



How do I contact the department?

This task card demonstrates how to contact the Department of Agriculture and Water Recourses BICON team either as a general user or a registered user with a login.

1. Contact Us

Go to the BICON Web Homepage and select Contact Us.

Home	Import Conditions	Permits	Alerts & Changes	News	Contact Us	? Help	You are not logged in. Please Login or Register

1.1 Submit Comment or Enquiry

Complete the Submit Comment or Enquiry form. Select Submit

You can attach ONE file only here, limited to 100MB.

Submit Comment or Enquiry							
You can use the form below to ask a question, provide us with feedback or to tell us about your experience using BICON.							
* Denotes required fields							
Title:							
* Details:		•					
	Maximum characters 500: You have 500 characters left						
* Requestor Name:							
Company Name							
 Email: Phone: 							
Attachment	🖉 Attach File						
* Security Code:	eneds						
	Privacy & Terms						
		Submit					

1.2 Confirm Service Request

You will be taken to a 'Confirm Service Request' screen to confirm the details entered. Select <u>Confirm</u> to confirm the details, or select <u>Seleck</u> to make a change. A service request will be sent to the department to action. A request submitted page will be shown, listing your reference number and noting that a confirmation message has been sent to your email address.

You will need to register and contact the department via an application if you wish to have the correspondence saved to **My Permit Workspace**.

☑ imports@agriculture.gov.au☎ 1800 900 090

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2. Correspond via an Import Permit Application

If you are logged in to BICON and have created an application, you will be able to create correspondence relating to that application and it will be saved to **My Permit Workspace**.

2.1 My Permit Workspace

Go to **Permits** in the top menu on the home page. Select **Application** in the drop down menu and select **Search**. Find your application through the **Manage Permits** tab. Select the application you wish to contact the department about by clicking on the appropriate application ID number.

Permit Type / Commod	dity Search Manage Permits	Correspondence	Invoices			
Are you looking	for a Permit, Application or Va	riation Request?	Application -			
	Identification Number:			Status:		All 👻
	Permit Type:	All	All Importer:			All 👻
	Commodity:	All	*	All • Mendoza, Adam •		
	Application Type:	All	All Applicant:			
	Program:	All	•	Created or Submitted		
	Action Required Only:			Between:		
	Owing Fees Only:					
				And.		
						Reset All
Application	ID <u>Created</u>	Importer	Applicant	Application Type	Status	Permit Type(s)
000030366	30/09/2015	Fife, Lara	Mendoza, Adam	New Permit	Accepted	Plant and Plant Products (Non- standard goods)
000030072	7 26/08/2015	Fife, Lara	Mendoza, Adam	New Permit	Accepted	Plant and Plant Products (Standard goods)
000030068	8 26/08/2015	Fife, Lara	Mendoza, Adam	New Permit	Accepted	Plant and Plant Products (Standard goods)

You are able to correspond with the department only via the Accepted Applications.

Once viewing an accepted import permit application. Select **Contact Us** about this application hyperlink.

Permit Application						
붬 Biological imports Progra	 View Application Withdraw Application View Permit History Constant us about this Application 					
Application ID:	0000149297		Applicant:	Spottydog,		
Application Type:	Machinery and Military NCC - Variation	Permit	Importer:	Importer, Spot		
Status:	Accepted		Importer Contact:	Contact, Spot		
Created:	30/03/2015		Accepted:	01/01/0001		
Contact Details Permit Types Invoices Correspondence History						
Ref	Permit Types & Commodities	Commodity Description		Permit Type Status	Actions	
1	Machinery and Military (Standard goods)			Under Assessment		
1.1	Tyres and retreads	Tyres description 3			View Details	
Withdraw Selection			- 2 Results of 2		Results per page: 10 🔻	





2.2 Submit Comment or Enquiry

You will now be presented with the **Submit Comment** or **Enquiry** form as per step 1.1. of the **Contact Us** section above.

3. Technical Issues

If you are experiencing technical issues you can either submit a comment or enquiry or call 1 800 900 090 to speak to a technician.