# Plant Exports Management System (PEMS) Authorised Officer User Guide – Overview and General Functions

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## Purpose of this document

This guide includes step-by-step instructions for using the general functions in PEMS and:

- provides a brief overview of PEMS and supporting systems
- outlines how to get started in PEMS
- explains how to search in PEMS
- explains how to initiate inspections in PEMS
- explains how to complete inspection records in PEMS
- explains how to join an active inspection/calibration
- explains how to initiate an in-transit cold treatment in PEMS
- explains how to complete an in-transit cold treatment calibration record in PEMS
- explains how to enter other data into PEMS.

**Note:** User guides for recording specific inspections and calibrations in PEMS are listed in the Related material section.

## Acronyms and abbreviations

| | |
|---|---|
| AO | Authorised Officer |
| BVI | Bulk Vessel Inspection |
| ELSA | Electronically Lodged Service Advice |
| ER | Establishment Register |
| EXDOC | Department of Agriculture, Fisheries and Forestry electronic documentation system |
| IMO | International Maritime Organisation |
| ITCT | In-transit cold treatment (calibrations) |
| Micor | Manual of Importing Country Requirements |
| PEMS | Plant Exports Management System |
| OSCT | Onshore Cold Treatment (calibrations) |
| QSR | Quality System Recognition |
| RFP | Request for Permit |
| VHT | Vapour Heat Treatment |

# Plant Exports Management System Overview

## What is PEMS and what does it do?

The Plant Exports Management System (PEMS) is a web-based IT system that:

- automatically extracts relevant details from the RFP in EXDOC and establishment details in the Establishment Register (ER)
- allows inspection AOs to enter and submit inspection results, calibrations records, and any supporting documentation to the department
- allows exporters and EDI users to view their RFPs in PEMS and upload supporting documentation directly into the system, post inspection
- allows export registered establishments to view and download inspection records from all inspections conducted at their establishment
- centralises and stores all plant export inspection records and supporting documentation, making record keeping easier and accessing these records faster
- automatically validates AO competencies and inspection data to improve the accuracy and quality of inspection records and improve the efficiency of export documentation processing
- automatically calculates inspection expiration dates
- works on a range of devices including desktop computers, laptops and mobile devices, such as mobile phones, a tablet or iPad
- includes an offline mode so AOs can record inspection data even when there is no internet / network connection at the inspection location
- is available 24 hours a day, seven days a week.

## Authorised officers and PEMS

AOs can use PEMS to:

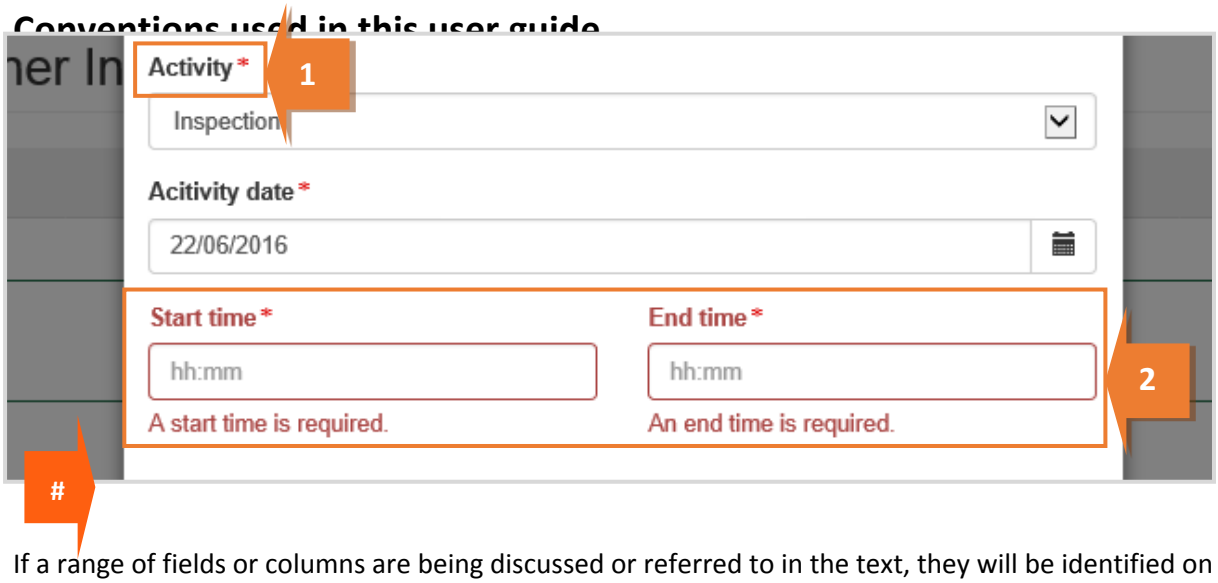
- initiate inspections
- initiate calibration records
- complete inspection and calibration records
- record and capture effort (through time entries)
- communicate through attachments and correspondence functions
- search for an RFP
- submit inspection and calibration records to the department.

**Important:**

- If an AO completes and submits an inspection or calibration record in PEMS, the AO is not required to complete the manual inspection record.
- AOs do not need to print and retain PEMS records or keep copies of supporting documents uploaded into PEMS.

## Interactions with EXDOC and ER

PEMS has been designed to improve efficiency and accuracy in completing inspection or calibration records by reducing manual transcription and eliminating data duplication. PEMS achieves this by automatically extracting relevant details from the RFP in EXDOC and establishment details in the Establishment Register (ER).




If a range of fields or columns are being discussed or referred to in the text, they will be identified on the screenshot by a box with a numbered arrow pointing at it, for example:

Key points will be presented in information boxes, for example:

! Key information is presented here.

Some functions in PEMS are only accessible by departmental AOs. In these circumstances the section heading in this user guide will specify whether the instructions relate to third party AOs or departmental AOs, for example:

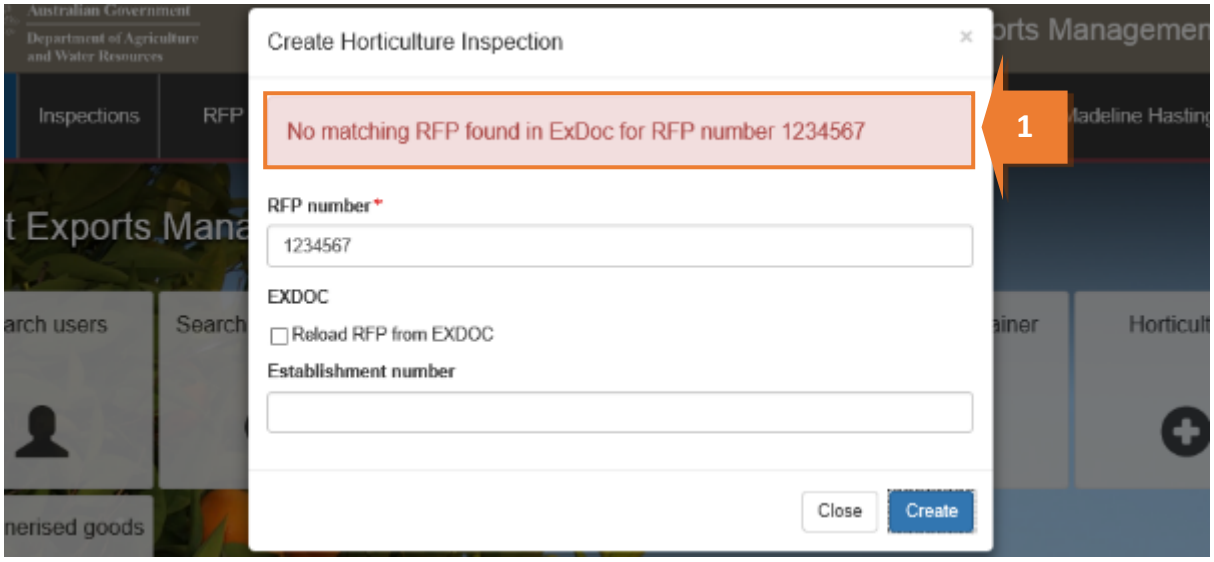
### Entering time entry data (departmental AOs)

Be sure to refer to the instructions that are relevant to you. For departmental AOs, once the time entry is complete refer to the section Adding invoices to the record.

### Conventions used in PEMS

Several conventions have been used in PEMS to assist you.

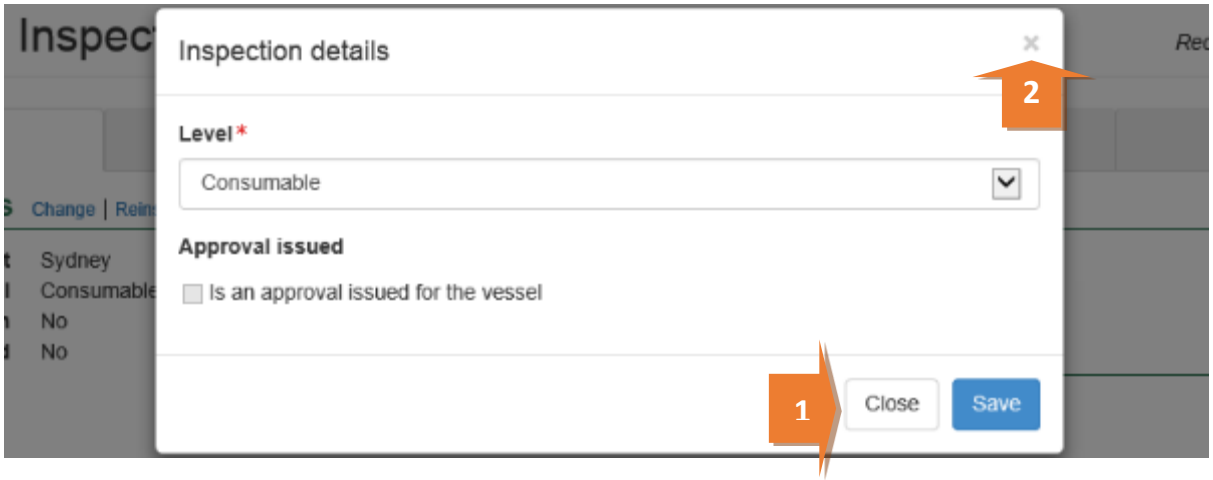
All mandatory fields on PEMS are marked with **asterisk (*)** [1] to the right of the field name. You must enter information for these mandatory fields before you can either save the record or move to a different window. If you have not entered information into a mandatory field and attempt to save or move to a different page, PEMS will highlight the field in red and **display an instructional message**[2].



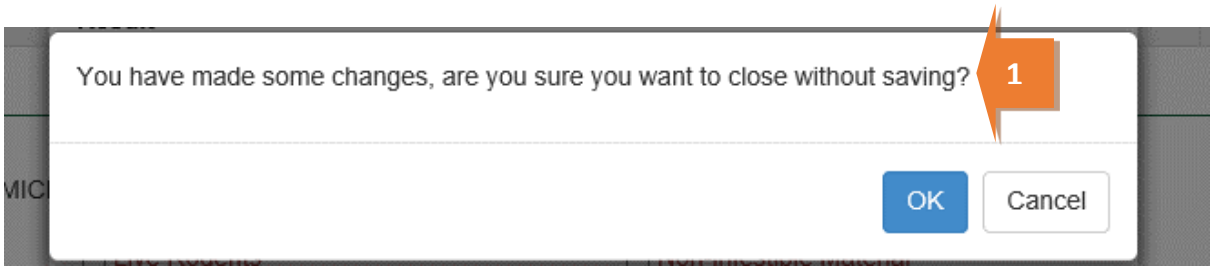

PEMS will display an appropriate **error message**[1] when information is entered incorrectly into the system, or a particular function cannot be performed.

PEMS will display an **acknowledgement message**[1] when you successfully perform certain actions, such as saving a record.

If you decide you would like to exit a window at any time, you can click **Close**[1] or click **Exit (X)**[2].



PEMS will display a **confirmation message**[1] when you perform certain actions, such as closing a window without saving (such as demonstrated in the screen shot below) or submitting, cancelling, or withdrawing an inspection/calibration record.




## Saving and submitting records

There is a difference between saving records and submitting a record in PEMS.

When you save a record, PEMS will save the record to the database. When you open the saved record, you are still able to update that record if you have the appropriate permissions.

When you submit a record, PEMS will finalise the record on the database. When you open the submitted record, it will appear as read-only, and you will not be able to change the record.

## Abiding by instructional material

This user guide provides instructions for using the PEMS system. Authorised officers must perform their tasks consistent with all approved instructional material for their appointed job function(s).

! Remember you are responsible for maintaining the confidentiality of your PEMS user login and password.

# 1 Getting started

To help you get started in PEMS, this section provides information on:

- how to login
- the PEMS menu and home page
- how to manage your PEMS user profile.

## 1.1 Accessing and registering for PEMS

PEMS can be accessed by all departmental and third-party plant export AOs. Once AOs have successfully registered as a PEMS user and the administrator has enabled their account, PEMS will identify the AOs appointed job functions and provide the AO with appropriate access to enable completion of records in those job functions.

## 1.2 Logging into PEMS

To access PEMS, go to: https://online.agriculture.gov.au/selfservice

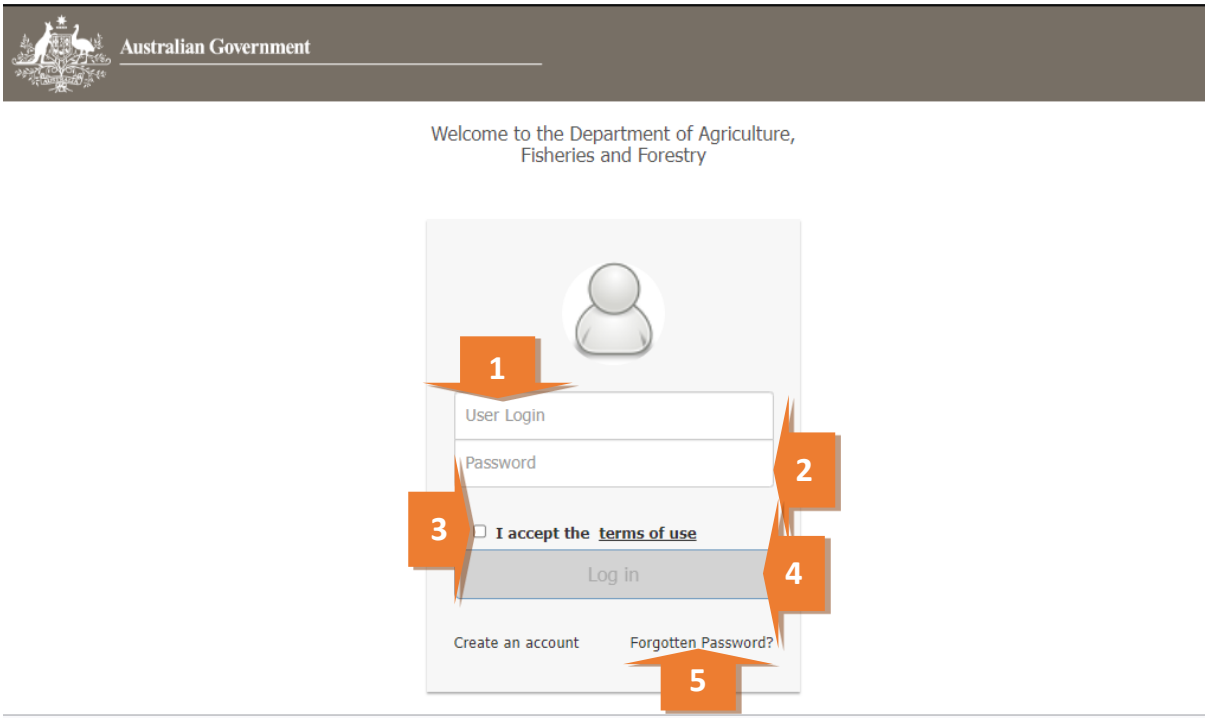
The log in page will display.

Enter your **User Login**[1] and **Password**[2]. This information will have been sent to you via email by the Plant Export Training team following registration.

If you agree to the **terms of use** select the **I accept the terms of use**[3] checkbox.

Click **Log in**[4].

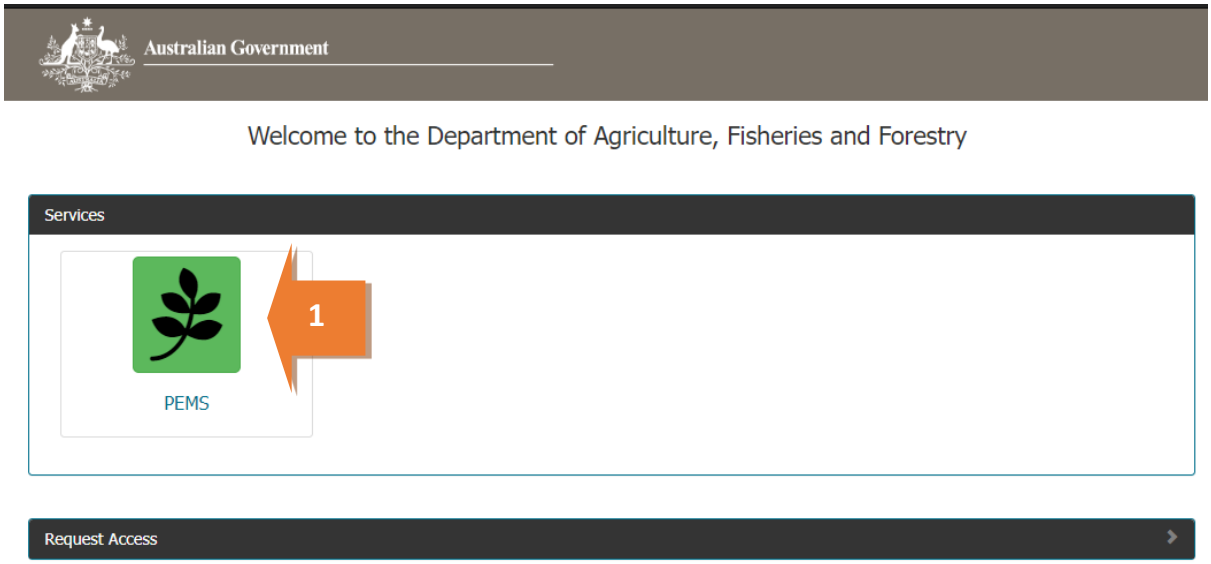
! If you forget your password, click **Forgotten Password?**[5] link and follow the prompts.




! **You** are responsible for maintaining the confidentiality of your PEMS user login and password.

The PEMS self-service page will display.

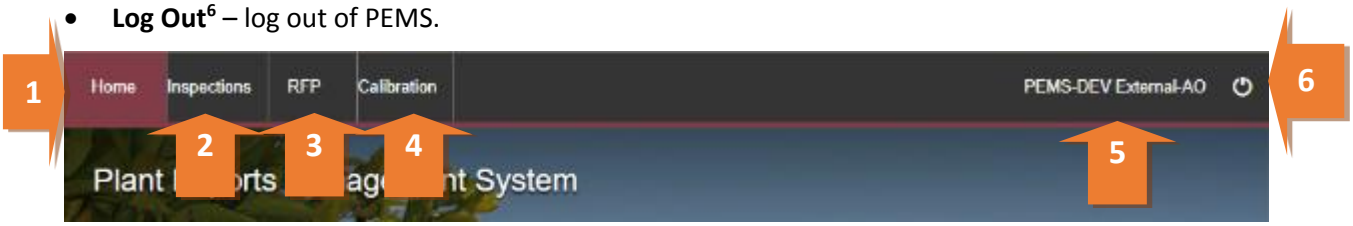
Click the **PEMS**[1] button to enter the PEMS home page.




## PEMS menu bar

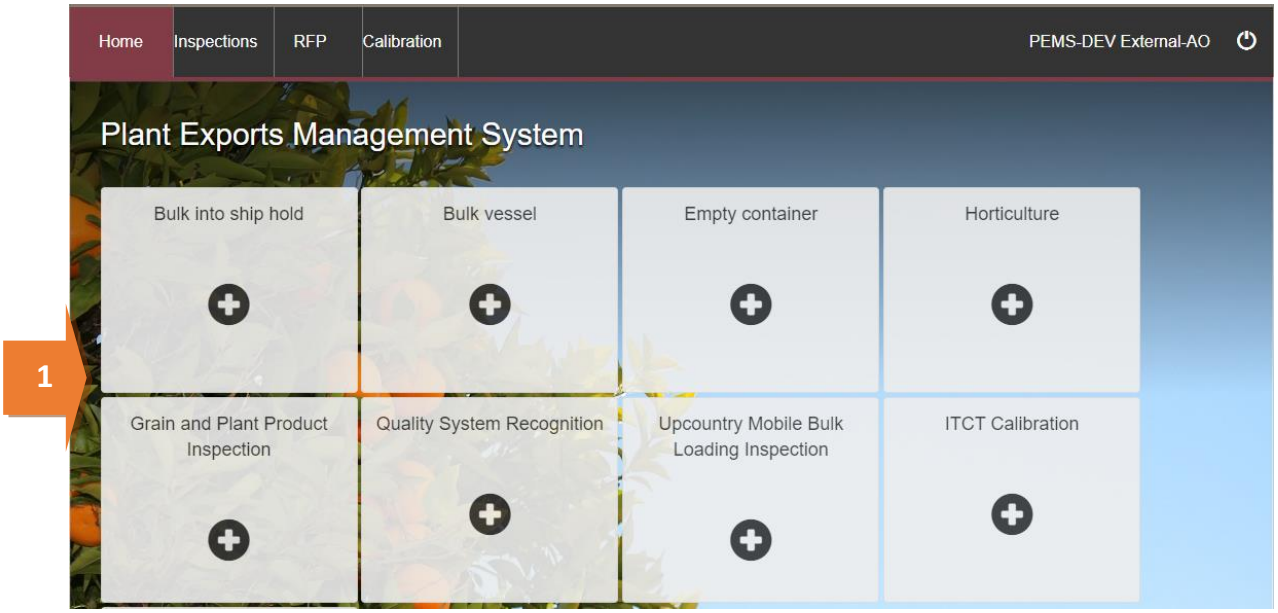
There are six items displayed in the PEMS menu bar:

- **Home**[1] – view your records, or initiate a record as outlined in relevant user guide.
- **Inspections**[2] – search for and initiate an inspection record, as outlined in Sections 2.1 Inspection search and Section 3.9 Alternate way to initiate an inspection or calibration respectively.
- **RFP**[3] – search for an RFP as outlined in Section 2.2 RFP search.
- **Calibration**[4] – search for and initiate a calibration record, as outlined in Section 2.3 Calibration search and Section 3.9 Alternate way to initiate an inspection or calibration respectively.
- **User Profile**[5] – view or change your personal details (see **'Managing your PEMS profile'** below).
- **Log Out**[6] – log out of PEMS.



## Job functions

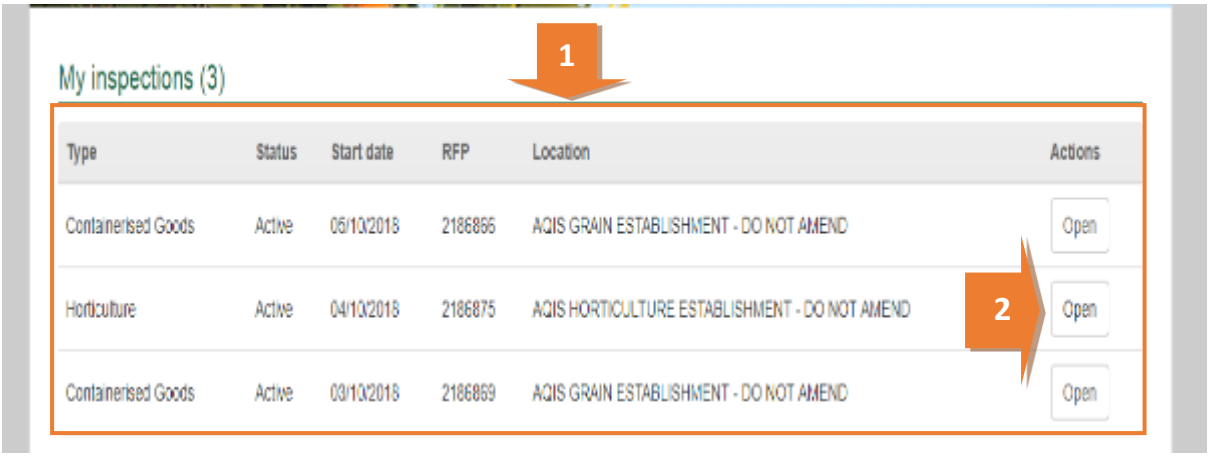
The homepage of PEMS will display a **Button**[1] for each of the job functions that you have been appointed to perform. In the screen shot below, the AO has been appointed to perform the displayed inspection and calibration job functions.




## My inspections record list

A list of your incomplete inspection records will display on the PEMS homepage under the **My inspections**[1] section.

Click **Open**[2] beside any inspection record to open the record, make changes or finalise the inspection record. Section 3: General PEMS functions and relevant user guide provide more information on entering results, time entries, attachments, and correspondence to the inspection record.

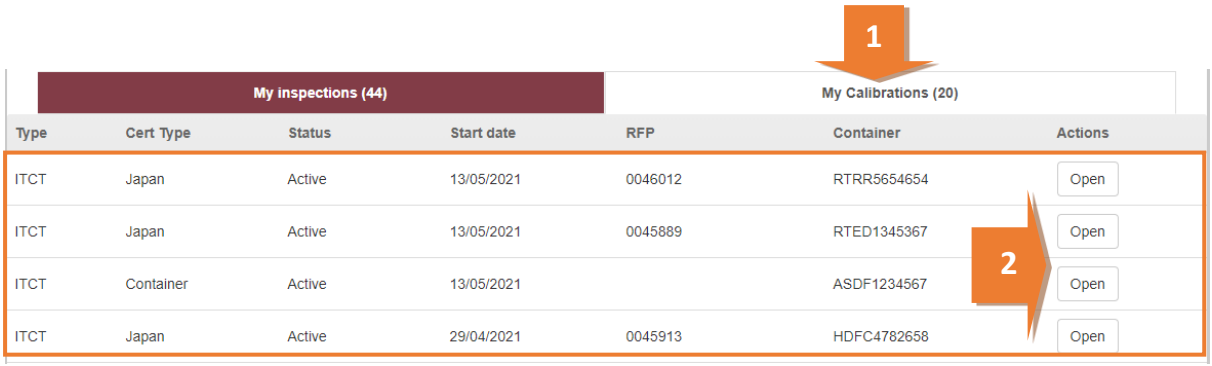



! For information on the PEMS offline function see Section 3.7 PEMS offline.

## My Calibrations record list

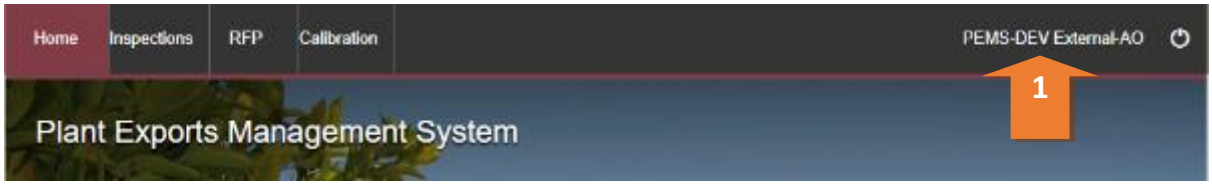
A list of your incomplete calibration records will be displayed on the PEMS homepage under the **My Calibrations**[1] section.

Click **Open**[2] beside any calibration record to open the record, make changes or finalise the calibration record.




## Managing your PEMS profile

To view or edit your PEMS profile, click **User Profile**[1] (your name) on the PEMS menu bar.




*My profile* page will display.

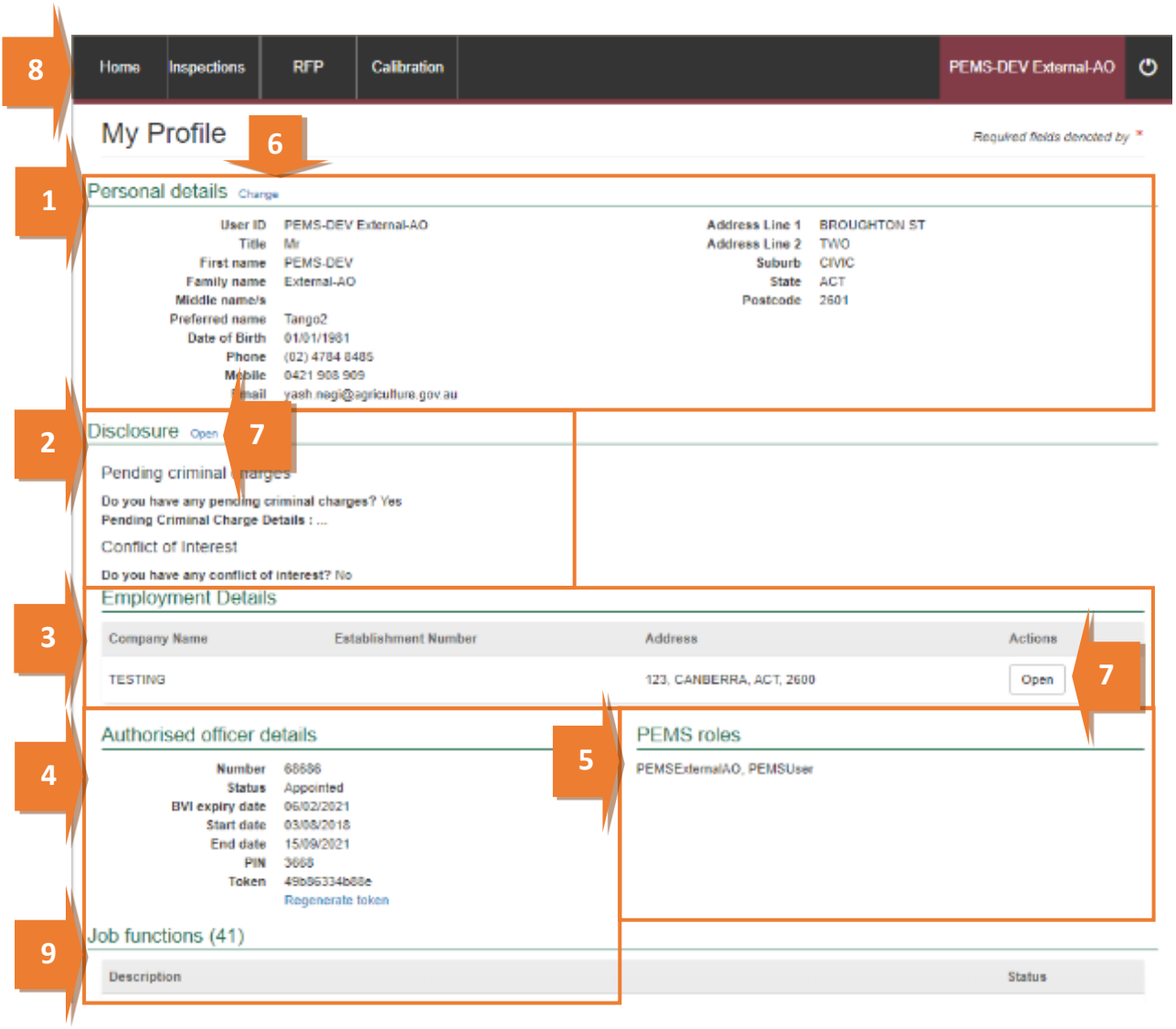
Your **Personal details**[1]**, Disclosure**[2]**, Employment Details**[3]**, Authorised officer details**[4] and **PEMS roles**[5] will be displayed, as well as the list and status of your AO **Job functions**[9] (including job function attachments).

You can change your personal details by clicking **Change**[6] under the personal details section.

You can update the Disclosure and Employment Details by selecting **Open**[7].

You cannot change information in the Authorised officer details, Job functions or PEMS roles sections.

Click **Home**[8] on the top menu bar to return to the PEMS homepage at any time.



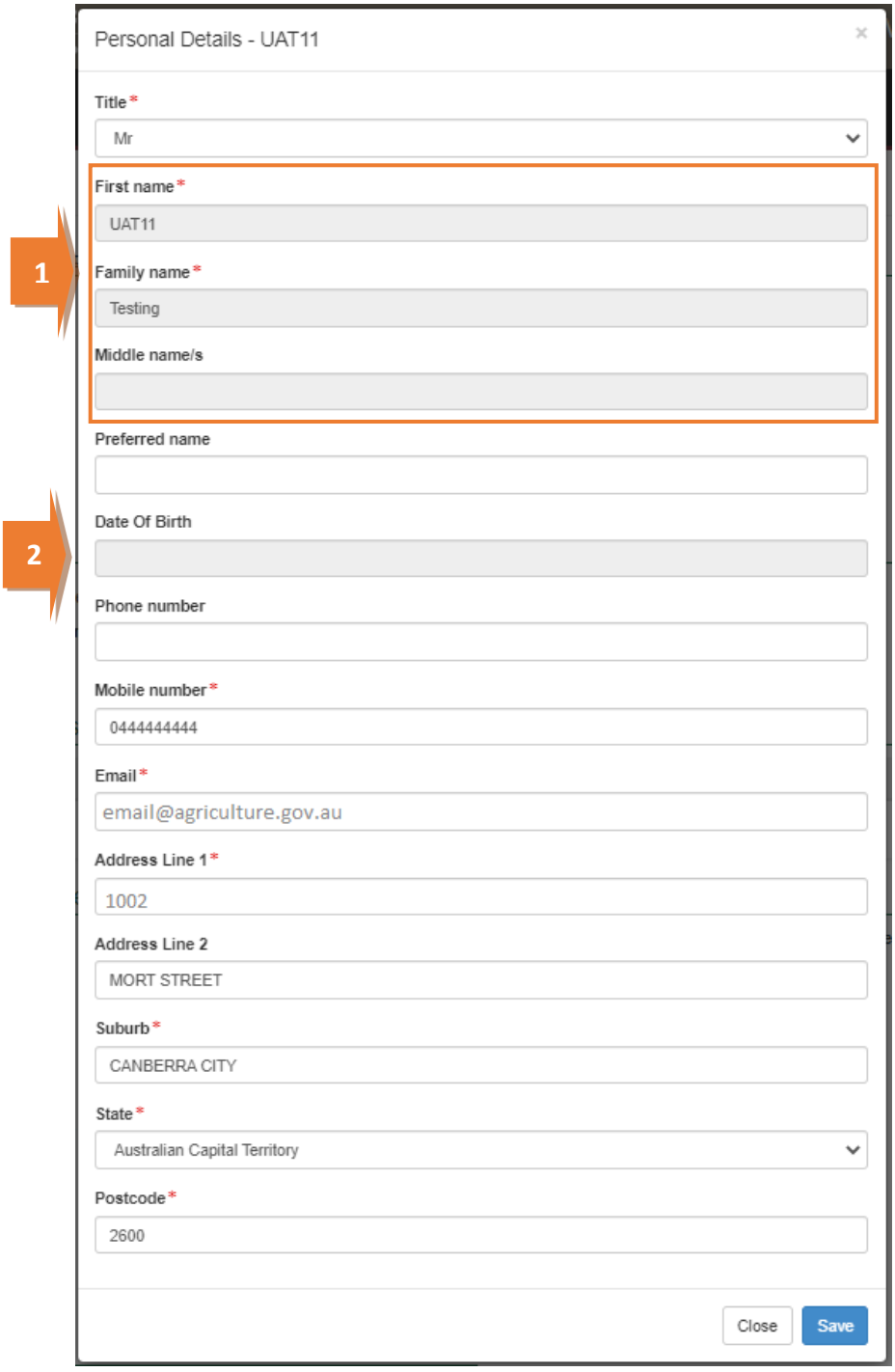

## Personal Details

If you chose to change your personal details, the *Personal Details* window will display.

You can edit all fields in this window, except your **name**[1] and **date of birth**[2] fields. To make changes to your personal details select the applicable information from the drop-down lists or enter information into the appropriate free text fields.

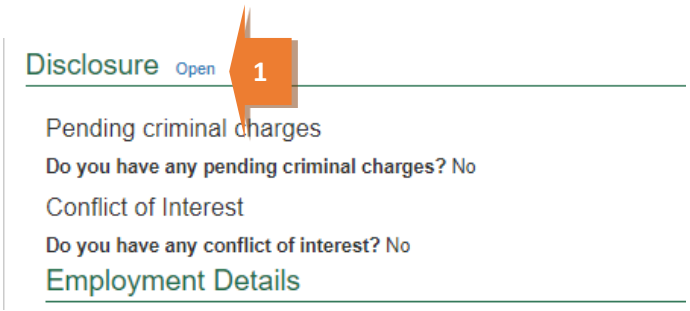
Click **Save**[3] to save any changes to your personal details.

! The region and office fields are only applicable for departmental AOs.




## Disclosure

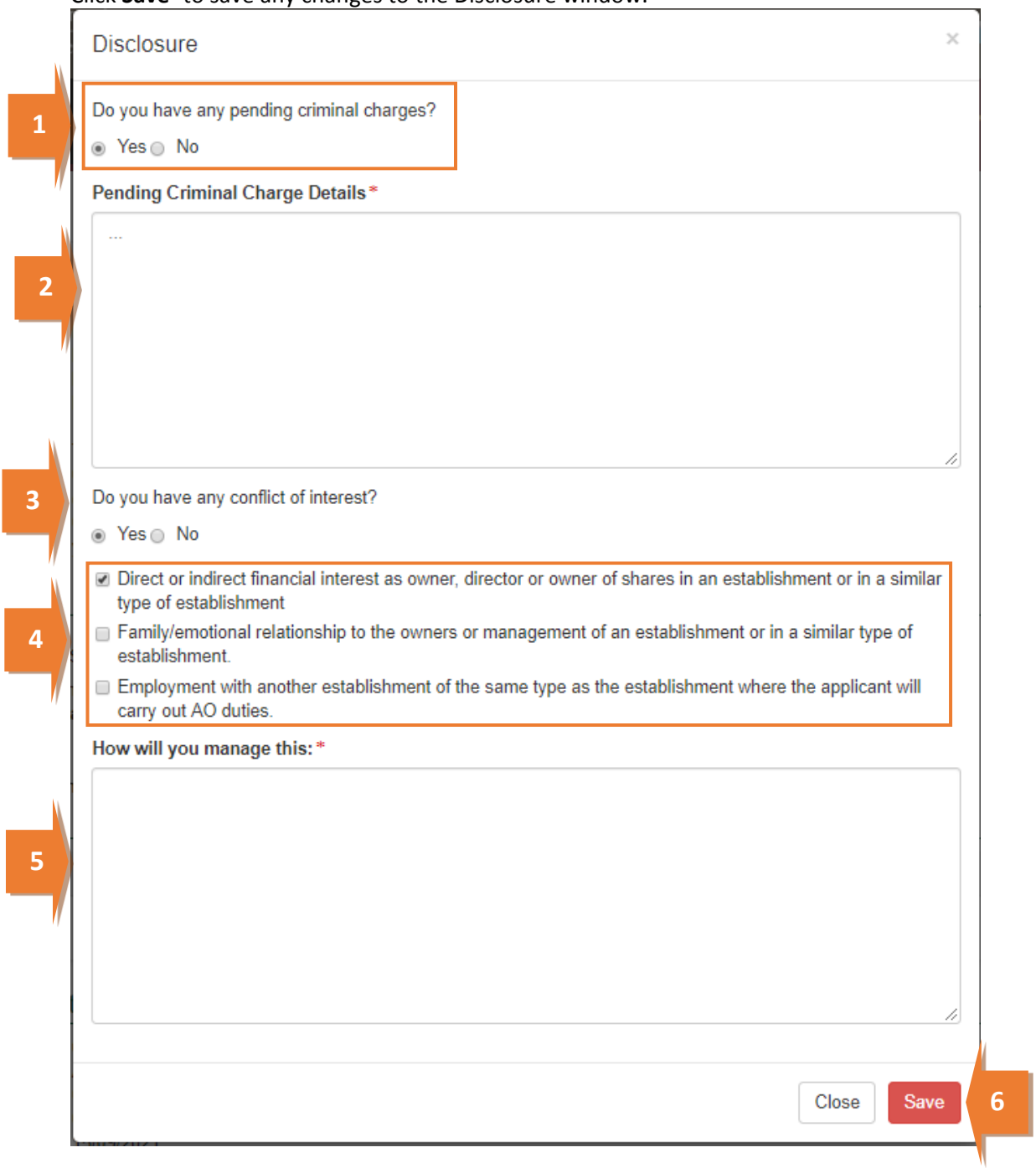
If you chose to **Open**[1] the Disclosure of pending criminal charges and/or conflict of interest, the Disclosures window will display.



If **Yes**[1] is selected for pending criminal charges you will need to provide further details in the **Pending Criminal Charges Details**[2].

