



How do I Create a Reservation?

This task card demonstrates how to create a reservation online via the Post Entry Biosecurity System (PEBS), to notify the Department of your intention to reserve a space for your consignment to stay at the Post Entry Quarantine (PEQ) facility.

Creating a Reservation

Go to **PEBS** and select **Plant** within the **New Reservation** box or **Plant Reservation** from the main toolbar.

The screenshot displays the PEBS web application interface. At the top, the Australian Government logo and department name are visible. A navigation bar contains several menu items: Home, Animal Reservation, Plant Reservation, Confirm Reservation, Update Reservation, Release Appointment, Cancel Reservation, and Check Status. The 'Plant Reservation' item is highlighted with a red box. To the right, a red box highlights the 'Post Entry Biosecurity System' title. Below the navigation bar, the main content area features a large banner with the title 'Post Entry Biosecurity System'. Underneath the banner, there are four main action cards: 'New Reservation', 'Confirm Reservation', 'Change Reservation', and 'Release Appointment'. The 'New Reservation' card is highlighted with a red box and contains two sub-buttons: 'ANIMAL' and 'PLANT', with 'PLANT' being the selected option. Each card includes an icon, a title, a brief description, and a primary action button (CONFIRM, UPDATE, CANCEL, or RELEASE).



Importer Screen

This section allows you to enter your personal details if you are the owner of the consignment, or the agent details if you are an agent acting on behalf of the owner.

NOTE: You will need to provide an account number to proceed with this reservation. If you do not have an account number, follow the prompt on the importer page to submit a request to create an account.

TIP: After filling in the details, you can select the save button at the top of the page. This will save the details to your browsers cache, so the next time you wish to create a reservation for PEQ, you can simply select the Load button to load the saved details. You will need to ensure that you have enabled caching on your browser for this function to work.

Fill in the details as required and select **Next**.

New Reservation - Plant

Required fields indicated by *

ImporterPlantAuthorisationNotificationDeclarationPaymentSuccess

Note: We do not recommend you use the Post Entry Biosecurity System on a mobile phone. Please use a desktop web browser to make a booking.

Your Details

LoadSave

Your Account Number *

You will need to provide an account number to proceed with this booking. If you do not have an account number please [submit a request](#) to create an account. If you do already have an account, the number can be found on a tax invoice or on your statement of account.

Are you an agent acting on behalf of an owner/client? * ☐ Yes ☐ No

Company name

ABN

Title *

First name *

Last name *

Phone *

Mobile *

Email *

Confirm email *

Declaration * ☐ By progressing with the reservation you will allow the Department of Agriculture, Fisheries and Forestry to contact you about the reservation.

CancelNext

Australian Physical Address

Unit/Street No *

Street Name *

Suburb *

State/Territory *

Postcode *

Australian Postal Address

☐ Same as Physical Address

Unit/Street No *

Street Name *

Suburb *

State/Territory *

Postcode *



Plant Screen

This section allows you to enter multiple plant details.
To do so, select the **+ icon** within the action's column.

New Reservation - Plant

Required fields indicated by *

Importer

Plant

Authorisation

Notification

Declaration

Payment

Success

Plant Details

Genus	Country of Origin	Permit Number	Permit Expiry	PEQ Arrival	Actions
Click the + button to add a new Plant Details to the reservation record					+

Fill in the details as required and select the **+ icon** within the action's column to add the cultivar details for your consignment and select **Save**.

Plant Details

Reservation Details

Genus *

Permit number as it appears on import permit

IP12345678 or 01234567

PEQ Arrival *

Permit expiry

Country of origin *

Type *

Plant Details

Cultivar *	Requested Quantity *	Actions
Click the + button to add a new plant species to the reservation record		+

Requested quantity: The number of plants per cultivar that the person in charge is requesting as mother plants to undergo all import permit requirements within PEQ prior to release. This quantity is a request only and does not guarantee acceptance. PEQ will assess the request, including any quantities exceeding those specified on the import permit, and will advise the importer of the approved number of plants that may be accepted into quarantine.

