**COLS Script for ‘How to Request a Direction Reissue’**

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| **Action** | **Script** |
| Biosecurity biosphere on screen with video tutorial title ‘How to Request a Direction Reissue’ 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 Direction Reissue’ in the Cargo Online Lodgement System, or COLS. You can access the main menu on the COLS home page. |
| Select highlighted ‘Request a Direction Reissue’. | To make a request, select the icon, titled ‘Request a Direction Reissue’. |
| Hover cursor under ‘R’ in heading and then run arrow underneath and along menu ribbon, coming back to rest under FID Entry number. | On the ‘Request a Direction Reissue’ 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 the Full Import Declaration/Entry number field and enter number  Enter Broker or Importer Branch ID into second field.  Pause speaking until numbers are entered. | Enter your Full Import Declaration or Entry number followed by your Broker or Importer Branch ID.  Select ‘Retrieve Details’. |
| Hover cursor under highlighted ‘Reissue Details’.  Hover cursor under highlighted ‘Yes’ and ‘No’ buttons consecutively. Select ‘No’ button.  Hover cursor under highlighted ‘Distribution Details’ heading and then down email fields.  Reselect ‘Yes’ button | Under ‘Reissue Details’, select ‘Yes’ to send the direction to the email address recorded in ‘AIMS’. Select ‘No’ to enter a new ‘Distribution email’ and third party email address if required. |
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| Hover cursor under highlighted ‘Declaration’ then check the General Declaration box. | Once you have made your ‘Reissue Details’ selection, 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 ‘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 email of your request to your nominated email address. Please keep the email as 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) |  |