



# 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

You can only create a reservation after you have obtained a valid import permit and must ensure the requested PEQ arrival date is after the eligible export date and prior to the permit expiry date.

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

The screenshot displays the PEBS website interface. At the top, the Australian Government logo and department name are visible. A navigation bar contains links: Home, Animal Reservation, Plant Reservation, Confirm Reservation, Update Reservation, Release Appointment, Cancel Reservation, and Check Status. The 'Animal Reservation' link is highlighted with a red box. Below the navigation bar, the main heading 'Post Entry Biosecurity System' is shown. Four large cards are displayed: 'New Reservation' (with a calendar icon), 'Confirm Reservation' (with a checkmark icon), 'Change Reservation' (with a pencil icon), and 'Release Appointment' (with a calendar icon and checkmark). The 'New Reservation' card is highlighted with a red box and contains two sub-links: 'ANIMAL' and 'PLANT', both also highlighted with red boxes. The background of the cards features a close-up image of a rooster's head.



## Importer Screen

This section allows you to enter the contact details of the consignment owner, and the details of the agent working on behalf of the owner/client if applicable.

*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.*

*NOTE: The email address in Your Details section will be used to log into the reservation once created. Ensure there are no additional spaces on either side of the email address.*

- If you are an agent acting on behalf of an owner/client, you must select **Yes** to the first question on this screen and provide owner/client details in the **Importer Details** section that will appear at the bottom of the page. You must include the client's details on the reservation within the importer details section, the reservation will not be assessed without these details.
- If you are not agent acting on behalf of an owner/client, proceed to the step: *Fill in the details as required*.

### Your Details

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

### Importer Details

☐ Same as above

Please enter following details as per the import permit

Importer Name \*

Importer Phone

Importer Mobile

Importer Email \*

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



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

### New Reservation - Animal

Required fields indicated by \*

**Importer**AnimalAuthorisationNotificationDeclarationPaymentSuccess

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

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 \*

## Animal Screen

This section allows you to enter details for multiple animals

Select cat/dog from the **Select animal type** dropdown list.

### New Reservation - Animal

Required fields indicated by \*

Importer**Animal**AuthorisationNotificationDeclarationPaymentSuccess

#### Animal Details

Select animal type \*



A table will be presented, select the **+** icon within the action's column.

**Animal Details**

Select animal type \* Cat/Dog

Type	Name	Microchip	Breed	Permit Expiry	Eligible For Export	Requested PEQ Arrival	Actions
Click the <b>+</b> button to add a new cat or dog to the reservation record							<b>+</b>

Fill in the details as required, and Select **Save**.

*NOTE: You can add animal details for each cat and/or dog you wish to bring to Australia.*

**Cat/Dog Details**

**Animal Details**

Animal \*

Breed \*

Permit number as it appears on import permit \* IP12345678 or 0123456789

Is the animal a cross breed? ☐ Yes ☒ No

Country of Export \*

Cross breed

Name \*

Sex ☒ Male ☐ Female

Age \*

Desexed ☒ Yes ☐ No

Microchip \*

Special diet ☐

Other microchips if known

Medication ☐

For further information regarding specialty animal diets and medication during your animals stay in Post Entry Quarantine. Please see the Department of Agriculture, Fisheries and Forestry's website

**Reservation Details**

Please read this section carefully. Some fields may be mandatory depending on the country of export. For category two and three countries, the 'Eligible for export' date is calculated from the Rabies Neutralising Antibody Titre Test (RNATT) dates, which must match the dates on your import permit.

RNATT (current)

Eligible for export

RNATT (previous)

Requested PEQ arrival \*

Permit expiry \*

Cancel

Save



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

Multiple icons will appear within the action's column in the table for each row where new animal details are added. These icons indicate different actions that can be performed against each animal details row that you have added.

- The **+** icon allows you to add multiple different animal details if you are looking to reserve a space for multiple cats/and or dogs.
- The **pencil** icon allows you to make edits to the current animal details that you have added.
- The **bin** icon allows you to remove that row if you would like to remove a row of animal details.