Cancel

Save



Repeat the above steps if you wish to create multiple reservations for different plant types.

Upon selecting save, the details will populate in a table on the screen.

Multiple icons will appear within the action's column in the table for each row where new plant details are added.

These icons indicate different actions that can be performed against each plant details row that you have added.

- The **+** icon allows you to add multiple plant details.
- The **pencil** icon allows you to make edits to the current plant details that you have added.
- The **bin** icon allows you to remove that row if you would like to remove a row of plant details.

Once you have finished adding all relevant plant details, select **Next**.

New Reservation - Plant

Required fields indicated by *

Importer

Plant

Authorisation

Notification

Declaration

Payment

Success

Plant Details

Genus	Country of Origin	Permit Number	Permit Expiry	PEQ Arrival	Actions
Avocado (Persea spp.)	NEW ZEALAND			1/08/2025	+

Cancel

Previous

Next

Authorisation Screen

This section allows you to add authorisation details of a third party, either a company or personnel to provide authorisation to act on behalf of the consignment while at the PEQ facility, and to allow collection of the consignment at the end of the quarantine period.

*TIP: If you do not wish to provide authorisation details, this step is optional, you can select **Next** without providing any details.*

New Reservation - Plant

Required fields indicated by *

Importer

Plant

Authorisation

Notification

Declaration

Payment

Success

Quarantine Access Authorisation Details

This section is optional. It is used to seek authorisation for a third party to act on behalf of the client and to collect plants at the end of the quarantine period. Department staff will assess all requests and determine whether authorisation may be granted. [More...](#)

Authorised representative	Company Name	Given Name	Last Name	Reason	Actions
Click the + button to add a new authorisation to the reservation record					+

Cancel

Previous

Next



If you wish to add any authorisation details, select the **+ icon** within the action's column.

Quarantine Access Authorisation Details

This section is optional. It is used to seek authorisation for a third party to act on behalf of the client and to collect plants at the end of the quarantine period. Department staff will assess all requests and determine whether authorisation may be granted. [More...](#)

Authorised representative	Company Name	Given Name	Last Name	Reason	Actions
Click the + button to add a new authorisation to the reservation record					+

Fill in the details as required and select **Save**.

NOTE: Based on the authorisation type, the details required will vary.

Quarantine Access Authorisation Details

Authorisation Details

Authorised representative *

Authorisation type *

Authorisation sought *

Duration from *

DD/MM/YYYY

to *

DD/MM/YYYY

Authorised Representative's Details

Title

Given name

Last name

Mobile

Phone

Email *

Confirm email *

Declaration *

☐ By providing contact details you are authorising the department to contact the individual, when necessary, regarding access to the PEQ facility. Authorised person coming on site must adhere to the biosecurity entry and exit requirements.

Cancel

Save



Upon selecting save, the details will populate in a table on the screen.

Multiple icons will appear within the action's column in the table for each row where an authorisation is added. These icons indicate different actions that can be performed against each authorisation detail that you have added.

- The **+** icon allows you to add multiple authorisation details.
- The **pencil** icon allows you to make edits to the current authorisation details that you have added.
- The **bin** icon allows you to remove that row if you would like to remove a row of authorisation details.

Once you have finished adding all relevant authorisation details, select **Next**.

Quarantine Access Authorisation Details

This section is optional. It is used to seek authorisation for a third party to act on behalf of the client and to collect plants at the end of the quarantine period. Department staff will assess all requests and determine whether authorisation may be granted. [More...](#)

Authorised representative	Company Name	Given Name	Last Name	Reason	Actions
INDIVIDUAL		Test	Test	TRANSPORT	+

Cancel

Previous

Next

Notification Screen

This section allows you to nominate other parties to receive notifications about your reservation. The system generates automatic notifications at various stages of the reservation life cycle.

