

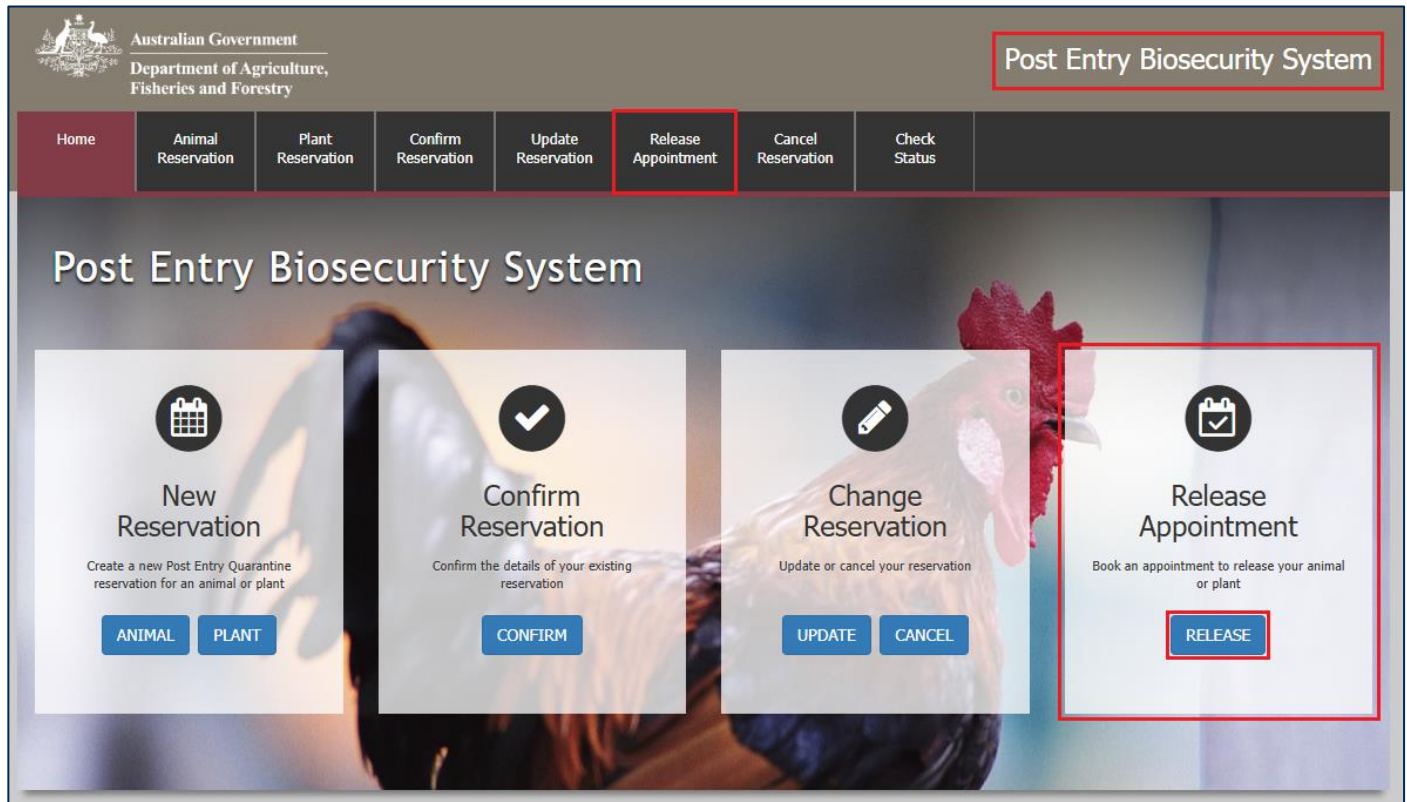


How do I Schedule a Release Appointment?

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

Go to **PEBS** and select **Release** within the **Release Appointment** box or **Release Appointment** 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 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



Note: If there are any outstanding PEBS monthly invoice payments alongside your reservation, you will be presented with an error message as seen below. These invoices will need to be paid before the commodity can be released.

Please correct the following errors:
All invoices for this reservation must be paid before a release appointment can be scheduled. To make a payment or check the status of an invoice, visit [online payment service](#).

PEQ Reservation

PEQ Reference Number (PRN) *	#	01XXXXXXXXXXXX
Reservation email *	✉	XXXX@Test.XX.XX

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.

