Australian Government
Department of Agriculture,
Fisheries and Forestry

How do I manage my inspection requests and bookings?

This task card demonstrates how to view inspection requests and bookings in the Biosecurity Portal using your Digital ID via myID pathway, and also the Other User email and password pathway.

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..

Inspection Requests and Bookings

View Inspection Requests and Bookings

Browse to biosecurity.awe.gov.au

The Portal provides three views of your inspection requests:

- **Inspection requests**: This view displays a list of inspection requests that have been lodged, but not yet booked by the department. It also displays cancelled inspection requests.
- **Upcoming bookings**: This view displays bookings made by the department against your requests for inspections, including inspections that may be in progress.
- **Historical bookings**: This view displays cancelled and completed bookings.

Select Inspection requests from the Portal Home Page. Use the dropdown control to select your required view.
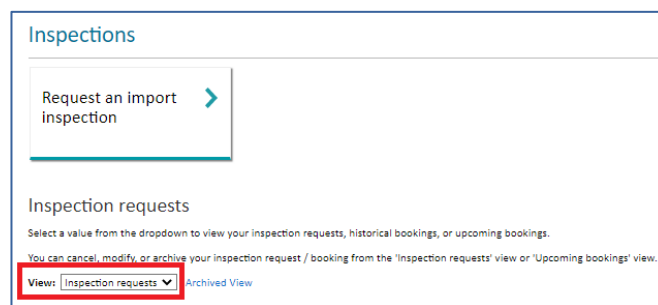

Figure 1:Inspection request / bookings views

In the Inspection Requests, Upcoming Bookings and Historical Bookings views you can:

- Filter by any column (in-column filtering function)
- Sort by any column
- Search by Entry ID on the Inspection requests view and
- Search by Entry ID or Booking ID in the Upcoming bookings view and Historical bookings view.

How do I manage my inspection requests and bookings? Page **1** of **4**

OFFICIAL

Australian Government
Department of Agriculture,
Fisheries and Forestry

Select an Entry ID and **click** on the hyperlink to view the details about that specific Inspection Request.

Figure 2: View details of an historical booking

Cancel Inspection Requests and Bookings

A inspection request can be cancelled at any time when the inspection request status is Requested (not booked).

To cancel an inspection request:

- **Select** Inspection requests and search for your inspection request in the Inspections request view.
- **Select** the down arrow to the right of the list under Actions and click **Cancel**.
- **Select** the Confirm button on the pop-up window to cancel the selected inspection request.

Figure 3: Cancel an inspection request via the Inspection request view

TIP: You can resubmit a cancelled inspection request through the import inspections screen by selecting the corresponding AIMS Entry ID.

A booking can be cancelled from the Upcoming bookings view when its status is booked. Bookings with a status of In-progress or On our way cannot be cancelled. To cancel a booking:

- **Select** Inspection requests and search for your booking in the Upcoming bookings view.
- **Select** the down arrow to the right of the list under Actions and click **Cancel**.
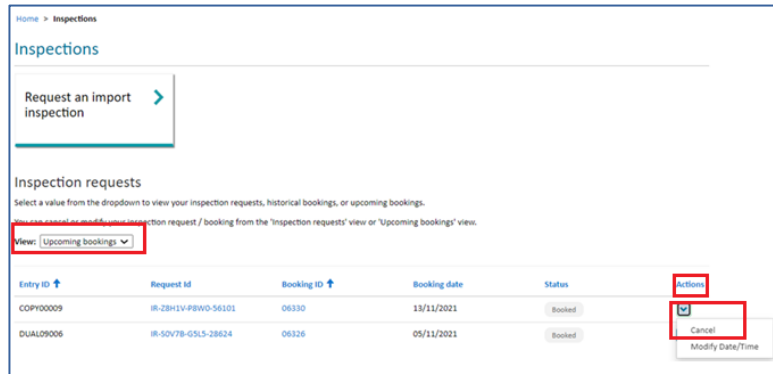- **Select** the Confirm button on the pop-up window to cancel the selected booking.

Figure 4: Cancel an booking via the Inspection request view

When submitting a booking cancellation, a message will advise users to check to see if the cancellation has any related bookings as per the import conditions, and to ensure they also cancel the dependant inspection. Failure to do so may result in a charge.

TIP: The cancelled booking will be moved to the Historical bookings view, and its status will be updated as Cancelled.

You can resubmit a cancelled booking through the import inspections screen by selecting the corresponding AIMS Entry ID.

NOTE: You may be charged a cancellation fee for cancelling a booking within 24 hours of the scheduled inspection.

Modify Booking Date and/or Time

NOTE: You cannot modify a booking via the Portal if you have booked the inspection using the Other User email and password method.

TIP: The booking modification function can be used to request changes such as a new date, a new time window, or change the 'to-meet' requirement of your booking.

You can request to change the date or time of an existing booking from the Upcoming bookings view when the booking status is booked. Bookings with the status –*In-progress* or *On our way* cannot be modified.

To lodge a request to modify date/time of a booking:

- **Select** Inspection requests.
- **Find** your booking in the Upcoming bookings view**.**
- **Select** the down arrow to the right of the list under 'Actions' and click Modify date/time.
- **Enter** new date/time information and **submit** the request.
- **Confirm** the request when you see a pop-up window requesting your confirmation.

Figure 5: Modify a booking via the Upcoming booking view

Figure 6: Enter details for the new booking

By submitting the request:

- The status of your booking will be changed to 'Modification Requested' and will remain in the Upcoming booking view.
- Your request to modify date/time will be reviewed by the department and new booking will be made by the department.

When submitting a booking modification, a message will advise users to check if the booking has any dependant bookings, as per the import conditions, and to modify those dependant bookings. Failure to do so may result in a charge.

NOTE: You may be charged a cancellation fee for modifying a booking within 24 hours of the scheduled inspection.