If you select Yes to **Do you have any conflict of interest**[3], it will display **list of conflict of interests**[4] that may occur, select the option which applies to your situation and provide **how you will manage**[5] this conflict.

Click **Save**[6] to save any changes to the Disclosure window.



## Employment Details

Employment Details can be updated by selecting **Open**[1].

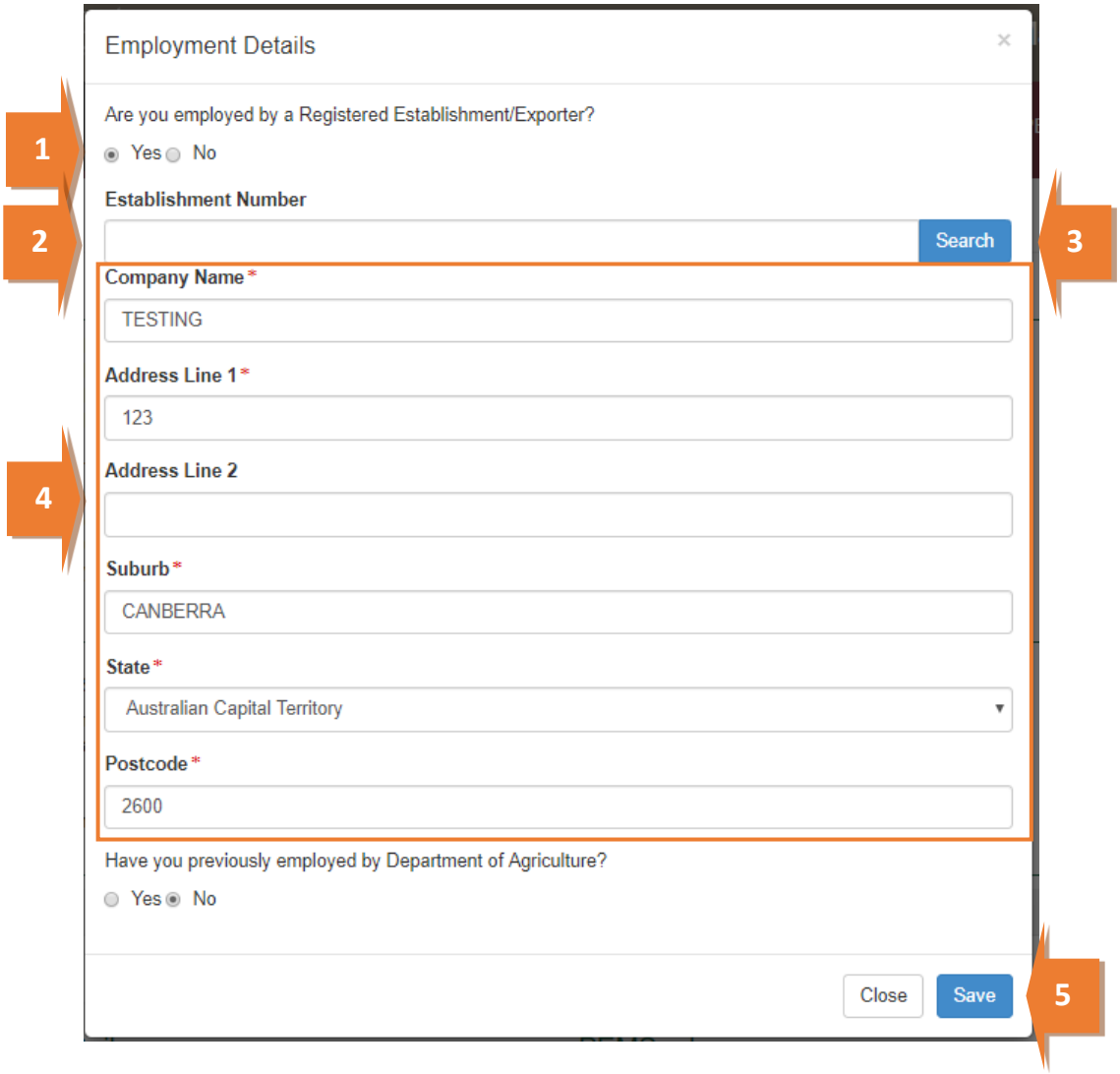
The *Employment Details* window will display.

If you are employed by a Registered Establishment/Exporter select **Yes**[1].

You can search for your establishment by entering the **Establishment Number**[2] and select **Search**[3].

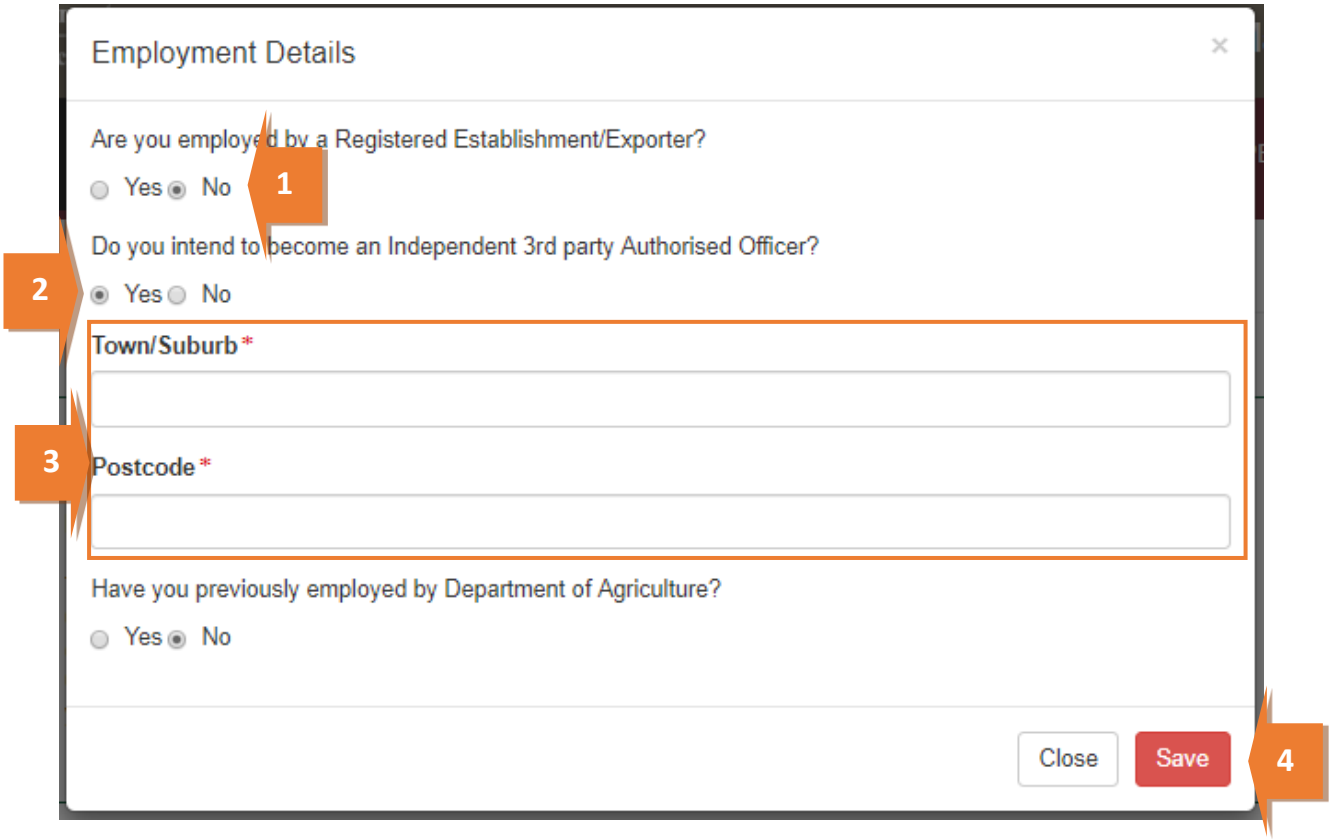
If the Establishment number is not recognised, you can enter the required information about the **company**[4] into the form.

Click **Save**[5] to update any changes and close the window.



If you are not employed by a Registered Establishment/Exporter select **No**[1].

The Employment details screen will change to suit the question asked.



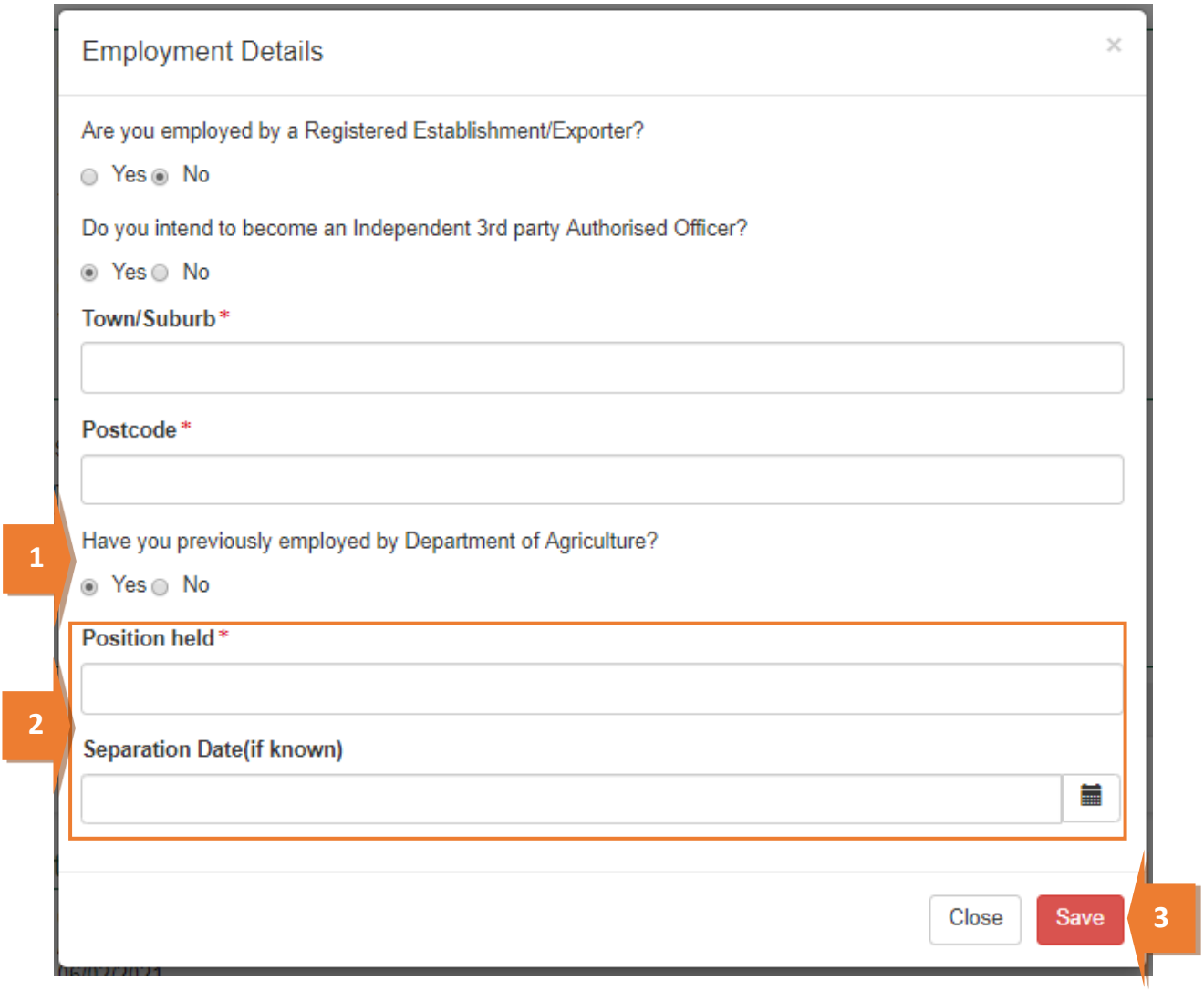

If you will be an independent 3rd party Authorised Officer select **Yes**[2].

Enter, the **Town/Suburb and Postcode**[3] and click **Save**[4] to update any changes and close the window.

! If you select **No** on the section asking, 'Do you intend to become an Independent 3rd party Authorised Officer', it will take you to the question 'Are you employed by a Registered Establishment/Exporter' as you need to answer Yes to one of these questions.

In the *Employment Details* window, regardless of who you will be employed by it will ask *Have you been previously employed by the Department of Agriculture?*

If you select **Yes**[1], the Employment Detail screen will expand for further information.




You will need to enter the **Position held** whilst working with the department and your **separation date**[2] (this is the date you left the department).

Click **Save**[3] to update any changes and close the window.

## Authorised officer details

The Authorised officer details section provides information on your appointment as an Authorised Officer.

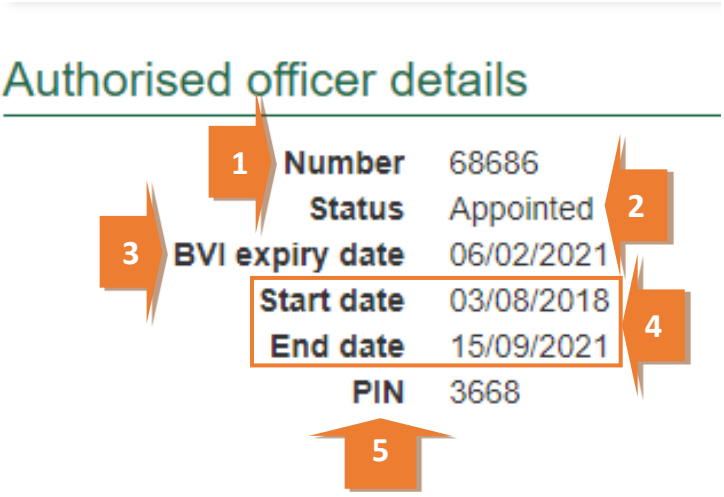
The **Number**[1] is your AO number you are provided with when you become an Authorised officer.

The **Status**[2] shows your authorised officer status. If it states that you are suspended or revoked, you will not be able to perform inspections and will need to contact the AO hotline for further information.

The **BVI expiry date**[3] (*if applicable*) is shown only when you have the BVI job function, and the expiry date shown relates to the special conditions applied to that function.

The **start date and end date**[4], shows the date you started as an authorised officer and the end date is the date that the authorised officer appointment will cease. This date will be updated when you are reappointed.

For information on the use of the **PIN**[5] refer to section 3.7 PEMS Offline.



# 2 PEMS search functions

As PEMS captures and records information relating to inspections/calibrations, it is important to be able to search for the record you are looking for.

This section guides you through the process for searching for the following information:

- Inspection records
- RFPs
- Calibration records.

**Note:** You will only be able to search for and view information that your permissions allow.

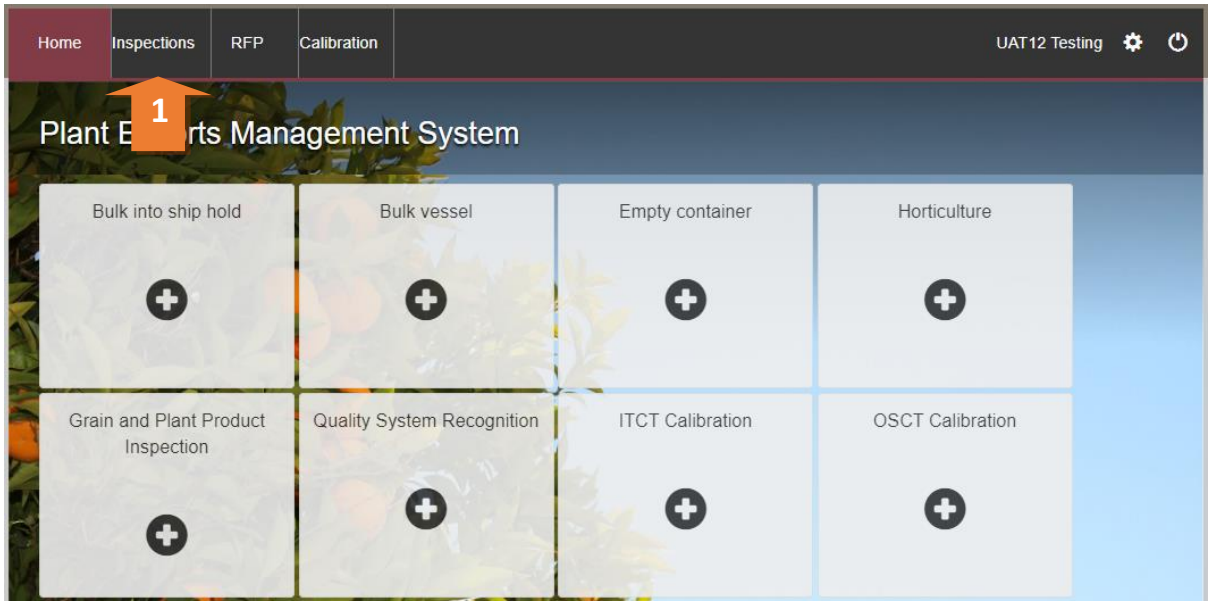
## 2.1 Inspection search

PEMS inspection search allows you to search for inspection records.

Third party AOs can search for and view all active, checked out, withdrawn, completed, or created in error inspection records that have been initiated by or assigned to them. Departmental AOs and supervisors from Inspections Group can search for any inspection record on PEMS.

### Opening the inspection search page

To initiate an inspection record search, click on the **Inspections**[1] tab in the PEMS menu bar.

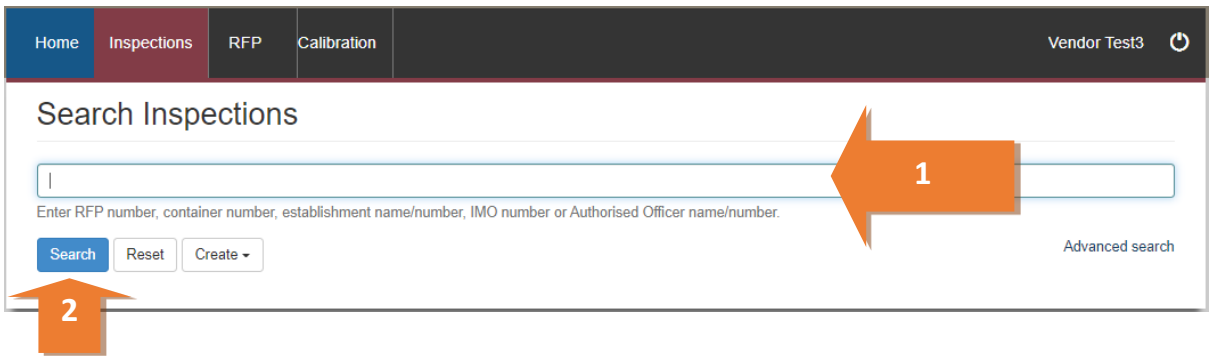



The *Search Inspections* page will display.

You can perform a simple search or advanced search for the inspection record.

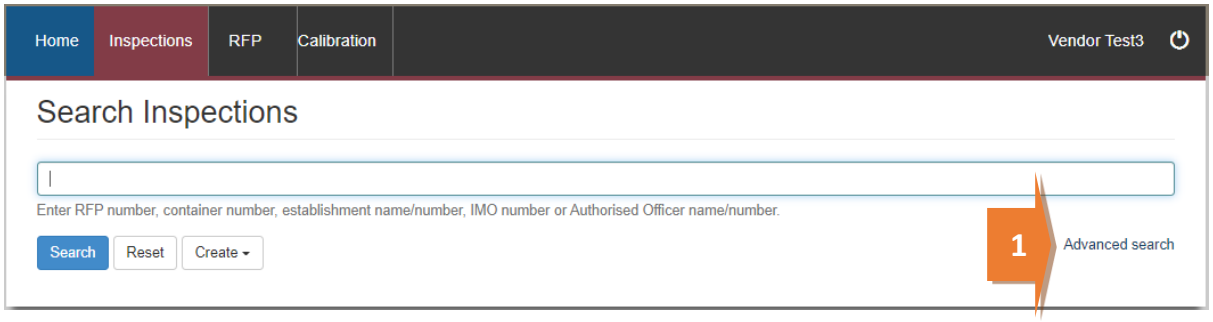
## Conducting a simple inspection search

Under the simple search mode, you can search for inspection records by entering the RFP, container or International Maritime Organisation (IMO) number, an establishment name or number or an authorised officer name or number into the **search criteria field**[1] before clicking **Search**[2]**.**

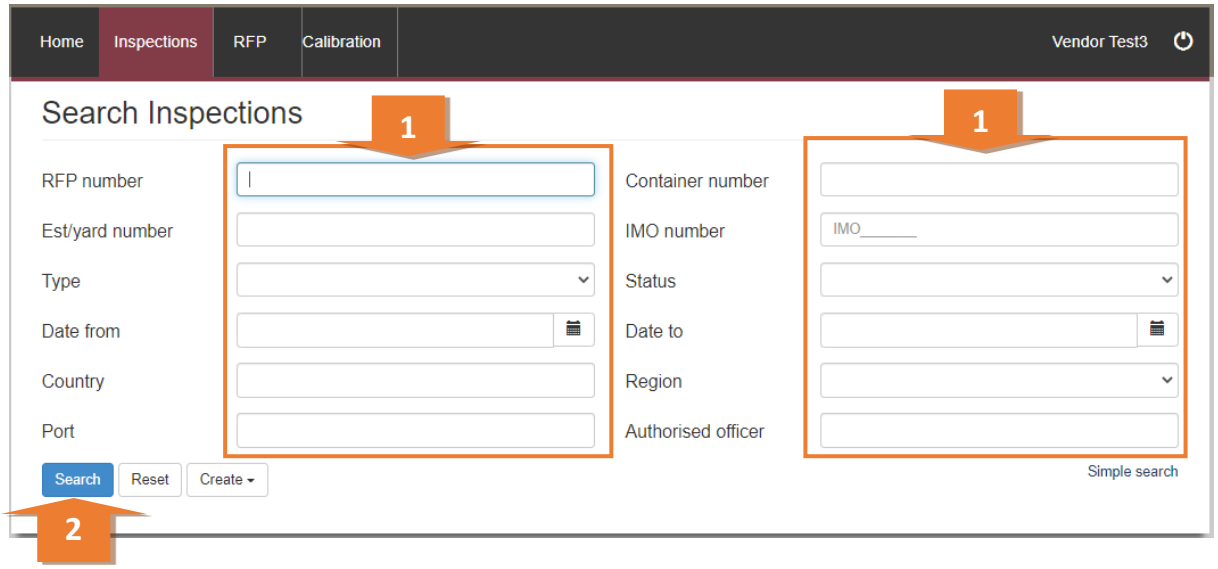



## Conducting an advanced inspection search

Under the **Advanced search**[1] mode you can enter all search criteria in any combination to quickly locate a specific inspection record.



Enter data into the **search criteria fields**[1], and then click **Search**[2].



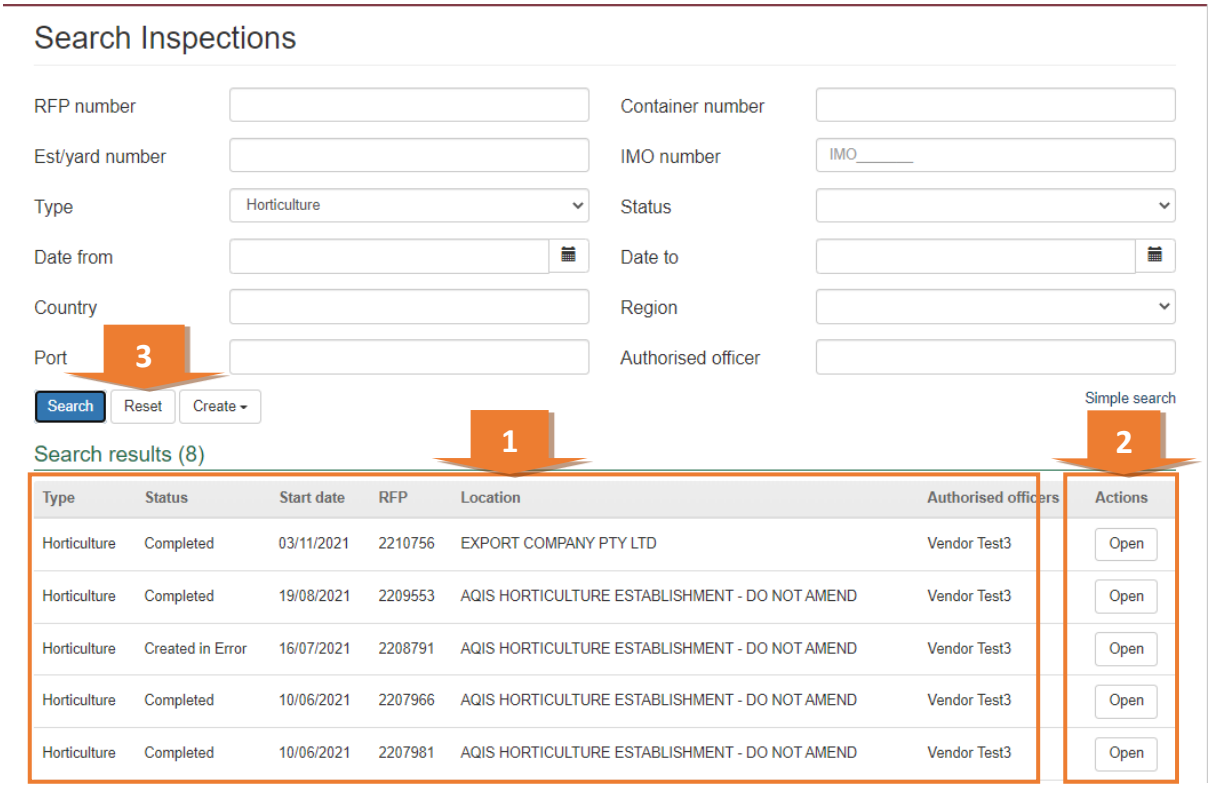

! You must provide at least one search criteria.
If PEMS does not find records matching search criteria, it will display a message “No search results”.

## Selecting inspection records from search results

After a search has been entered, PEMS will display all **inspection records**[1] that meet the supplied search criteria, in order of newest to oldest.

Click **Open**[2] beside the appropriate inspection record to view the record. If the search result has only one record, that record will be opened automatically.

Click **Reset**[3] to clear or reset the search criteria.




! For a Bulk into Ship Hold inspection, if a user performs the search inspection function using an Associated RFP, PEMS will display the inspection record associated with that RFP.

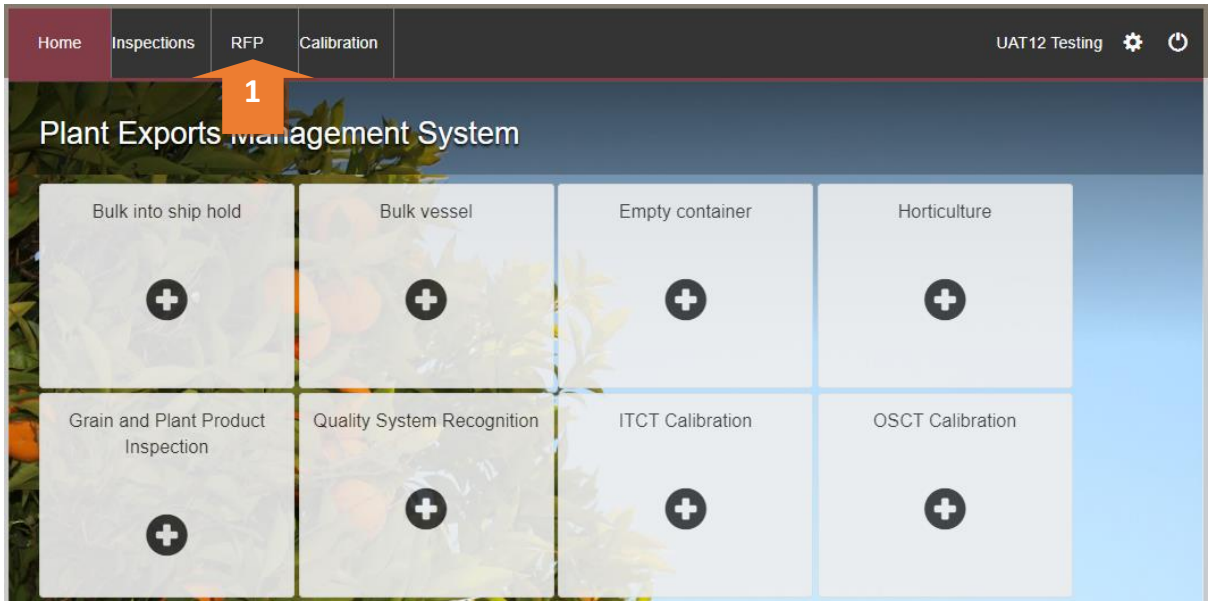
## 2.2 RFP search

PEMS RFP extract search allows you to search for RFP records.

Third party AOs can search for and view RFP records where at least one record was assigned to or initiated by the AO (whether the record is active, checked out, withdrawn, completed, or created in error). Departmental AOs and supervisors can search for any RFP record extracted to PEMS.

### Opening the RFP search page

To initiate an RFP record search, click the **RFP**[1] tab in the PEMS menu bar.

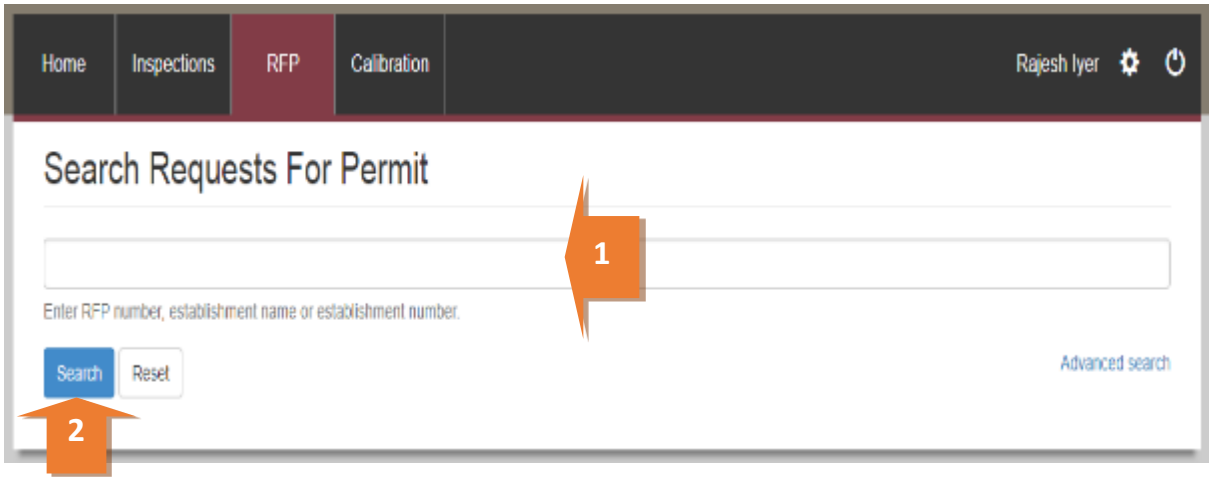



The *Search Requests For Permit* page will display.

You can perform a simple search or advanced search for the RFP record.

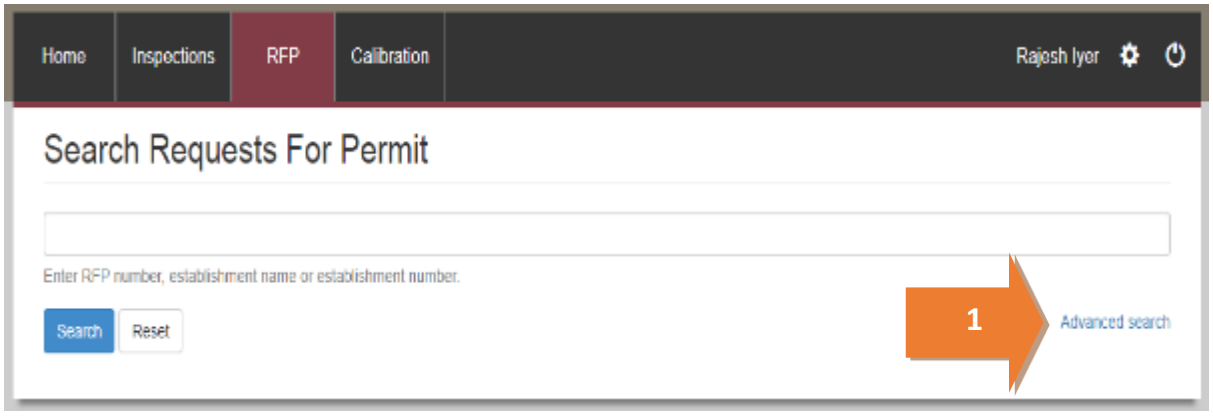
### Conducting a simple RFP search

Under the simple search mode, you can enter the RFP number, establishment name or number into the **search criteria field**[1] before clicking **Search**[2]**.**



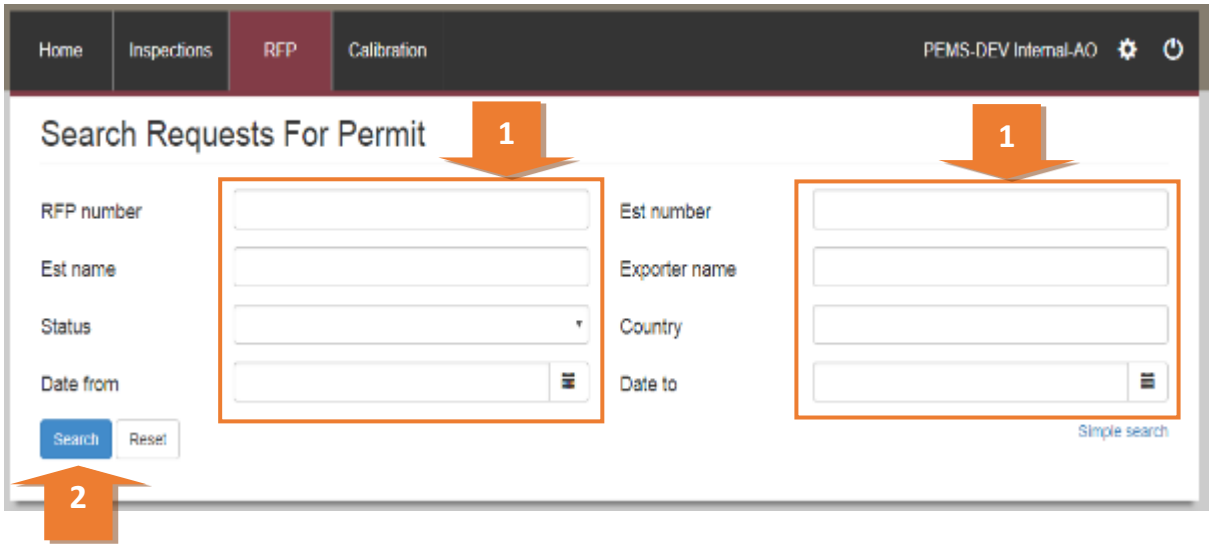
## Conducting an advanced RFP search (For Departmental AO's only)

Under the **Advanced search**[1] mode you can enter all search criteria in any combination to quickly locate a specific record.




The *Search Request For Permit* page will expand.

Enter data into the **search criteria fields**[1], and then click **Search**[2].



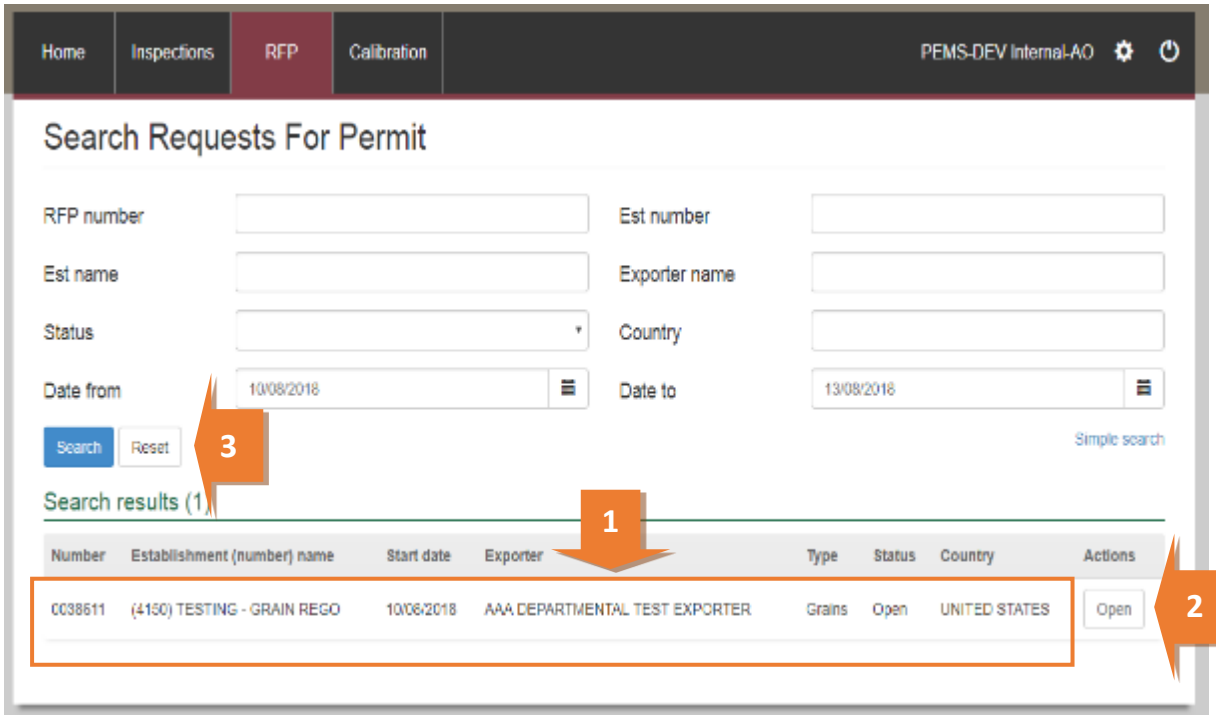

! You must provide at least one search criteria.
If PEMS does not find records matching search criteria, it will display "*No search results*" message.

## Selecting RFP records from search results

After a search has been entered, PEMS will display all RFP **records**[1] that meet the supplied search criteria, in order of newest to oldest, consistent with the user's permissions.

Click **Open**[2] beside the appropriate RFP record to view. If the search result has only one record, that record will open automatically.

Click **Reset**[3] to clear or reset the search criteria.




! For a Bulk into Ship Hold inspection, if a user performs the search RFP function using an Associated RFP, PEMS will display the extracted details of the RFP from EXDOC.

When the user navigates through the inspection tab, PEMS will display the inspection record associated with that RFP.

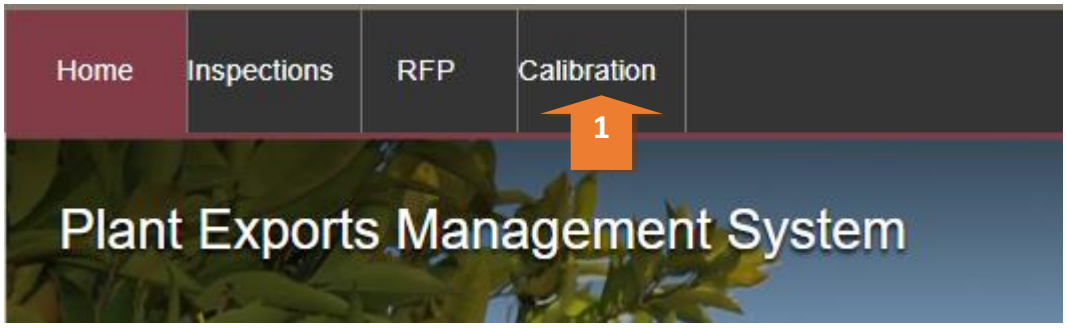
## 2.3 Calibration search

PEMS Calibration extract search allows you to search for calibration records.

Third party AOs can search for and view calibration records where at least one record was assigned to or initiated by the AO (whether the record is active, checked out, withdrawn, completed, or created in error).

### Opening the Calibrations search page

To initiate a Calibration record search, click the **Calibrations**[1] tab in the PEMS menu bar.




The *Search Calibrations* page will display.

