



How do I Schedule a Release Appointment?

This task card demonstrates how to schedule a release appointment online via the Post Entry Biosecurity System (PEBS), for your consignment to be released from the Post Entry Quarantine (PEQ) facility.

Scheduling an appointment

NOTE: If the owner is not picking up the consignment, you will need to add the person or company who will be picking up the consignment as an authorisation to the reservation before scheduling the release appointment. To do this, you will need to update your reservation. For steps on how to do this, follow the task card: How do I update or cancel my reservation.

Go to **PEBS** and select **Release** within the **Release Appointment** box or **Release Appointment** from the main toolbar.

The screenshot displays the PEBS web application interface. At the top, the Australian Government logo and name are visible. A navigation bar contains several menu items: Home, Animal Reservation, Plant Reservation, Confirm Reservation, Update Reservation, Release Appointment (highlighted with a red box), Cancel Reservation, and Check Status. Below the navigation bar, the main content area is titled 'Post Entry Biosecurity System'. It features four large, light-colored cards with icons and text. The first card is 'New Reservation' with a calendar icon and buttons for 'ANIMAL' and 'PLANT'. The second is 'Confirm Reservation' with a checkmark icon and a 'CONFIRM' button. The third is 'Change Reservation' with a pencil icon and buttons for 'UPDATE' and 'CANCEL'. The fourth card, 'Release Appointment', has a calendar with a checkmark icon and a 'RELEASE' button (highlighted with a red box). The background of the interface shows a close-up of a rooster's head.



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 Release Appointment

*Required fields indicated by **

Reference

Appointment

Payments

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



Appointment Screen

Your consignment will be released on the Proposed Release date unless otherwise advised.

Review the **Proposed Release** date, select your preferred **Pickup Time** and **who will pick up the commodity**.

NOTE: If the owner is not picking up the consignment, you will need to add the person or company who will be picking up the consignment as an authorisation to the reservation before scheduling the release appointment. To do this, you will need to update your reservation. For steps on how to do this, follow the task card: How do I update or cancel my reservation.

You will then be able to restart the release appointment pathway and have the option to select the person or company authorised to pick up the consignment.

If you are happy with the details you have selected, select **Next**.

Confirm Release Appointment

Required fields indicated by *

Reference

Appointment

Payments

Success

Release Appointment

Please book your release appointment within the following hours:

For Cats and Dogs: Monday to Sunday 10:00AM - 12:00PM	For Horses: Monday to Sunday 6:30AM – 10:00AM	For Plants: Monday to Friday 9:00AM – 2:30PM
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If too many release appointments are scheduled at the same time, you may receive an email proposing a different time.

Proposed Release16/08/2025

Pickup Time *

10:00 AM to 10:15 AM
10:15 AM to 10:30 AM
10:30 AM to 10:45 AM
10:45 AM to 11:00 AM
11:00 AM to 11:15 AM
11:15 AM to 11:30 AM
11:30 AM to 11:45 AM

Who will pickup the commodity? *

Myself

Cancel

Previous

Next

How do I schedule a release appointment? Page 3 of 7



Services Screen

If there are any outstanding fees, 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**.

NOTE: You will not be able to progress with your release appointment booking until all fees are paid. If no outstanding fees are required, you will be presented with a success screen as seen in the last step towards the bottom of this task card.

Confirm Release Appointment - Payment

Services

Payment Arrangement

Pay

Service Summary

Reference:

01XXXXXXXXXXXX

Biosecurity Description	Pathway	Qty	Additional Information
CAT	Post Entry Quarantine Release Appointment - CAT	1	Release Appointment Confirmation

Service Description	Qty	Unit Price	Unit GST	Total
OOH Out-Office W.Day Non-Cont - PEQ	1	\$170.00	\$0.00	\$170.00

Total (excl. GST): AUD 170.00
Total GST: AUD 0.00
Total (incl. GST): AUD 170.00

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 Release Appointment - 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 Release Appointment - 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

\$170.00

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 Release Appointment - Payment

ServicesPayment ArrangementPay

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

Payment Confirmation

Transaction Date	06 Aug 2025 09:35:20 AEST
Transaction Reference	900XXXXXXXXXXXXXXXXXX
Payment Reference Number	100XXXXXXX
Payment Amount	\$170.00
Credit Card Type	Visa

Continue

Success Screen

You will be presented with a success screen confirming the submission for your consignments release appointment with your **PRN** listed.

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

An email advising your consignments release appointment is received to the reservation email you specified at the time of creating your reservation.

If payment was required, 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 Release Appointment

ReferenceAppointmentPaymentsSuccess

✓ Success!
Your release appointment has been scheduled. You will receive an email confirming the date, time and the collection address at our post entry quarantine facility in Mickleham, Victoria.

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