCUCE and an analysis of the ready for inspection." Indicate data and there using the celerater into . You can record a time by selecting the close icon located at the bottom of the calendar. Data provided must be in the future. The Reportment will may to book you monection as i coase as possible to the available date and time.
	DD/MM/YYYY HH.mm
Appointment details	Image: September 2022 > Su Mo Tu Yes 28 29 30 31 2 3
reate compare ha requires appointment delana selow and then select, save a nella button to proceso. Inspection request Jecation	4 5 6 7 8 9 10 11 12 13 14 15 15 17 18 19 20 21 22 23 24 modifies and CCV inspections (if required).
N1479, D05 Express Parcels Pty Ed 3932 Camer St. HOURSEUM BK NSW 2127 Directions	25 26 27 28 29 50 1 2 5 4 5 6 7 8 Witheast periorables, non-refigurand periorables, ungent medical supplies, dangerous goods, explosives, or carrents. periorable or segrent goods
Goods availability Indicate when pools will be ready for inspection * Sector size and the using the clearder can record a time by selecting the clock icon located at the bottom of the cleandar. Data provided must be in the future. The department will try to book your inspection as close as possible to the available date and time. Do/MU/YYYY term m	Goods availability Indicate when goods will be ready for inspection. * Select a date and time using the calendar low to an ercord a time by selecting the clock icon located at the bottom of the calendar. Dute 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/YYY Hermm
Preferred inspection period *	Preferred inspection period * Next Available (to be inspected during the Available for Service hours listed in your business profile)
To Meet To meet* inspection 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 to metric inspection, for perimabile commodifies and CCV inspections (if required). Requires a metric inspection Requires a metric inspection Perishable / Urgent Perishable / Urgent Perishable / Urgent Interviewed the consignment contains, air freight perishables, non-reinfigerated perimables, urgent medical supplies, dangerous goods, explosives, or centers. Interviewed the consignment contains perishable or urgent goods	Figure 15: Good availability date and preferred inspection time Indicate a date and time when your goods will be rea for inspection – this date and time must be in the fut and select a preferred inspection period from the list

Figure 16: Appointment Information

When you require an inspection outside of departmental core business hours i.e. outside 6:30am to 6:30pm Monday to Friday, you can select the overtime option under the Preferred inspection period. You will receive an email with the day/time once the booking has been confirmed.

NOTE: If you select AM or PM, you are restricting officer availability to the AM or PM slot only, the department may have earlier availability but is unable to allocate due to the selection. To maximise inspection availability, it is recommended to select NEXT AVAILABLE in the preferred inspection period field.

NOTE: Overtime inspections are subject to availability and not guaranteed.

You can select a 'To Meet' booking in certain circumstances for example if specialist equipment or labour hir tis required. The department will review your request and if appropriate your confirmed booking will include the day and time for the inspection.

Please indicate if your inspection contains perishable and/or urgent goods.





Department of Agriculture, Fisheries and Forestry





Summary

The Summary screen provides a snap shot of the information entered for your inspection request for you to review. Once reviewed, if any change are required to be made use the **Previous** button to navigate to the relevant tab.

Note: Ensure that all the entered information is accurate before submitting the form.

Location contacts Consignmen	e Summary	
Summary		
0		
Inspection request - 1		
Location		
A0004, DAFF Import Clearance ACT Region		
Smith Street		
PIALLIGO ACT 2609		
Directions		
Inspection - Live fish Inspect @ QAP		
Request details		
Indicate when goods will be ready for inspec	ction 02/09/2021 11:50 AM	
Preferred inspection period	PM (12:30 to 18:30)	
Request a to-meet inspection	No	
ation		

Figure 17: Review the request for inspection details prior to submitting

Note: Please read the declaration notice, privacy notice and privacy policy prior to submitting your inspection request form.

Submit the form by selecting the Submit button.

Each request for inspection will have a unique transaction number used to manage your lodgement. An email will also be sent to your registered email address.

Australian Gov Department of Ag Fisheries and For	riculture, BI	osecurity Portal		
Home			PEAS & BEANS PTY LTD (Approved Arrangeme	nt (import) - A156
Home > inspections > import insp	oction req > Re	quest for Import Inspection		
Request for Import	Inspectio	'n		
Your request for inspection inspection request IR-W6N1F-NEXS-4		submitted.		
You will be notified of your inspection	booking when the	department has actioned your inspect	ction request.	
You can view, modify or cancel your in: Your inspection request will be comple		an Selfer and the state of the self state of the		
Request another import inspection	>	View inspection requests	>	

Figure 18: Unique transaction number

How do I lodge an inspection request? Page 9 of 9

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