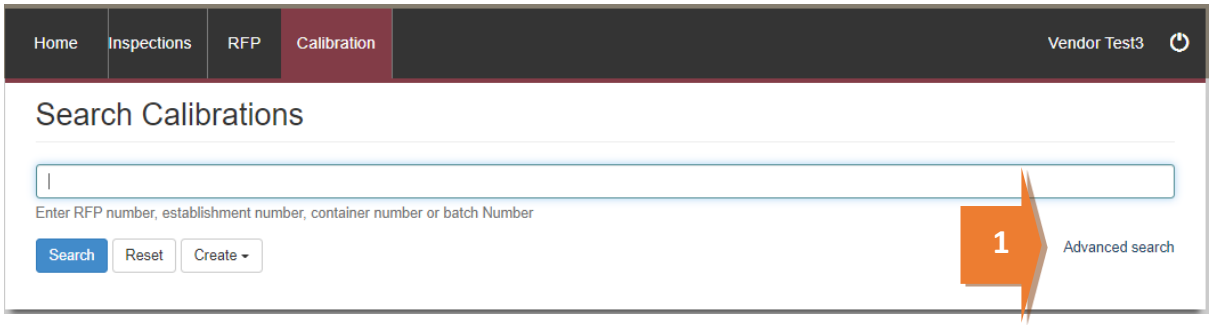
You can perform a simple search or advanced search for the calibration record.

### Conducting a simple calibration search

Under the simple search mode, you can search for a calibration record by entering the RFP, establishment or container number into the **search criteria field**[1] before clicking **Search**[2]**.**

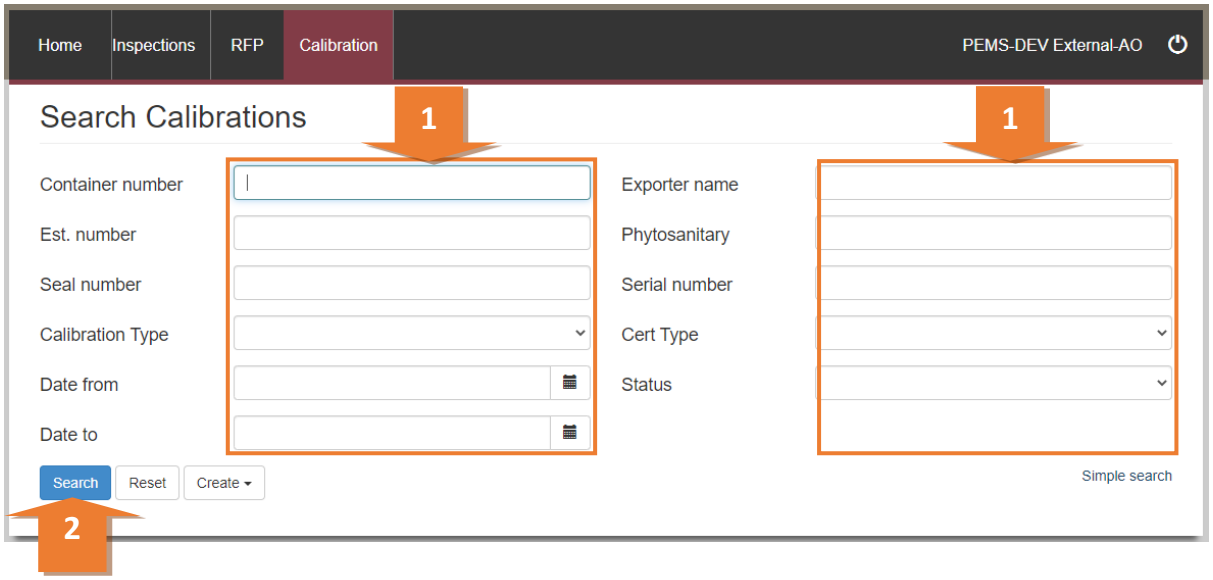
### Conducting an advanced calibration search

Under the **Advanced search**[1] mode you can enter all search criteria, in any combination, to quickly locate a specific calibration record.



The *Search Calibrations* page will expand.

Enter numerous components of data into the **search criteria fields**[1], then click **Search**[2].



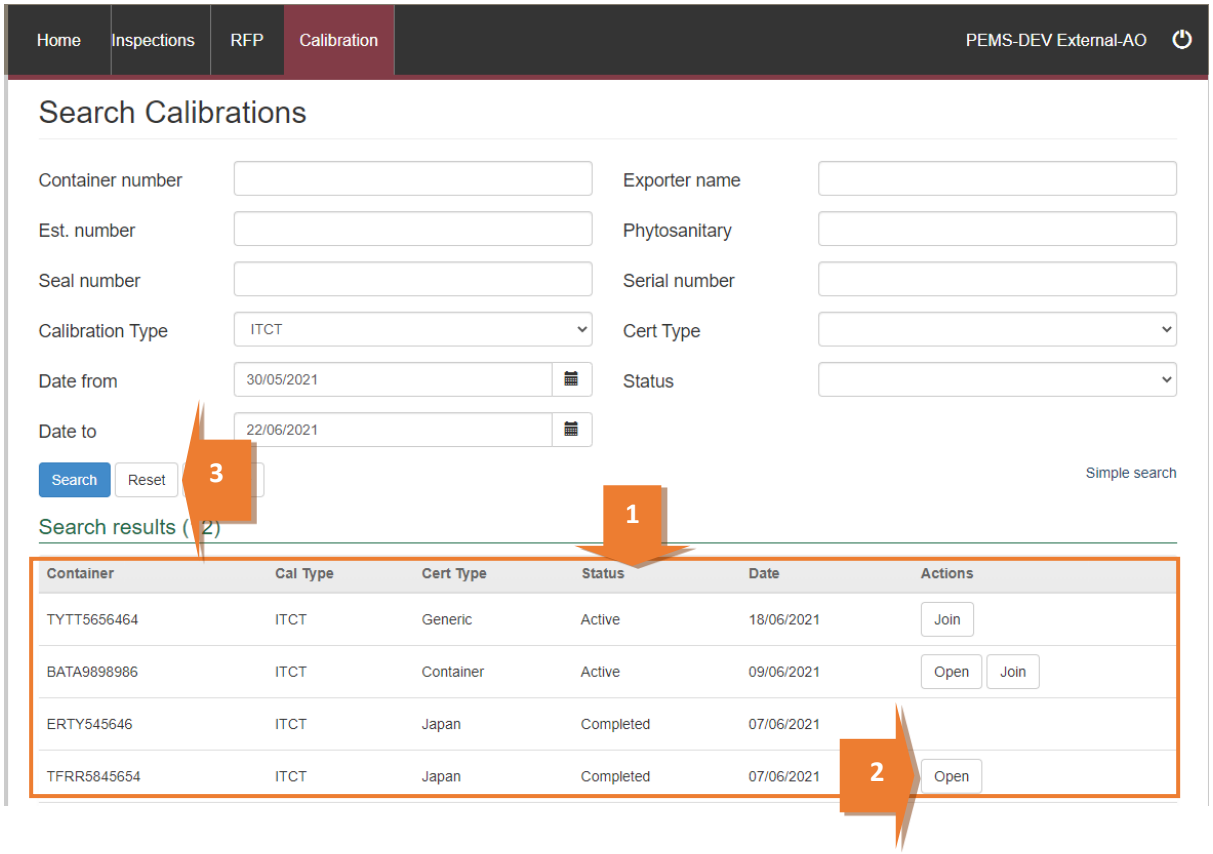

! You must provide at least one search criteria.
If PEMS does not find records matching search criteria, it will display a message "No search results".

## Selecting a calibration record from search results

After a search has been entered, PEMS will display all calibration **records**[1] that meet the supplied search criteria, in order of newest to oldest, consistent with the user's permissions.

Click **Open**[2] beside the appropriate calibration record to view the record. If the search result has only one record, that record will open automatically.

Click **Reset**[3] to clear or reset the search criteria.


Home
Inspections
RFP
Calibration
PEMS-DEV External-AO
Search Calibrations
Container number
Exporter name
Est. number
Phytosanitary
Seal number
Serial number
Calibration Type
ITCT
Cert Type
Date from
30/05/2021
Status
Date to
22/06/2021
Search
Reset
Simple search
Search results ( 2)
Container
Cal Type
Cert Type
Status
Date
Actions
TYTT5656464
ITCT
Generic
Active
18/06/2021
Join
BATA9898986
ITCT
Container
Active
09/06/2021
Open
Join
ERTY545646
ITCT
Japan
Completed
07/06/2021
TFRR5845654
ITCT
Japan
Completed
07/06/2021
Open
1
2
3

# 3 General PEMS functions

Once a record is initiated in PEMS, you can perform other activities relating to the record. These activities capture key information relating to the activities performed and the step-by-step instructions for completing these activities are the same, regardless of the inspection/calibration type you are performing.

This section provides step-by-step instructions for:

- assigning additional AOs to an inspection record
- joining an active inspection
- recording a result of 'passed after rectification'
- recording time entries, adding invoices, and downloading an activity report
- attaching relevant supporting documentation
- recording correspondence relating to an inspection/calibration
- downloading an inspection/calibration report
- withdrawing or cancelling an inspection/calibration
- using the PEMS offline functionality
- using PEMS to refresh containers, import permits and treatment information from EXDOC
- adding comments to a record
- alternate ways to initiate an inspection/calibration record in PEMS.

## 3.1 Assigning authorised officers (inspection records only)

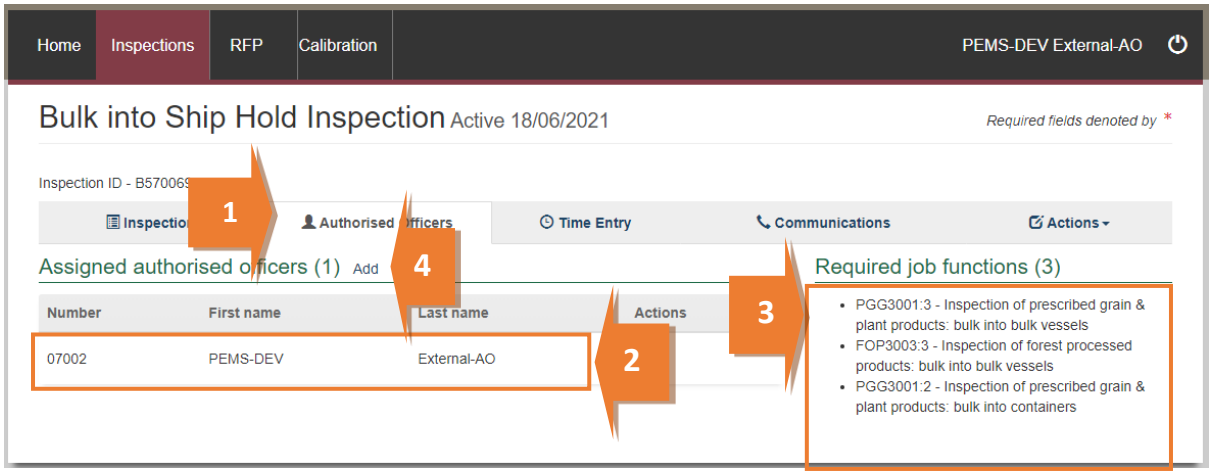
### Searching for authorised officers

Once an inspection is initiated (see the relevant user guide) it is possible to assign additional AOs with the required job function(s) to the inspection record. The process for assigning additional AOs is the same for all inspection types.

Click the **Authorised Officers**[1] tab. PEMS will automatically assign the **logged in user**[2] as the assigned AO for the inspection. PEMS will also display the list of **required job functions**[3] needed to complete the inspection. You can add departmental or third-party AOs to the inspection.

Click **Add**[4] next to the assigned authorised officers' section to add an AO to the inspection.

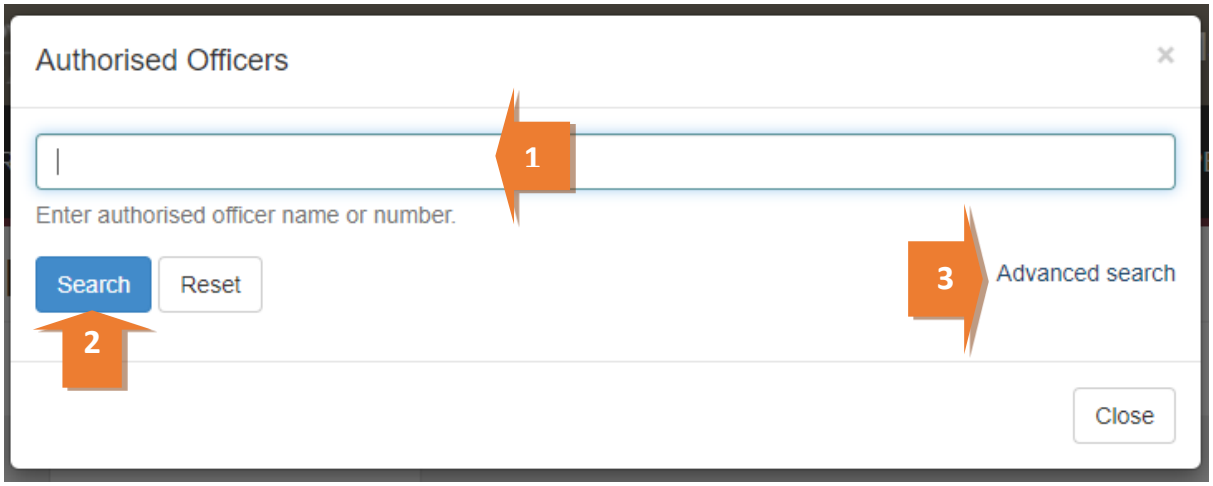
! It is recommended that where an inspection will take place over multiple days/sessions, such as a bulk into ship hold inspection, that an existing assigned AO should ensure that at least one AO, who will be present for the next inspection session, is assigned to the inspection record so that inspection data can continue to be added to the inspection record.



The *Authorised officers'* window will display.

If you know the name or number of an AO you wish to assign, enter this information into the **simple search**[1] field and then click **Search**[2]. If you do not know the AO's name or number, you can create a shortlist of candidate AOs by clicking **advanced search**[3].

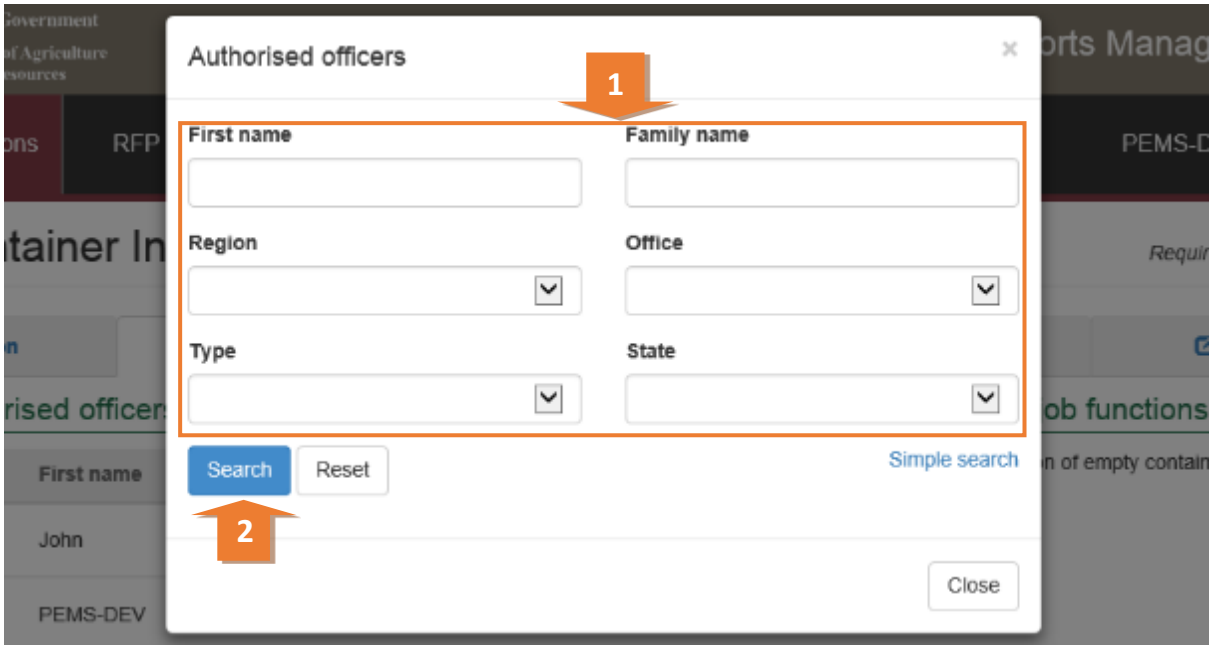
*Simple search* window is shown below:




## Advanced search window

The advanced search function allows you to enter data into any appropriate **search criteria**[1] field(s), in any combination, to create a shortlist of AOs.

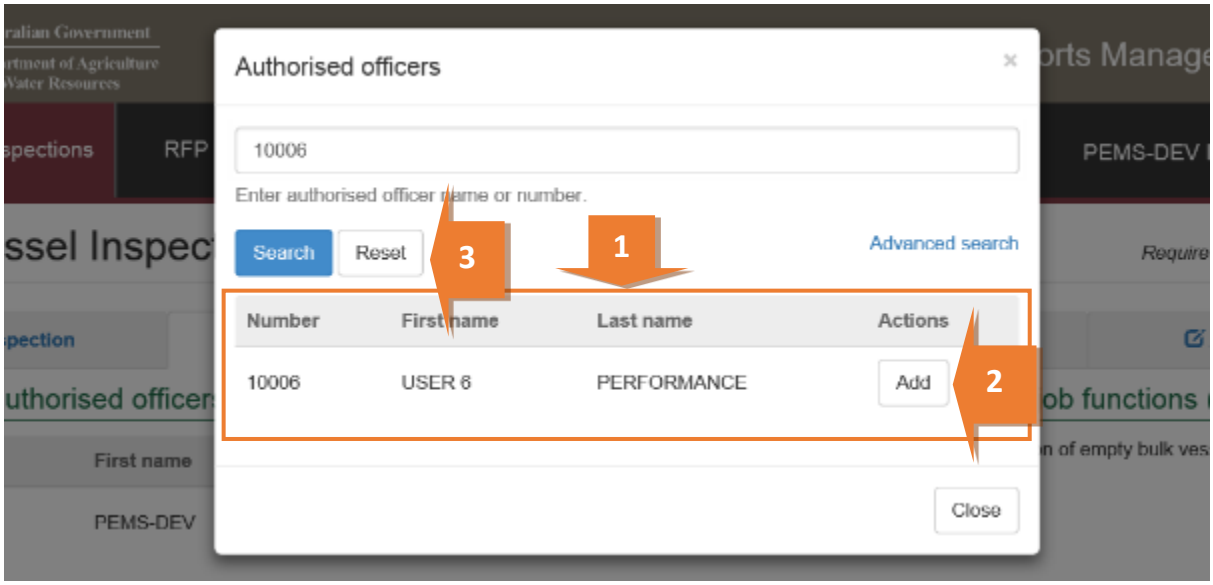
Once all the known search data is entered, click **Search**[2].



## Assigning authorised officers to the inspection

A **list of AOs**[1] matching the search criteria data will display. Click **Add**[2] to add an applicable AO to the inspection record.

Click **Reset**[3] to reset the search criteria.

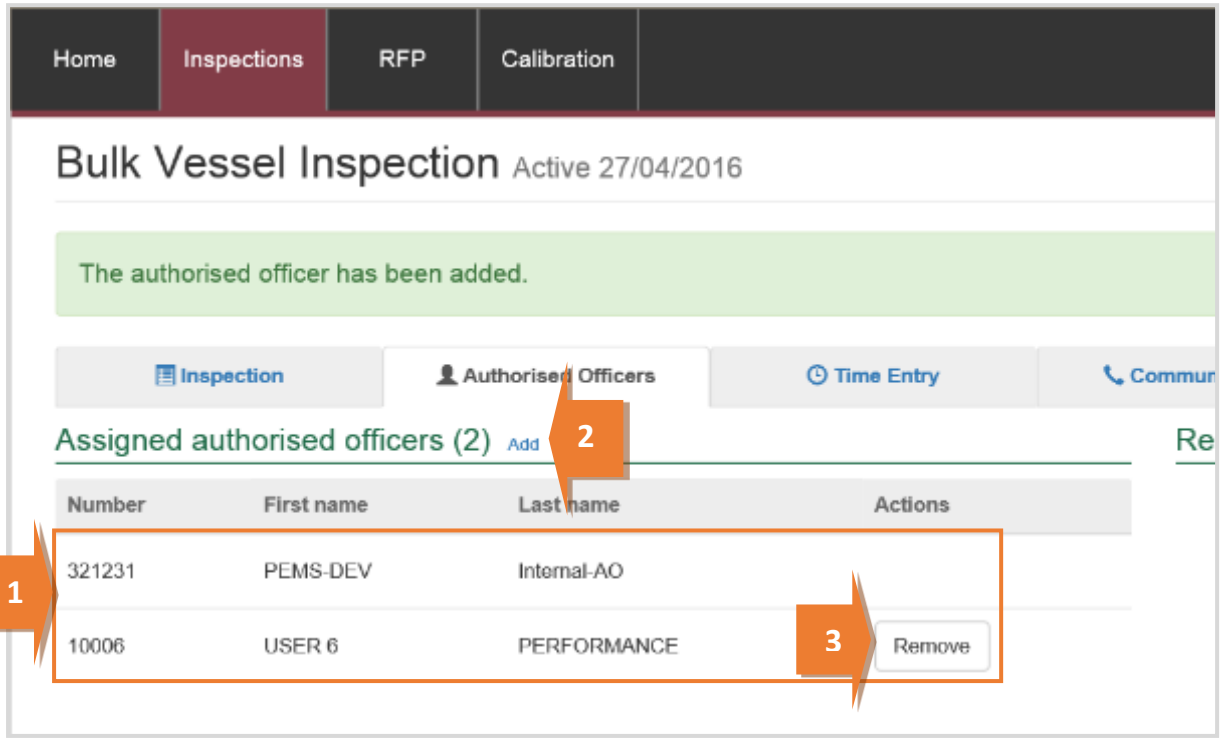


Once an AO is added to an inspection record, the authorised officer page will display the updated list of **assigned authorised officers**[1].

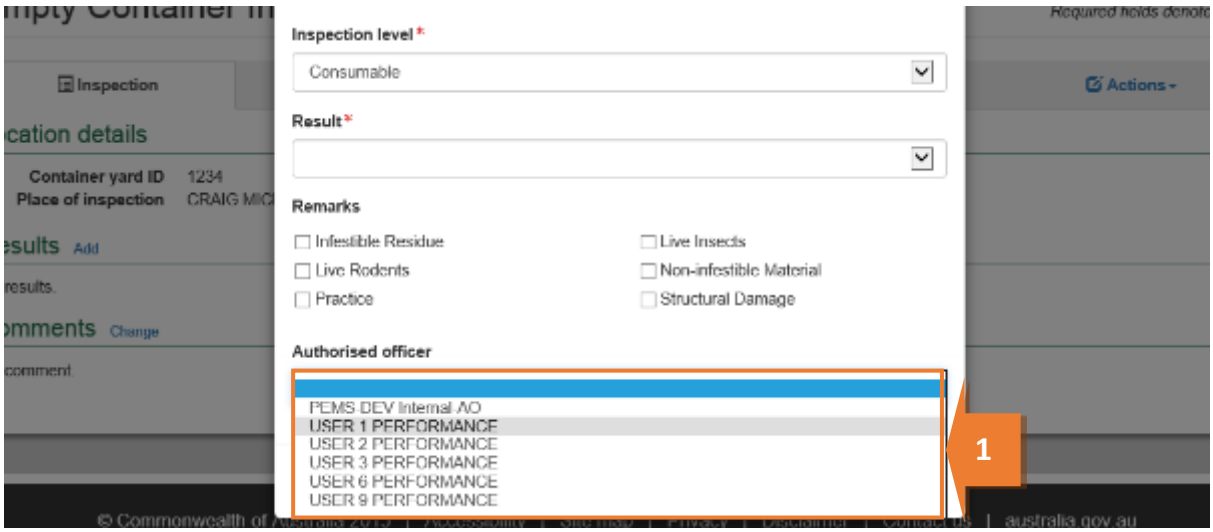
An email notification will be sent to the Authorised Officer notifying them that they have been added to that inspection.

You can add more AOs to the inspection record by clicking **Add**[2] and repeating the steps above.

You can **Remove**[3] any assigned AO from the inspection record up until the record is submitted, withdrawn, or cancelled, providing the AO has not recorded an inspection result or flow path result or a time entry on the inspection record.



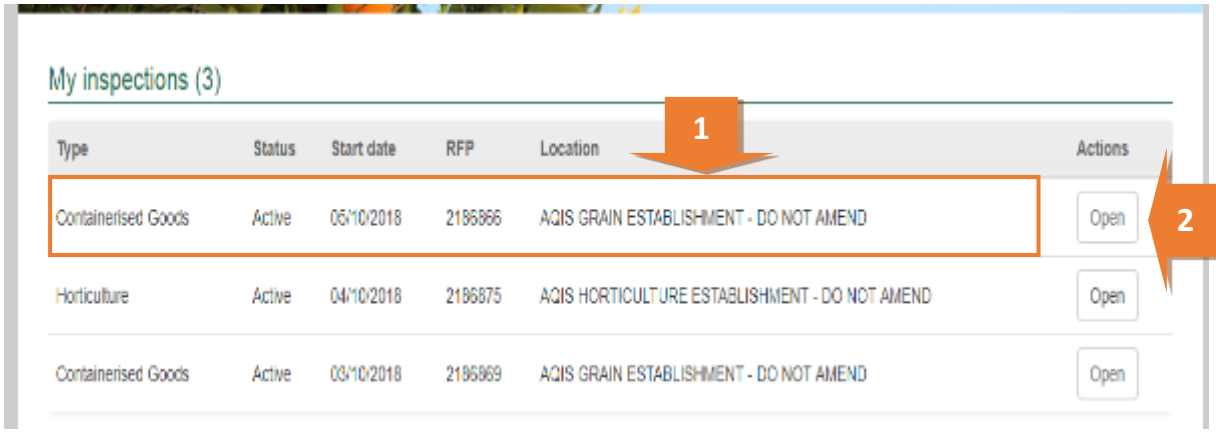

The **assigned AOs**[1] will be available to select when recording inspection results (see relevant user guide). For example, the following screen shot displays the list of AOs that are assigned to an empty container inspection record.



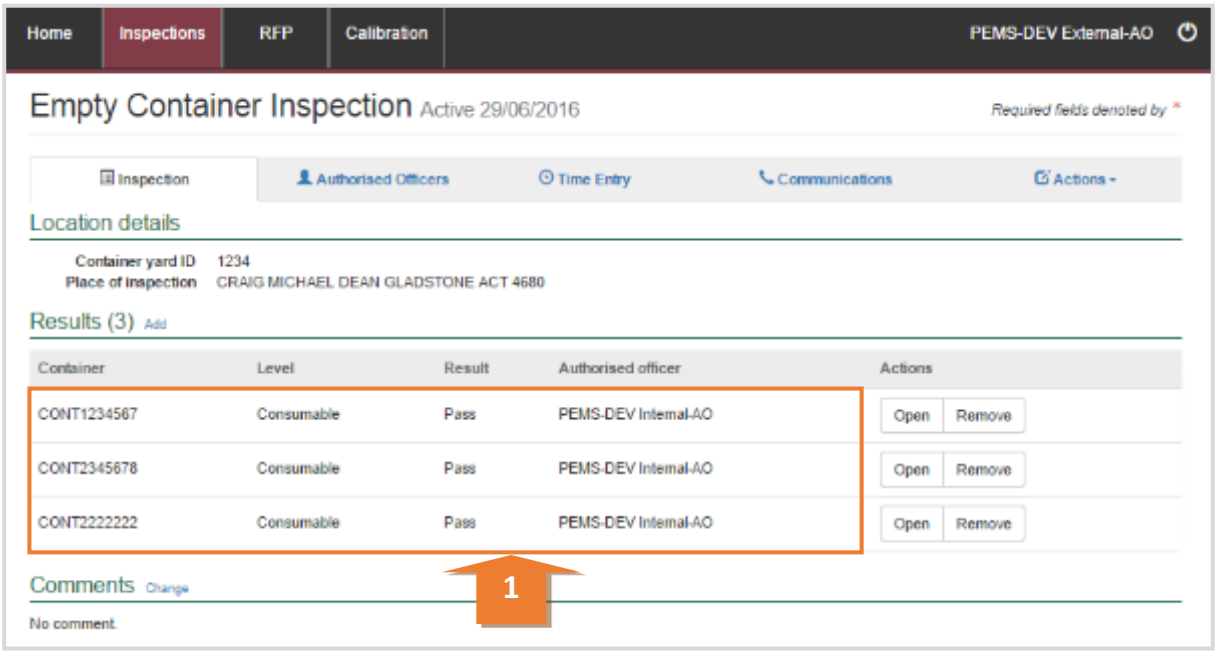
## Opening an assigned inspection record

Where an AO with the required job function and attachments has been assigned to an inspection record by another AO, the inspection record will appear in the assigned AOs **My inspections**[1] list on the PEMS home page. The process for opening assigned inspection records is the same for all inspection types.

To open the assigned inspection record, click **Open**[2] beside the relevant inspection record.




The *Inspection page* will display. The inspection record may already include **inspection data**[1] that other AOs assigned to the inspection have recorded.



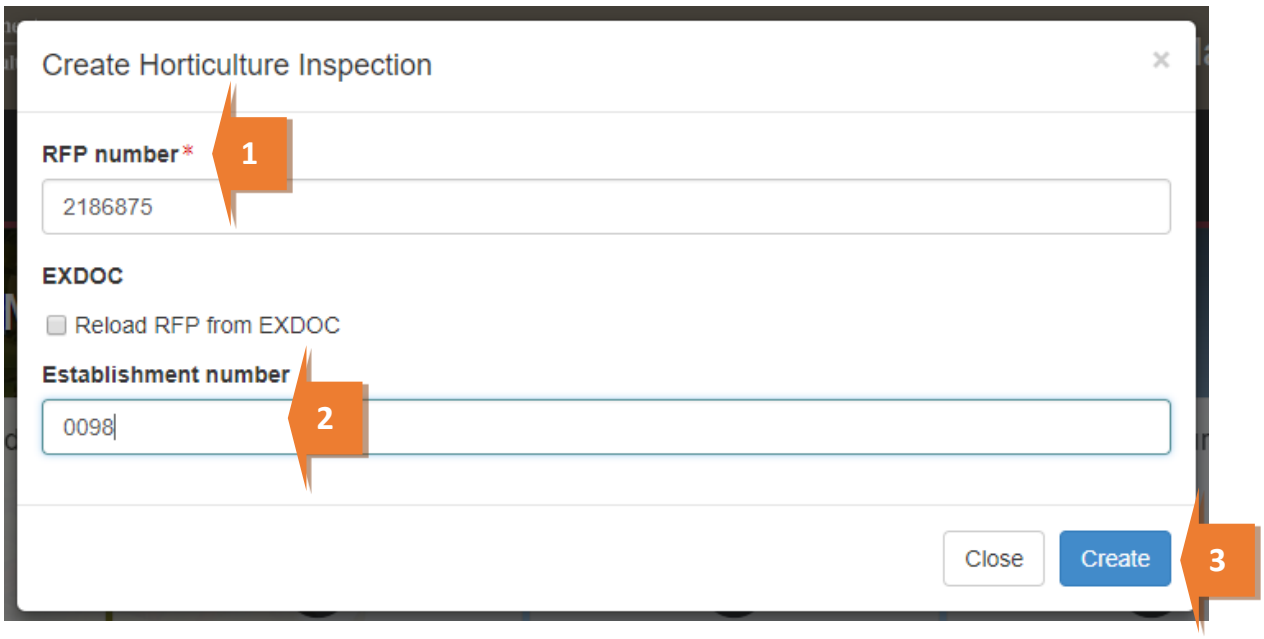
## 3.2 Joining an active record

### Joining an active inspection

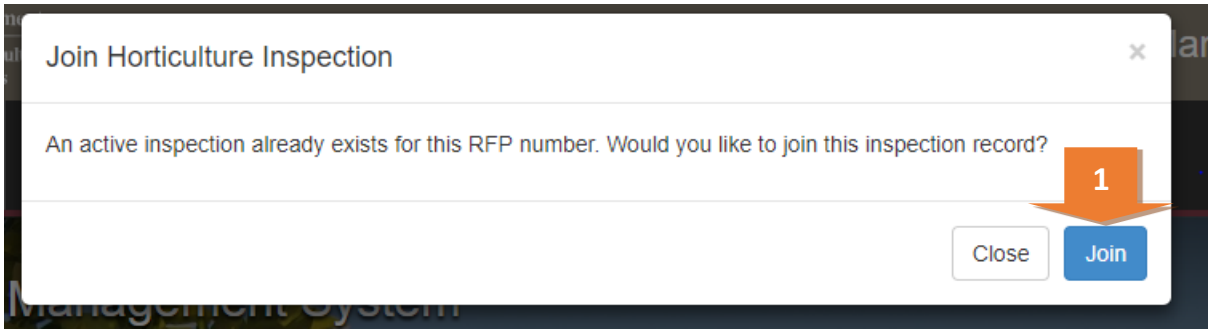
PEMS allows multiple AOs, with the required job function, to join an active inspection record for all inspection types (except empty container inspections). For information about joining a bulk vessel inspection, consult the Reference: *Bulk Vessel Inspection User Guide* as it has additional security requirements.

To join an active inspection record, follow the step-by-step instructions provided in the relevant user guides for **'Initiating an inspection'**.

After you click the relevant inspection button, the *Create inspection window* will appear and you will need to enter the **RFP number**[1] and **Establishment number**[2] and click **Create**[3].




The *Join Inspection window* will display. Click **Join**[1].

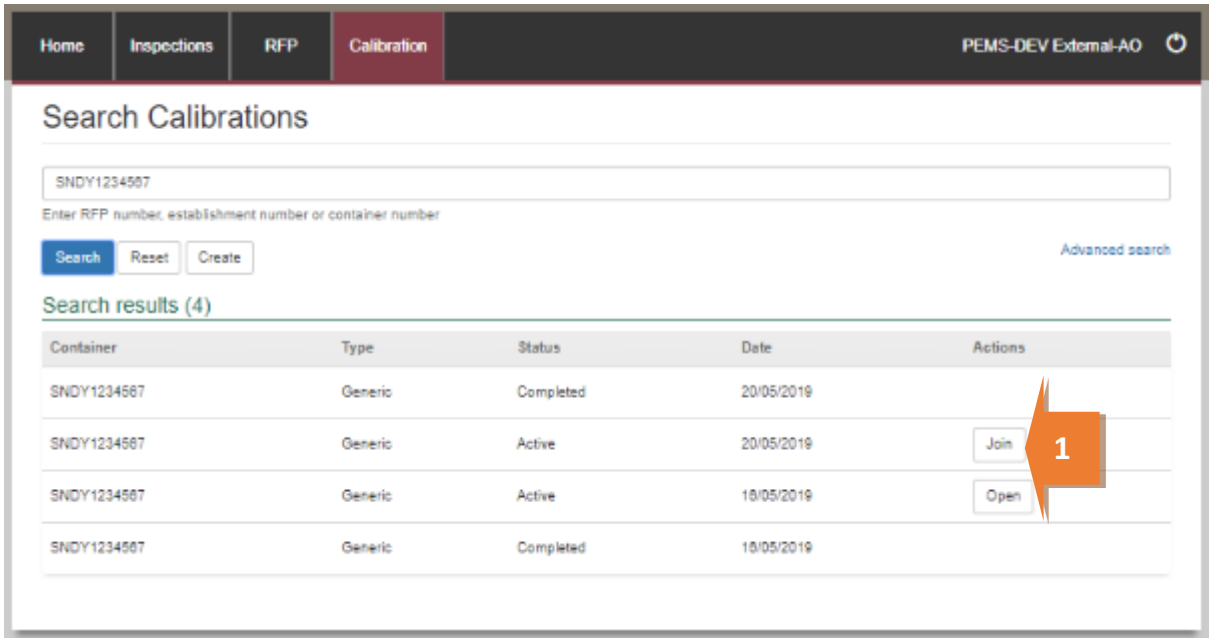


## Joining an active calibration

PEMS allows multiple AOs, with the required job function, to join an active calibration record. To join an active calibration, follow the step-by-step instructions provided in Section 2.3 Calibration search to locate the record.

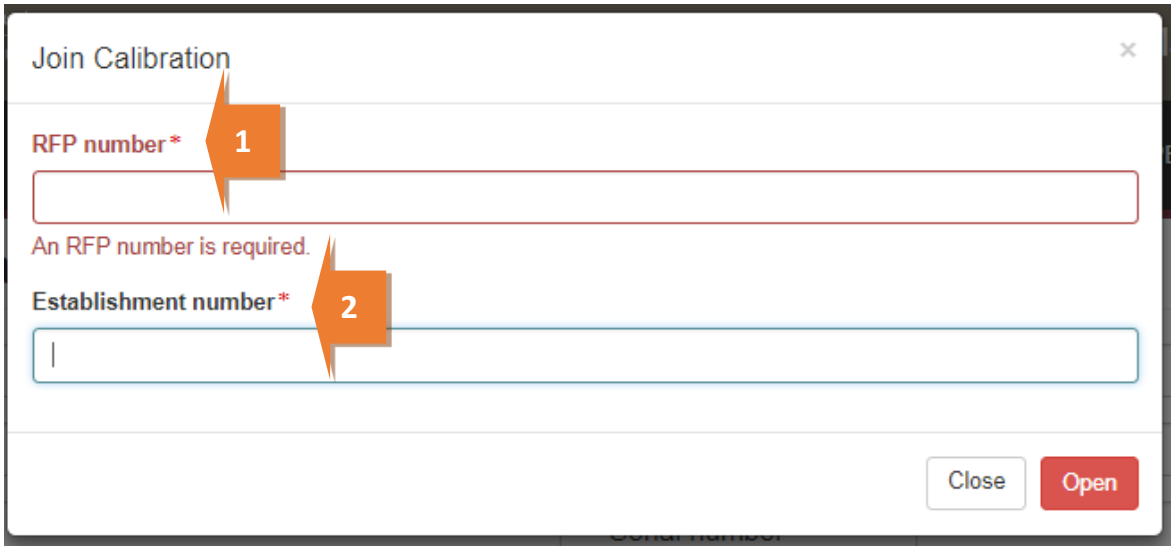
The *Search Calibration* window will display.

Click **Join**[1] *(*located under the Actions heading*).

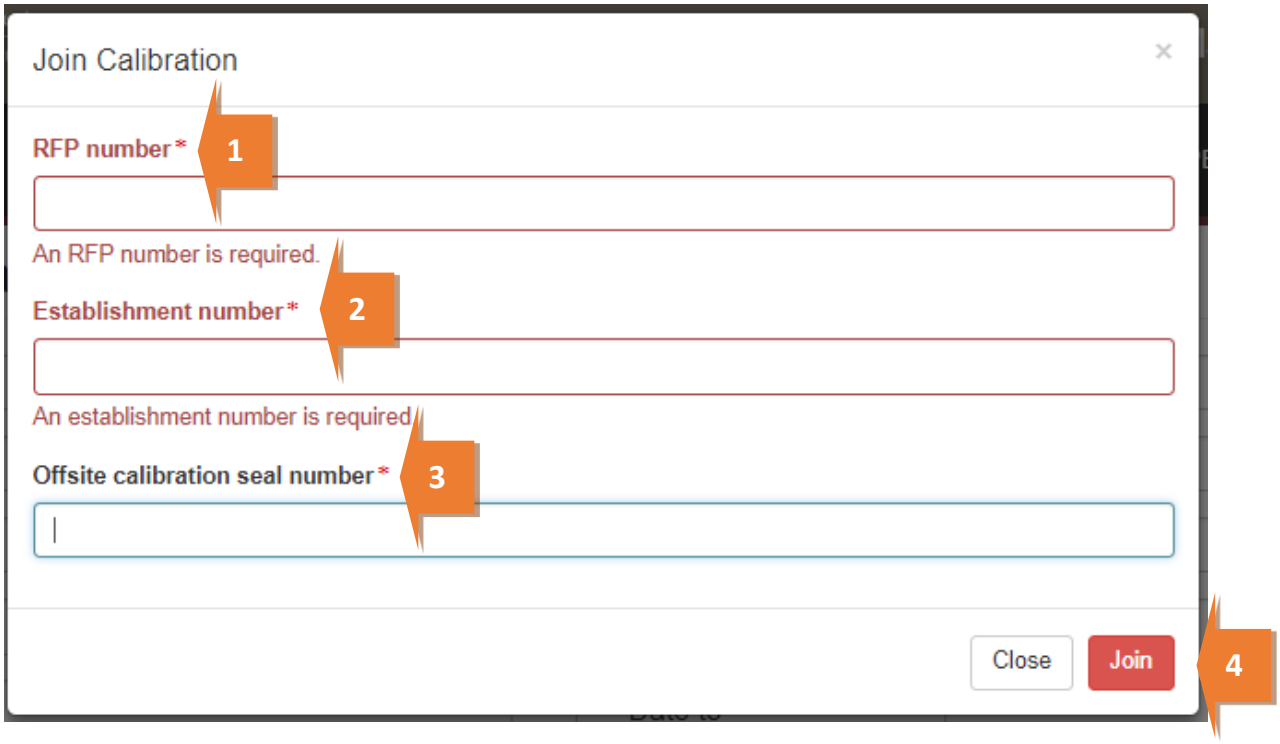



If you are a third-party AO there are extra validation steps.

