

**An Roinn Talmhaíochta, Bia agus Mara** Department of Agriculture, Food and the Marine

**INIS Portal User Guide** 

**Action requests** 

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# **Document / Version Control**

Section Reference	Comments/Summary of Change	Prepared By	Date	Approved / Reviewed By	Approved / Reviewed Date
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## **Action request screens**

#### Access to the INIS Imports Portal

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

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.

INIS							L TEST COMPANY	FITZGERALD SUPPLIERS 🗸
A Home	Summary of applica	ations						
+ New Application Application List	→]	498 SUBMITTED	φ	0 IN PROGRESS	16	O COMPLETED CLEARED	<b>9</b> 1	O COMPLETED REJECTED
Q, Quick search	Action Requests							
	Application Code	CHED Number	Туре	Action Required By	Request		Request Date & Time	Actions
	DAFM-IM02-135789	CHEDPIE 2022 0003820	Information Request	26/01/2022 02:00 PM	Other		26/01/2022 11:46 AM	· 🛛 🔸
1	DAFM-IM02-137026	CHEDRIE 2022.0004485	Documentation Request	31/01/2022 10:45 AM	Common Health	a Entry Document (CHED)	31/01/2022 12:03 PM	<ul> <li>Z •</li> </ul>
	DAFM-IM02-158182	CHEDRIE 2022.0011505	Information Request	14/03/2022 02:00 PM	Other		14/03/2022 02:09 PM	
	Last updates							
	Application Code	CHED/COI Nu	mber	Update details		Date & Time		Actions
	DAFM-IM02-240094	CHEDP/IE.20	122.0033741	Final Decision Sign	ied Off	26/07/2022	09:42 AM	
	DAFM-IM02-240094	CHEDPLE 20	122.0033741	Final Decision Che	ck Started	26/07/2022	09:42 AM	
	DAFM-IM02-240094	CHEDRIE 20	122.0033741	Seal Check Signed	off	26/07/2022	09:42 AM	
	DAFM-IM02-240094	CHEDPIE 20	122.0033741	Seal Check Started	1	26/07/2022	09:42 AM	
	DAFM-IM02-240094	CHEDRIE 20	122.0033741	Seal Check Started	1	26/07/2022	09:38 AM	

#### 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	umentation Request 31/01/2022 10:45 AM Common Hea		31/01/2022 12:03 PM	2 🔨

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	
C Request	
Common Health Entry Document (CHED)	
C Request Comments	
Seal number on CHED does not match Health Cert	
	h
Reply Comments	
	1
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	Z	•

### 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.