# Identifying and resolving an AEP error

This task card describes the types of system errors generated through Automated Entry Processing (AEP) and the necessary action required to rectify the concern. There are four types of errors:

- Re-lodge
- AEP processing error
- Document processing required
- Additional processing – ICS major amendment

These are outlined in more detail below.

## 1. Re-lodge

A **re-lodge** direction will be generated when there is not enough information supplied, or there is an error in the information entered in the import declaration.

**Re-lodge** directions will be generated if the lodgement contains one or more of the following:

- conflicting answer to general declaration question 7 (FCL) or 9 (LCL) and the concern type entered/not entered in the declaration
- invalid cargo type for the concern type entered
- conflicting concern types TFUM and TDIS entered
- invalid AEPCOMM code
- multiple outcomes selected for the one commodity group
- invalid or missing location for the AEPCOMM code or concern type entered.

If you receive the **re-lodge** direction you will need to amend the import declaration in ICS to relieve the concern raised, this cannot be actioned by the department.

Once amended, the consignment will re-process through AEP and an automated direction will be generated. In some cases, the update may be deemed a major amendment. You will be notified if this has occurred and documentation will be required to be presented to the department through the Cargo Online Lodgement System (COLS).

## 2. AEP processing error

An **AEP processing error** direction will be applied when the information entered in your import declaration does not meet one or more of the requirements of the Class 19.1 and/or Class 19.2 approved arrangements. It is important to understand the reason why the error has occurred to ensure future consignments meet all operating requirements.

AEP processing errors will be generated if one or more of the following apply:

- the branch and/or broker is not accredited or approved for AEP under NCCC or AEPCOMM approved arrangements
- the AEPCOMM code entered is not suitable for the commodity (e.g. tariff group or cargo type not approved pathway in BICON and the Class 19.2 AA)
- the goods are subject to a high risk Community Protection (CP) profile where the commodity is no longer 'in scope' of AEPCOMM
- the consignment consists of mixed cargo types other than FCL/FCX (e.g. FCL and B/B), mixed cargo types are not suitable for the NCCC and AEPCOMM approved arrangements. Refer to task card 'Lodging non-standard AEP consignments'

In the above scenarios, you will need to submit your import documentation through COLS for assessment. Amending the declaration will not rectify the processing error. Repeated incorrect lodgements resulting in AEP processing errors may be considered non-compliance against the arrangement.

## 3.    Document processing required

An **Automatic Entry Processing – Document processing required** direction will be applied when the documentation needs to be referred to the department for assessment.

Document processing required is not considered a system error, however this will be applied in the following cases:

- When concern types BNCC or BCOM have been entered.
- The consignment contains a concern type for the non-commodity and the commodity requires assessment. The non-commodity AEP direction will be applied in addition to the document processing required direction.
- If an AEPCOMM code has been populated on some lines of an entry and there are other active lines without an AEPCOMM code entered. The AEP direction/s will be applied in addition to the document processing required direction.

If you receive a **document processing required** direction you will need to submit import documentation through COLS. If the BCOM or BNCC has been entered, you should include information on the reason you are volunteering the consignment for assessment.

## 4.    ICS major amendment

An **Additional Processing - ICS major amendment** direction will be applied when an amendment has been made to the import declaration that cannot be automatically updated through the system. In these circumstances documentation will need to be submitted through COLS. Upfront payment may be required, refer to task card How do I pay for my new lodgement.

Location changes may be actioned over the phone by contacting 1800 900 090. Amendment charges apply and documentation may be requested by the biosecurity officer to confirm the change of location is suitable.

If further assistance is required please contact AEPsupport@agriculture.gov.au
or call **1800 900 090**.