To join an *onsite calibration,* you will need to add the **RFP number**[1] and **Establishment number**[2]**.**



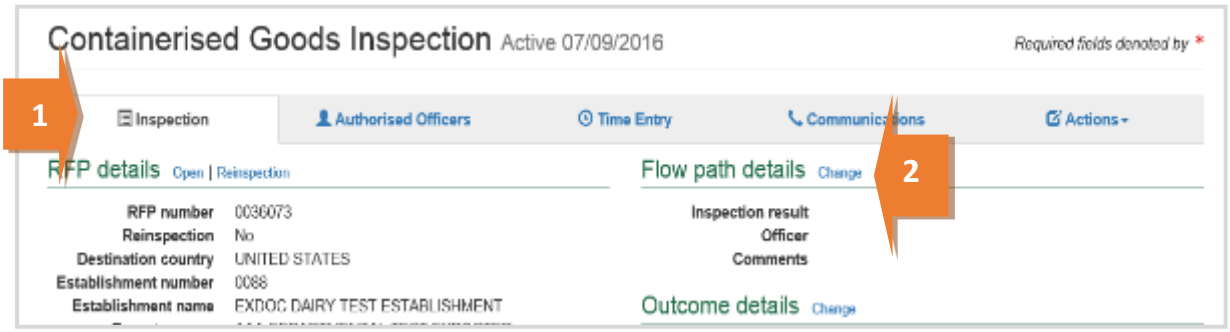
To join an *offsite calibration,* you will need to add the **RFP number**[1], **Establishment number**[2] and **Offsite calibration seal number**[3], and click **Join**[4].



## 3.3 Recording a passed after rectification flow path result

Flow path inspection results must be recorded before entering the commodity inspection results and this result can be changed at any time until the record is submitted, cancelled, or withdrawn.

To record the flow path inspection result, click the **Inspection**[1] tab and then click **Change**[2] under the flow path details section.



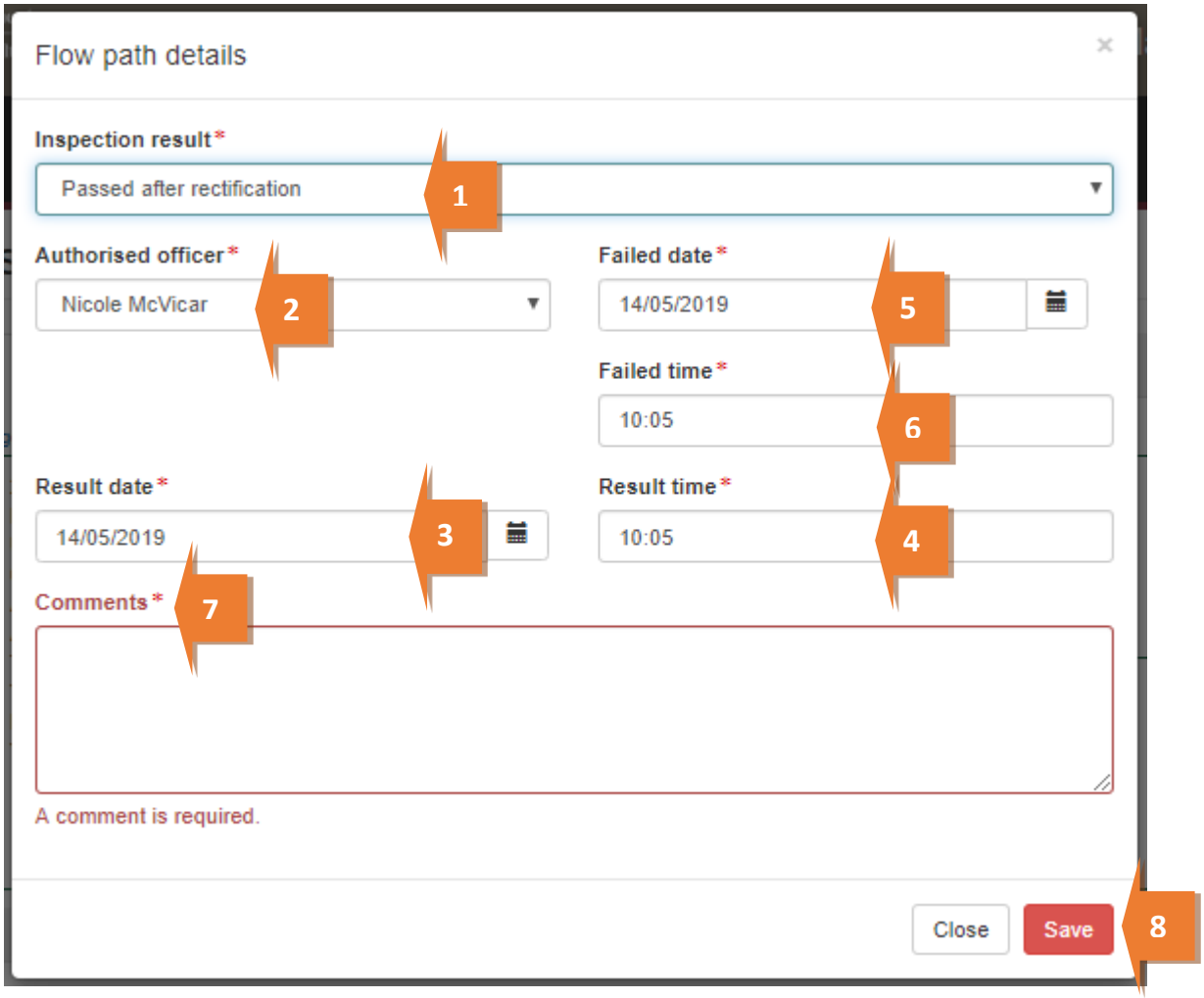
The *Flow path details* window will display.

If the flow path is failed at any time, you will have the option to change the flow path inspection result to 'Passed after rectification'.

Select a flow path **Inspection result**[1] of 'Passed after rectification'. The flow path details window will expand and you must enter **Authorised Officer**[2], **Result date**[3] and **Result time**[4]. **Failed date**[5] and **Failed time**[6] will be automatically generated from the failed results entry but can be altered.

When inspection result is 'Passed after rectification' it is mandatory to provide **Comments**[7] to explain what has occurred to change the result from Failed.

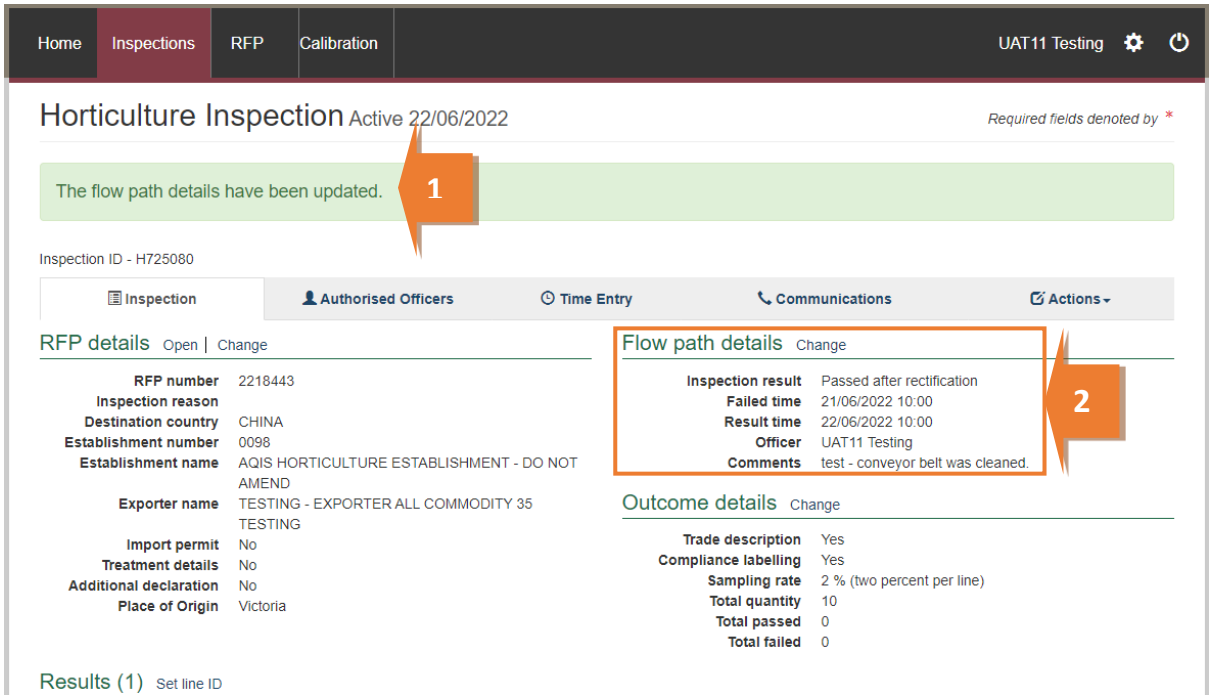
Click **Save**[8].




! The flow path date/time must not be in the future and must be within the start and end date of the inspection. If you fail the flow path initially and then provide a passed after rectification result, rectification date/time must be after the flow path failed date/time.

! The whole consignment presented for inspection will fail if the flow path receives a failed result. Do not continue with the commodity inspection as you will not be able to add results against RFP line. You must enter an appropriate time entry record (see Section 3.4 Time Entry) before the inspection record is submitted on PEMS.

The commodity inspection page will display the updated **flow path inspection result**[1] and PEMS will populate the name of the authorised **Officer**[2] who recorded the flow path inspection results in PEMS.



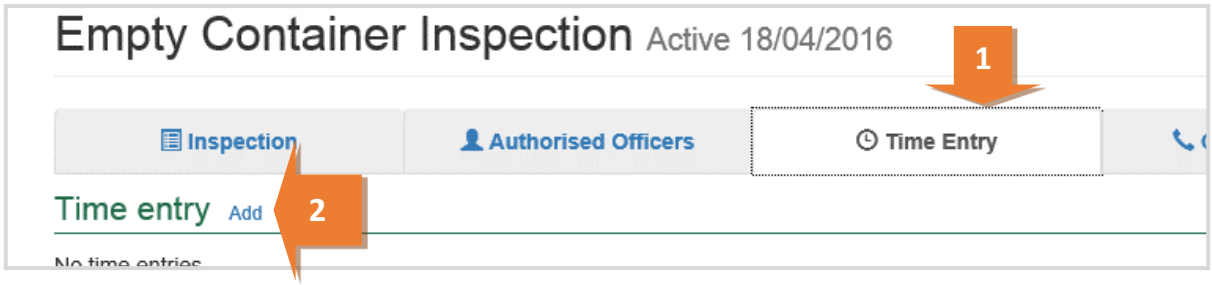

## 3.4 Time Entry

### Open the Time Entry tab

The Time Entry tab is designed to record accurate data on the effort an AO spends on chargeable and non-chargeable activities. The process for recording time entry data is the same for all inspection/calibration types.

Once a record (see the relevant user guide) is initiated, you can add a time entry record for an AO by clicking the **Time Entry**[1] tab and then clicking **Add**[2] under the time entry section.

A time entry must be recorded for every AO who recorded an inspection/calibration result or flow path result for PEMS to allow submission of the record. This includes both departmental and third party AOs.



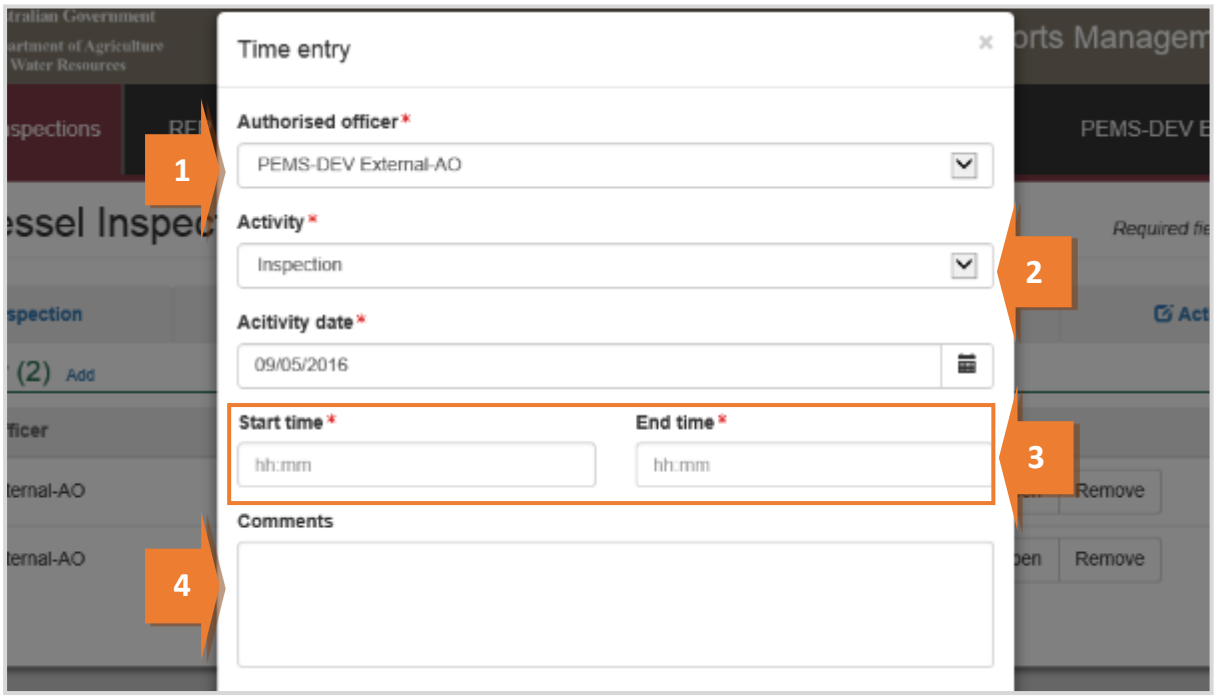
## Recording time entry data for a third party AO

The *Time Entry* window will display. Select the applicable **Authorised officer**[1] for the time entry record. Select the relevant **Activity**[2] type from the list based on the task you have completed—you can select from inspection, calibration, calibration and loading, and loading.

Enter the **start time** and **end time**[3] for the inspection/calibration in 24-hour format (hh:mm). The time can be 15 minutes in the future from the current system time. Time entries for an AO cannot overlap.

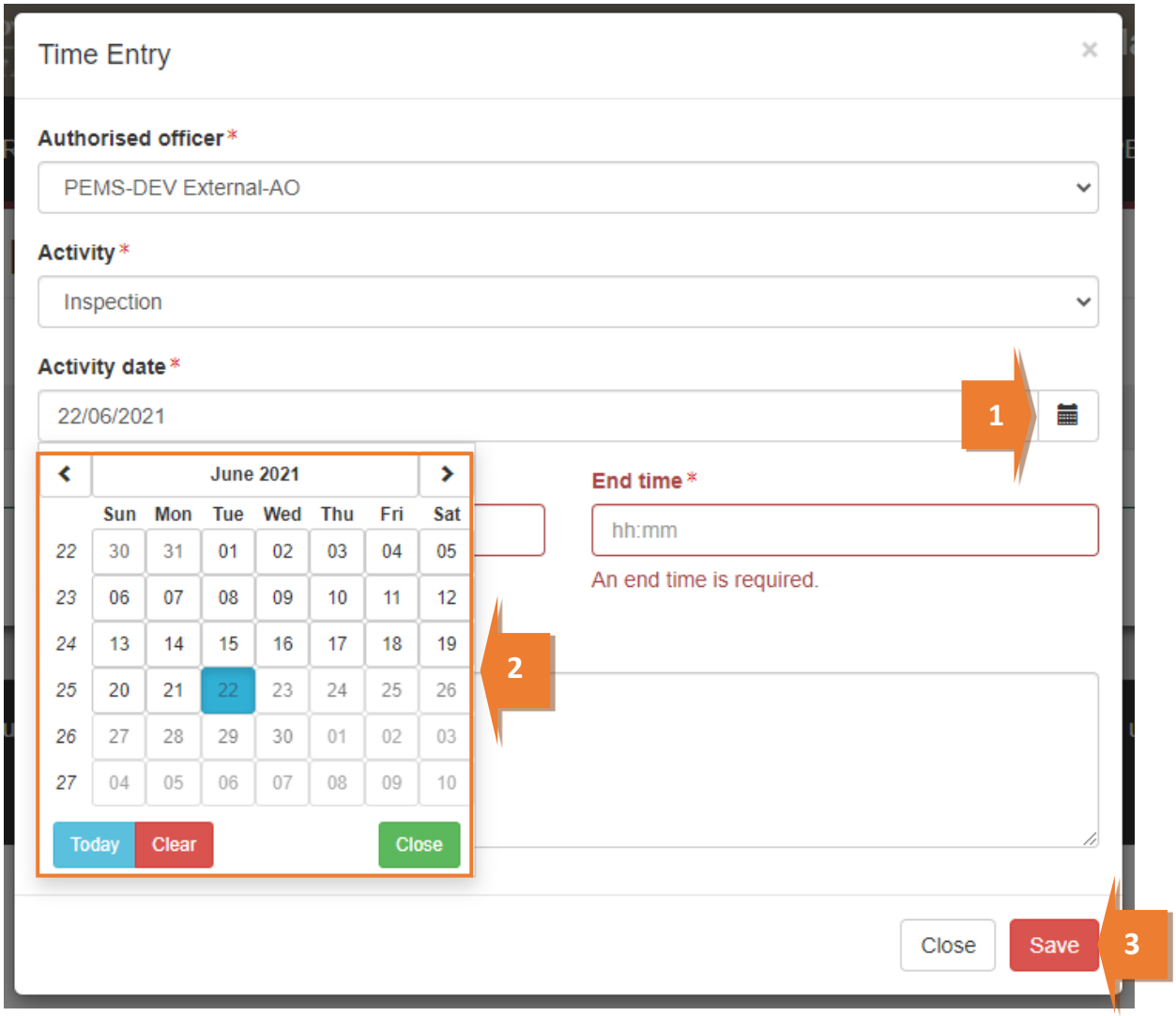
For example, if one time entry for an AO is from 11:00 – 12:00 then the start time for the AOs next time entry could be from 12:01 onwards.

If applicable, enter **Comments**[4] relating to the AOs time entry record.



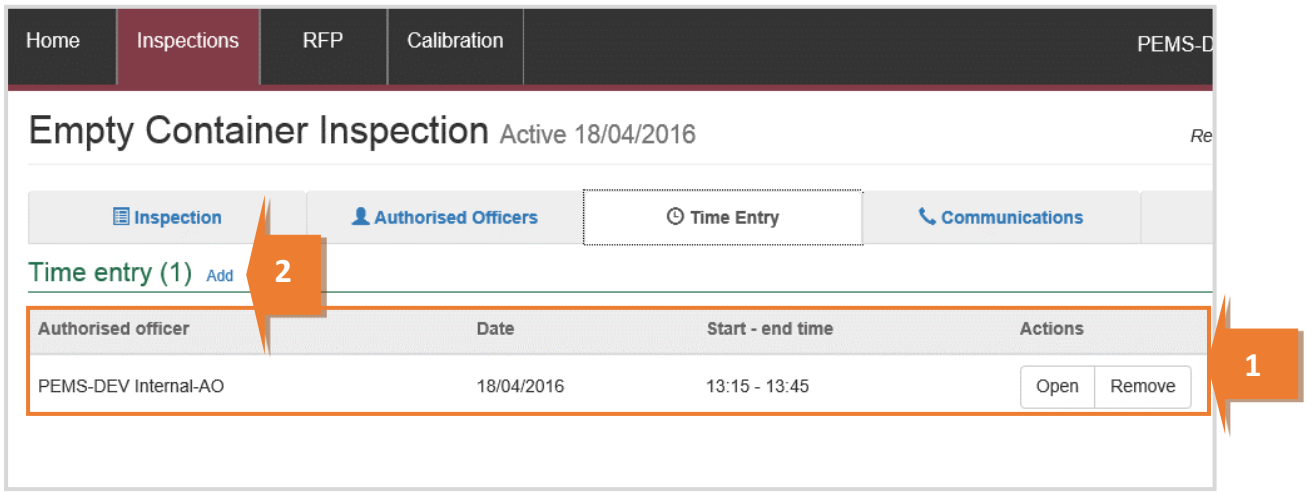
The activity date will default to the current date. To change the activity date select the **calendar icon**[1] and select the date from the pop-up **calendar**[2]. The activity date cannot be in the future.

Click **Save**[3].




The *Time Entry* page will display the new **time entry record**[1].

Additional time entry records can be added to the record by clicking **Add**[2] and repeating the steps outlined above.



## Recording time entry data for a departmental AO

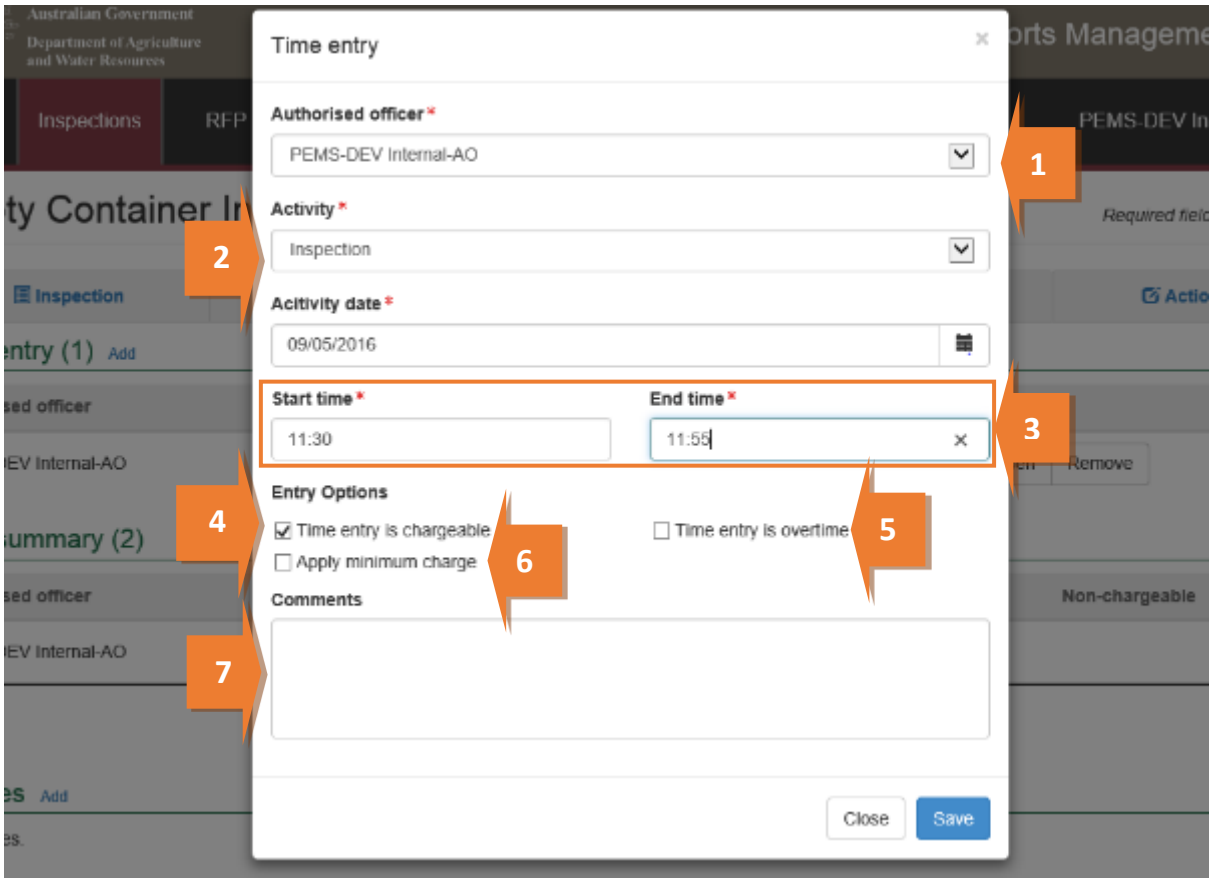
The *Time entry* window will display.

Select the applicable **Authorised officer**[1] from the dropdown menu. Select the relevant **Activity**[2] type from the list based on the task you have completed—you can select from pre-inspection, inspection, calibration, calibration and loading, and loading.

Enter the **start time** and **end time**[3] for the inspection/calibration in 24-hour format (hh:mm). The time can be 15 minutes in the future from the current system time. Time entries for an AO cannot overlap. For example, if one time entry for an AO is from 11:00 – 12:00 then the start time that AOs next time entry could be from 12:01 onwards.

There are a range of entry option checkboxes for departmental AO time entries. The **time entry is chargeable**[4] checkbox will be selected by default for all activities. The **time entry is overtime**[5] checkbox will be auto-selected if the start time or end time for the activity falls outside core business hours (06:30 to 18:30). The **apply minimum charge**[6] checkbox will appear when the time entered is less than 30 minutes (you should only select this checkbox where activities fall outside core business hours). You can select or deselect any of these entry options checkboxes at any time.

If applicable, enter any **Comments**[7] relating to the time entry (mandatory if the entry option checkboxes are changed from their default settings).



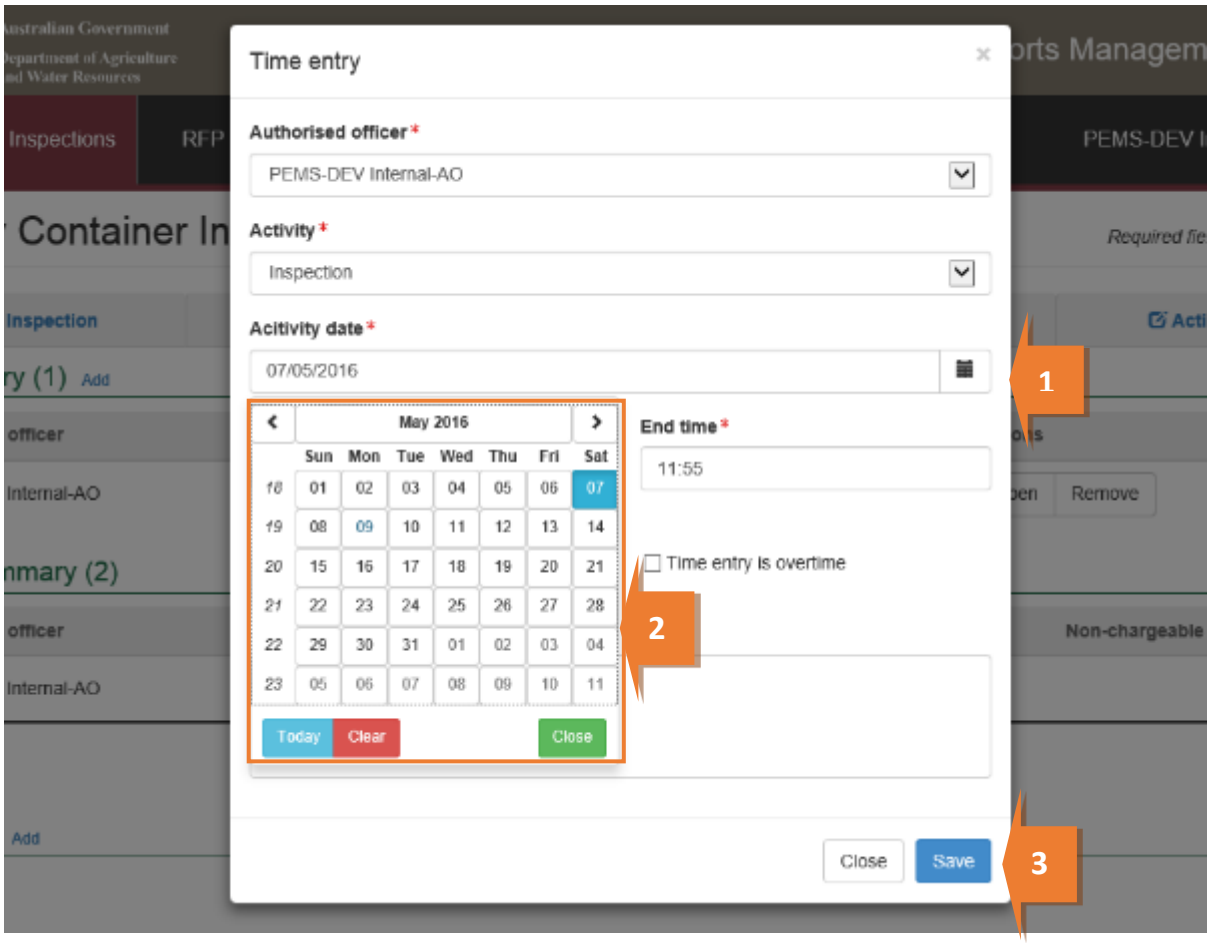

If you submit an inspection in PEMS and then realise there is an error that cannot be rectified by reactivation, and you need to make a new record ***please ensure*** you untick the checkbox **'Time entry is chargeable'**[4] before saving the time entry section of PEMS as indicated below.

Comment box becomes mandatory, insert the following comment *'subsequent inspection record to correct error – no further charges required'.*

! If there is a non-standard fee being charged, untick the '**Time entry is chargable'**[4] checkbox. Comments become mandatory and you will need to issue a manual invoice to the client through ELSA.

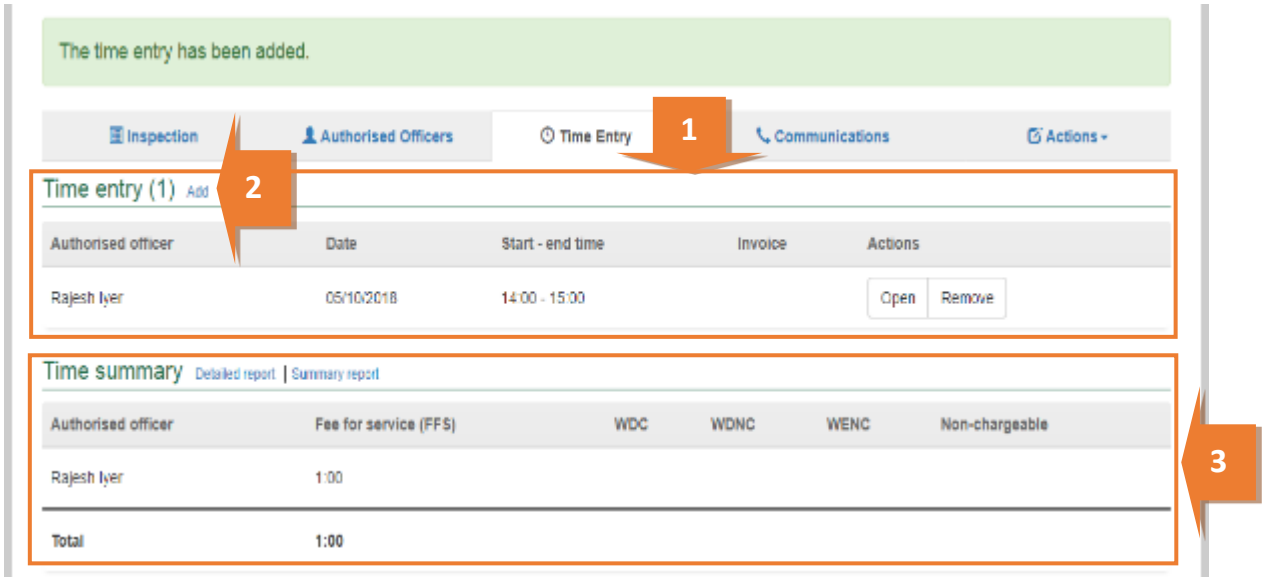
The activity date will default to the current date. To change the activity date select the **calendar icon**[1] and then select the applicable date from the pop-up **calendar**[2]. The activity date cannot be in the future.

Click **Save**[3].



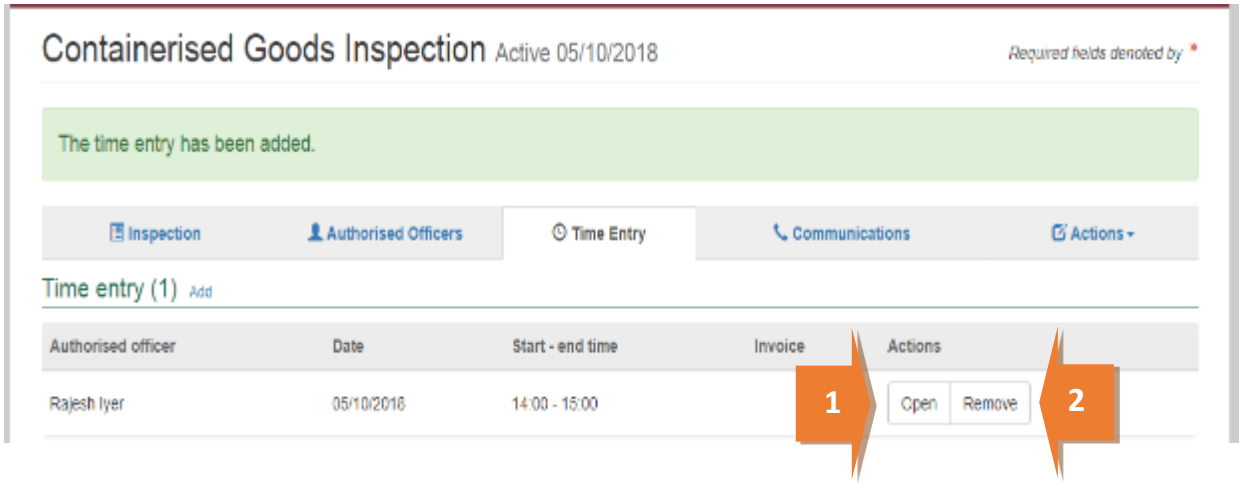
The *Time Entry* page will display the new **time entry**[1].

Additional time entry records can be created by clicking **Add**[2] and repeating the steps outlined above. PEMS will populate the **Time summary**[3] (*departmental AOs only*) as more time entries are added to the record.



## Edit or remove time entry data

You can **Open**[1] a time entry to edit the record or **Remove**[2] the time entry up until the inspection/calibration is cancelled, withdrawn, or submitted.



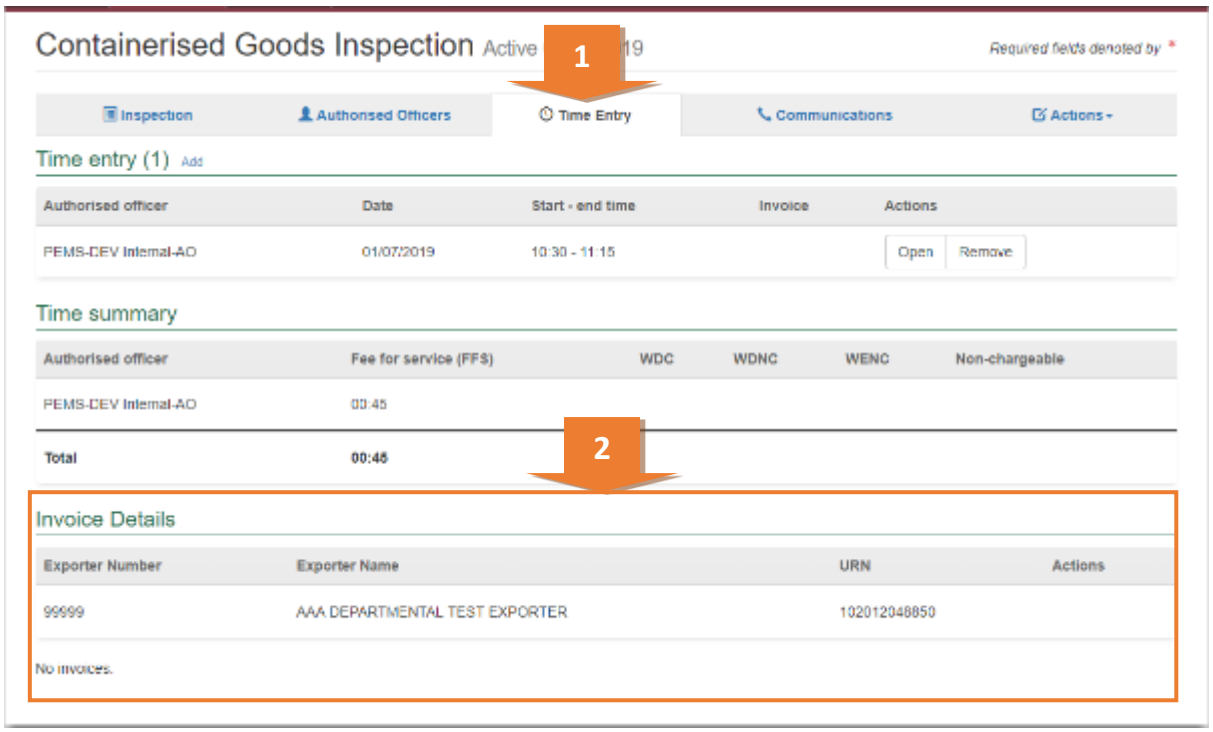

## Invoicing (For departmental AOs only)

! When RFP numbers are associated to an empty container inspection the invoicing information will be prepopulated based on the exporter number on the RFP. Therefore, departmental AOs will not need to add invoicing details.

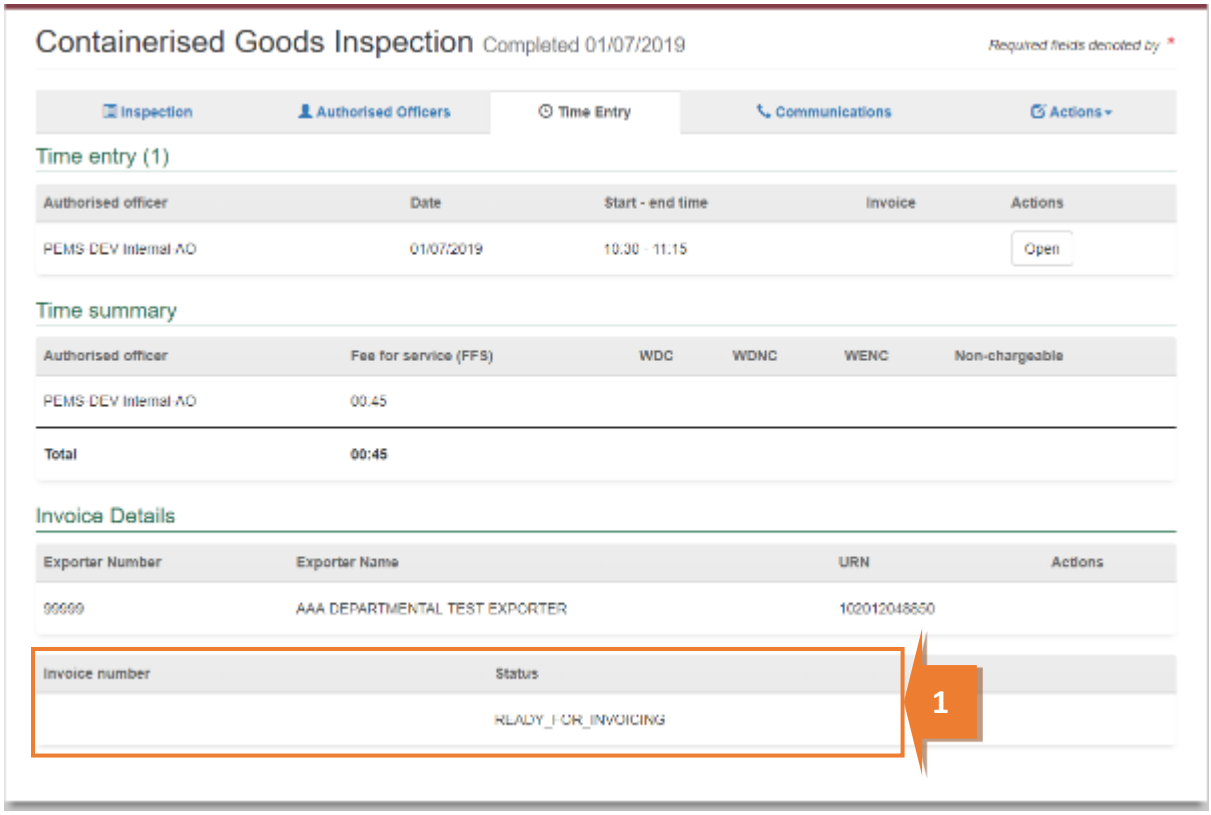
## Commodity inspections only

To see the Invoice details, select the **Time Entry**[1] tab.

Once the Time entry has been provided (see Section 3.4 Time Entry), the **Invoice Details**[2] will automatically populate details for the client based on the exporter number which has been provided on the RFP.



