



How do I Confirm my Reservation?

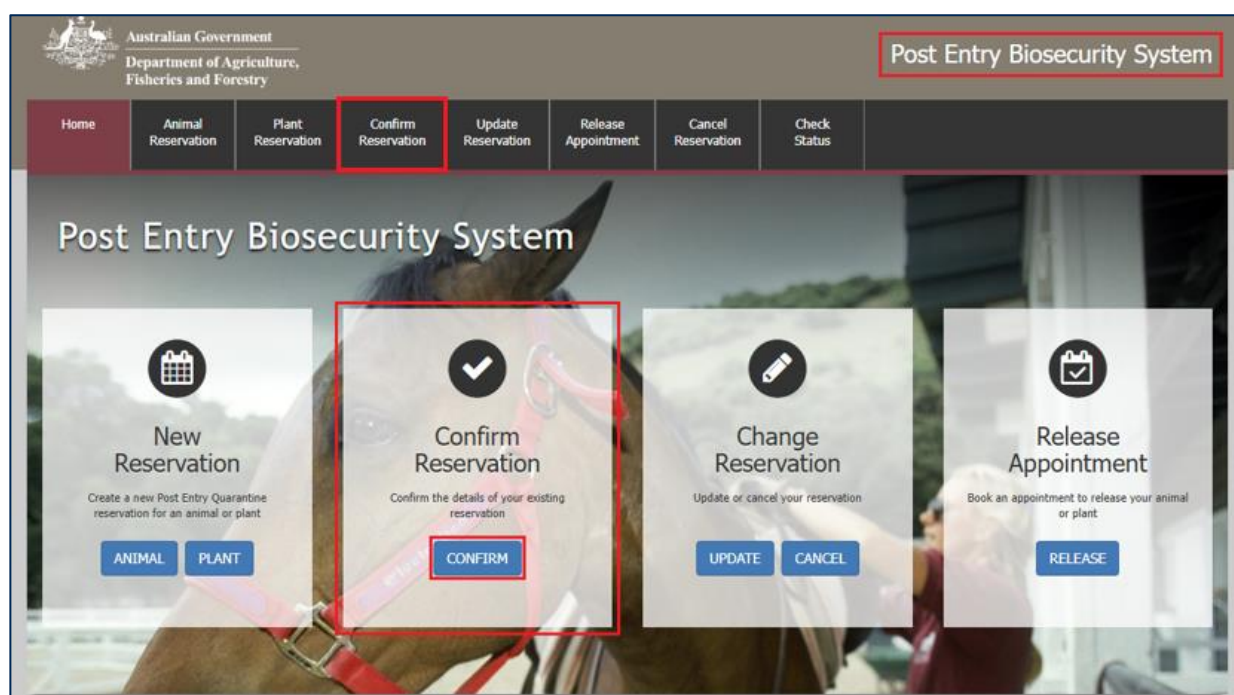
This task card demonstrates how to confirm your reservation for your consignment to attend quarantine at the Post Entry Quarantine (PEQ) facility.

Confirm your Reservation

Once you receive a reservation approved email from the Department that the facility can house your consignment, you will be able to confirm your reservation online via the Post Entry Biosecurity System (PEBS).

NOTE: You will need to confirm your reservation at least 14 days prior to your consignment's arrival at PEQ. If your reservation is not confirmed and your consignment will arrive within 7 days, please email PEQServices@aff.gov.au for assistance.

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





Reference Screen

Enter your **PEQ Reference Number (PRN)**, which was emailed to you at the time of creating your reservation.
Enter the **Reservation email** you specified at the time of creating your reservation.
Select **Next**.

Confirm Reservation

Required fields indicated by *

Reference > Reservation > Documentation > Transport > Declaration > Payment > Success

PEQ Reservation

PEQ Reference Number (PRN) * #

Reservation email *

The PRN is unique to your PEQ reservation. It can be used to identify your reservation and consignment.

This is the email address you nominated within the PEQ reservation request.

Cancel

Next

Reservation Screen

A summary of your reservation will be displayed.
Select **Next**.

Confirm Reservation

Required fields indicated by *

Reference > **Reservation** > Documentation > Transport > Declaration > Payment > Success

Reservation Summary

Reference number	01XXXXXXXXXXXX
Permit number as it appears on import permit	XXXXXXXXXX
Common name	Cat
Breed	Bombay
Name	Test

Reservation Details

Permit expiry	5/08/2026
Eligible for export	5/08/2025
Requested PEQ arrival	13/08/2025
Minimum quarantine period	10

You can update your reservation [here](#) to request a different PEQ arrival date. Any changes must be approved by a biosecurity officer which may take up to seven days.

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Documentation Screen

This section allows you to upload documents required for your reservation.

TIP: You can upload as many files as required. The system supports the uploading of files and images with extensions of TIF, JPG, JPEG, PDF, DOC, DOCX, PNG, MSG, PST and OST. It is recommended that you upload readable images (e.g. 100dpi).

You will need to ensure each file is limited to 20MB.

PEBS supports the drag and drop feature meaning you can drag a file from your computer and drop it into the **File Upload** section.

Alternatively, you can select the **Choose Files** option in the **File Upload** section to select a file to download.