*TIP: If you do not wish to provide notification details, this step is optional, you can select **Next** without providing any details.*

New Reservation - Plant

Required fields indicated by *

Importer > Plant > Authorisation > **Notification** > Declaration > Payment > Success

Notifications - other party

This section is optional. It is used to nominate additional parties to receive email notifications as your reservation progresses and after your plant(s) arrive at the post entry quarantine facility. [More...](#)

Company Name	Given Name	Last Name	Email	Actions
Click the + button to add a new notification recipient to the reservation record				+

Cancel

Previous

Next



If you wish to add any notification details, select the **+ icon** within the action's column.

Notifications - other party

This section is optional. It is used to nominate additional parties to receive email notifications as your reservation progresses and after your plant(s) arrive at the post entry quarantine facility. [More...](#)

Company Name	Given Name	Last Name	Email	Actions
Click the + button to add a new notification recipient to the reservation record				+

Fill in the details as required and select **Save**.

Notification - Other Party

Notification Recipient

Company name

Title *

Given Name *

Last name *

Phone

Mobile

Email *

Confirm email *

☐ Limit this recipient's notifications to those about the reservation and confirmation.

Note: By providing an email address in this section, you are authorising the department to contact this recipient in relation to this booking.

Cancel **Save**

Upon selecting save, the details will populate in a table on the screen.

Multiple icons will appear within the action's column in the table for each row where a notification recipient is added. These icons indicate different actions that can be performed against each notification recipient that you have added.

- The **+** icon allows you to add multiple notification recipient details.
- The **pencil** icon allows you to make edits to the current notification recipient details that you have added.
- The **bin** icon allows you to remove that row if you would like to remove a row of notification recipient details.

Once you have finished adding all relevant notification recipient details, select **Next**.

Notifications - other party

This section is optional. It is used to nominate additional parties to receive email notifications as your reservation progresses and after your plant(s) arrive at the post entry quarantine facility. [More...](#)

Company Name	Given Name	Last Name	Email	Actions
	Test	Test	Test@Test.com.au	+ pencil bin

Cancel **Previous** **Next**



Declaration Screen

This section allows you to provide any **Additional Information** related to your consignment and to be added as a record to the reservation.

The general declaration checkbox will need to be ticked to proceed, if you agree to the declaration, select the **General Declaration checkbox** to proceed. If you do not agree, you cannot continue with the reservation.

Select **Next**.

New Reservation - Plant

Required fields indicated by *

Importer

Plant

Authorisation

Notification

Declaration

Payment

Success

Additional Information

Is there any additional information that may help the department in booking or conducting the reservation?

500 character limit

500 of 500 characters remaining

You will also have the opportunity to add additional information when you confirm or update your reservation. Most reservations do not require any additional information to be added at this stage.

Declaration

General Declaration

* ☐ By selecting the checkbox you declare that the information provided in this form is true and correct.

Providing false or misleading statements, information or documents to the Commonwealth, or to any other person in purported compliance with the law of the Commonwealth, is a serious offence under the Criminal Code Act 1995 (Cth) and is punishable by up to 12 months imprisonment.

Privacy Statement

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable. 'Personal information' that is collected under or in accordance with the Biosecurity Act 2015 is also 'protected information' under the Biosecurity Act.

The collection of 'protected information' including personal and sensitive information by the Department of Agriculture, Fisheries and Forestry in relation to this consignment is being collected under the Biosecurity Act 2015 for the purposes of assessing whether the consignment meets the import conditions. If the relevant personal information requested in this form is not provided by you, you may be in contravention of your import conditions. Information collected by the department will only be used or disclosed as authorised under the Biosecurity Act 2015.

See our [Privacy Policy](#) web page to learn more about accessing or correcting personal information or making a complaint. Alternatively, telephone the department on +61 2 6272 3933.

Please note, in the following screens you may be required to make a payment. The amount invoiced is not the total cost of post entry quarantine.