Once the inspection has been completed and submitted an **Invoice number** and **Status**[1] will appear.




The **Status**[1] options are:

*Ready for Invoicing* – display after submitting

*Invoiced* – generated by system and delivered to exporter

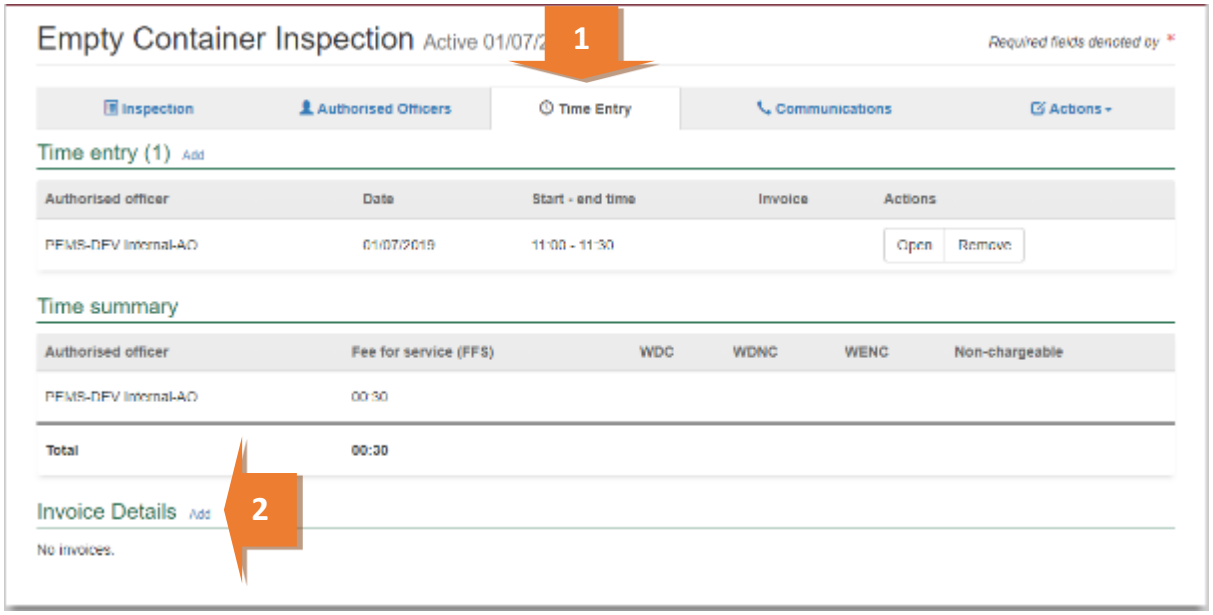
*Failed* – system failed to generate an invoice

*Paid* – invoice paid by exporter and transaction completed

! If the invoice status is failed, you do not need to take any further action as this will be managed by the PEMS administrators. ***Do not*** create a new invoice in an alternate system (ELSA) as this will lead to duplication of charges.

## Non-Commodity inspections

Select the **Time Entry**[1] tab then select **Add**[2] beside the Invoice Details.

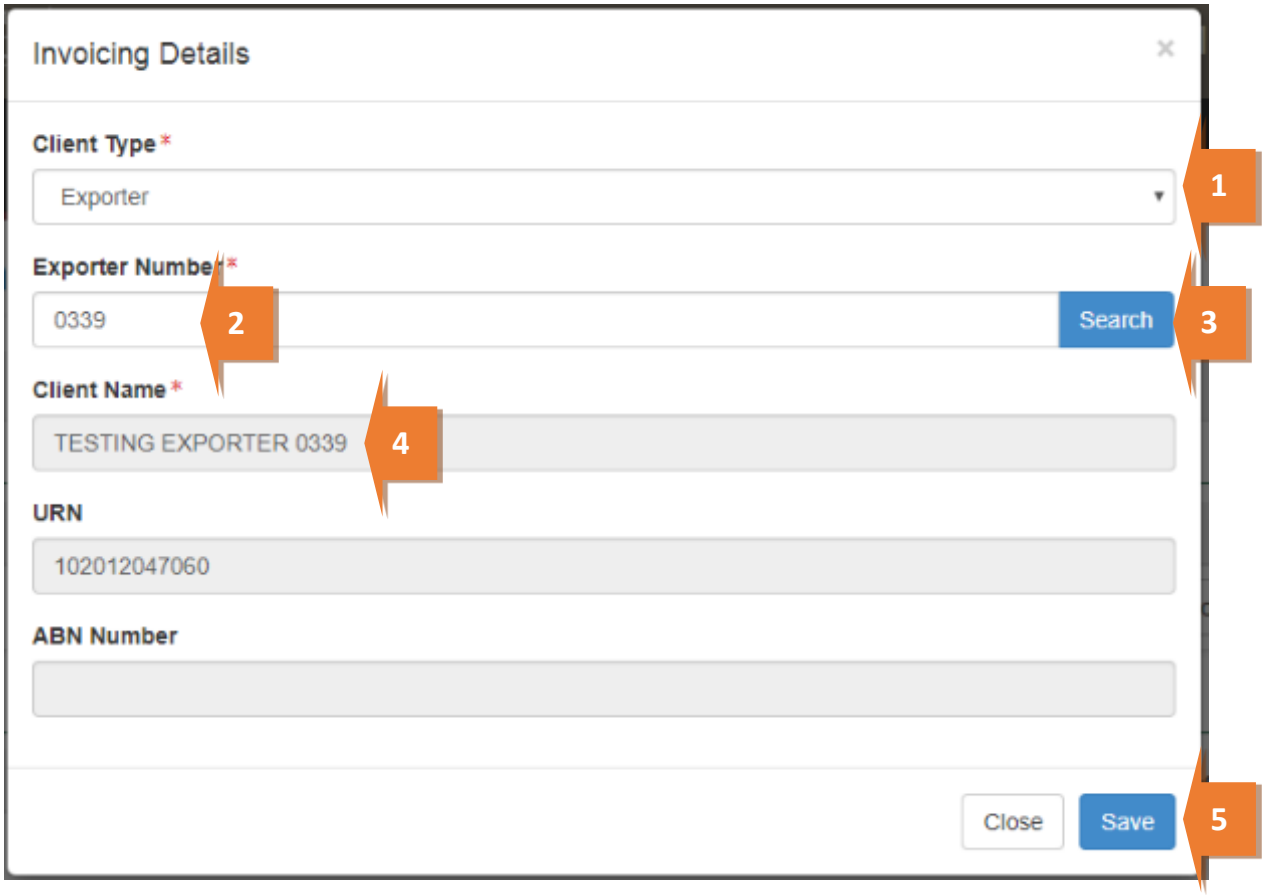


The *Invoicing Details* window will appear.

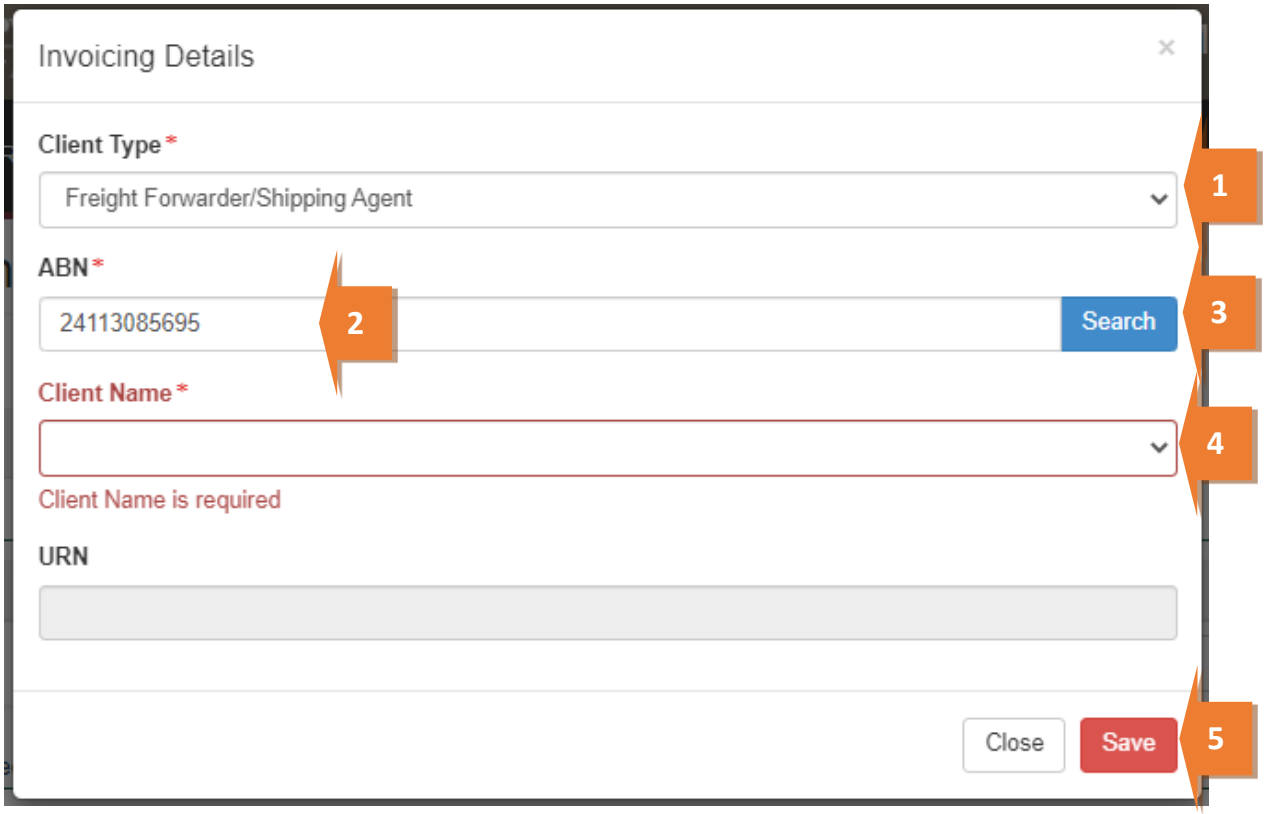
There are two types of clients who can be invoiced:

- Exporter
- Freight Forwarder /Shipping Agent

If the client that needs to be invoiced is an Exporter, then select **Client Type**[1] as Exporter and then enter the **Exporter Number**[2] and click **Search**[3]. The **Client Name**[4] will appear. Click **Save**[5].

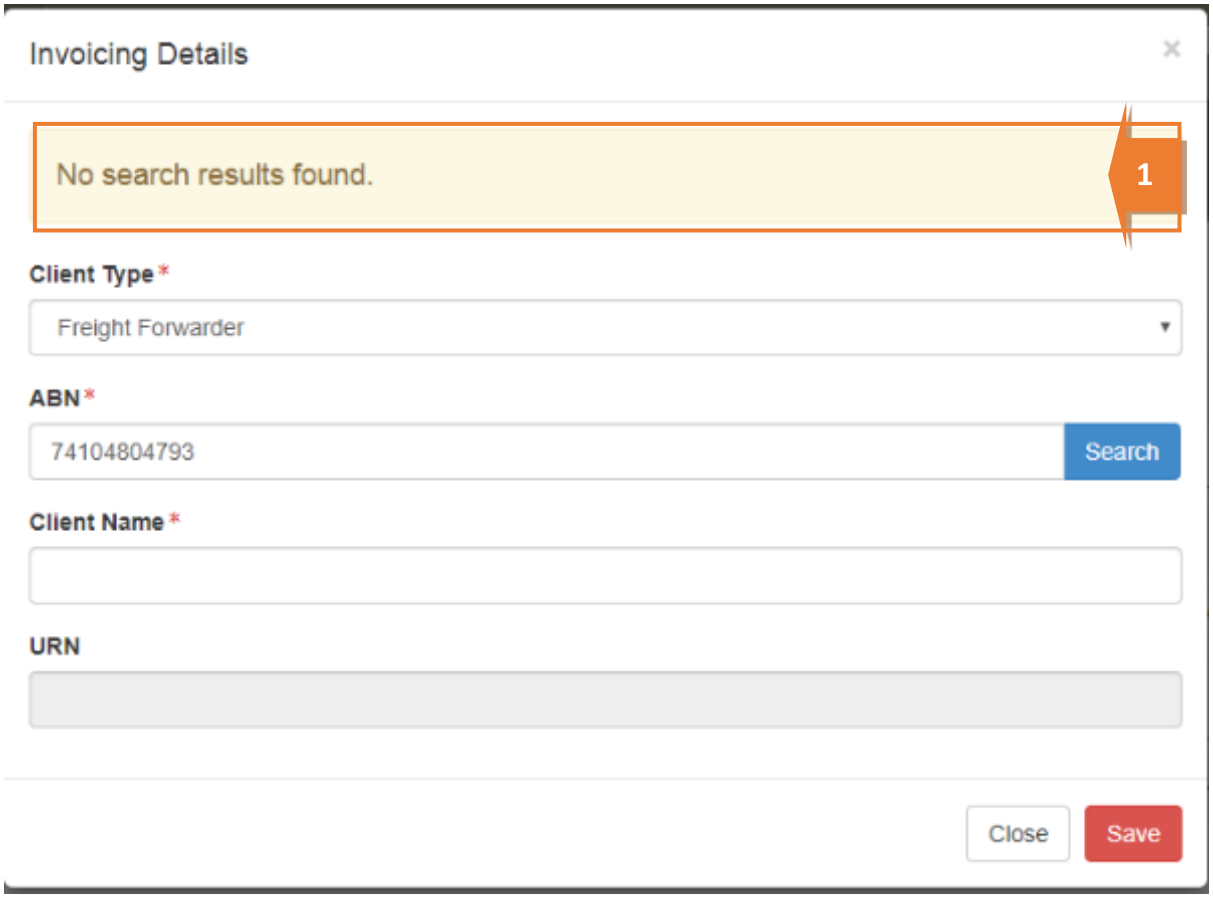


If the client is a Freight Forwarder or a Shipping Agent, then select **Client Type**[1] as Other (Freight Forwarder/Shipping Agent), then enter the **ABN Number**[2] and click **Search**[3]. The **Client Name**[4] would only appear if the client account details are available in PEMS and then click **Save**[5].



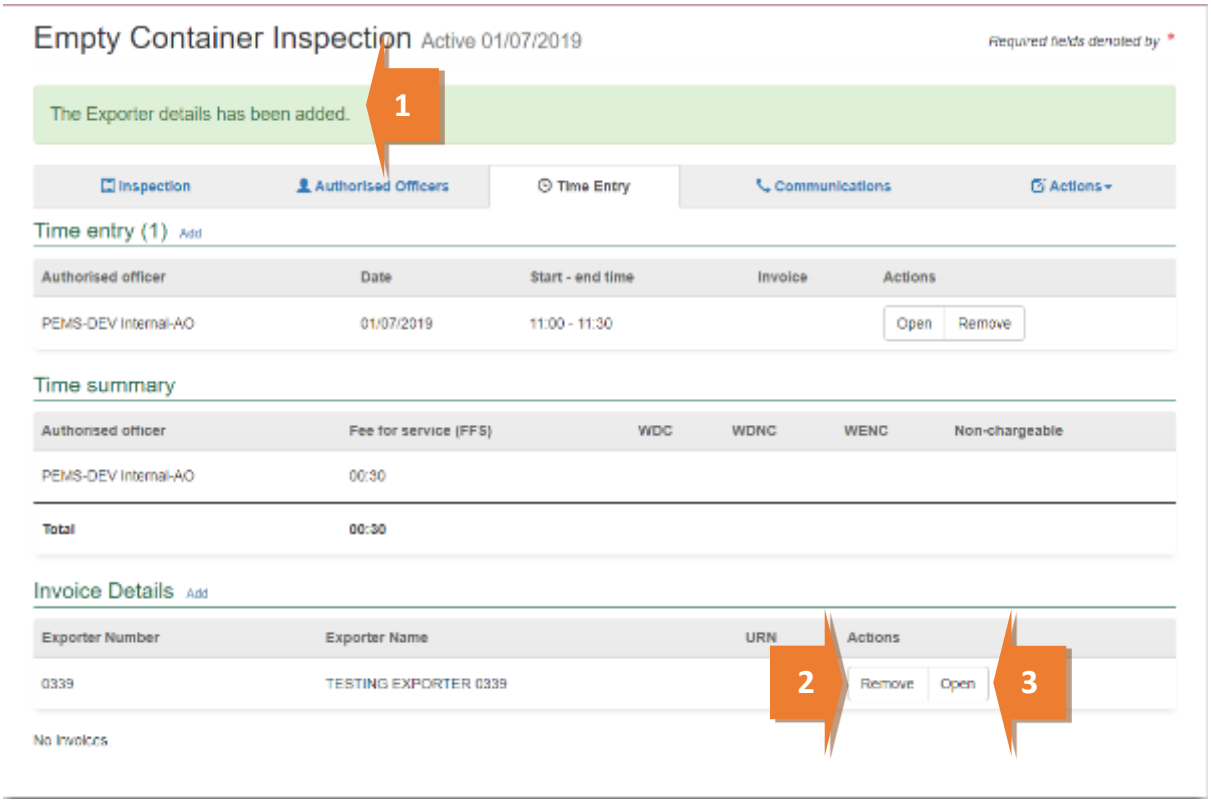
If the search details are not available in the PEMS database, you will receive a warning message saying '**No search results found[1]**'.

To have the client details added please contact PEMS@aff.gov.au



The Time Entry page will display the **Exporter details**[1] that have been added.

The invoice details can be **Removed**[2] from the inspection until the inspection record has been submitted and the invoicing details can also be **Opened**[3] to view.




Once the inspection has been completed and submitted, the Invoice details will provide further information. The Invoice number and Status headings will appear. This will show the progress of the invoice.

## Types of invoice status

*Ready for Invoicing* – display after submitting

*Invoiced* – generated by system and delivered to exporter

*Failed* – system failed to generate an invoice

*Paid* – invoice paid by exporter and transaction completed

**!**

If the invoice status is failed, you do not need to take any further action as this will be managed by the PEMS administrators.

***Do not*** create a new invoice in an alternate system (ELSA) as this will lead to duplication of charges.

## Downloading an activity report (departmental AO)

Once an inspection/calibration has been initiated (see the relevant user guide) and time entries have been added to the record, you can download an activity report (PDF or RTF format) that captures the time effort recorded for the activities performed. Activity reports can be made available to the client along with the invoice.

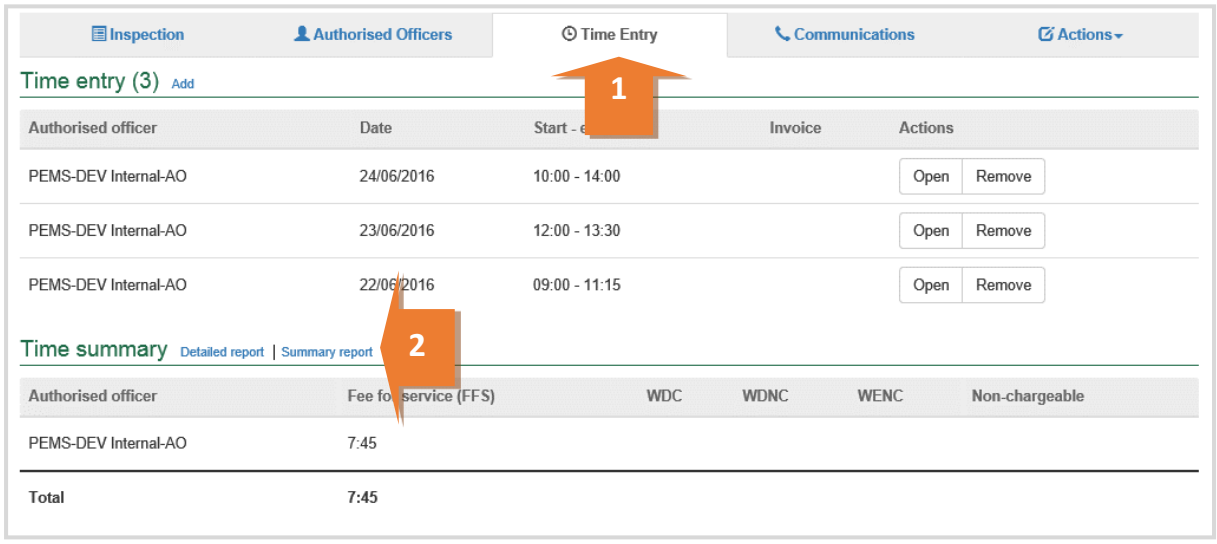
The process for downloading activity reports is the same for all inspection/calibration types. PEMS allows you to download 2 types of activity reports:

- summary report
- detailed activity report.

## Summary report

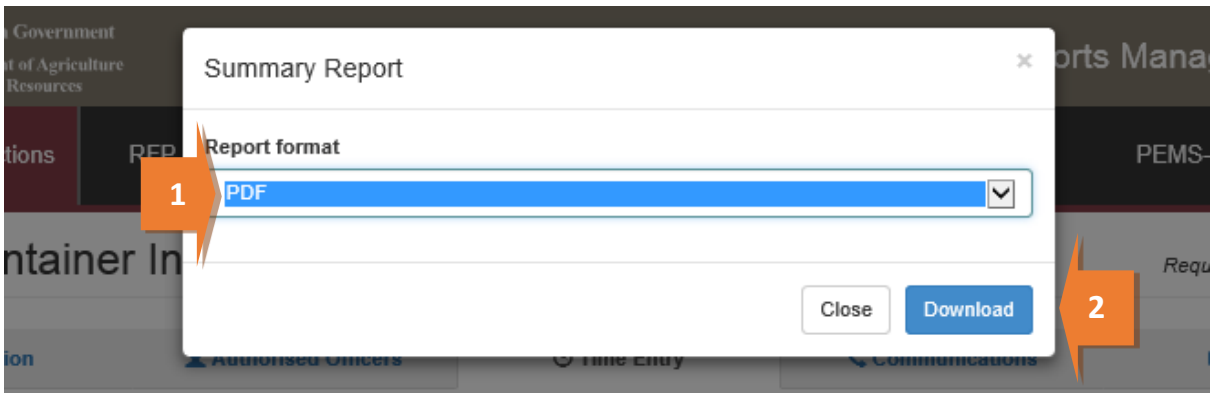
The summary report is an extract of the record's time summary and will display the overall effort recorded by all the assigned AOs for their activities.

To download a summary report, click the **Time Entry**[1] tab and then click **Summary report**[2] under the time summary section.

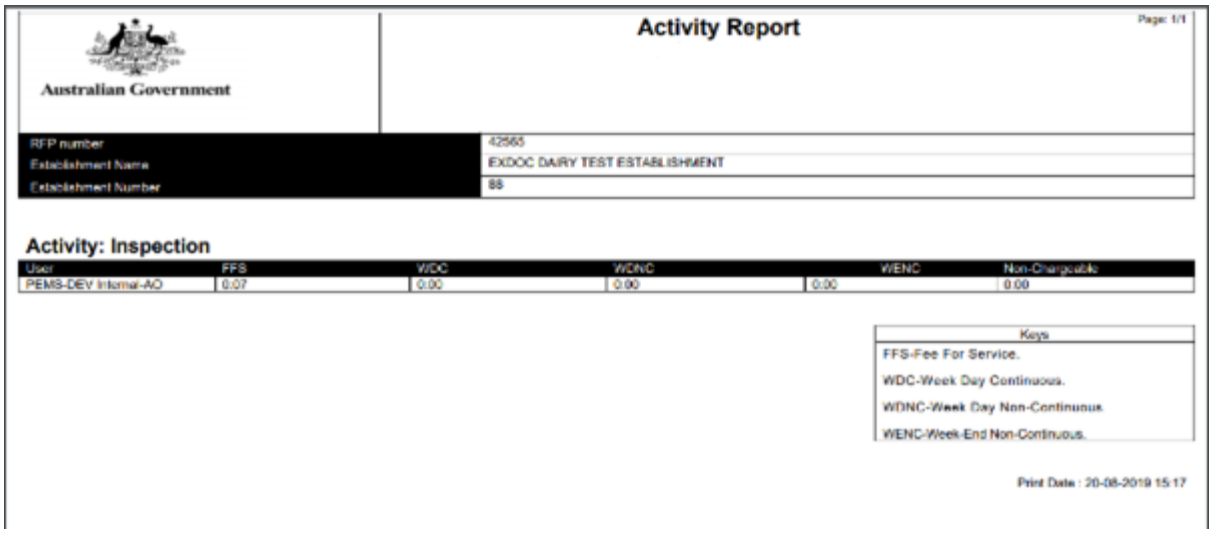



A *Summary Report* window will display.

Select either PDF or RTF for the **Report format**[1] to download onto your device and then click **Download**[2].



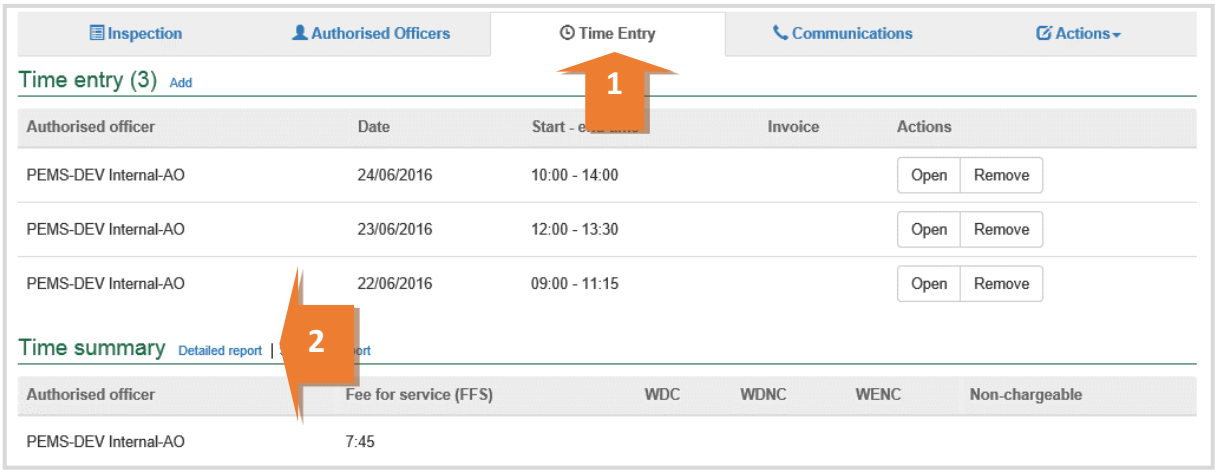
A copy of the summary activity report will be downloaded onto your device. You can save or print the summary activity report for you or your client's records.




## Detailed activity report

The detailed activity report allows you to select parameters to display a report for specific activities performed. The detailed activity report can be used to provide a client with an itemised list of charges that have been applied on the invoice.

To download a detailed activity report, click the **Time Entry**[1] tab and then click **Detailed report**[2] under the time summary section.



The *Activity Report* window will display.

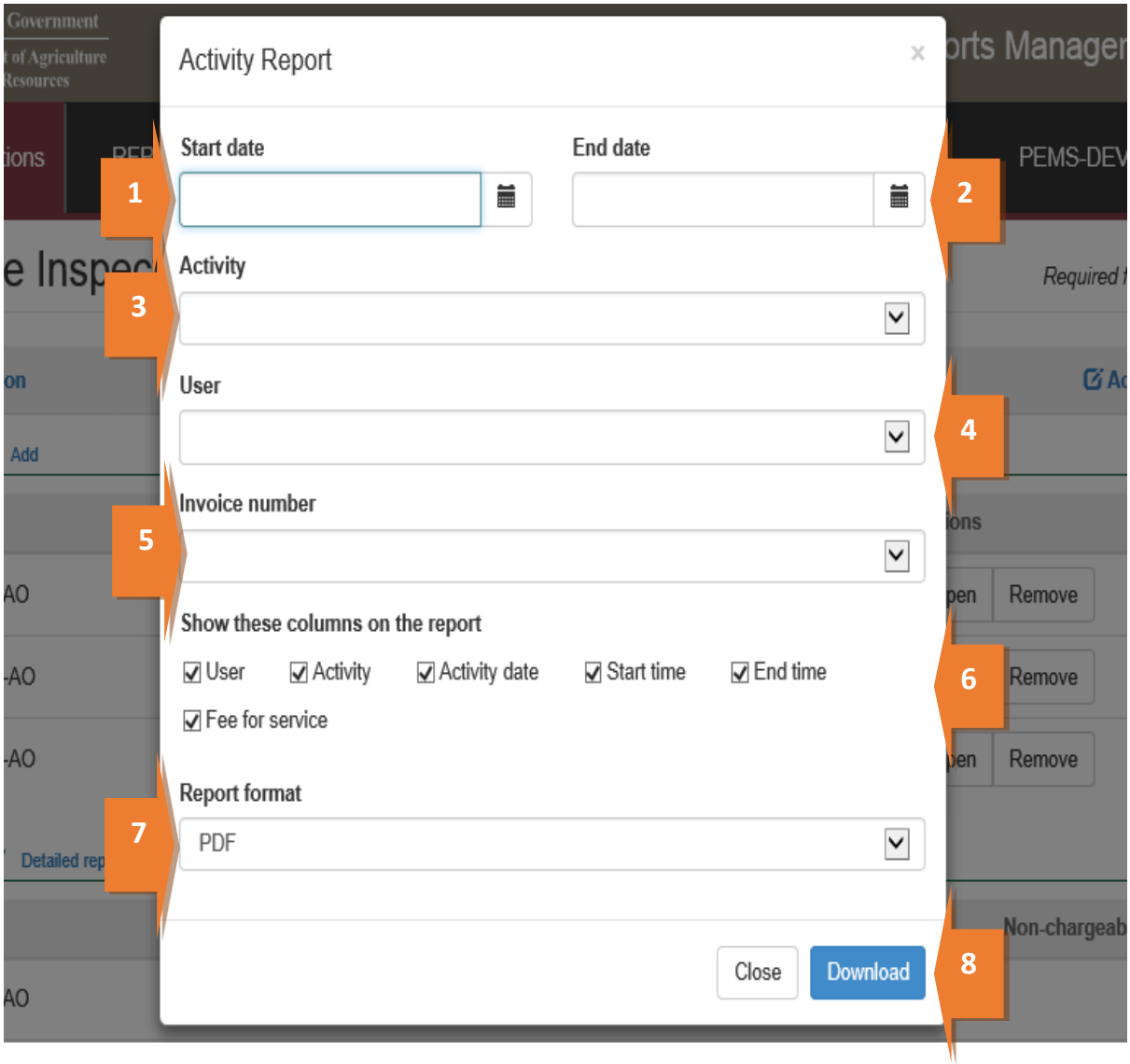
You can choose to enter specific report parameters as necessary by:

- selecting a **Start date**[1] and/or **End date**[2]
- selecting an **Activity**[3] type
- selecting a **User**[4] (AO)
- entering an **Invoice number**[5]
- selecting one or more **Show these columns on the report**[6] checkboxes.

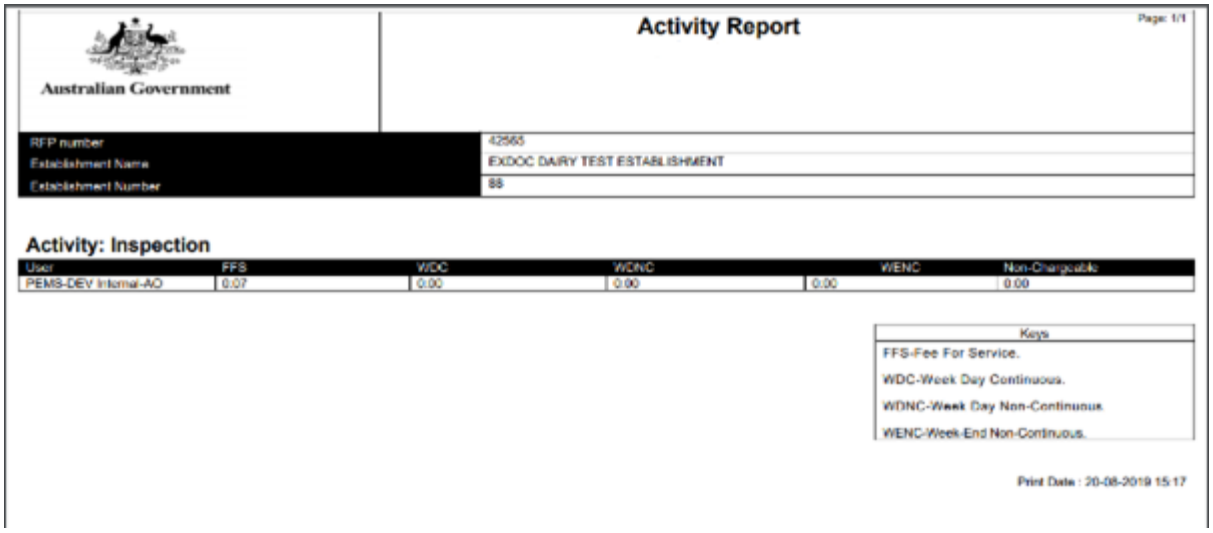
Alternatively, you can leave the report parameters blank.

Select a **Report format**[7] of either PDF or RTF.

Click **Download**[8].



A copy of the detailed activity report will be downloaded onto your device. You can save or print the detailed activity report for you or your client's records.


Australian Government

Activity Report

Page: 1/1

| | |
|---|---|
| RFP number | 42565 |
| Establishment Name | EXDOC DAIRY TEST ESTABLISHMENT |
| Establishment Number | 88 |

Activity: Inspection

| User | FFS | WDC | WDNC | WENC | Non-Chargeable |
|---|---|---|---|---|---|
| PEMS-DEV Internal-AO | 0.07 | 0.00 | 0.00 | 0.00 | 0.00 |

Keys
FFS-Fee For Service.
WDC-Week Day Continuous.
WDNC-Week Day Non-Continuous.
WENC-Week-End Non-Continuous.

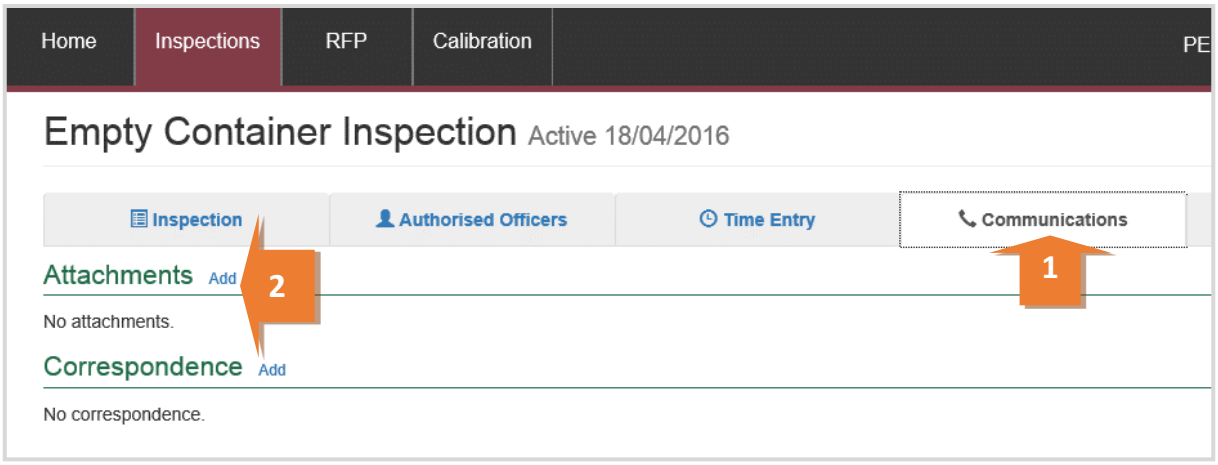
Print Date : 20-08-2019 15:17

## 3.5 Communications

### Attaching files to a record

Once an inspection/calibration is initiated (see the relevant user guide), you can attach any number of files relating to the record. The process for attaching files is the same for all inspection/calibration types.

To attach a file, click the **Communications**[1] tab and then click **Add**[2] under the attachments section.



The *Attachment* window will display (below).

Click **Choose File**[1] and a file browser will display to allow you to search and select the relevant file from your device. You can attach Microsoft Word, PDF and image files to the record. Emails will need to be saved as a PDF before attaching to the record.

The maximum file size permitted for each file is 9MB. Once selected, the file will appear in the **File input**[2] field.

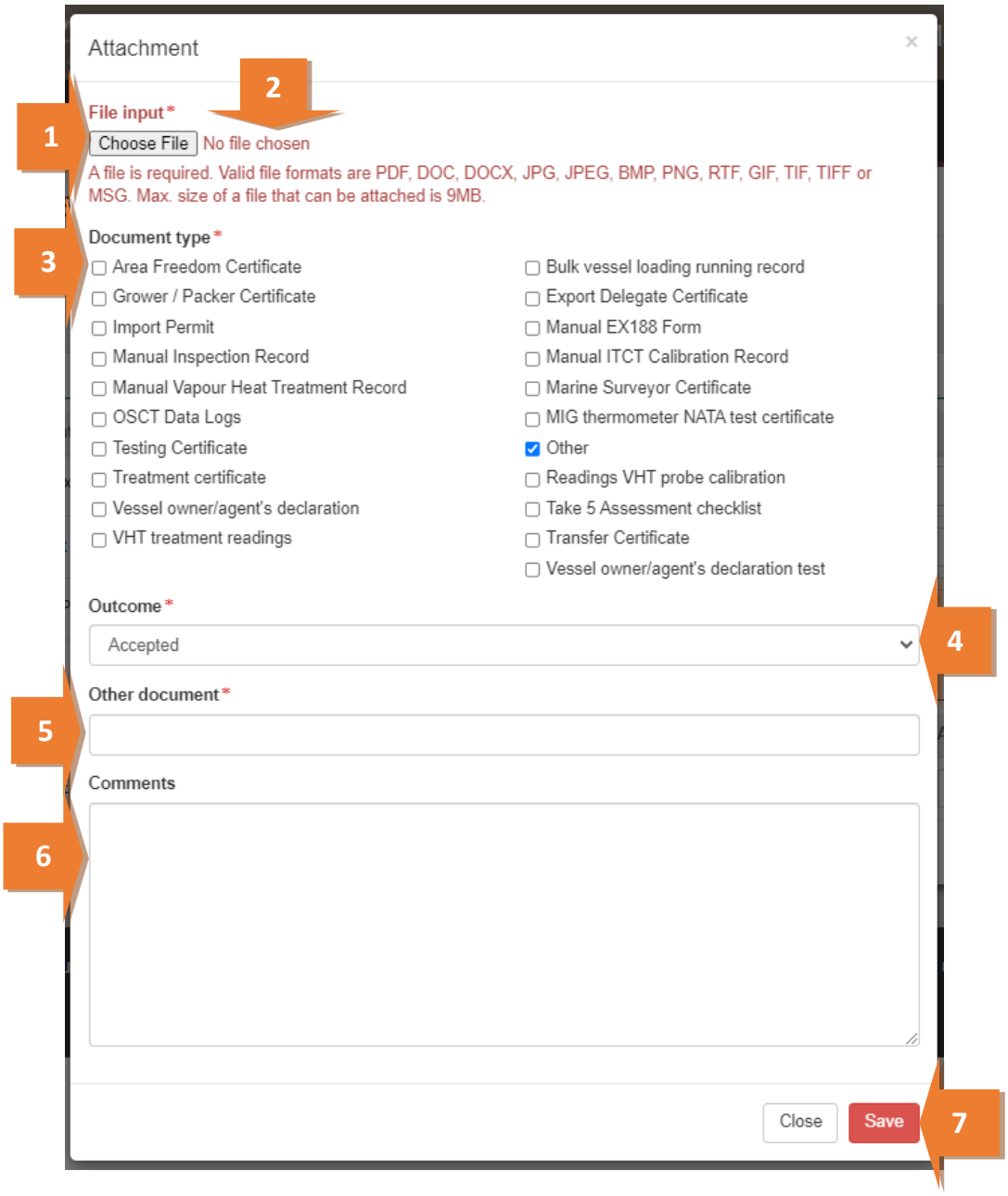
Select the **Document type**[3] based on the checkboxes provided. Where you have scanned more than one document into a single PDF you are able to tick as many checkboxes as applicable.

Only documents that are required for the inspection or the RFP should be attached.

From the dropdown box select the **Outcome**[4] noting that the default is set as 'Accepted'.