Once your document is added, it will display in the **Document Details** section where you will have the option to select a **Type** from the drop down and add **Additional Information** against each document.

If you want to remove a file you have just uploaded, select the **bin** icon within the action's column against that document.

Select **Next**.

Confirm Reservation

Required fields indicated by *

Reference > Reservation > **Documentation** > Transport > Declaration > Payment > Success

Upload any documents required for this reservation. If your animal has special dietary or medical needs, you must upload documents from your vet detailing those requirements.

If you do not have these documents and get stuck at this screen, please phone the department on 1800 900 090.

The maximum filesize for attachments is 20 MB .

The system supports the uploading of files and images with extensions of TIF, JPG, JPEG, PDF, DOC, DOCX, PNG, MSG, PST, and OST. Please ensure that uploaded files are readable (e.g. 100dpi).

File Upload

Choose Files No file chosen

Document Details

Filename	Type	Additional Information	Size	Actions
Test upload jpg.jpg	<div></div>	<div></div>		
Test upload-1 jpg.jpg	<div></div>	<div></div>		

Cancel Previous

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Transport Details

This section allows you to provide transport details for your consignment.

*TIP: If you do not have this information at this time, you can select **Next** without providing any details.*

If you have transport details you would like to add, fill in the details accordingly.

Select **Next**.

Confirm Reservation

Required fields indicated by *

Reference

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Transport Details

Flight number

Arrival time in Melbourne

Air waybill (AWB)

nnn-nnnnnnnn

For further information regarding animal arrivals into the Mickleham Post-Entry Quarantine Facility. Please see the Department of Agriculture, Fisheries and Forestry's website

Cancel

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Declaration Screen

This section allows you to provide any **Additional Information** related to your reservation, 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**.

Confirm Reservation

Required fields indicated by *

Reference

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Additional Information

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

500 of 500 characters remaining

500 character limit

If you wish to provide additional information in the future, you can do so by updating your reservation.

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](#).

Cancel

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Making a Payment

Services Screen

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

- The **reference** which is the PRN that was created when creating your reservation.
- The **description** which includes your consignment type, what pathway is applicable to your consignment, the quantity, 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**.

Confirm Reservation - Payment

Services

Payment Arrangement

Pay

Service Summary

Reference: 01XXXXXXXXXX

Biosecurity Description	Pathway	Qty	Additional Information
CAT	Post Entry Quarantine Booking Confirmation - CAT	1	Doc Assessment - In-Office
CAT	Post Entry Quarantine Booking Confirmation - CAT	1	Inspection - In-Office
CAT	Post Entry Quarantine Booking Confirmation - CAT	1	Importation Charge
CAT	Post Entry Quarantine Booking Confirmation - CAT	10	Daily Husbandry Fee

Service Description	Qty	Unit Price	Unit GST	Total
Doc Assessment - In-Office - HHR - PEQ	1	\$80.00	\$0.00	\$80.00
Inspection - In-Office - HHR - PEQ	1	\$80.00	\$0.00	\$80.00
PEQ Importation Charge - Cat	1	\$1,078.00	\$0.00	\$1,078.00
PEQ Daily Husbandry Fee - Cat	10	\$53.00	\$0.00	\$530.00

Total (excl. GST):

AUD 1,768.00

Total GST:

AUD 0.00

Total (incl. GST):

AUD 1,768.00

Cancel

Next



Payment Arrangement Screen

This section allows you to enter an account number if you have one.

NOTE: If you are an AIMS account client with the Department of Agriculture, Fisheries and Forestry, you will still be required to pay via credit card for your reservation, but your invoice will be sent to the email address nominated against your account number. Questions regarding account clients can be directed to ARhelpdesk@aff.gov.au.

- If you have an account number, select **Yes**, provide the account number, and select **Continue to Payment**.
- If you do not have an account number, select **No** and select **Continue to Payment**.

Confirm Reservation - 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.

Do you have an Account Number? * ☒ Yes ☐ No

It is anticipated that account clients will pay for this transaction. If you would like this transaction to be recorded on your payment history please provide us with your account number.

Please enter your Account Number *

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**.

Confirm Reservation - 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

\$1,768.00

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**.

Confirm Reservation - Payment

Services > Payment Arrangement > **Pay**

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

Payment Confirmation

Transaction Date	06 Aug 2025 09:23:33 AEST
Transaction Reference	900 XXXXXXXXXXXXXXXXXXXX
Payment Reference Number	100 XXXXXXXX
Payment Amount	\$1,768.00
Credit Card Type	Visa

Continue



Success Screen

You will be presented with a success screen confirming your confirmation with your **PRN** listed.

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

An email advising your reservation is confirmed 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.

- If you are an account client, the email will be sent to the email nominated against the account number.
- If you are not an account client, the email will be sent to the email you specified at the time of creating your reservation.

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

Confirm Reservation

Reference

Reservation

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Success

✓ Success!

Your reservation confirmation has been received by the Department of Agriculture, Fisheries and Forestry.
The receipt for your payment has been sent to your email address.

Your PEQ Reference Number (PRN) is 01XXXXXXXXXXXX. This number is unique to this PEQ reservation and can be used to access and manage it online.

Finished