**COLS Script for ‘How to Request a Reassessment’**

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| **Action** | **Script** |
| Biosecurity biosphere on screen with video tutorial title ‘How to Request a Reassessment’ 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 ‘Request a Reassessment’ in the Cargo Online Lodgement System, or COLS. You can access the main menu on the COLS home page. |
| Select highlighted ‘Request a Reassessment’ | To make this request, select the third icon, titled ‘Request a Reassessment. |
| Hover cursor under ‘R’ in heading and then run arrow underneath and along menu ribbon, coming back to rest under ‘(LRN)’. | On the ‘Request a Reassessment’ page is a menu ribbon which shows your progress within the system.  |
| Hover cursor over highlighted, red asterisk 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. |
| Select first field and enter sample LRN.Select next field and enter sample Broker or Importer Branch ID. Highlight FID and Broker Importer Branch I.D. headings consecutively, while entering numbers. Pause speaking until numbers are entered. Hover cursor over ‘Retrieve Details’ button and select. | Enter the Lodgement Reference Number or LRN of your original lodgement, followed by your Broker or Importer Branch ID. Select ‘Retrieve Details’ to progress to the next step in the process. |
| Hover cursor under highlighted ‘Reassessment Reason’ and then copy and ctrl v example reason ‘Please reassess to release goods on documentation.’ into comment field box. | Enter your reason for requesting a reassessment into the comment field provided. There is a 1,000 character limit. |
| Hover cursor under ‘+’ button and select.Hover cursor under highlighted ‘Direction Request’. | Select the add button under ‘Actions’ to add a ‘Direction Request’ for this consignment.  |
| Hover cursor under ‘Direction’ heading and select dropdown menu.  | Select the ‘Direction’ from the dropdown menu. In this scenario, the client selects ‘Release on Documents’ Complete the other fields as required. |
| Hover cursor over ‘Next’ button and select. | Select ‘Next’, once ‘Direction Request’ details are complete. |

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| Hover cursor under ‘Contact Details’ in progress ribbon then under highlighted ‘Responsible Party’ heading. Hover cursor over highlighted ‘Load’ button.Type in required fields pausing speech between each field until complete. | On this page you are able to update ‘Contact Details’ of the ‘Responsible Party’. If you have previously saved ‘Responsible Party’ details, you can select ‘Load’ to prefill the available fields. Otherwise, enter the contact name, phone number and email address into the required fields.  |
| Hover cursor under highlighted ‘Third Party Notification’ heading.Check ‘Third party notification’ box and hover cursor in front of required field. Uncheck box to remove field. | We can also notify a third party of this consignment’s lodgement and assessment status. Check the ‘Third Party Notification’ box and enter the contact’s email address in the required field, if you require this option. |

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| Hover cursor under highlighted Responsible Party heading briefly then run down and up required fields before hovering over highlighted ‘Save’ button to enable pop-up. Select ‘Save’. | If the ‘Responsible Party’ details are required for future lodgements, select ‘Save’ to retain the information. |

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| Hover cursor over ‘Next’ button and select. | Select ‘Next’ once contact details are complete. |

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| Hover cursor under highlighted ‘Documents’ heading then under ‘Documentation’ in progress ribbon.Hover cursor over highlighted + button and select.Hover cursor over highlighted file drop icon then over highlighted ‘Choose Files’ and select.Select a ‘Manufacturer Declaration’ pdf file from folder then select ‘Open’Hover cursor under ‘Packing Declaration’ document and then under Filename heading.Hover cursor under ‘Document Type’ heading then select field to enable drop down. Select corresponding ‘Manufacturer Declaration’ dropdown.Hover cursor under ‘Document Reference’ heading and select field to enable pop-up. | ‘Documents’ is where documentation is added to the request for reassessment. Select the add button under ‘Actions’ to upload a document. This will open a new screen. Here you can drag and drop files directly into the top section of the ‘Add Files’ screen or select ‘Choose Files’. Choose the file you wish to upload and select ‘Open’. Once files have been uploaded, select ‘Save’. This adds the document under ‘Filename’. Remember documents cannot exceed 10.0 MB in total.Select the document type from the drop down menu. Under ‘Document Reference’, enter any additional information that will help to interpret and process this document.  |
| Hover cursor under highlighted ‘Additional comments’ then into comment field. | Please add any additional comments that may help to assess your documentation here. |
| Hover cursor under highlighted ‘Declaration’ then check the General Declaration box. | Check the ‘General Declaration’ box to declare that the information provided by you is true and correct and to acknowledge that further charges may apply.  |
| Hover cursor over ‘Submit’ and select | Select ‘Submit’.  |
| Hover cursor under ‘Submitted’ in progress ribbon.Hover cursor under highlighted ‘Submission Confirmation’ heading.Hover cursor under highlighted LRN.Hover cursor over ‘Finished’ button and select. | Once the lodgement is submitted, a notice will appear containing the Lodgement Reference Number. You will receive a confirmation of this request to your nominated email address. Please keep the email as a receipt of the lodgement. Select ‘Finished’ to complete this request. |
| 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) |  |