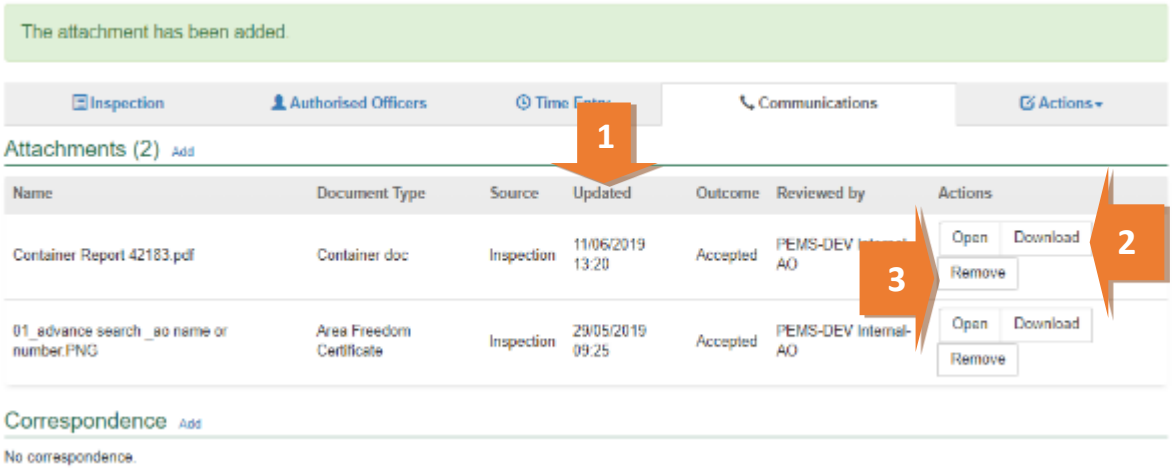
If **Other** is selected as a Document type, then the **Other document**[5] line will appear. You will need to enter a description identifying the document.

You can provide additional **Comments**[6] regarding the attachments if required. Comments are mandatory if the 'Other' checkbox is selected. Click **Save**[7].



The *Communications* page will display the **newly attached file**[1].

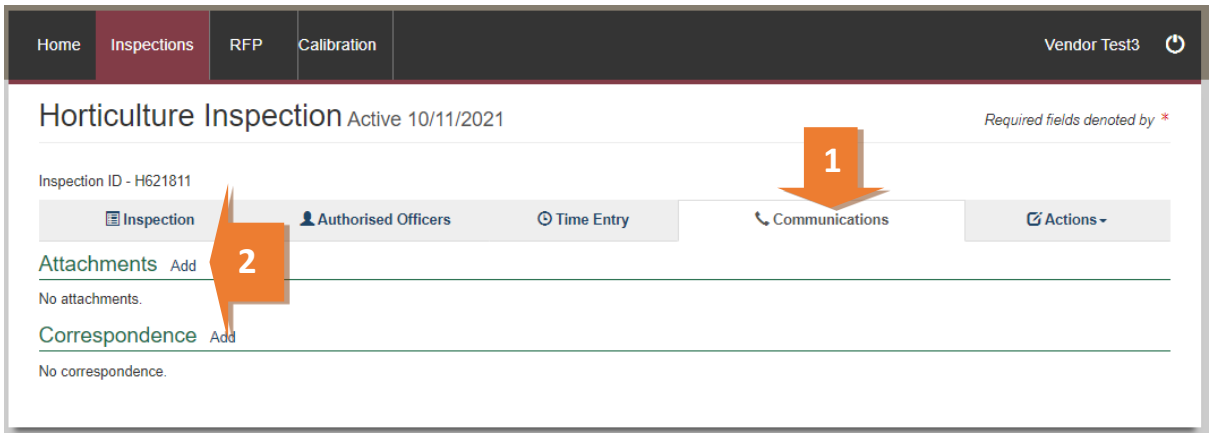
You then have the option to click **Download**[2] to download and view any attached file. You can also click **Remove**[3] to remove the file from the record if you have attached something in error.




## Attaching files to a record post completion

Once an inspection/calibration is completed, you can attach any number of files relating to the inspection/calibration to the record. The process for attaching files is the same for all inspection/calibration types.

To attach a file, click the **Communications**[1] tab and then click **Add**[2] under the *Attachments* section.



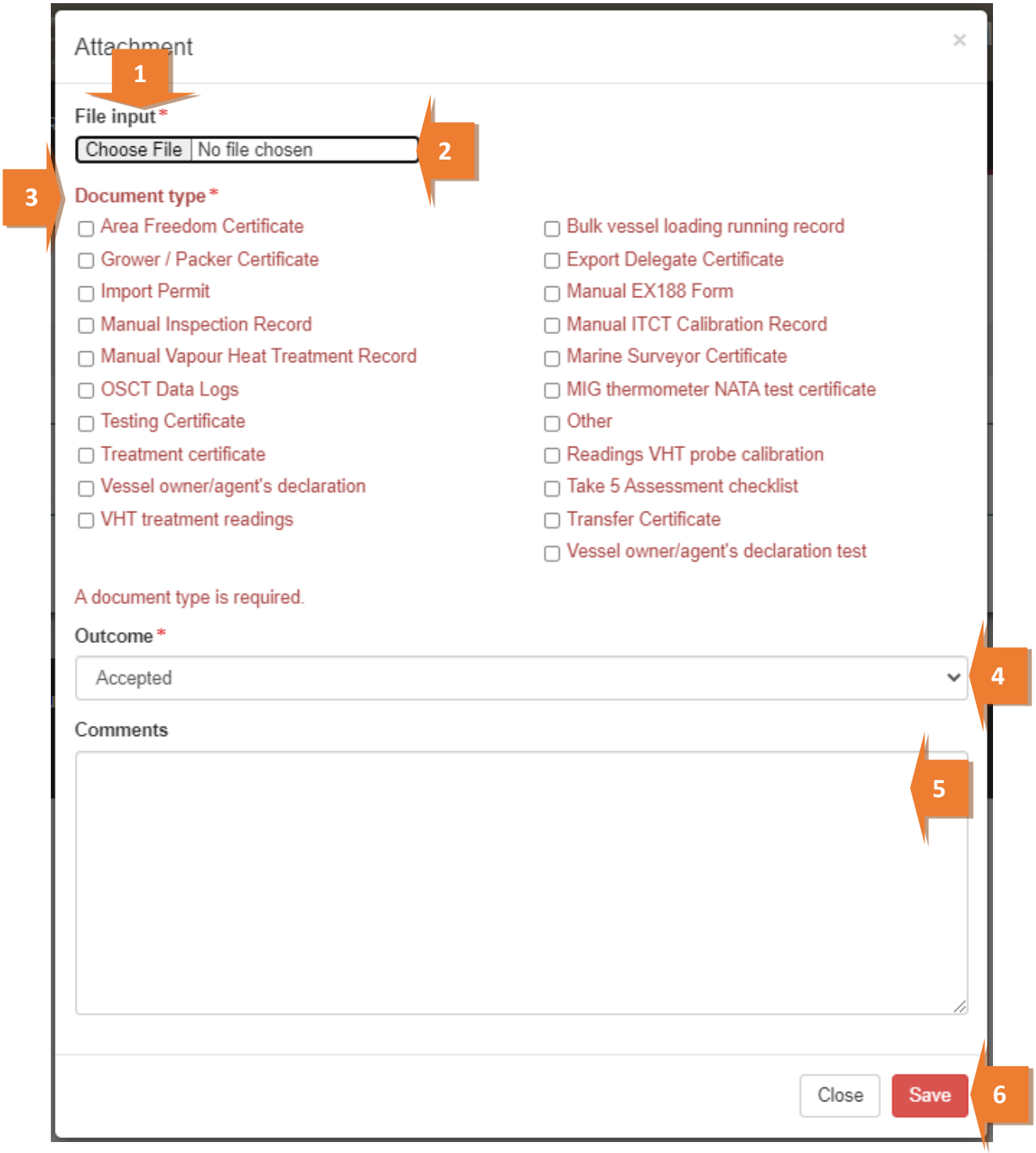
The *Attachment* window will display.

Click **Choose File**[1] and a file brower will display to allow you to search and select the relevant file from your device. You can attach Microsoft Word, PDF, and image files to the record. The maximum file size permitted for each file is 9MB. Once selected, the file will appear in the **File input**[2] field. Select the **Document type**[3] based on the check boxes provided. Where you have scanned more than one document into a single PDF, you are able to tick as many check boxes as applicable.

From the dropdown box, select the **Outcome**[4] noting that the default is set as 'Accepted'.

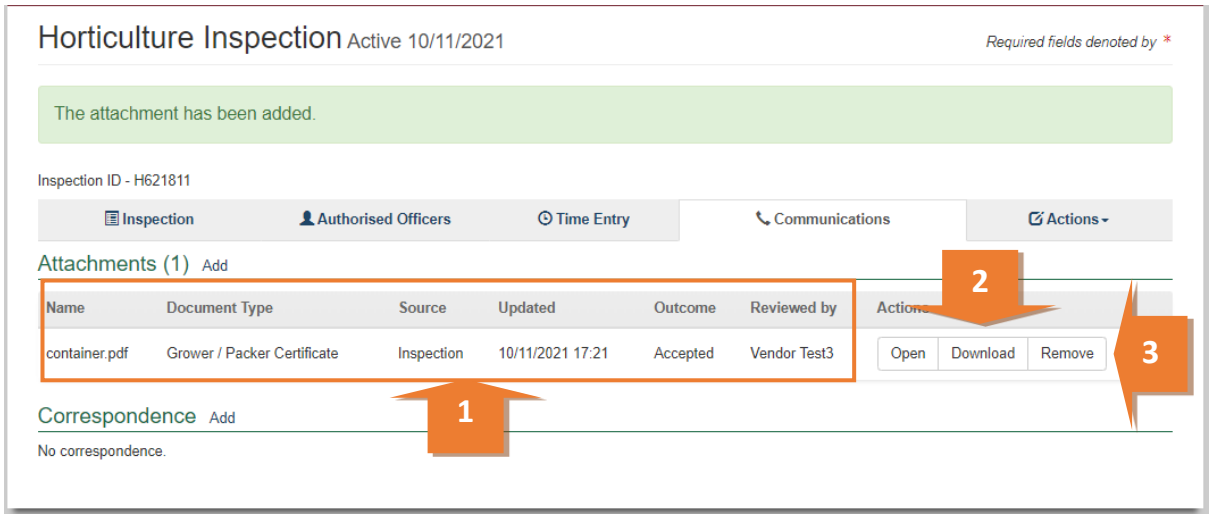
You can provide additional **Comments**[5] regarding the attachments if required. Comments are mandatory if the 'Other' tick box is selected.

Click **Save**[6]**.**



The *Communications* page will display the **newly attached file**[1].

You then have the option to click **Download**[2], to download and view any attached file. You can also click **Remove**[3] to remove the file from the record.

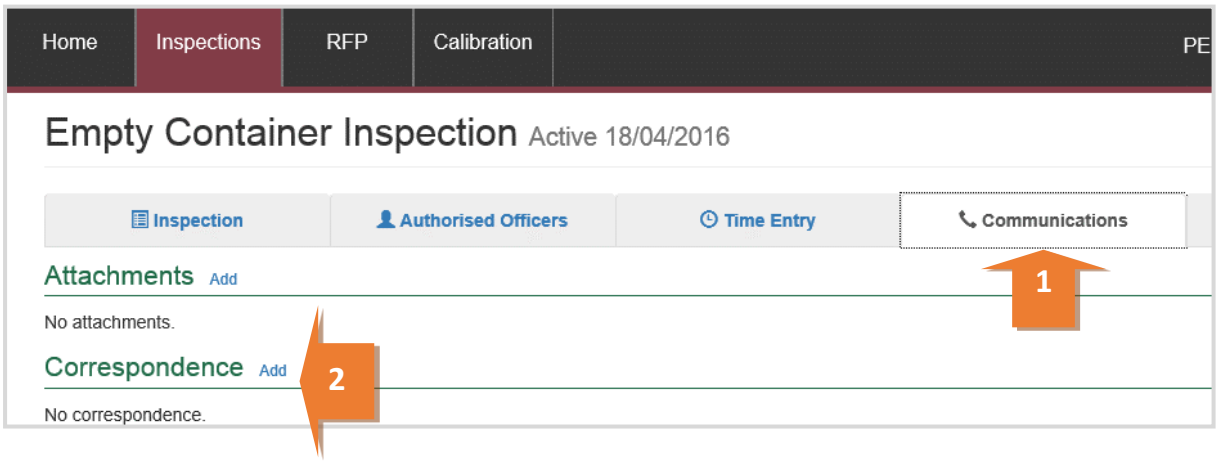



! Documents attached to the record in Active status cannot be removed once the inspection/calibration is completed but you will be able to download those documents. You cannot open the record and change the outcome.

## Recording correspondence relating to an inspection/calibration

Once an inspection/calibration is initiated, you can make a record of correspondence relating to the inspection/calibration. The process for recording correspondence is the same for all inspection/calibration types.

To record correspondence relating to a record, click the **Communications**[1] tab and then click **Add**[2] under the correspondence section.

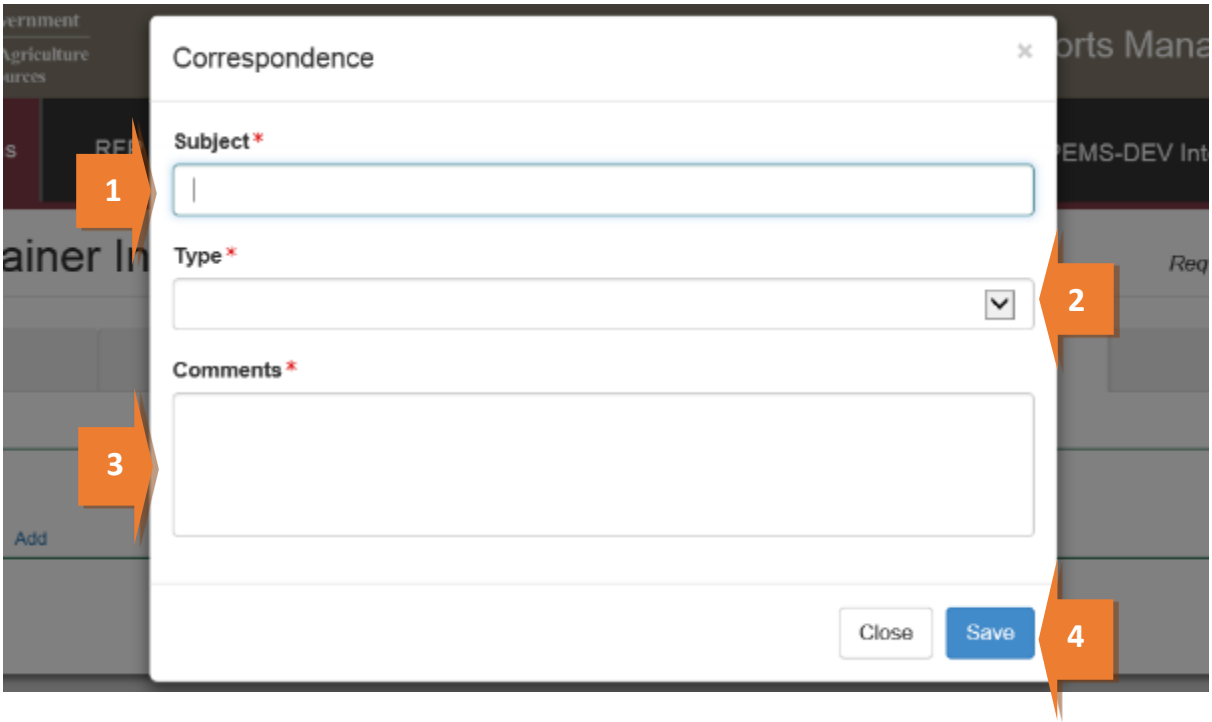



The *Correspondence* window will display.

Enter an appropriate **Subject**[1] for the correspondence and select the applicable correspondence **Type**[2] of mail, email, phone, on site or none from the drop down list.

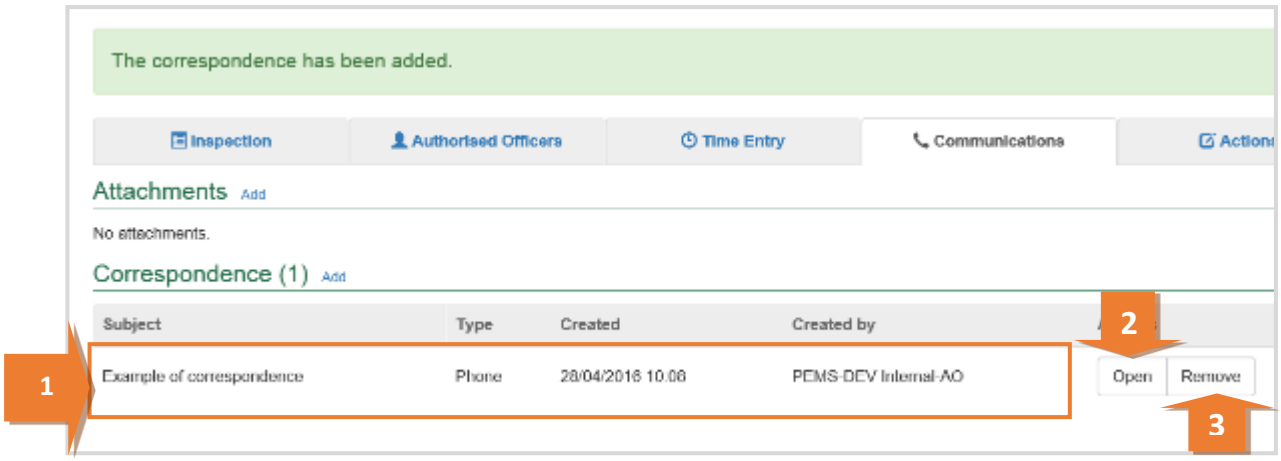
Add details of the correspondence in **Comments**[3].

Click **Save**[4].



The *Communications* page will display the **newly added record**[1].

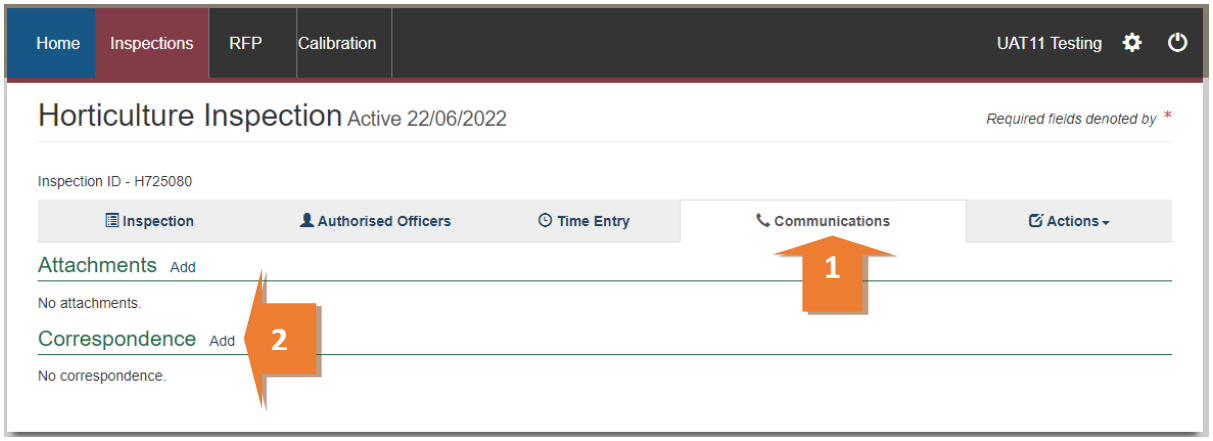
Click **Open**[2] to edit the correspondence or click **Remove**[3] to remove the correspondence at any time until the inspection/calibration record is cancelled, withdrawn or submitted.




## Recording correspondence post completion of an inspection/calibration

Once an inspection/calibration is completed, you can make a record of correspondence relating to the inspection/calibration. The process for recording correspondence is the same for all inspection/calibration types.

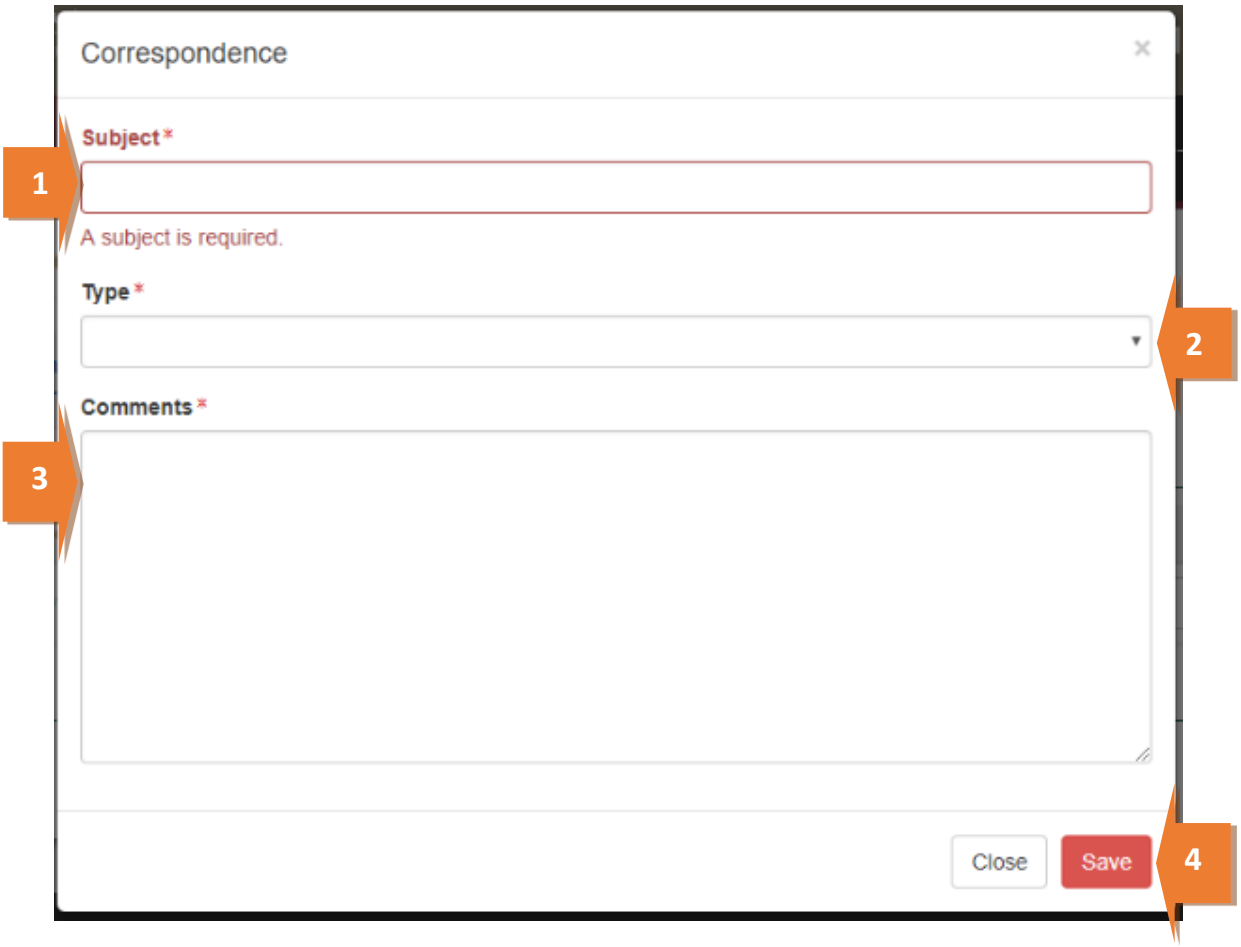
To record correspondence relating to a record, click the **Communications**[1] tab and then click **Add**[2] under the correspondence section.



The *Correspondence* window will display.

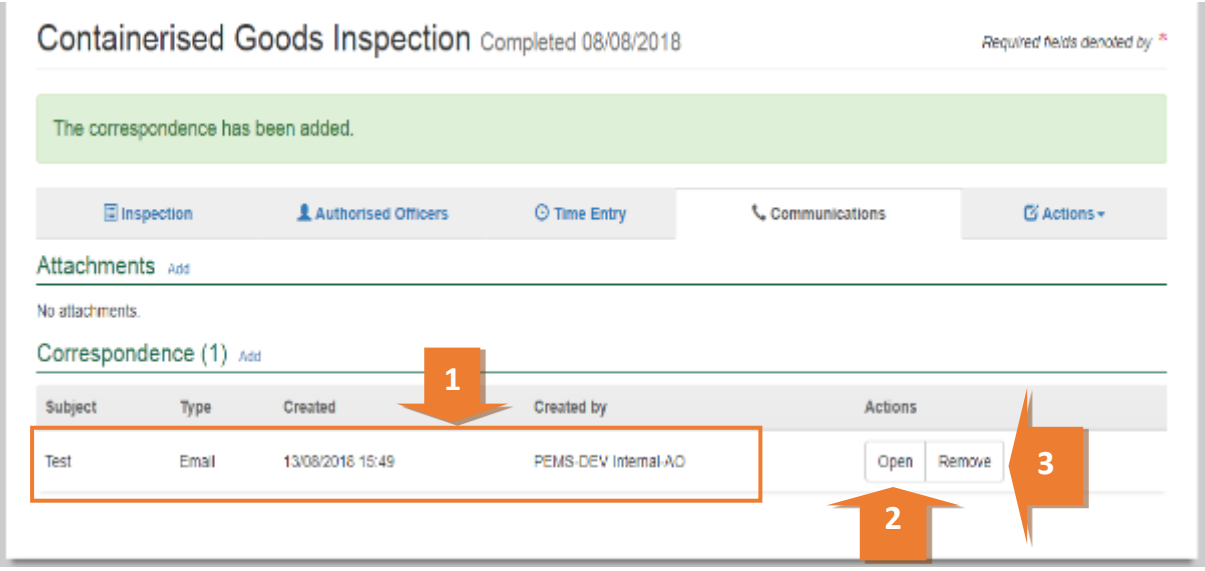
Enter an appropriate **Subject**[1] for the correspondence and select the applicable correspondence. From the drop down list select the **Type**[2] of correspondence such as email, general enquiry, mail, none, on site, or phone.

Add details or a summary of the correspondence in **Comments**[3]. Click **Save**[4].



The *Communications* page will display the **newly added record**[1].

Click **Open**[2] to edit the correspondence or click **Remove**[3] to remove the correspondence at any time until the inspection/calibration record is cancelled, withdrawn or submitted.



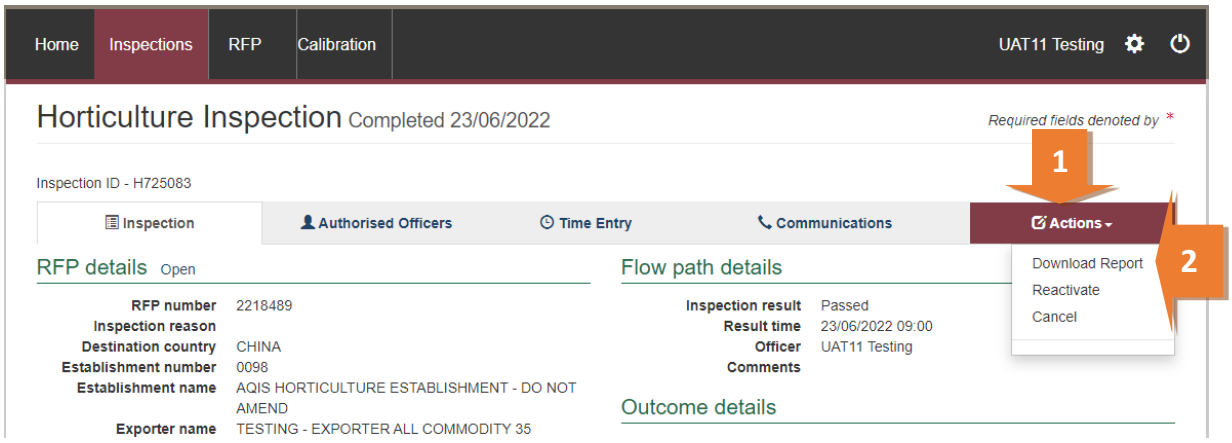

! Any correspondence added to the record in Active status cannot be removed once the inspection/calibration is completed. You will be allowed to open the record in Read Only mode.

## 3.6 Actions tab

### Download inspection report

Before or after an inspection record is submitted you can download the inspection report. The process for downloading a report is the same for all inspection types. It is recommended that you do this before submitting each inspection record to identify any errors that may have been entered onto the record, as there is limited capacity to amend errors in core information after it has been submitted.

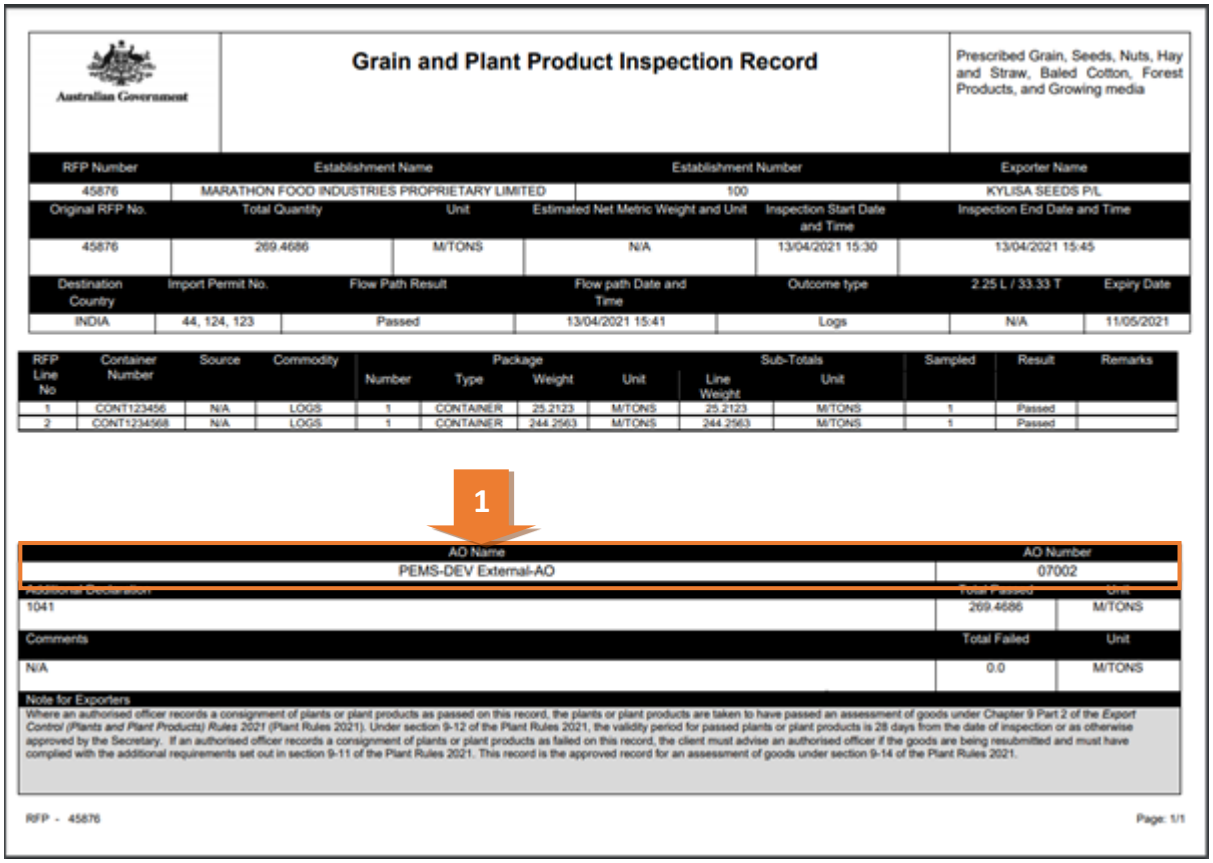
To download the report, click the **Actions**[1] tab and then select **Download report**[2].



## Inspection reports

A PDF document will be downloaded onto your device (next 2 screen shots). Once the document is opened the inspection report will display in the relevant format.

For inspection records downloaded after submission in PEMS, all inspection details will be included on the record. Where multiple AOs are assigned to an inspection, only the details of the **AO who submitted the record**[1] will display.



Australian Government

**Grain and Plant Product Inspection Record**

Prescribed Grain, Seeds, Nuts, Hay and Straw, Baled Cotton, Forest Products, and Growing media

| RFP Number | Establishment Name | Establishment Number | Exporter Name |
|---|---|---|---|
| 45876 | MARATHON FOOD INDUSTRIES PROPRIETARY LIMITED | 100 | KYLISA SEEDS P/L |

| Original RFP No. | Total Quantity | Unit | Estimated Net Metric Weight and Unit | Inspection Start Date and Time | Inspection End Date and Time |
|---|---|---|---|---|---|
| 45876 | 269.4686 | M/TONS | N/A | 13/04/2021 15:30 | 13/04/2021 15:45 |

| Destination Country | Import Permit No. | Flow Path Result | Flow path Date and Time | Outcome type | 2.25 L / 33.33 T | Expiry Date |
|---|---|---|---|---|---|---|
| INDIA | 44, 124, 123 | Passed | 13/04/2021 15:41 | Logs | N/A | 11/05/2021 |

| RFP Line No | Container Number | Source | Commodity | Package Number | Package Type | Package Weight | Package Unit | Sub-Totals Line Weight | Sub-Totals Unit | Sampled | Result | Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | CONT123456 | N/A | LOGS | 1 | CONTAINER | 25.2123 | M/TONS | 25.2123 | M/TONS | 1 | Passed | |
| 2 | CONT1234568 | N/A | LOGS | 1 | CONTAINER | 244.2563 | M/TONS | 244.2563 | M/TONS | 1 | Passed | |

1

| AO Name | AO Number |
|---|---|
| PEMS-DEV External-AO | 07002 |

| Additional Declaration | Total Passed | Unit |
|---|---|---|
| 1041 | 269.4686 | M/TONS |

| Comments | Total Failed | Unit |
|---|---|---|
| N/A | 0.0 | M/TONS |

Note for Exporters

Where an authorised officer records a consignment of plants or plant products as passed on this record, the plants or plant products are taken to have passed an assessment of goods under Chapter 9 Part 2 of the *Export Control (Plants and Plant Products) Rules 2021* (Plant Rules 2021). Under section 9-12 of the Plant Rules 2021, the validity period for passed plants or plant products is 28 days from the date of inspection or as otherwise approved by the Secretary. If an authorised officer records a consignment of plants or plant products as failed on this record, the client must advise an authorised officer if the goods are being resubmitted and must have complied with the additional requirements set out in section 9-11 of the Plant Rules 2021. This record is the approved record for an assessment of goods under section 9-14 of the Plant Rules 2021.

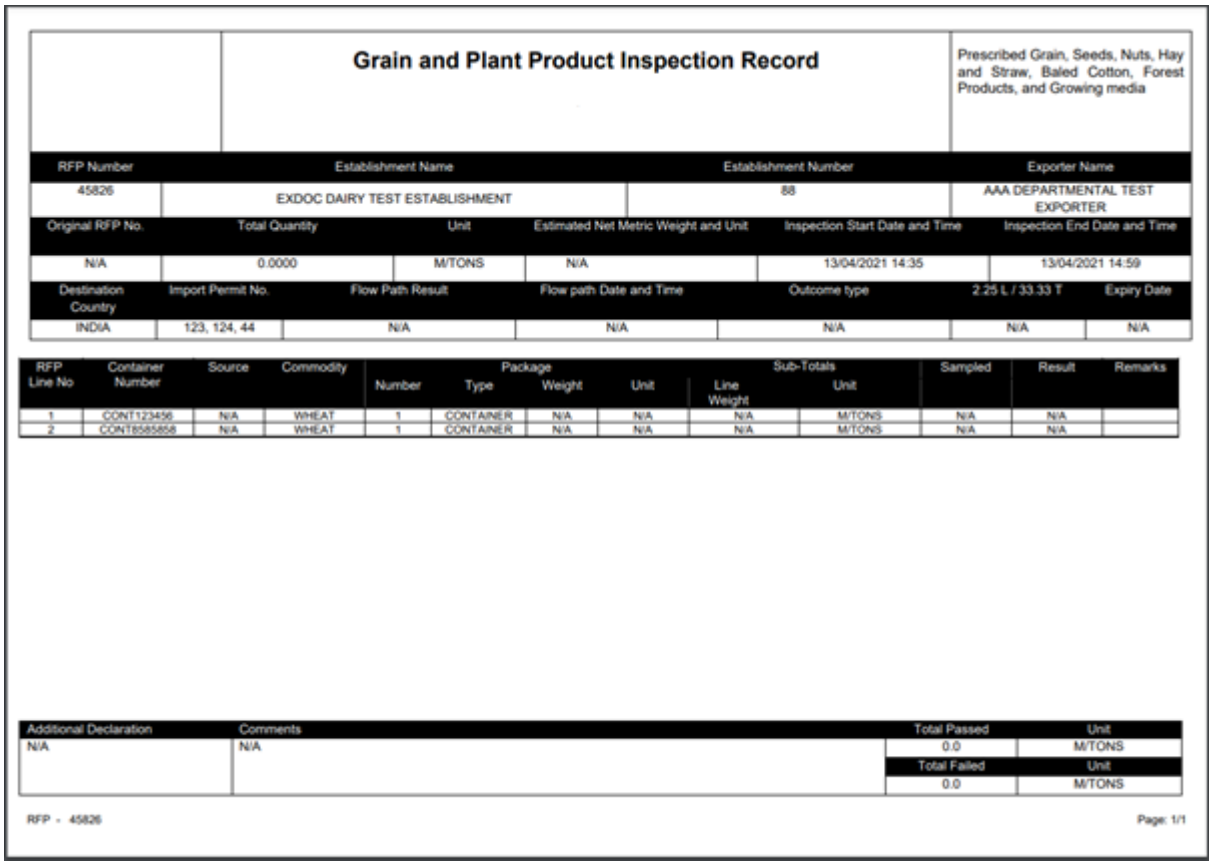
RFP - 45876

Page: 1/1

If the inspection record is downloaded before the record has been submitted on PEMS, the inspection record will be a summary of inspection information provided to date and will not display:

- an end time or date for the inspection
- any AO details
- the department's logo and name
- the note for exporters regarding the Export Control (Plants and Plant Products) Rules 2021.

! Once the inspection records are downloaded, they can be saved or printed for you or your client's records.



**Grain and Plant Product Inspection Record**

Prescribed Grain, Seeds, Nuts, Hay and Straw, Baled Cotton, Forest Products, and Growing media

| RFP Number | Establishment Name | Establishment Number | Exporter Name |
|---|---|---|---|
| 45826 | EXDOC DAIRY TEST ESTABLISHMENT | 88 | AAA DEPARTMENTAL TEST EXPORTER |

| Original RFP No. | Total Quantity | Unit | Estimated Net Metric Weight and Unit | Inspection Start Date and Time | Inspection End Date and Time |
|---|---|---|---|---|---|
| N/A | 0.0000 | M/TONS | N/A | 13/04/2021 14:35 | 13/04/2021 14:59 |

| Destination Country | Import Permit No. | Flow Path Result | Flow path Date and Time | Outcome type | 2.25 L / 33.33 T | Expiry Date |
|---|---|---|---|---|---|---|
| INDIA | 123, 124, 44 | N/A | N/A | N/A | N/A | N/A |

| RFP Line No | Container Number | Source | Commodity | Package Number | Package Type | Package Weight | Package Unit | Sub-Totals Line Weight | Sub-Totals Unit | Sampled | Result | Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | CONT123456 | N/A | WHEAT | 1 | CONTAINER | N/A | N/A | N/A | M/TONS | N/A | N/A | |
| 2 | CONT8585858 | N/A | WHEAT | 1 | CONTAINER | N/A | N/A | N/A | M/TONS | N/A | N/A | |

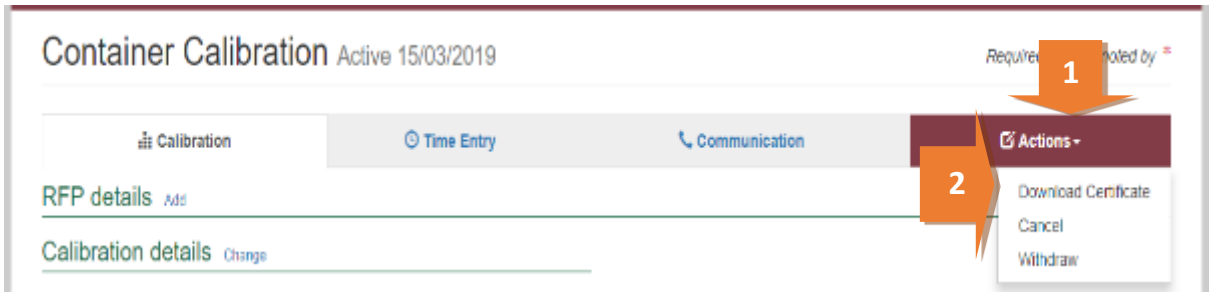
| Additional Declaration | Comments | Total Passed | Unit |
|---|---|---|---|
| N/A | N/A | 0.0 | M/TONS |
| | | Total Failed | Unit |
| | | 0.0 | M/TONS |

RFP - 45826 Page: 1/1

## Download calibration certificate

Before or after a calibration record is submitted you can download the calibration certificate.

