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Department of Agriculture,
Food and the Marine

INIS Portal User Guide

Action requests

December 2022

Document / Version Control

Section Reference	Comments/Summary of Change	Prepared By	Date	Approved / Reviewed By	Approved / Reviewed Date
General	V 0.1	Darragh Mc Morrow	06-12-2022		

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Access to the INIS Imports Portal

The Operator responsible for the consignment will access the INIS - Imports Portal through the DAFM website or from here

Once logged into the registered portal, the user should see a dashboard showing any active applications or requests. *see Figure 1.*

The user should be able to view any outstanding action requests through the dashboard below.
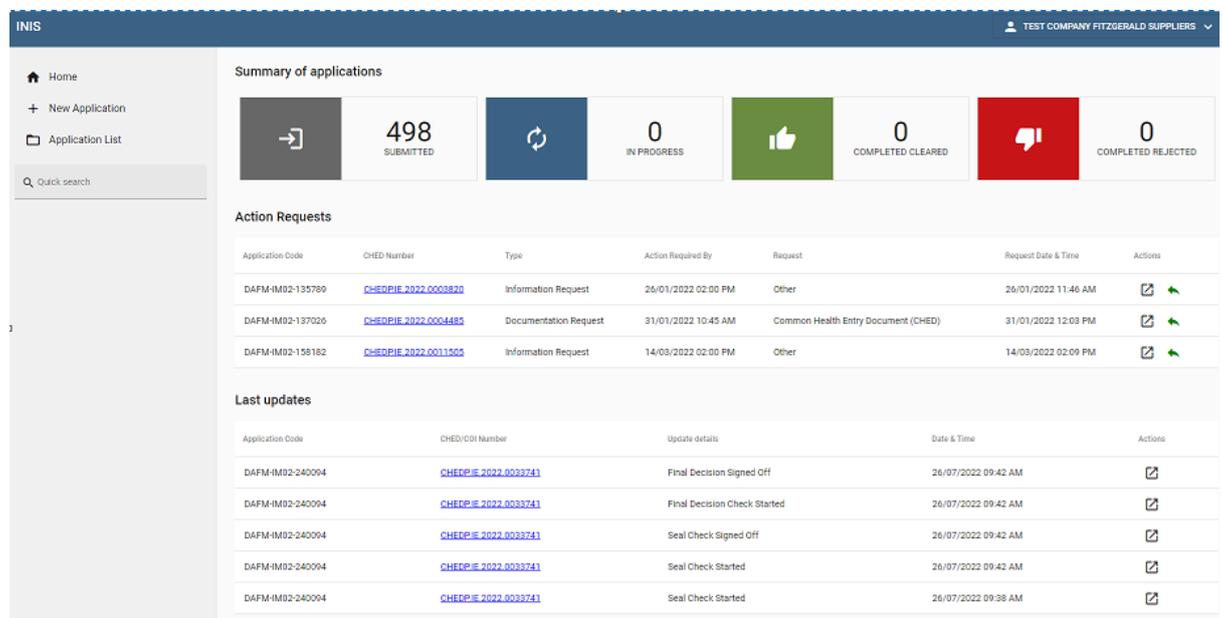

Figure 1: INIS Imports Portal - Home Page

Action request explanation

An action request is used by DAFM import inspectors to notify the Importer of any issues relating to their consignment entering the country. The registered importer will receive an email notification requesting them to log into INIS to view the newly created action request. There are two types of action request: a "documentation request" and an "Information Request"

Documentation request

A Documentation request is sent when DAFM require a document to be uploaded to assist with the entry of a consignment to Ireland. The user can go to the INIS dashboard and view the documentation request from this screen.

| Documentation Request | 31/01/2022 10:45 AM | Common Health Entry Document (CHED) | 31/01/2022 12:03 PM | |

Figure 2: INIS Imports Portal – Documentation request on dashboard

The user can then click on the green arrow to view and respond to the documentation request. It is mandatory for a document to be uploaded on these requests and the user cannot submit a response until a document is uploaded. In the case below, DAFM staff have requested a CHED to be uploaded. The user can also leave a reply comment in the free-text box provided to assist DAFM staff if necessary.

Reply Documentation Request :DAFM-IM02-137026

Action Required By
31/01/2022 10:45 AM

Request
Common Health Entry Document (CHED)

Request Comments
Seal number on CHED does not match Health Cert

Reply Comments

Note : Password protected documents will not be accepted.

Add File(s)

Cancel   Submit

Figure 3: INIS Imports Portal – Documentation request

Once the user uploads a document and presses the "Submit" button, DAFM staff are notified and can go into the application and review what has been uploaded.

Information request

An Information request is sent when DAFM want to query something with the importer or get confirmation of something . The user can go to the INIS dashboard and view the Information request from this screen.

Information Request	14/03/2022 02:00 PM	Other	14/03/2022 02:09 PM	

Figure 4: INIS Imports Portal – Information request on dashboard

The user can then click on the green arrow to view and respond to the Information request. In the below case, a DAFM inspector has explained using the comments box that there is an incorrect piece of information on the document. The importer can respond using the "Reply" free-text box and also support this with the ""Reply comments" box. The "Reply" box is mandatory

Reply Information Request :DAFM-IM02-158182

Action Required By
14/03/2022 02:00 PM

Request
Other

Request Comments
part ii 2.3 incorrect

Reply

Reply Comments

Cancel   Submit

Figure 5: INIS Imports Portal – Information request

Once the user replies to the information request and presses the "Submit" button, DAFM staff are notified and can go into the application and review what has been uploaded.