



ABCO Quick Reference Guide for Applicants and ABCs

Request for Information (RFI) workflow

This guide clarifies how to use the Request for Information (RFI) function in ABCO. If the RFI relates to a Certificate of Compliance request, the same workflow applies, however the application assessment status will remain **In Progress**.

Step 1: The ABC can request further information by clicking on **Assessment RFI** and then **Create RFI**.

Assessment
Assessment Details
Stages
Assessment RFIs
Variations
AEO Referrals
Approvals
Inspections
Certificates of Compliance
Financial Transactions

Assessment Requests for Information (RFI)

Create RFI
Download Results

1 record found

ID ↓	Date Requested	Date Responded	Status
BAN-26-RFI001	16/06/2026 4:20 PM	17/06/2026 11:12 AM	Responded

Step 2: The ABC will then select the recipient (either the ALC or the applicant), add one or many **Requested Items**, and then select **Submit**. This will create an RFI and trigger a notification for the recipient to respond. The assessment status will change to **Awaiting Additional Information**, and the RFI request will appear as **Open**.

Create Assessment Request for Information (RFI)

Send to *

Application Contacts

Airport Lessee Company

Add Request Item

Title ↑

There are no records to display.

Delete Draft
Save Draft
Submit

Step 3: The applicant needs to open and respond to each **Request Item** by uploading documents (optional) and providing comments (mandatory). They will need to **Save** their response for each item.

Note: At this point, the response is not submitted. The applicant can still go back to the RFI and add files or edit comments until they click **Submit**.

When the applicant clicks **Save**, the response will be visible to the ABC. However, since the response has not been submitted yet, the assessment will remain in **Awaiting Additional Information** and the statutory clock will not reset. The ABC will **not** receive a notification.

The **Date Responded** and **Responded By** fields will only populate once the applicant clicks **Submit**.

Respond to Request Item



Supporting Documentation

File Name ↑	File Size
There are no records to display.	

Response

Comments *

Supporting Documentation

		Upload Files
File Name ↑	File Size	
Building Plan.pdf	15 KB	

Save

(ABC's view)

Assessment Request for Information (RFI)

Cancel RFI

Summary

The Airport Building Controller for [redacted] airport has requested you provide further information to progress the assessment.

Can you please provide the requested information, including uploading any requested files.

Sent to
Application Contacts

Date Requested
16/06/2026 4:20 PM

Created by

Date Responded	Responded by
—	—

Response to RFI

asdasd

Information Requested
asdasdasd

Supporting Documentation

File Name ↑	File Size
There are no records to display.	

Response

Comments
asdsadsad

Supporting Documentation

File Name ↑	File Size
Building Plan.pdf	15 KB

Step 4: Once the applicant is satisfied with their response, they then need to click **Submit** to complete the RFI.

Once the applicant submits the response, the ABC will receive a notification. The statutory clock will reset, and the assessment status will revert to **Under Assessment**. The RFI status will change to **Responded**.

The **Date Responded** and **Responded By** fields will now be populated.

Assessment Request for Information (RFI)

Summary

The Airport Building Controller for [redacted] airport has requested you provide further information to progress the assessment.

Can you please provide the requested information, including uploading any requested files.

Response

The Airport Building Controller has requested the following (click each Request Item Title to respond):

Respond to Request Item

asdasd

Responded

Yes



Submit

(ABC's view)

☆ Favourite Assessment

BAN: BAN-26

Assessment Status: Under Assessment

RFI ID: BAN-26-

RFI001

RFI Status: Responded

Assessment Request for Information (RFI)

Summary

The Airport Building Controller for [redacted] airport has requested you provide further information to progress the assessment.

Can you please provide the requested information, including uploading any requested files.

Sent to

Application Contacts

Date Requested

16/06/2026 4:20 PM

Created by

Date Responded

17/06/2026 11:12 AM

Responded by

[redacted]