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

### Animal Details

Select animal type \* Cat/Dog

Type	Name	Microchip	Breed	Permit Expiry	Eligible For Export	Requested PEQ Arrival	Actions
Cat	Test	xxxxxxxxxxxxxxxxxx	BOMBAY	5/08/2026	5/08/2025	12/08/2025	<div><div>+</div><div></div><div></div></div>

Cancel

Previous

Next

## Authorisation Screen

This section allows you to add the authorisation details of a third party (either a company or individual). This third party will be able to receive information about your consignment and can be selected to collect your consignment at the end of the quarantine period.

*NOTE: By including an authorised third party they will be able to receive information and make amendments to the reservation.*

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

## New Reservation - Animal

Required fields indicated by \*

Importer

Animal

Authorisation

Notification

Declaration

Payment

Success

### Quarantine Access Authorisation Details

This section is not mandatory unless access to the Post Entry Quarantine facility is being sought by or for a third party. [More...](#)

Authorisation type	Company Name	Given Name	Last Name	Reason	Actions
Click the <b>+</b> button to add a new authorisation to the reservation record					<div><div>+</div></div>

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 not mandatory unless access to the Post Entry Quarantine facility is being sought by or for a third party. [More...](#)

Authorisation type	Company Name	Given Name	Last Name	Reason	Actions
Click the <b>+</b> button to add a new authorisation to the reservation record					<b>+</b>

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

Authorisation type \*

Authorisation sought

#### Visitor 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.

**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 not mandatory unless access to the Post Entry Quarantine facility is being sought by or for a third party. [More...](#)

Authorisation type	Company Name	Given Name	Last Name	Reason	Actions
INDIVIDUAL		Test	Test		<div><div>+</div><div></div><div></div></div>

Cancel

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## 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 - Animal

Required fields indicated by \*

Importer > Animal > 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 animal has arrived at the post entry quarantine facility. [More...](#)

Company Name	Given Name	Last Name	Email	Actions
Click the <b>+</b> button to add a new notification recipient to the reservation record				<div>+</div>

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 animal has arrived at the post entry quarantine facility. [More...](#)

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

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

### Notification - Other Party

#### Notification Recipient

Company name

Title \*

Given Name \*

Last name \*

Please enter a Phone number and/or a Mobile number.

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 animal has arrived at the post entry quarantine facility. [More...](#)

Company Name	Given Name	Last Name	Email	Actions
	Test	Test	Test@Test.com.au	<b>+</b> <b>pencil</b> <b>bin</b>

Cancel

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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 - Animal

Required fields indicated by \*

Importer

Animal

Authorisation

Notification

Declaration

Payment

Success

#### 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

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.

Privacy Statement

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.

'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](#).

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## Making a Payment

### Services Screen

You will be expected to make a create reservation payment.

*NOTE: If payment is not made this reservation will be void and cannot be used.*

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 - Animal - Payment

Services

Payment Arrangement

Pay

#### Service Summary

Reference: 01XXXXXXXXXX

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

Service Description	Qty	Unit Price	Unit GST	Total
PEQ Reservation Charge - Cat	1	\$269.00	\$0.00	\$269.00

Total (excl. GST):

AUD 269.00

Total GST:

AUD 0.00

Total (incl. GST):

AUD 269.00

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](mailto: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**.

### New Reservation - Animal - 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**.

### New Reservation - Animal - 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

\$269.00

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 - Animal - Payment

Services > Payment Arrangement > **Pay**

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

#### Payment Confirmation

Transaction Date	05 Aug 2025 15:24:12 AEST
Transaction Reference	900XXXXXXXXXXXXXXXXXX
Payment Reference Number	100 XXXXXXX
Payment Amount	\$269.00
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.

*NOTE: You will get multiple PRN's if you have created reservations for multiple cats and/or dogs. The PRN is specific to each consignment in PEQ.*

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

- 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.

### New Reservation - Animal

ImporterAnimalAuthorisationNotificationDeclarationPaymentSuccess

✓ 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 01XXXXXXXXXXXX. These numbers are unique to your PEQ reservation(s) and can be used to access and manage them online.

Finished