



# How do I contact the department?

This task card demonstrates how to contact the Department of Agriculture and Water Resources 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**.



### 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.*

### 1.2 Confirm Service Request

You will be taken to a 'Confirm Service Request' screen to confirm the details entered. Select [Confirm](#) to confirm the details, or select [< Back](#) 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.*



## 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.

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

| Application ID | Created    | Importer   | Applicant     | Application Type | Status   | Permit Type(s)                                |
|----------------|------------|------------|---------------|------------------|----------|---|
| 0000303685     | 30/09/2015 | Fife, Lara | Mendoza, Adam | New Permit       | Accepted | Plant and Plant Products (Non-standard goods) |
| 0000300727     | 26/08/2015 | Fife, Lara | Mendoza, Adam | New Permit       | Accepted | Plant and Plant Products (Standard goods)     |
| 0000300688     | 26/08/2015 | Fife, Lara | Mendoza, Adam | New Permit       | Accepted | Plant and Plant Products (Standard goods)     |

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

**Permit Application**

Biological imports Program Permit Application

Application ID: 0000149297  
 Application Type: Machinery and Military NCC - Variation Permit  
 Status: Accepted  
 Created: 30/03/2015

Applicant: Spottydog,  
 Importer: Importer, Spot  
 Importer Contact: Contact, Spot  
 Accepted: 01/01/0001

[View Application](#)  
[Withdraw Application](#)  
[View Permit History](#)  
[Contact us about this Application](#)

**Contact Details** | **Permit Types** | Invoices | Correspondence | History

Permit will be issued once all Permit Types have been assessed

Issue Permits Together

| 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   |                    | <a href="#">View Details</a> |

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## 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.