Outstanding Payments

Outstanding invoices should be paid online via the Departments online payment portal. It is recommended that you pay online as the payment will be processed in real time meaning you can immediately book a release appointment. PEBS monthly invoices are sent on the first of each month. The invoice is for the previous months square metre charges and husbandry fees, as well as any testing performed in that period.

NOTE: If you have not paid this via an offline channel it will take a few days to process.

Online Payments

If you have an outstanding invoice, a link to the **online payment service** is provided in the error message. This will direct you to the Department's **Online Payments** page.

From this page, select **Make Payment** within the **Make Payment** box or **Make payment** from the main toolbar.

Australian Government
Department of Agriculture,
Fisheries and Forestry

Online Payments

Home

Payment Enquiry

Make Payment

Online Payments

Payment Enquiry

Check tax invoice payment status or query the balance due on your account

[PAYMENT ENQUIRY](#)

Make Payment

Pay tax invoice or the balance due on your account

[MAKE PAYMENT](#)

Help Centre

See more information about how to pay

[LAUNCH](#)



Enquiry Screen

Enter the invoice number into the **Reference Number** field that you wish to pay.

Select **Check Status**.

Make Payment

Enquiry

Pay

Payment

Reference Number *

An **Invoice Status** section will display showing the invoice number and payment status.

Select **Make Payment**.

Payment

Reference Number *

Invoice Status

Invoice Number

Payment Status



Pay Screen

Upon selecting make 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**.

Make Payment

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

Payment Amount

\$373.00

Card number*

Cardholder's name*

Expiry date*

01

▼

2025

▼

Card verification code*

Cardholder's email*

Pay Now

Cancel

Close

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

Selecting **Close** will take you back to the online payments home screen.

TIP: Once all monthly invoices have been paid for, repeat the first two steps for scheduling an appointment, then follow the below.

Make Payment

Payment Confirmation

Transaction Date

04 Aug 2025 16:09:13 AEST

Transaction Reference

900xxxxxxxxxxxxxxxxxx

Payment Reference Number

100xxxxxxx

Payment Amount

\$373.00

Credit Card Type

Visa

Close



Appointment Screen

After all PEBS monthly invoices have been paid, you will be able to complete the release appointment pathway. Review the **Proposed Release** date, select your preferred **Pickup Time**, **who will pick up the commodity** and **Commodity Name**.

Select the **+ Add to release appointment** button to add the release appointment details you have selected.

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

If too many release appointments are scheduled at the same time, you may receive an email proposing a different time.

Proposed Release08/08/2025

+ Add to release appointment?

Pickup Time *

9:00 AM to 9:30 AM
9:30 AM to 10:00 AM
10:00 AM to 10:30 AM
10:30 AM to 11:00 AM
11:00 AM to 11:30 AM
11:30 AM to 12:00 PM
12:00 PM to 12:30 PM

Who will pickup the commodity? *

Myself

Commodity Name *

All

4270 - Test

Pickup Time	Who will pickup the commodity?	Commodity Name	Actions
Click the Add to release appointment button to add current selection of pickup time, authorised person and commodity name to the release appointment.			

CancelPrevious

Next

Upon selecting add to release appointment, the release appointment details will display in a table.

If you want to remove the release appointment details you have just added, select the **bin** icon within the action's column against those release appointment details.

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

Pickup Time	Who will pickup the commodity?	Commodity Name	Actions
9:00 AM to 9:30 AM	Myself	4270 - Test	



Services Screen

If there are any outstanding fees that have not been provided in a PEBS monthly invoice yet, 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 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**.

NOTE: You will not be able to progress to 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
Plant	Post Entry Quarantine Release Appointment - Plant	1	Release Appointment Confirmation

Service Description	Qty	Unit Price	Unit GST	Total
PEQ In-Office	1	\$40.00	\$0.00	\$40.00

Total (excl. GST):

AUD 40.00

Total GST:

AUD 0.00

Total (incl. GST):

AUD 40.00

Cancel

Next



Payment Arrangement Screen

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

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.

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

Your Account Number is * 0XXXXXXXXXX

CancelContinue 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\$40.00

Card number*

Cardholder's name*

Expiry date*

01

2025

Card verification code*

Cardholder's email*

Pay Now

CancelContinue



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	05 Aug 2025 09:30:26 AEST
Transaction Reference	90XXXXXXXXXX
Payment Reference Number	100XXXXXX
Payment Amount	\$40.00
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 Plant 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. 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.

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