



How do I Check the Status of my Reservation?

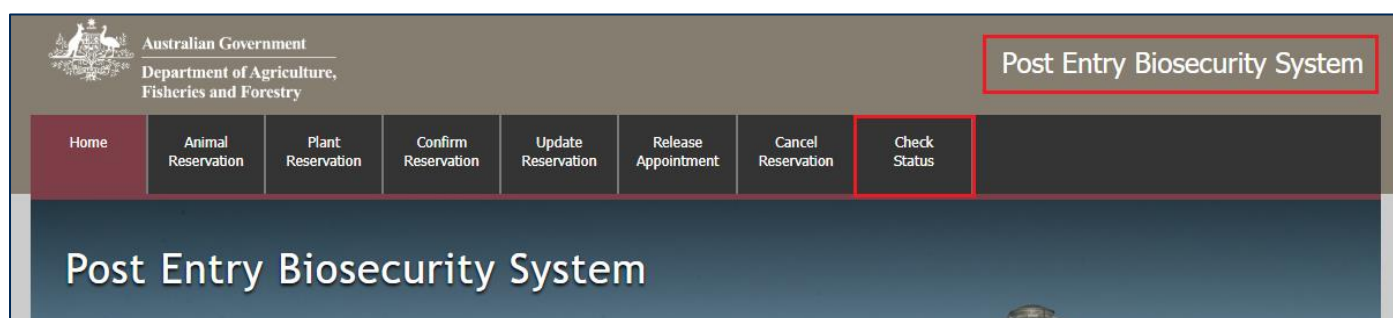
This task card demonstrates how to check the status of your reservation for the Post Entry Quarantine (PEQ) facility. After you have successfully created a reservation, you will be able to check the status of your reservation online via the Post Entry Biosecurity System (PEBS).

Checking Reservation Status in PEBS

You can check the status of your reservation using the PEQ Reference Number (PRN). The different statuses that your reservation may display as are:

- Reservation submitted – not paid: The reservation is submitted without payment. This reservation cannot be used.
- Reservation Submitted: The reservation is awaiting assessment by the PEQ bookings team.
- Reservation pending confirmation: The PEQ bookings team has allocated an arrival date. Payment and confirmation are now required by the client.
- Pending arrival: Payment and confirmation has been completed, ready for the animal to arrive.
- In PEQ pending compliance checks: The animal has arrived at PEQ, and initial checks have not yet been completed.
- In PEQ Initial compliance OR In PEQ – initial checks completed: The initial assessments have been completed.
- Hold non-compliance raised: A non-compliance has been identified.
- Released: The consignment has completed quarantine and been released from the PEQ facility, and the departments system.
- Cancelled: The reservation has been cancelled and cannot be reinstated.
- Rejected: The reservation has been rejected by PEQ staff and cannot be reinstated.

Go to **PEBS** and select **Check Status** from the main toolbar.



Enter your PRN and select **Check Status**.

Check Reservation Status

PEQ Reference Number

PRN

Close

Check Status



Here you will see the status of your reservation before, during and after the consignments stay at PEQ.

Check Reservation Status

The status of this reservation is **In PEQ - initial checks completed**
No issues have been detected in initial checks and monitoring.

PEQ Reference Number

Close

Check Status

Checking Reservation Status in PEBS via Email Link

Locate the confirmation email sent to the email address specified at the time of creating your reservation. Within the email select the **check the status of your reservation** link.

You can [check the status of your reservation](#) at any time by entering your PRN in the 'Check status' section of our PEQ reservations website.

You will be navigated to the PEBS website with the PRN automatically entered in the **PEQ Reference Number** field, within the check reservation status pop-up.

Select **Check Status**.

Check Reservation Status

PEQ Reference Number

Close

Check Status

Here you will see the status of your reservation before, during and after the consignments stay at PEQ.

Check Reservation Status

The status of this reservation is **In PEQ - initial checks completed**
No issues have been detected in initial checks and monitoring.

PEQ Reference Number

Close

Check Status