

## How to check progress of an application made via SPIRE

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#### 1. How to find out the progress of your licence application

You can find out the current status on a licence application made via SPIRE, by checking the details in your workbasket (the first screen when you log in to SPIRE).

The workbasket will show one of a number of stages which are as follows:

- ECO Processing
- Awaiting Further Information
- With OGD Advisors
- Final Assessment
- Case Complete

If the status is shown as “ECO Processing”, your case will be at early stage in the process.

If the status is shown as “Awaiting Further Information”, we require additional information for you and the case will not be progressed until this has been received.

#### 2. If you require additional information about the progress of your case

Depending on your type of licence application, you should be aware of the following:

- For Standard or Open Individual Export Licences (SIEL/OIEL) or Standard or Open Individual Trade Control Licences (SITCL/OITCL), you should speak to the case officer dealing with the application. See the separate document on the SPIRE homepage which provides **Contact Details of Licensing Case Officers**.

- If you wish to discuss a current rating enquiry, you should contact Tricia Worsfold.
- If you have registered to use any form of Open General Licence (OGEL, CGEA, OGTCL) you do not need to await our letter of confirmation before you can use the licence.

### **3. How to find out the name of the case officer dealing with your application**

Select the '**View Application**' link for the relevant application. The name of the Case Officer is shown at the top of the screen on the right hand side.

### **4. How to change your named contact on an application**

You can also update the contact on an application that you have submitted should you need to. This is done by clicking on the '**Update Application**' link (which is in the present contacts workbasket) and then click on the '**Add**' link in the '**Application Contact**' banner towards the bottom of the screen.

Once you have added the new contact, the old one should be deleted (by clicking on the recycle bin icon). There can only ever be one contact for an application.

Unfortunately, if we are awaiting further information from you when you change the contact for the application, the request to provide that information will remain in the workbasket of the original contact.

### **5. How to contact the Export Control Organisation**

If you need to contact us with any export control related queries, our contact details are:

Tel: 020 7215 4594  
Fax: 020 7215 2635

Email: [eco.help@bis.gsi.gov.uk](mailto:eco.help@bis.gsi.gov.uk)

Address: Export Control Organisation  
Department for Business, Innovation and Skills  
1 Victoria Street  
London SW1H 0ET

Website: <http://www.bis.gov.uk/exportcontrol>  
<http://www.businesslink.gov.uk/exportcontrol>

SPIRE is available online at <https://www.spire.bis.gov.uk> or alternatively via the Businesslink website at <http://www.businesslink.gov.uk>

Export Control Organisation  
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