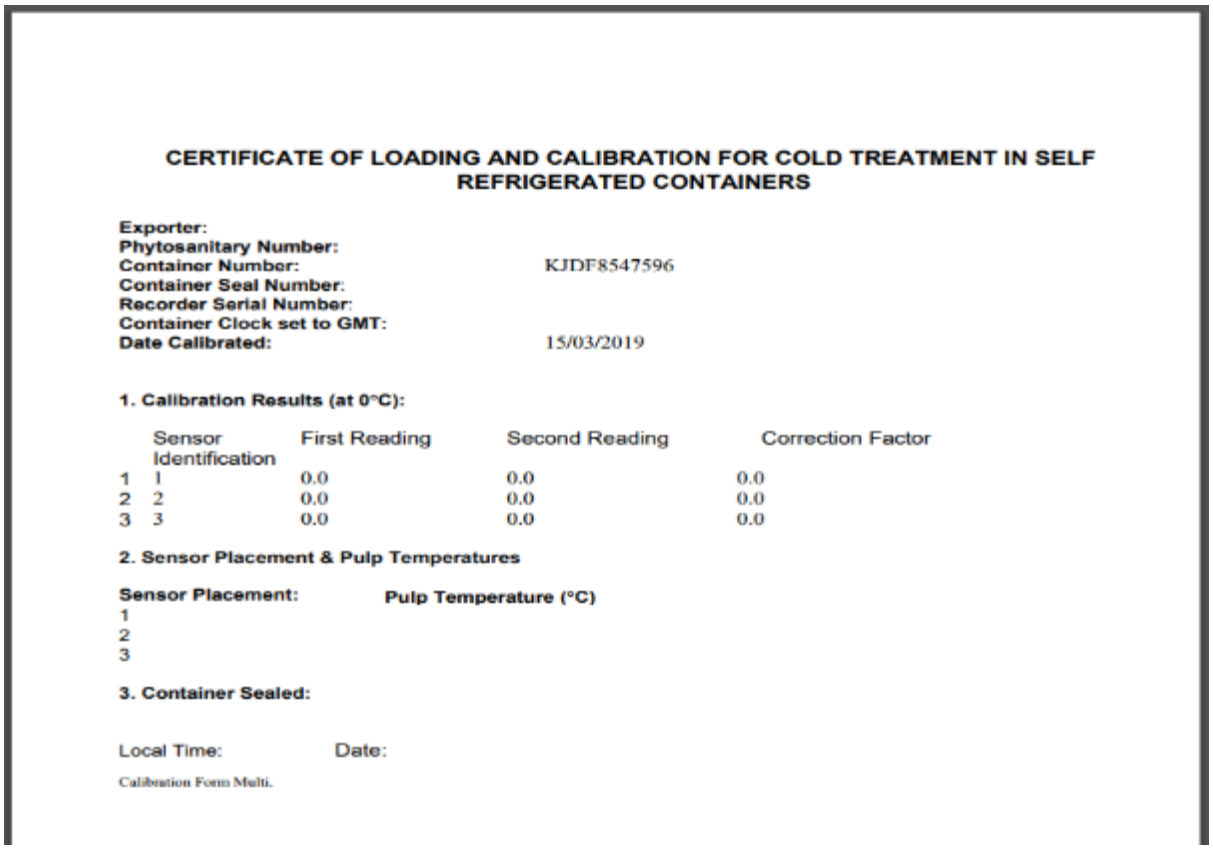
To download the report, click the **Actions**[1] tab and then select **Download Certificate**[2].



## Calibration certificate

A PDF document will be downloaded onto your device. The certificate will be a summary of calibration information provided to date and will not display:

- the signature block (including wet stamp)
- the department's logo.



**CERTIFICATE OF LOADING AND CALIBRATION FOR COLD TREATMENT IN SELF REFRIGERATED CONTAINERS**

**Exporter:**
**Phytosanitary Number:**
**Container Number:** KJDF8547596
**Container Seal Number:**
**Recorder Serial Number:**
**Container Clock set to GMT:**
**Date Calibrated:** 15/03/2019

**1. Calibration Results (at 0°C):**

| | Sensor Identification | First Reading | Second Reading | Correction Factor |
|---|---|---|---|---|
| 1 | 1 | 0.0 | 0.0 | 0.0 |
| 2 | 2 | 0.0 | 0.0 | 0.0 |
| 3 | 3 | 0.0 | 0.0 | 0.0 |

**2. Sensor Placement & Pulp Temperatures**

**Sensor Placement:** **Pulp Temperature (°C)**
1
2
3

**3. Container Sealed:**

Local Time: Date:

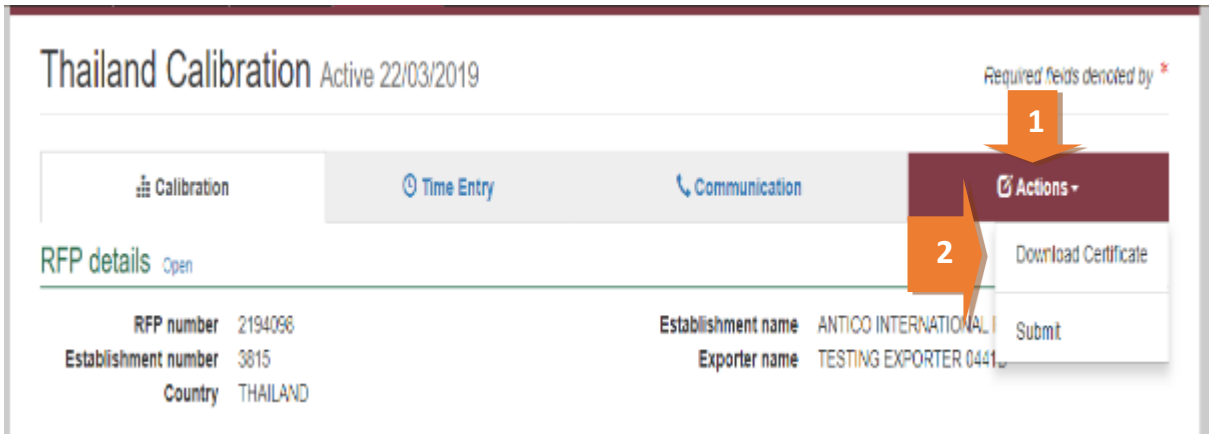
Calibration Form Multi.

! AOs are advised to preview the record by downloading the certificate before the calibration record is submitted on PEMS.

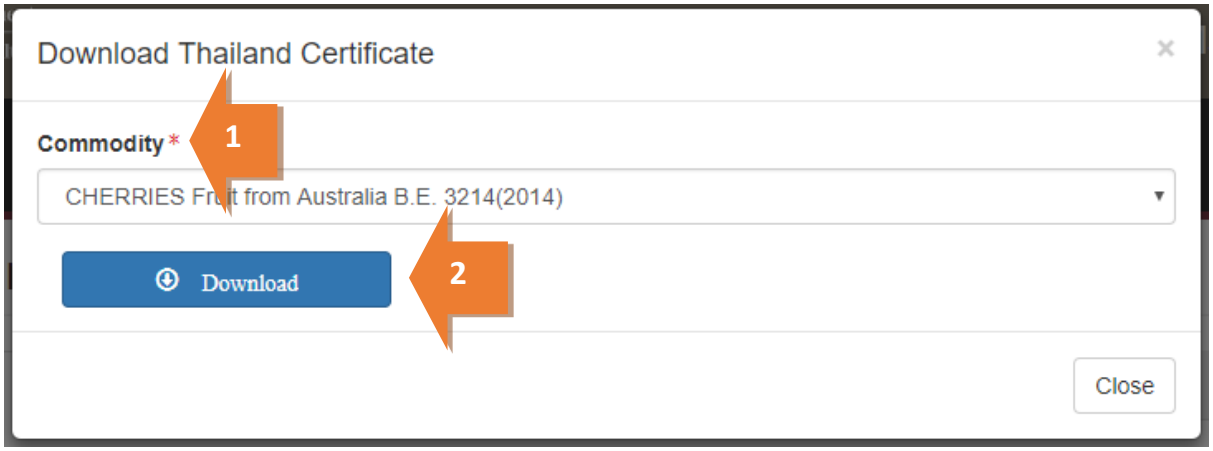
## Download calibration certificate (Thailand)

Before or after a calibration record is submitted you can download the calibration certificate.

To download the report, click the **Actions**[1] tab and then select **Download certificate**[2].




*Download Thailand Certificate* window will display. Select **commodity**[1] and click **download**[2].




A PDF document will be downloaded onto your device. The certificate will be a summary of calibration information provided to date and will not display:

- the signature block (including wet stamp)
- the department's logo.

**Certificate of Calibration for In-Transit Cold Disinfestation Treatment in Self-Refrigerated Container for Thailand**
**Attached to the Notification of Department of Agriculture**
**Re: Conditions for Import of** CHERRIES Fruit from Australia B.E. 3214(2014)

| | | | |
|---|---|---|---|
| Exporter | TESTING EXPORTER 0441B | | |
| Phytosanitary Number | | | |
| Container Number | QWGV5847589 | Seal Number | LKJ454545 |
| Recorder Serial Number | SD54456464 | Date Calibrated | 22/03/2019 |
| Container Clock set to GMT | Yes | | |

**Calibration Results**

| Sensor Identification | First Reading | Second Reading | Correction Factor |
|---|---|---|---|
| 1 | 0.0 | 0.0 | 0.0 |
| 2 | 0.0 | 0.0 | 0.0 |
| 3 | 0.0 | 0.0 | 0.0 |

| **Sensor Placement** | **Pulp Temperature (Degrees C)** |
|---|---|
| **1 -** at the mid-height of the stack, on the left side of the container, approximately 1.5 m from the far end of a 12 m (40 ft) container | 1.1 |
| **2 -** at the mid-height of the stack, in the centre of the container | 1.2 |
| **3 -** at the mid-height of the stack, on the right side of the container, approximately 1.5 m from the door end of a 12 m (40 ft) container | 1.3 |

**Container sealed:**

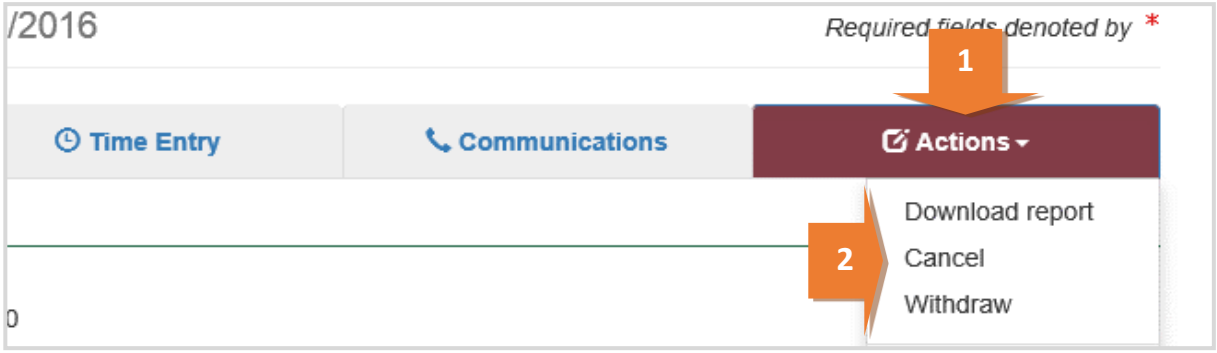
Time 11:57 AM Date 22/03/2019

## Cancelling an active inspection/calibration

Situations may arise where you decide to cancel an inspection/calibration before completion. Once an inspection/calibration is initiated (see the relevant user guide) it can be cancelled. The process for cancelling a record in PEMS is the same for all inspection/calibration types.

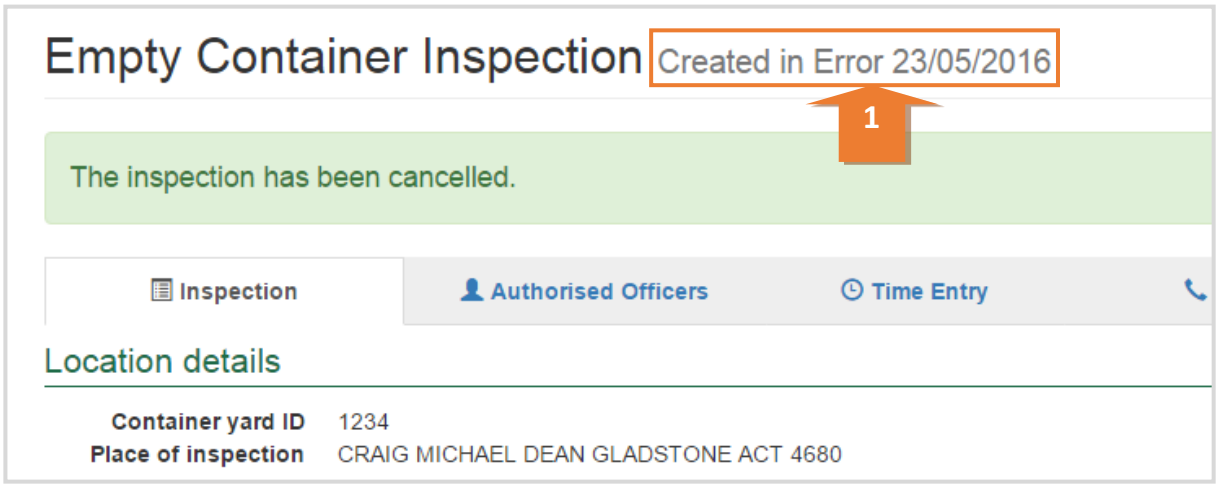
To cancel an active inspection/calibration, click the **Actions**[1] tab and then click **Cancel**[2].

! Departmental AOs: When a record containing time entries for chargeable activities is cancelled, PEMS will exclude those time entries in calculations for total chargeable times.



The page will display a confirmation that the record was **created in error**[1] for the relevant inspection or calibration.

! Where a time entry was recorded on the record, the date(s) specified on the cancelled record will be the start date and end date for the inspection/calibration. The record date corresponds with the earliest and latest time entry across all AOs for the relevant inspection/calibration.

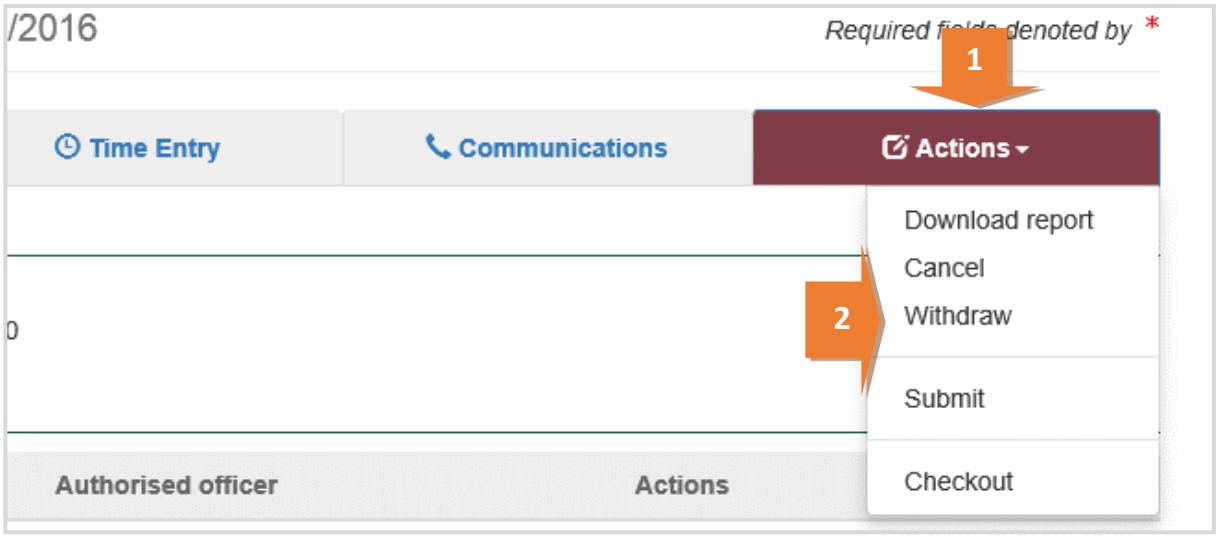


## Withdrawing an active inspection/calibration

Situations may arise where the client requests that you withdraw an inspection/calibration before completion. Once an inspection/calibration (see the relevant user guide) is initiated it can be withdrawn. The process for withdrawing a record on PEMS is the same for all inspection/calibration types.

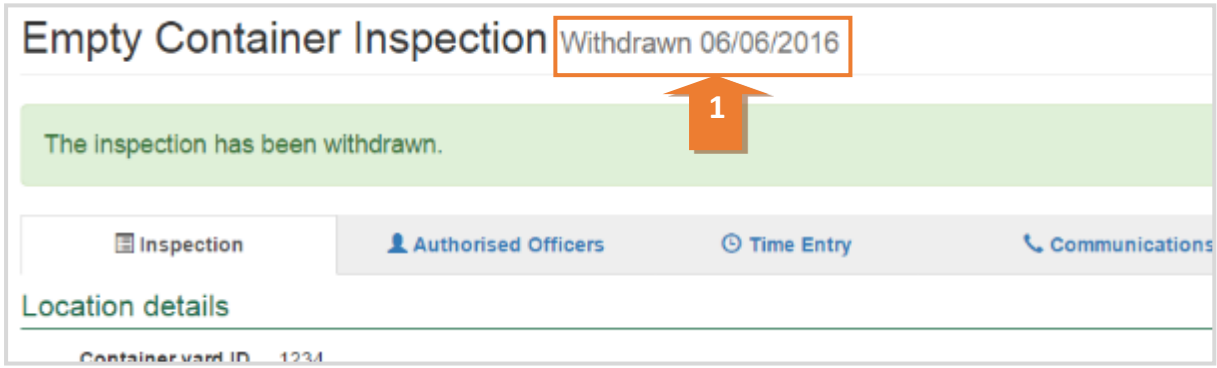
To withdraw an active inspection/calibration click the **Actions**[1] tab and select **Withdraw**[2].

! Departmental AOs: Where chargeable activities should be recorded against the record, the record should be withdrawn. PEMS will include the recorded time entries in calculations for total chargeable times.




The page will display a confirmation that the record has been **withdrawn**[1] for the relevant inspection or calibration.

! Where a time entry was recorded on the record, the date(s) specified on the withdrawn record will be the start date and end date for the inspection/calibration. The record date corresponds with the earliest and latest time entry across all AOs for the relevant inspection/calibration.



## Completing and submitting the inspection record

The inspection record can only be submitted in PEMS after:

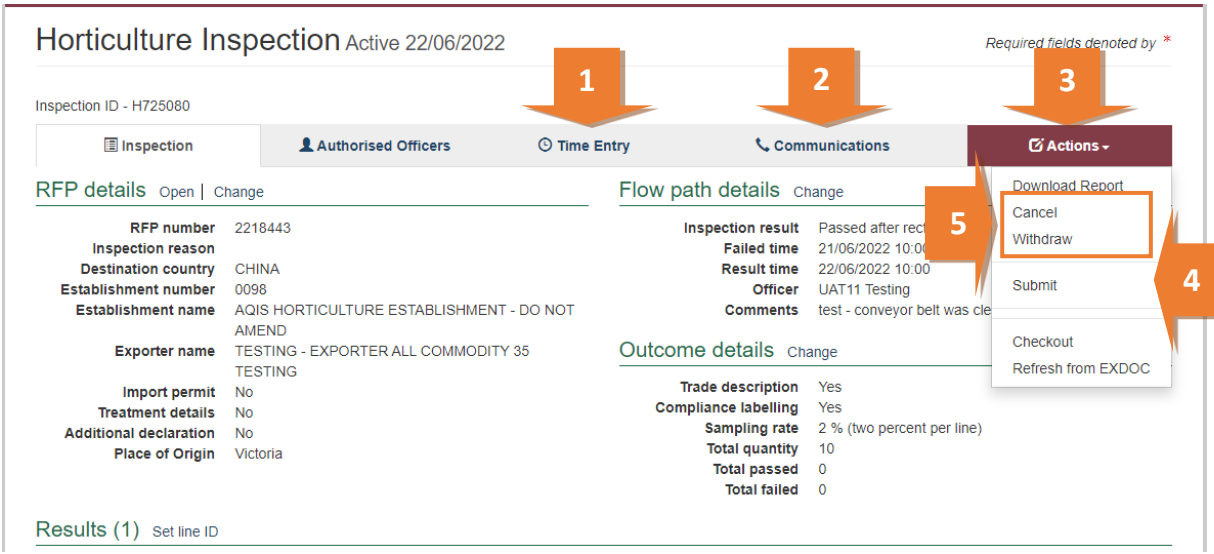
- all inspection results and data are recorded appropriately, unless the flow path failed inspection
- a **Time Entry**[1] is provided for all AOs who recorded inspection results
- if applicable, attachments and correspondence relating to the inspection are added under the **Communications**[2] tab.

Details on the Time Entry and Communications tabs can be found in Section 3 General PEMS functions.

When you are ready to submit the inspection record, click the **Actions**[3] tab and then click **Submit**[4].

For more information on **Downloading**, **Cancelling** or **Withdrawing**[5] the inspection, see Section 3.6 Actions tab.

! Once the inspection record is submitted, the record will become read-only, and you will be unable to make changes to the data provided. If you need to make changes to the record, see Section 3.6 Actions tab – Reactivating a completed record.



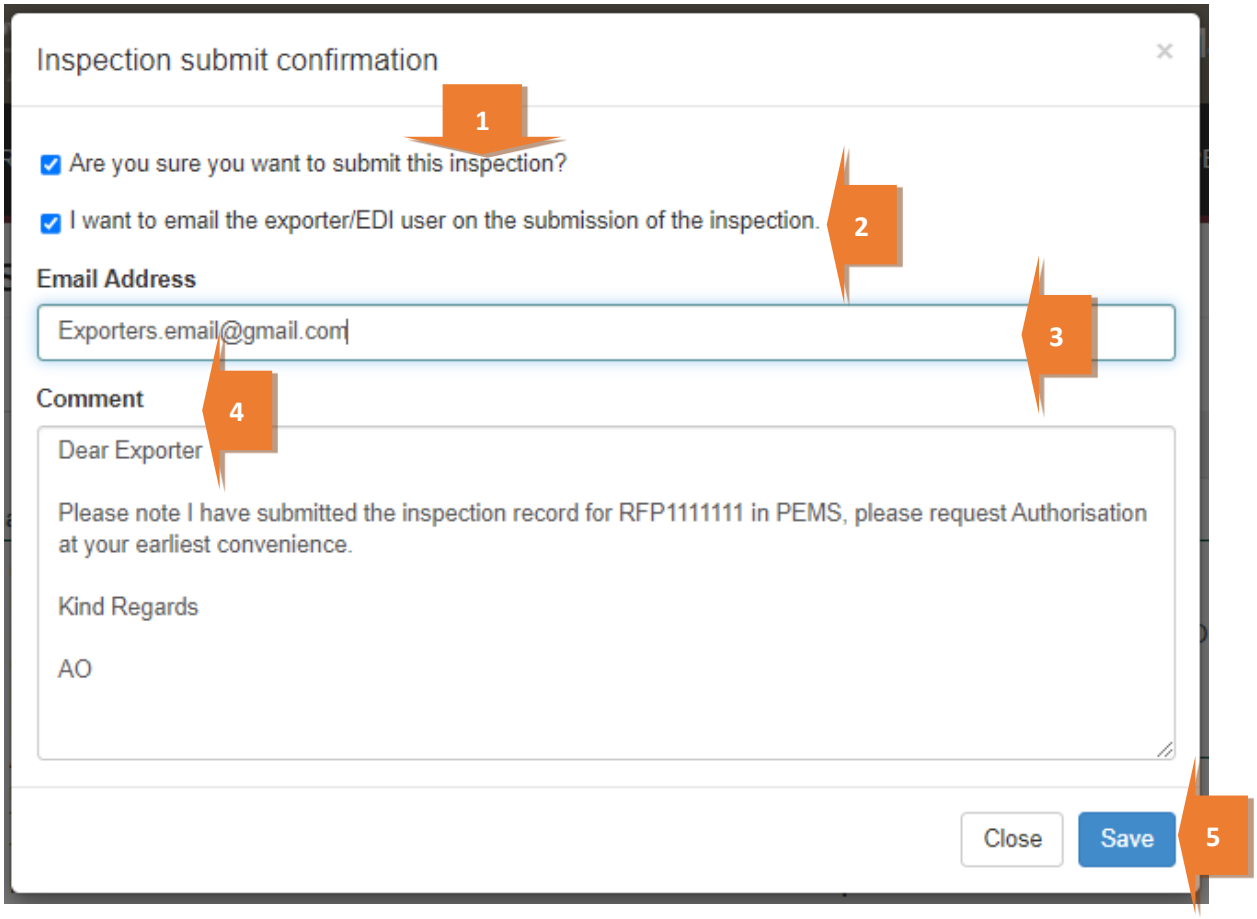
A pop-up window will ask you to confirm that you want to **submit this inspection**[1].

It will also ask if you want to **email the exporter/EDI user on the submission of the inspection**[2]. When selecting this option, the Inspection submit confirmation box will expand.

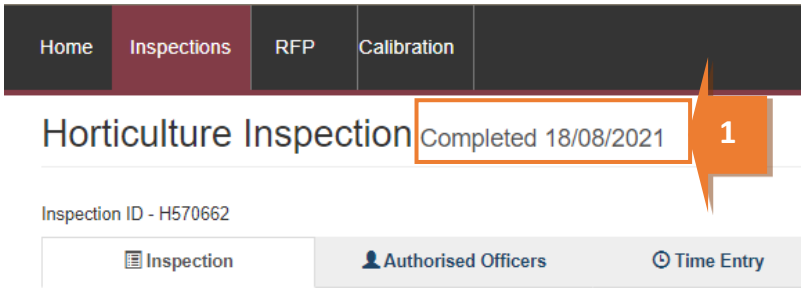
Enter the **email address**[3], this can be multiple email addresses each separated by a comma.

Enter in any **Comments**[4] that are to be included in the email.

Click **Save**[5].




The *Inspection* record status will display as **Completed**[1].



## Reactivating a completed record

Once a record has been submitted in PEMS, it is locked, and no changes can be made. However, some inspections/calibrations can be reactivated to correct minor errors to non-core information (refer to the table below).

An inspection record can be reactivated up to 3 times unless otherwise stated. A calibration record can only be reactivated once.

An AO can reactivate the record themselves, however rules exist in relation to which fields can be changed. The AO must record a reason for the reactivation in the comments field.

Permission must be sought from the Grain and Seed Exports Program to make amendments to the following records:

- Empty Container Inspection
- Grain and Plant Product Inspection
- Bulk Vessel Inspection
- Quality Systems Recognition Inspection.

**Note:** When requesting amendments you may be required to produce supporting evidence, such as timestamped photographs, that can attest to the amendment.

When reactivating an inspection/calibration, only the comments section and the following fields will be changeable:

| Type of inspection | ONLY fields that can be changed when reactivating |
|---|---|
| Horticulture Inspection | Product origin / Line ID |
| Bulk into Ship Hold Inspection | Loading rate |
| ITCT Calibrations (generic) | Recorder serial number/ container seal number/ container Sealed date and time/ Local date / Local time/ Address (if calibration record is created using physical address and not Estab. Number) / Town / Postcode / Date of loading / Comments |
| ITCT Calibrations (Japan Only) | Treatment start date GMT / Treatment start time GMT |
| ITCT Calibrations (USA only) | Start loading time / Complete loading time |
| Offsite ITCT Calibrations | Recorder serial number / Local date and time / Container number |
| OSCT Calibrations | Phytosanitary number / Date (Calibration and Re-calibration) / Seal number / Seal date / Seal time / Seal number / Container number |
| Supervision of VHT | Country |

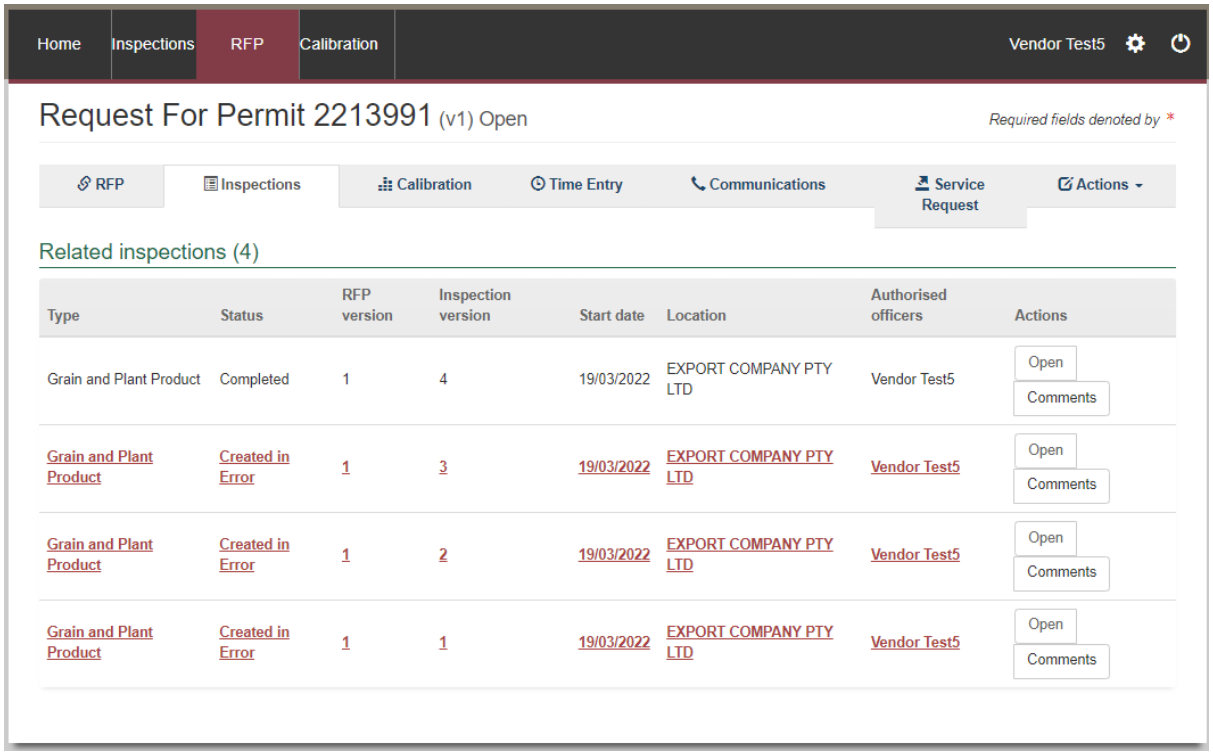
If the associated RFP has been authorised in EXDOC and the status in PEMS is 'closed with export', you cannot reactivate the record yourself. You will need to contact the AO Hotline to have this

reopened before the inspection/calibration can be reactivated. For example, if you need to attach documents to an inspection in PEMS.

! PEMS will capture the original record and the new record created and apply a version number to reactivated records (see: Viewing the original inspection/calibration).

**An inspection record can be reactivated up to 3 times**

If an inspection record is reactivated 3 times and resubmitted, and subsequent errors are identified, then a new record must be created with the correct information. You will need to create the new inspection/calibration record by following the instructions for the relevant inspection/calibration type, in the relevant user guides. The new inspection/calibrations will appear on top of the list of inspection/calibration records.

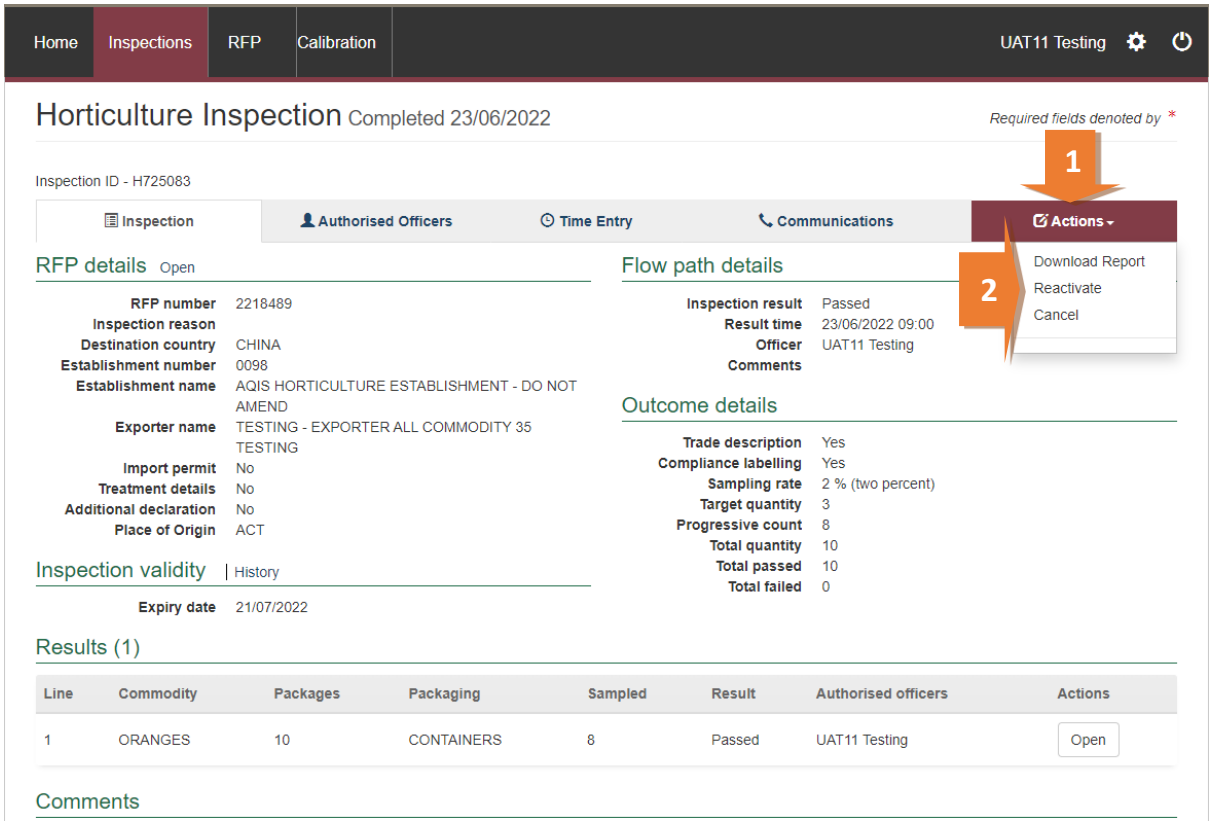



**Note:** To assist in the prevention of errors, PEMS has a **'download report'** function located under the Actions tab, which should be used to view and check the record information prior to submission. All fields in the inspection/calibration can be corrected prior to submission.

## Reactivating a record and resubmitting

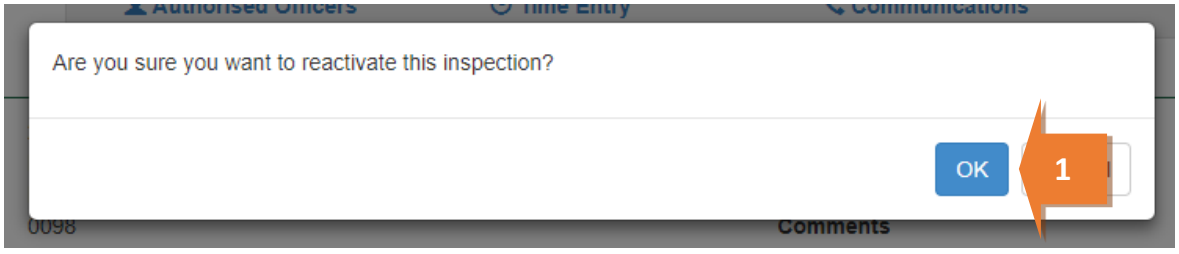
To reactivate a record, you will need to open the relevant inspection/calibration. If you are unsure how to locate the relevant inspection you should refer to the Section 2: PEMS search functions.

To reactivate the record, click on the **Actions**[1] tab and select **Reactivate**[2].

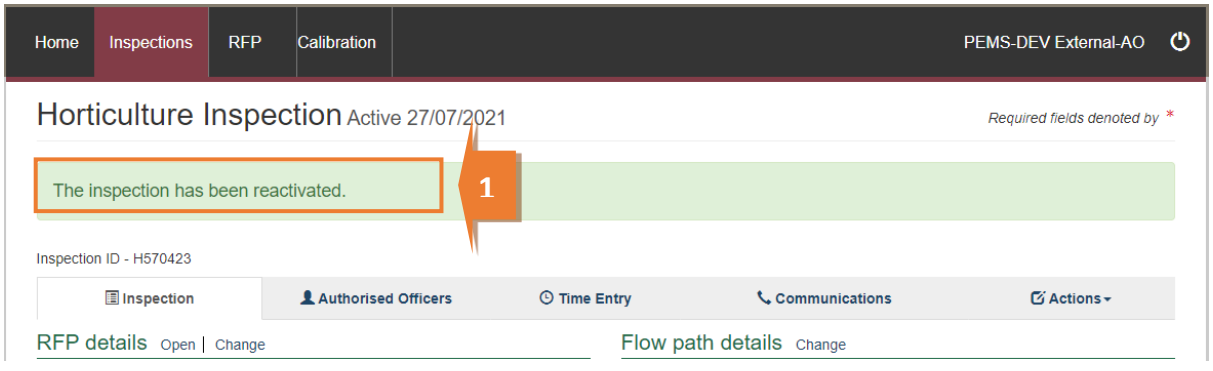



! If you are not associated with the inspection/calibration record, you will not be able to see the reactivate option.

A message will appear asking to confirm this action. Select **OK**[1].

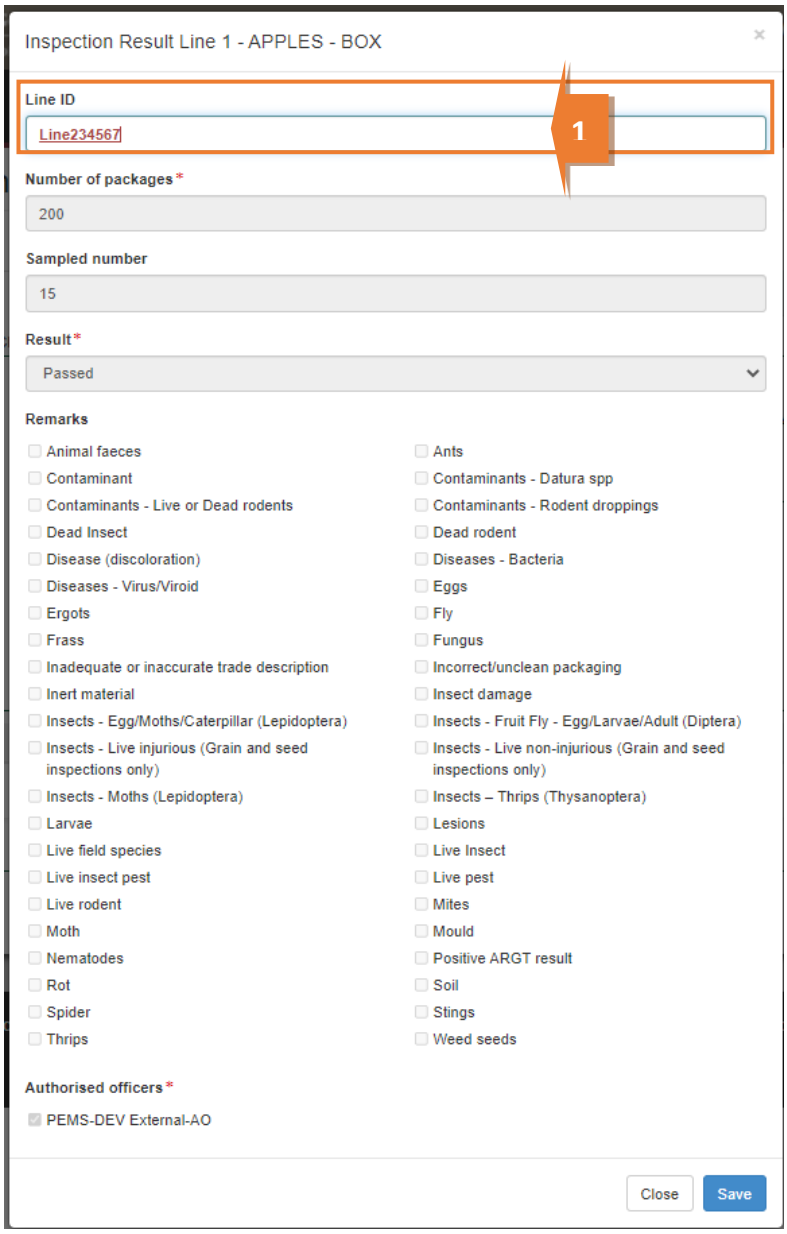



**Confirmation**[1] of the inspection/calibration being reactivated will then appear on the record.

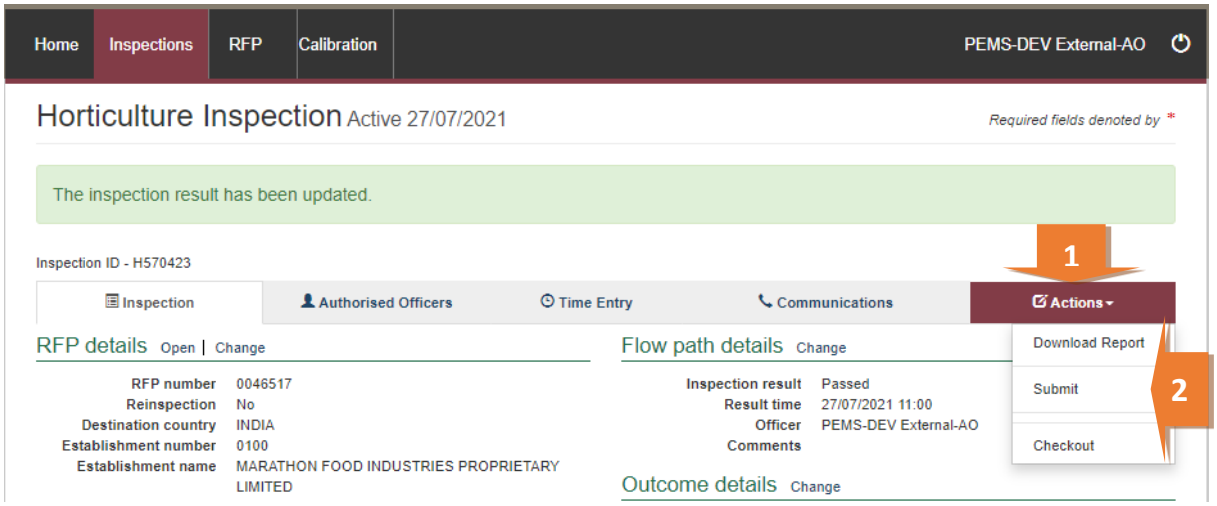


You can now change the details in the record, noting that only certain fields can be altered. Fields that cannot be changed will be greyed out.