For more information about post entry quarantine fees and levies please visit [fees and charges](#).

CancelPrevious

Next



Making a Payment

Services Screen

You will be expected to make a create reservation payment. The system will present you with a service summary screen containing:

- The **reference** which is the PEQ reference number (PRN) that has been created for your reservation.
- The **description** which includes your consignment type, what pathway is applicable to your consignment, the quantity of consignments you are bringing to Australia, and the additional information which is based on what pathway is applicable to your consignment.
- The **service description** which outlines the services for the reservation that the charges are for, the quantity and pricing.

Select **Next**.

New Reservation - Plant - Payment

Services

Payment Arrangement

Pay

Service Summary

Reference: 01XXXXXXXXXX

Biosecurity Description	Pathway	Qty	Additional Information
Plant	Post Entry Quarantine Booking - Plant	1	Initial Booking

Service Description	Qty	Unit Price	Unit GST	Total
PEQ Husbandry Fee - Plant m2 - Mth	1	\$63.00	\$0.00	\$63.00

Total (excl. GST):

AUD 63.00

Total GST:

AUD 0.00

Total (incl. GST):

AUD 63.00

Cancel

Next



Payment Arrangement Screen

This section allows you to view the account number you provided when adding in the importer details.

Select **Continue to Payment**.

New Reservation - Plant - Payment

Required fields indicated by *

Services

Payment Arrangement

Pay

Pre-Payment Arrangement

People who make frequent payments to the department, such as agents and brokers, may have an account number. The account number is located on your tax invoice or statement of account.

It is anticipated that account clients will pay for this transaction. This transaction will be recorded on your payment history.

Your Account Number is * 000XXXXXXX

Cancel

Continue to Payment

Pay Screen

Upon selecting continue to payment, you will be presented with the payment screen. You will be prompted for your card details.

Fill in the details as required and select **Pay Now**.

New Reservation - Plant - Payment

Services

Payment Arrangement

Pay

By clicking **Pay Now** you accept the [Privacy Statement](#) and [Terms and Conditions](#) of payment.
Visa, Mastercard and American Express are accepted.

Payment Amount

\$63.00

Card number*

Cardholder's name*

Expiry date*

01

2025

Card verification code*

Cardholder's email*

Pay Now

Cancel

Continue



Upon selecting pay now, you will be presented with a payment confirmation screen.
Select **Continue**.

New Reservation - Plant - Payment

ServicesPayment ArrangementPay

Please note: you must click the **continue** button to finalise this transaction.

Payment Confirmation

Transaction Date	25 Jul 2025 13:41:29 AEST
Transaction Reference	900XXXXXXXXXXXXXXXXXXXX
Payment Reference Number	100XXXXXXX
Payment Amount	\$63.00
Credit Card Type	Visa

Continue

Success Screen

You will be presented with a success screen confirming the submission of your reservation.

You will be provided with your **PRN**. This number is a unique 14-digit number that identifies your reservation. It is used and will be active throughout your reservation's lifecycle.

TIP: Please quote your PRN during your communications with the PEQ Plant Team.

An email confirming the reservation is received will be sent to the reservation email you specified at the time of creating your reservation.

The system will send you an automatic email containing a Tax Invoice / Receipt for this transaction. As you are an account client, the email will be sent to the email nominated against the account number.

Selecting **Finished** will take you back to the PEBS home screen.

New Reservation - Plant

ImporterPlantAuthorisationNotificationDeclarationPaymentSuccess

✓ Success!
Your submission has now been received by the Department of Agriculture, Fisheries and Forestry and will be acted on as soon as possible.
Confirmation of your receipt of this enquiry has been sent to the email address you nominated in the form.
Please keep the email as receipt of your lodgement.

Your PEQ Reference Number(s) are 01XXXXXXXXXX. These numbers are unique to your PEQ reservation(s) and can be used to access and manage them online.

Finished