



How do I manage correspondence with the department?

This task card demonstrates how to manage correspondence with the department as a registered user.

1. View Correspondence

Correspondence specifically linked to your applications and permits will be located in the **Correspondence** tab. You will also receive an email notification that you have been contacted.

Log into BICON and select **My Account, My Permit Workspace** then the **Correspondence** tab.

Permits
Here you can create new permits applications, track and manage current applications, review archived permit applications, respond to correspondence or view your invoices.

Permit Type / Commodity Search Manage Permits **Correspondence** Invoices !

[Outstanding](#) | [View All](#)

Application	Created	Linked To...	Reference	Title	Response Required
0000150316	06/03/2015 09:32	Application	0000150321	Application Received Notice - Application 0000150316 Submitted	
0000150293	05/03/2015 15:45	Application	0000150302	Application Accepted Notice - Application 0000150293 Accepted	
0000150235	05/03/2015 14:26	Application	0000150243	Application Accepted Notice - Application 0000150235 Accepted	
0000150186	05/03/2015 14:20	Application	0000150213	Application Accepted Notice - Application 0000150186 Accepted	
0000149717	04/03/2015 15:01	Application	0000149723	Application Accepted Notice - Application 0000149717 Accepted	

Showing 1 - 5 Results of 19 ← 1 2 3 4 → Results per page: 5

2. Respond to Correspondence

You can select any of the correspondence titles to view the correspondence. In the instance where a response is required, you will be able to see this identified in the **Response Required** column.

Permit Type / Commodity Search Manage Permits **Correspondence** ! Invoices

[Outstanding](#) | [View All](#)

ID Number	Created	Related To...	Reference ID	Title	Response Required
0000147586	26/03/2015 13:43	Application	0000148728	Request for information - Need info on this Application	Yes, Respond

If correspondence is requested from you, your application may not progress.

3. Contact the department about your Permit Application

If you wish to contact the department regarding a permit application, you can contact the department directly through the permit application tab.



Select **My Account, My Permit Workspace, Manage Permits**, then select the application ID. Alternatively you can select the application ID (shown in blue) within any of the permits tabs which will open the **Permit Application** screen.

Here you can choose to:

- View the application
- Withdraw the application
- View the permit history (Permit Lifecycle)
- Contact the department about this application.

Select **Contact Us about this Application**.

Permit Application

Biological imports Program Permit Application

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

Application ID:	0000150316	Applicant:	Gates, Bill
Application Type:	Live Animal Imports - New Permit	Importer:	Brown, Zac
Status:	Submitted	Importer Contact:	Young, Eli
Created:	06/03/2015	Submitted:	06/03/2015

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

Permit will be issued once all Permit Types have been accessed
Issue Permits immediately when Approved

<input type="checkbox"/>	Ref	Permit Types & Commodities	Commodity Description	Permit Type Status	Actions
<input type="checkbox"/>	1	Live animals			
	1.1	Dog (other than the first cat or dog in a consignment)	Dog		View Details

Showing 1 - 2 Results of 2 Results per page: 5

[Withdraw Selection](#)

This will generate a **Submit Comment or Enquiry** screen which will enable you to contact the department. This will also link to the application so you can track your submission to the department as well as the response from the department. After you select [Submit](#), a screen will appear for you to confirm the details. Select [Confirm](#) to submit.

*Any sections marked with an asterix * are mandatory fields and must be completed.*

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

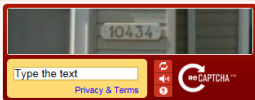
* Requestor Name:

Company Name:

* Email:

* Phone:

Attachment: [Attach File](#)

* Security Code: 

[Submit](#)