



How do I manage correspondence with the Department?

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

Login to your BICON Account to View Correspondence

Login to BICON and select **Permits** and then select the **Correspondence** tab.

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

The screenshot shows the 'Permits' section of the BICON system. The 'Permits' menu item is highlighted in the top navigation bar. Below it, the 'Correspondence' tab is selected and highlighted in orange. The page contains several search filters: 'Are you looking for a Permit, Application or Variation Request?' with a dropdown set to 'Permit'; 'Identification number' text input; 'Status' dropdown set to 'Active'; 'Permit type' dropdown set to 'All'; 'Importer' dropdown set to 'All'; 'Commodity' dropdown set to 'All'; and 'Importer contact' dropdown set to 'All'. There are 'Reset All' and 'Search' buttons at the bottom right of the filter section.

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.

Select **Respond** to submit your response.

The screenshot shows the 'Permits' section with the 'Correspondence' tab selected. It displays search filters for 'Correspondence title', 'Related to', 'Correspondence ID', 'Status', and 'Type', all set to 'All'. Below the filters is a table of correspondence items. The first row is highlighted, and the 'Response Required' column contains 'Yes' and a 'Respond' button highlighted with a red box.

ID Number	Created	Related To...	Correspondence ID	Correspondence Title	Response Required
0007674588	14/04/2023 09:00	Application	0007674608	Request for information - REQUEST FOR INFORMATION - 0007674588	Yes, Respond

TIP: If correspondence is requested from you by the department, your application may not progress until a response is received.



Contact the department about your Permit Application

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

Select Permits from the top menu bar and search for the application you wish to contact the department about. Then select the application ID link to 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 the application

Select **Contact Us about this application**

Permit Application

Biological Imports Program Permit Application

[View application](#)
[Withdraw application](#)
[View permit lifecycle](#)
[Contact us about this application](#)

Application ID	0007674588	Applicant	Doe, Jo
Application type	Biological Imports Program - New Permit	Importer	Doe, Jo, Dr
Status	Accepted	Importer contact	Doe, Jo
Created	14/04/2023	Accepted	14/04/2023

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

Permit will be issued once all Permit Types have been assessed

Issue Permits immediately when Approved

<input type="checkbox"/>	Ref	Permit Types & Commodities	Permit Type Status	Actions
<input type="checkbox"/>	1	Dairy	Under Assessment	
<input type="checkbox"/>	1.1	Dairy products		View Details

[Withdraw Selection](#)

Showing 1 - 2 results of 2

Results per page 10



This will generate a **Create Correspondence** page, 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 their response. Enter in your correspondence and Select **Submit**.

Create Correspondence

Application ID	0007674588	Applicant	Doe, Jo
Application type	Biological Imports Program - New Permit	Importer	Doe, Jo, Dr
Status	Accepted	Importer contact	Doe, Jo
Created	14/04/2023	Accepted	14/04/2023


Correspondence details

Subject

Description

Attachments

New Attachment *(Optional)*


Choose a file or drag it here.