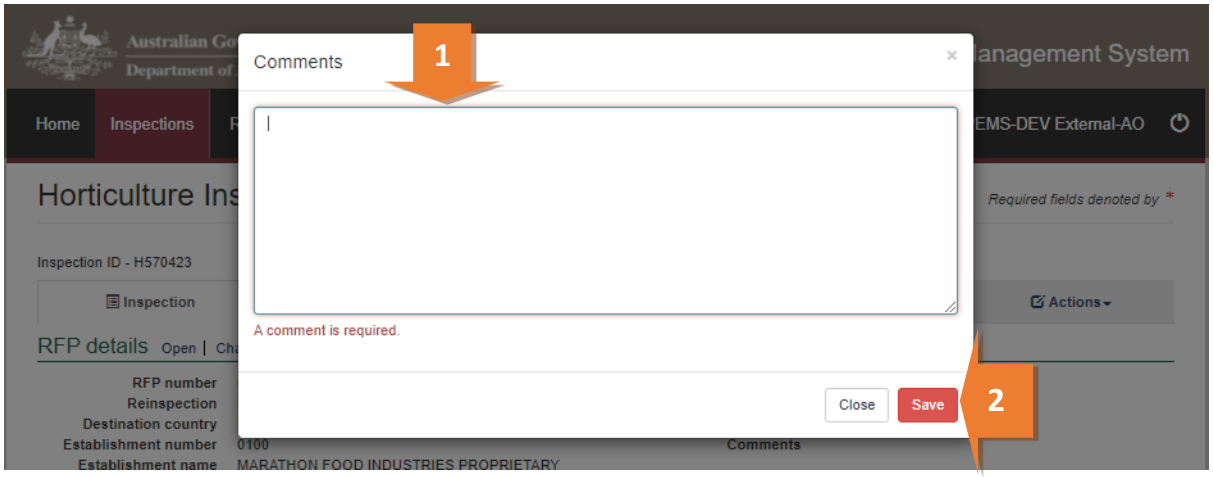
Any changes made to the record will be **highlighted in red**[1].



Once the changes have been made, select the **Actions**[1] tab and click on **Submit**[2].




The **Comments**[1] box will automatically appear and you must record comments as to why the inspection/calibration was reactivated. Select **Save**[2].



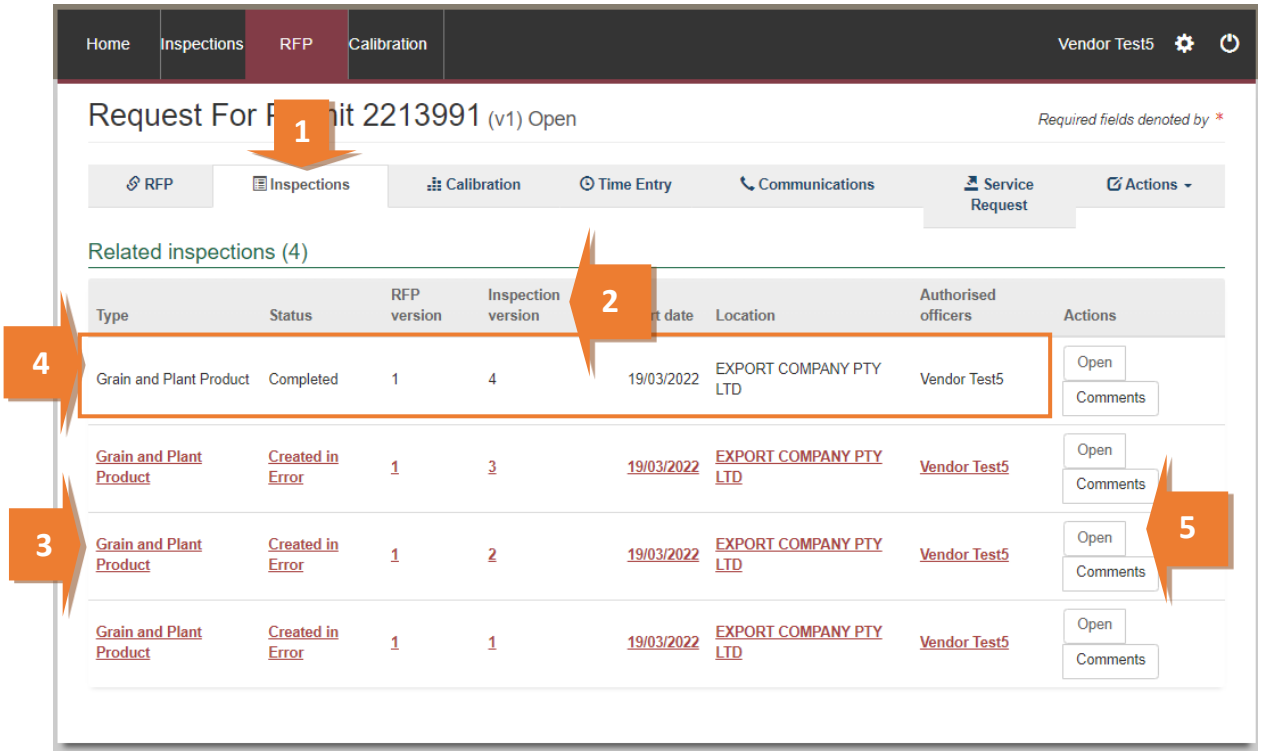

! The comments entered are for audit purposes and will appear on the inspection report.

A message will appear asking to confirm this action. To confirm, select **OK**[1].

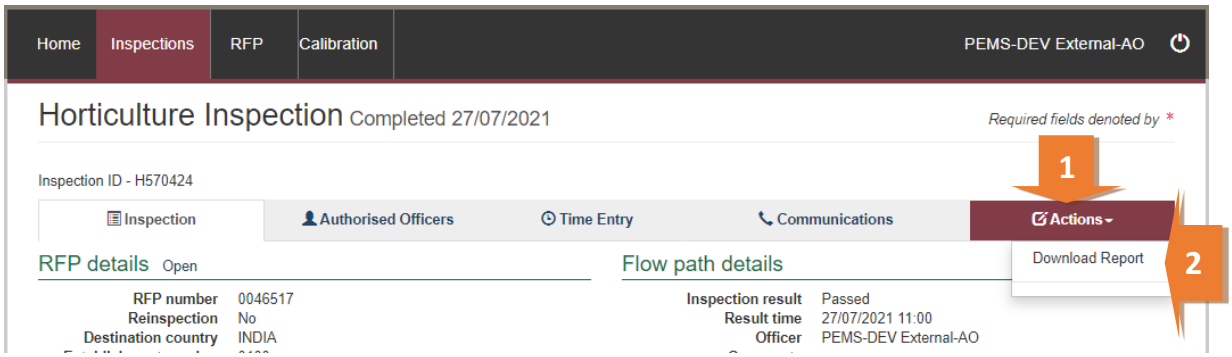
## Viewing the original inspection

The **Inspections**[1] screen will show the number of related inspections. The **Inspection version**[2] column will display the number of inspections performed, any records highlighted in **red**[3] and have the status as Created in error. The most recent record will appear at the **top**[4].

Click **Open**[5] on a red highlighted inspections.

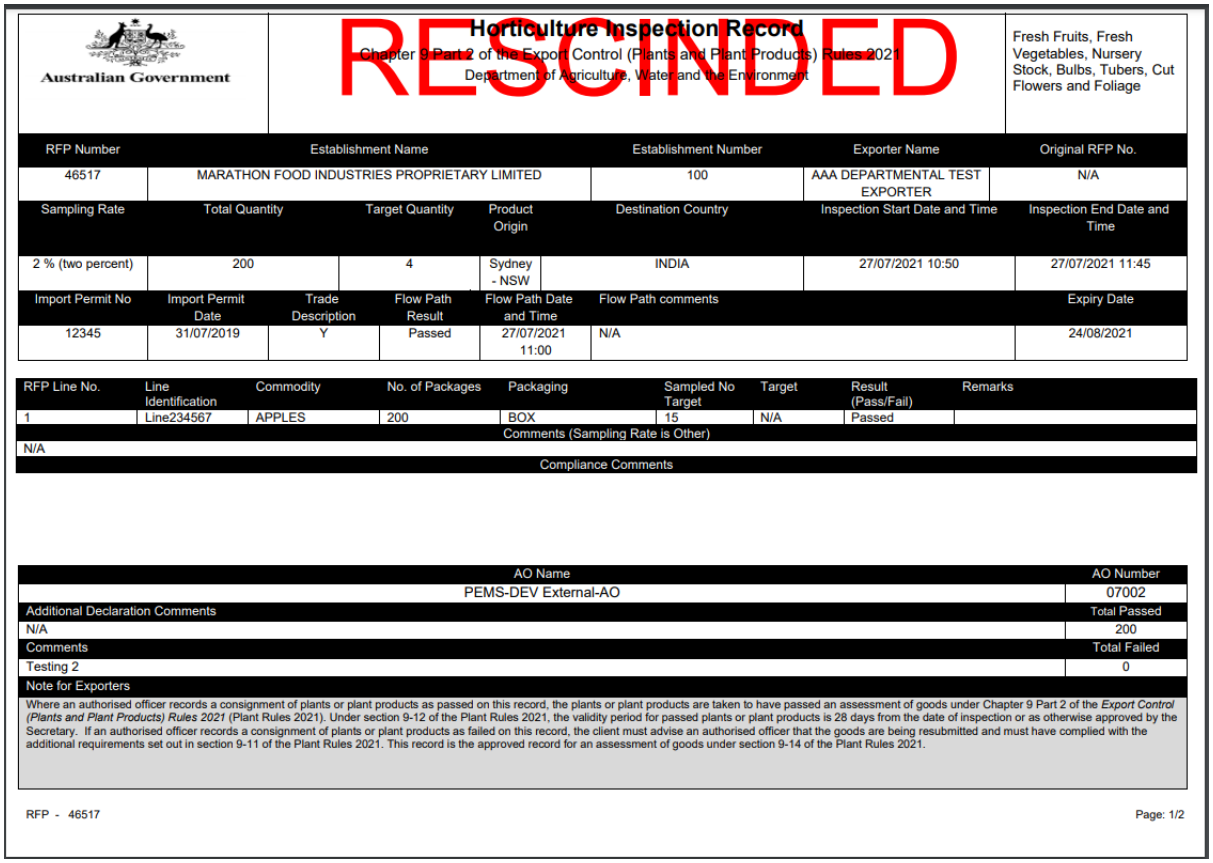



Open the inspection record that is in red and select **Actions**[1] and **Download Report**[2].



A copy of the report will appear and it will now state that it has been rescinded (cancelled).

This confirms the original record has been made null and void.



Australian Government

RESCINDED

**Horticulture Inspection Record**

Chapter 9 Part 2 of the Export Control (Plants and Plant Products) Rules 2021

Department of Agriculture, Water and the Environment

Fresh Fruits, Fresh Vegetables, Nursery Stock, Bulbs, Tubers, Cut Flowers and Foliage

| RFP Number | Establishment Name | Establishment Number | Exporter Name | Original RFP No. |
|---|---|---|---|---|
| 46517 | MARATHON FOOD INDUSTRIES PROPRIETARY LIMITED | 100 | AAA DEPARTMENTAL TEST EXPORTER | N/A |

| Sampling Rate | Total Quantity | Target Quantity | Product Origin | Destination Country | Inspection Start Date and Time | Inspection End Date and Time |
|---|---|---|---|---|---|---|
| 2 % (two percent) | 200 | 4 | Sydney - NSW | INDIA | 27/07/2021 10:50 | 27/07/2021 11:45 |

| Import Permit No | Import Permit Date | Trade Description | Flow Path Result | Flow Path Date and Time | Flow Path comments | Expiry Date |
|---|---|---|---|---|---|---|
| 12345 | 31/07/2019 | Y | Passed | 27/07/2021 11:00 | N/A | 24/08/2021 |

| RFP Line No. | Line Identification | Commodity | No. of Packages | Packaging | Sampled No Target | Target | Result (Pass/Fail) | Remarks |
|---|---|---|---|---|---|---|---|---|
| 1 | Line234567 | APPLES | 200 | BOX | 15 | N/A | Passed | |

Comments (Sampling Rate is Other)

N/A

Compliance Comments

| AO Name | AO Number |
|---|---|
| PEMS-DEV External-AO | 07002 |
| Additional Declaration Comments | Total Passed |
| N/A | 200 |
| Comments | Total Failed |
| Testing 2 | 0 |

Note for Exporters

Where an authorised officer records a consignment of plants or plant products as passed on this record, the plants or plant products are taken to have passed an assessment of goods under Chapter 9 Part 2 of the *Export Control (Plants and Plant Products) Rules 2021* (Plant Rules 2021). Under section 9-12 of the Plant Rules 2021, the validity period for passed plants or plant products is 28 days from the date of inspection or as otherwise approved by the Secretary. If an authorised officer records a consignment of plants or plant products as failed on this record, the client must advise an authorised officer that the goods are being resubmitted and must have complied with the additional requirements set out in section 9-11 of the Plant Rules 2021. This record is the approved record for an assessment of goods under section 9-14 of the Plant Rules 2021.

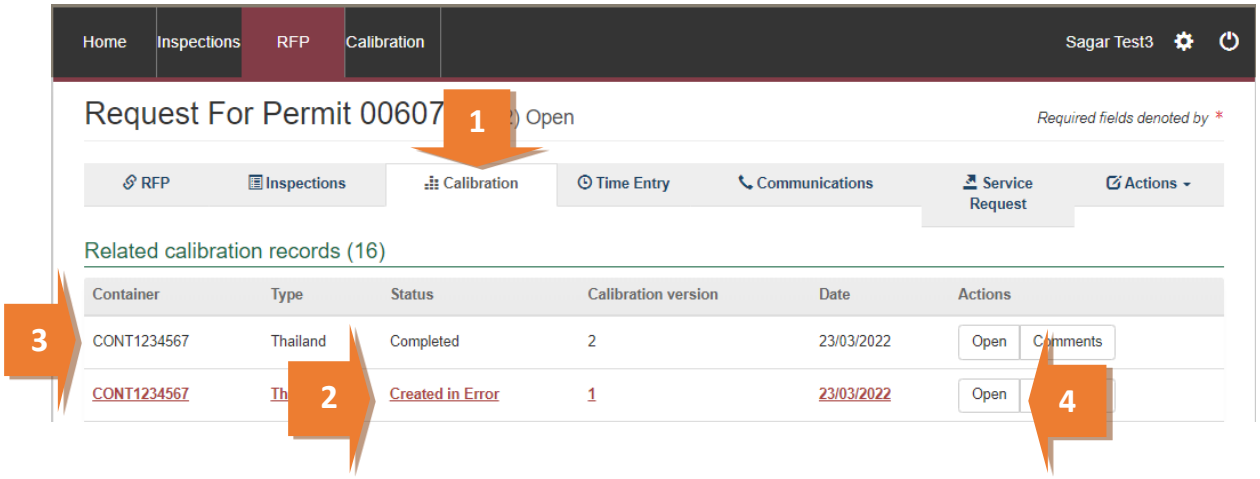
RFP - 46517 Page: 1/2

## Viewing the original calibrations

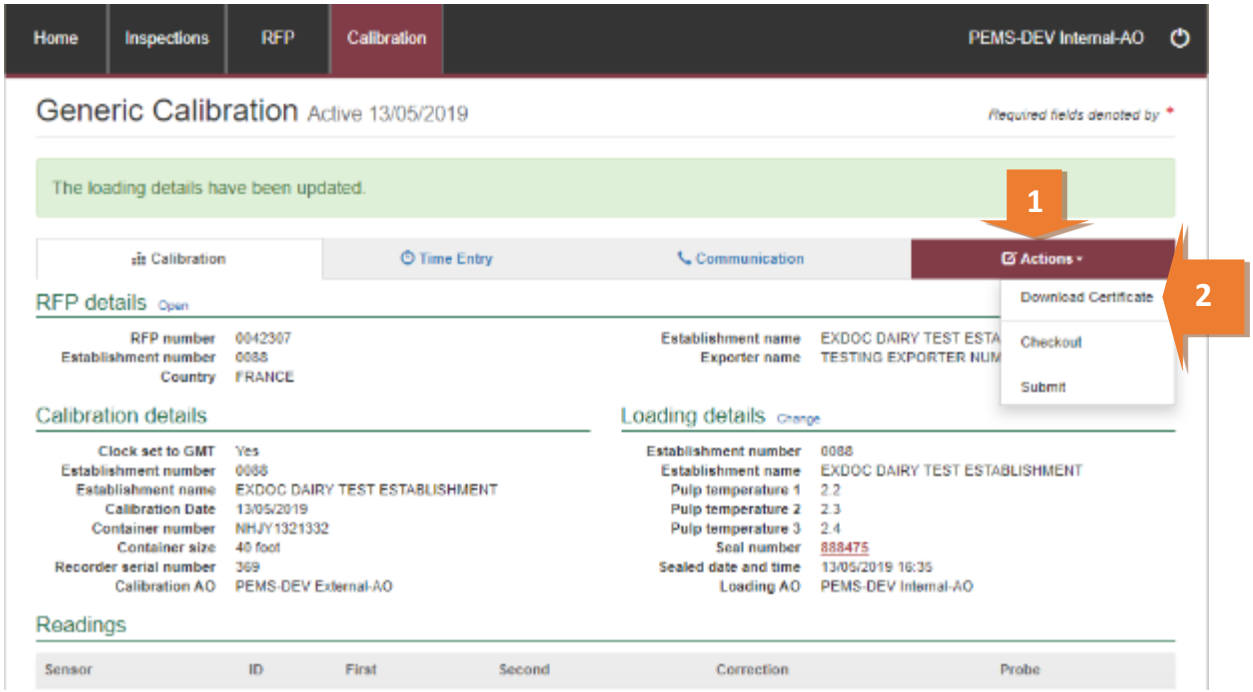
The **Calibrations**[1] tab will show the number of related records. The version in red will be the original record and will state **Created in error**[2]. The most **recent calibration**[3] will be at the top of the list.

Click **Open**[4] to view the calibration.

! Calibrations can only be reactivated once

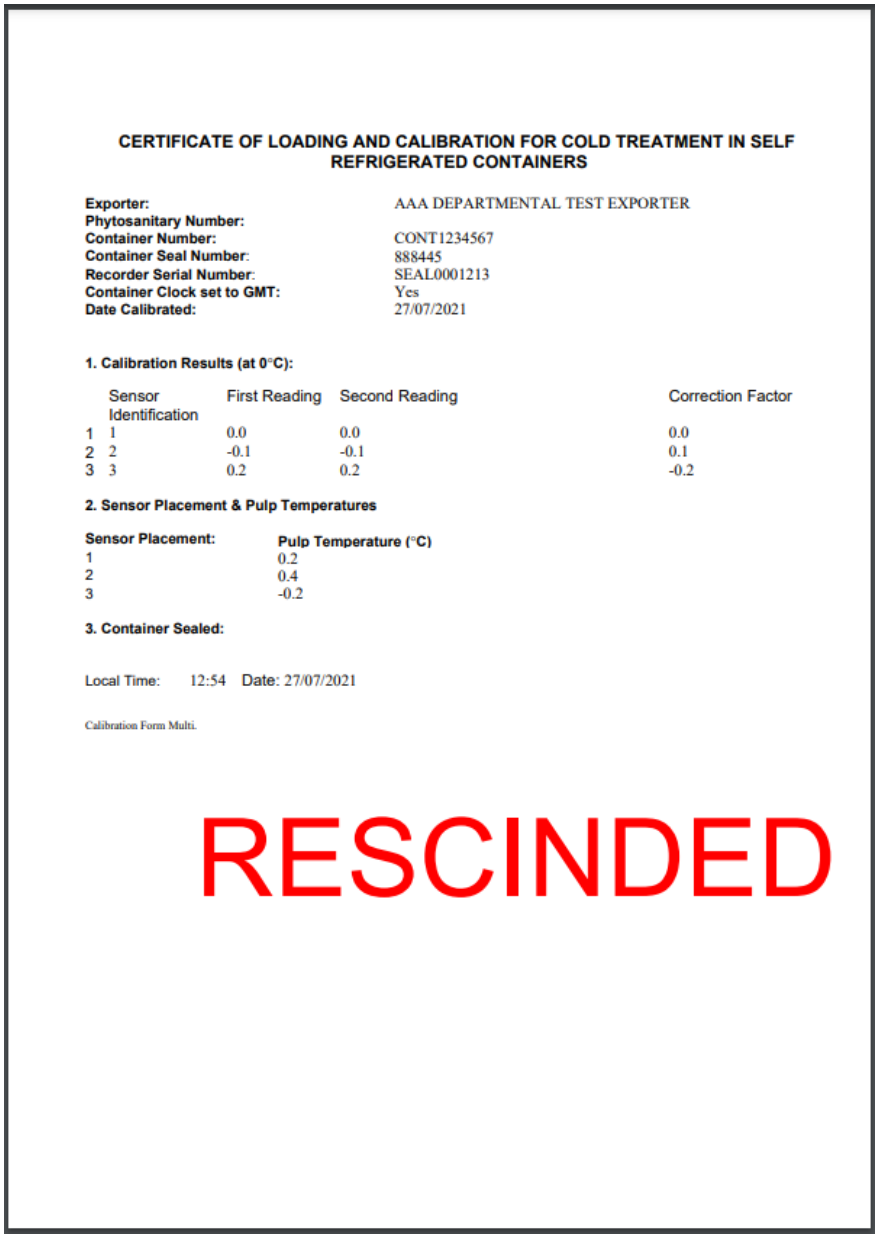


The calibration record will open. Select **Actions**[1] and **Download Certificate**[2].



A copy of the certificate will appear and it will now state that it has been rescinded (cancelled).

This confirms the original record has been made null and void.



**CERTIFICATE OF LOADING AND CALIBRATION FOR COLD TREATMENT IN SELF REFRIGERATED CONTAINERS**

**Exporter:** AAA DEPARTMENTAL TEST EXPORTER
**Phytosanitary Number:**
**Container Number:** CONT1234567
**Container Seal Number:** 888445
**Recorder Serial Number:** SEAL0001213
**Container Clock set to GMT:** Yes
**Date Calibrated:** 27/07/2021

**1. Calibration Results (at 0°C):**

| | Sensor Identification | First Reading | Second Reading | Correction Factor |
|---|---|---|---|---|
| 1 | 1 | 0.0 | 0.0 | 0.0 |
| 2 | 2 | -0.1 | -0.1 | 0.1 |
| 3 | 3 | 0.2 | 0.2 | -0.2 |

**2. Sensor Placement & Pulp Temperatures**

| Sensor Placement: | Pulp Temperature (°C) |
|---|---|
| 1 | 0.2 |
| 2 | 0.4 |
| 3 | -0.2 |

**3. Container Sealed:**

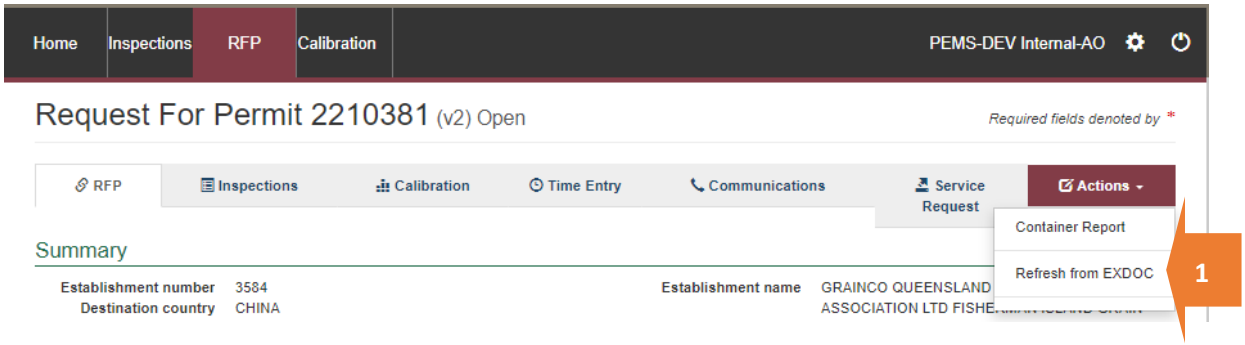
Local Time: 12:54 Date: 27/07/2021

Calibration Form Multi.

RESCINDED

### Refresh from EXDOC

Once extracted into PEMS, the record can be updated by clicking on the **Refresh from EXDOC**[1] button. The refresh will update containers, treatment information and import permits that may have been added/changed in EXDOC since the RFP was extracted into PEMS. Containers and import permits can be updated in PEMS anytime until the RFP is closed in PEMS.




## 3.7 PEMS offline

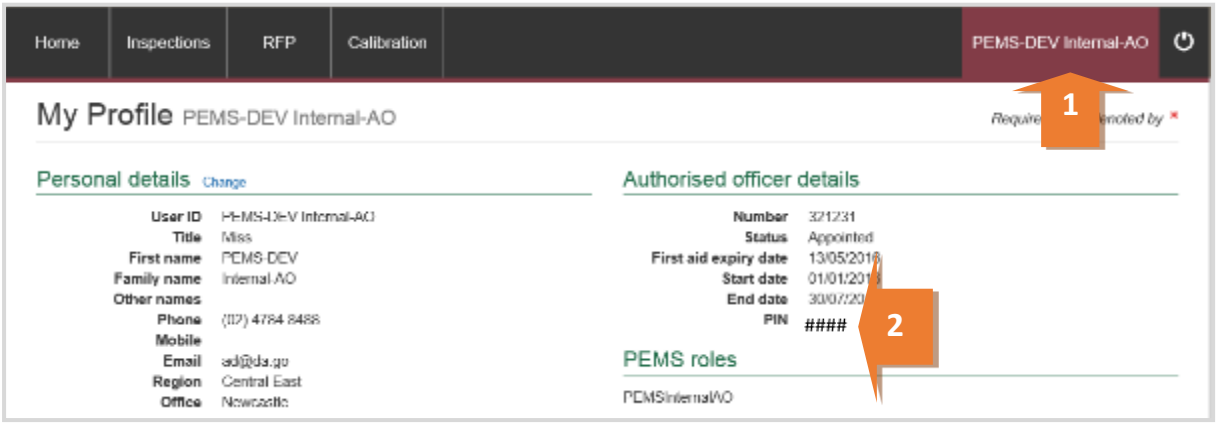
PEMS offline allows you to "check out" an inspection or calibration record to a mobile device and continue to record certain data even where there is no internet/network connection.

In this checked out mode the data that you entered into the record will be stored in the internet browser storage on your chosen mobile device, until an internet connection becomes available, and the record is checked back into PEMS online. You should not clear your cache while in offline mode or you will lose any PEMS data stored locally on your device at the time. In the checked-out mode PEMS will not be able to validate any of the data entered and you will not be able to submit the record.

### Locating your PEMS security PIN

Before checking out a record and using PEMS offline, you will need to identify your individual PEMS security PIN. You will need to remember and use this PIN to log in to PEMS offline.

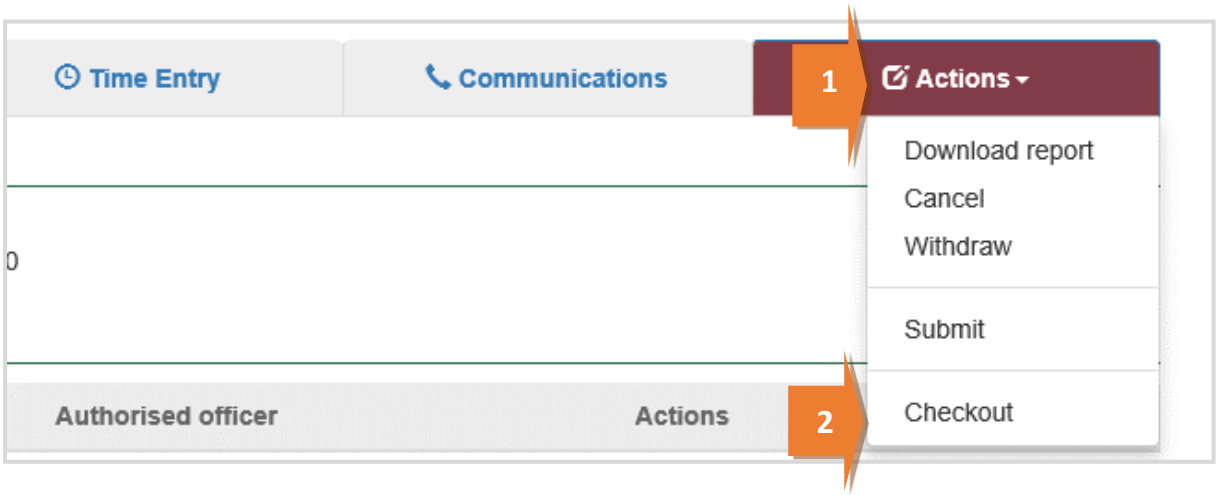
Click on **PEMS profile**[1] to access your four to six-digit AO security **PIN**[2] under the authorised officer details section.




### Checkout a record

Once an inspection/calibration record is initiated (see the relevant user guide) you can check out the record. You must have an internet connection to check a record out of PEMS online. The process for checking out a record is the same for all inspection types and for onsite and offsite calibrations.

To check out the record, open the relevant record, click the **Actions**[1] tab and then click **Checkout**[2].

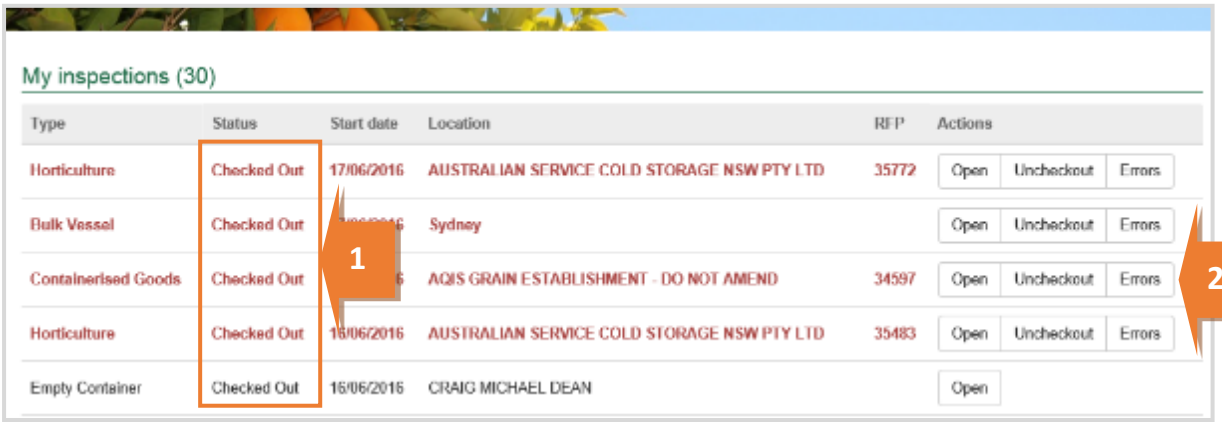



! If a record that you are assigned to has been checked out by another assigned AO, contact the AO Hotline for assistance.

! Once a record is checked out of PEMS the PEMS online record will be read-only. Only the AO that checked the record out of PEMS online will be able to access and add data to the record in PEMS offline.

The **checked-out inspection/calibration record**[1] will display under My inspections/My calibrations list on your PEMS online homepage. For demonstration purposes, the following screen shots relate to an inspection record in PEMS offline.

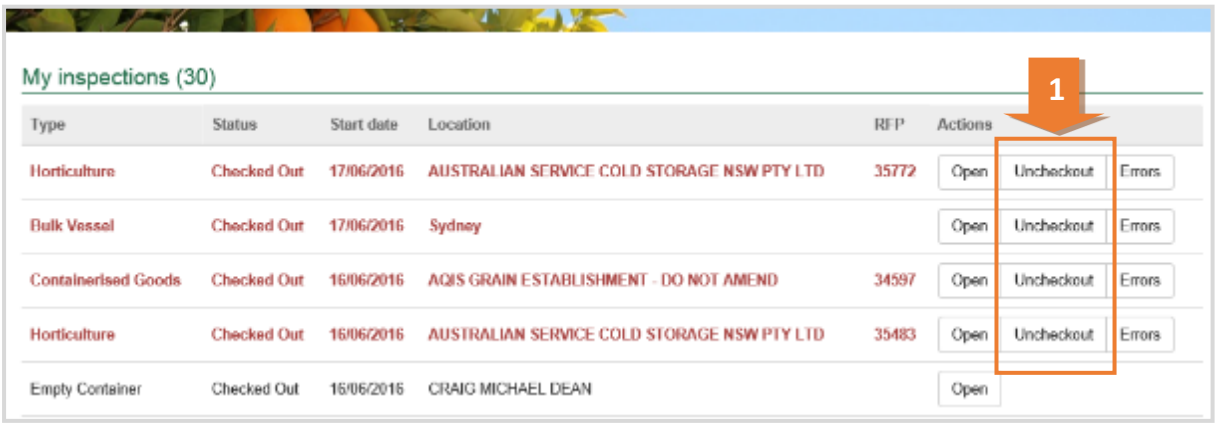
Checked out records that are highlighted in bold and red have been checked out of PEMS online in a different internet browser and/or different device from the one you are currently using. You can click **Errors**[2] beside the relevant record to confirm the error.



## Uncheckout record

Where you have accidentally checked out a record it is possible to undo the check out. If you undo a checkout, any information you may have entered into the record in PEMS offline will not transfer into PEMS online.

To undo the check out, click **Uncheckout**[1] beside the relevant record.

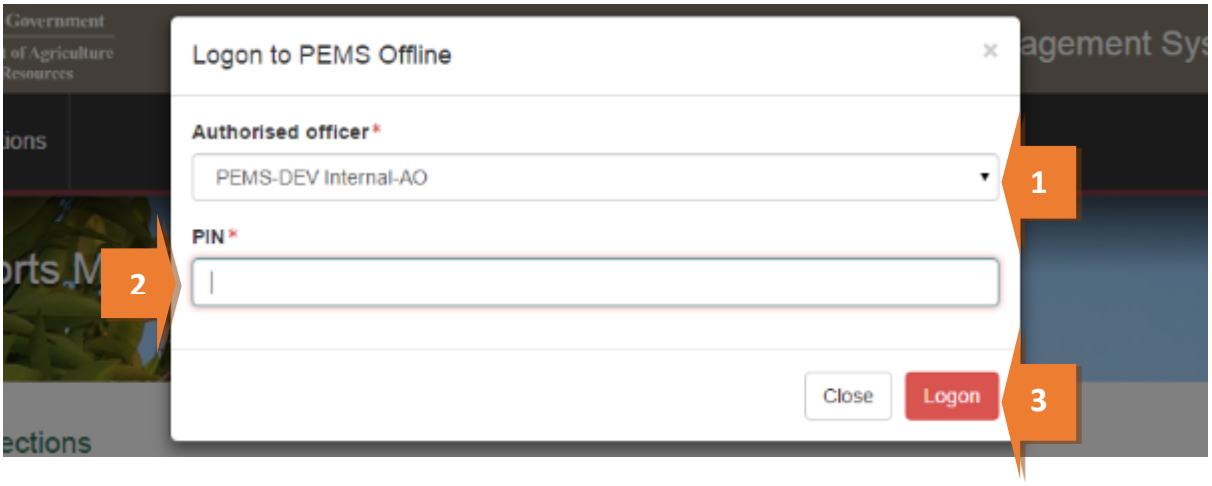



## Logging in to PEMS offline

When you no longer have an internet/network connection, you can refresh your PEMS homepage and the logon to PEMS offline window will display.

Select your **Authorised officer**[1] name. The AO that checked out the record will appear by default.

Enter your four to six-digit PEMS security **PIN**[2], and then click **Logon**[3].

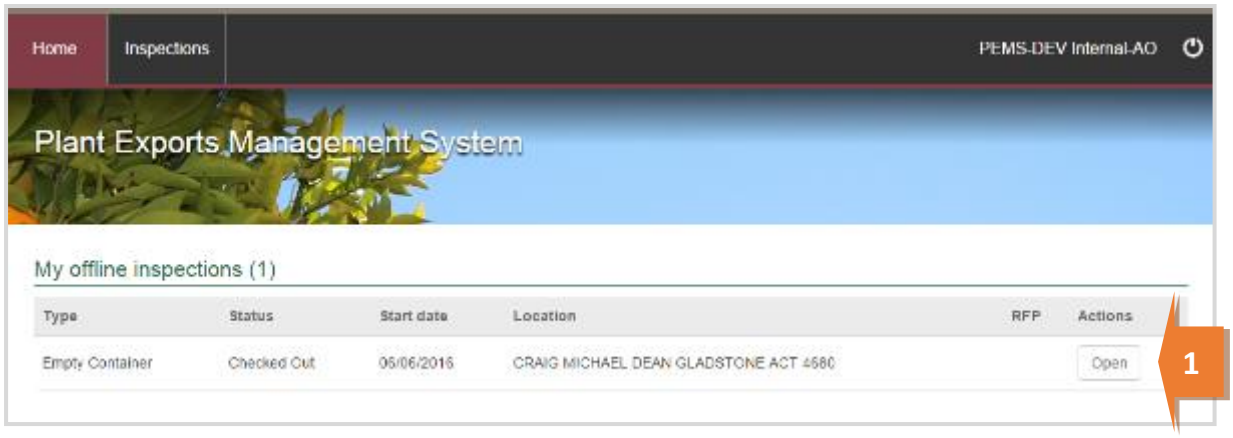


## Opening the checked-out inspection record

Once you have logged on to PEMS offline, the PEMS offline homepage will display your offline (checked out) inspection records.

To open a checked-out inspection record, click **Open**[1] beside the relevant inspection record under the *My offline inspections* section. The process for opening an offline record is the same for all inspection types. For demonstration purposes, the following screen shots relate to an empty container inspection record in PEMS offline.

For all inspection types the PEMS offline inspection page will display by default. The PEMS offline inspection page will have limited functionality as compared to PEMS online.



## Entering inspection data in PEMS offline

In the PEMS offline mode, for each checked out inspection record, you will only be able to:

- record relevant inspection results (see the relevant user guide), including:
  - recording inspection results
  - if applicable, recording flow path inspection results
  - if applicable, changing outcome type
  - if applicable, selecting sampling rate
  - if applicable, record marine surveyor certificate details
  - if applicable, record results for additional areas of a bulk vessel.
- view assigned AOs
- add comments (see Section 3.8)
- record time entry data (see Section 3.4)
- record correspondence relating to the inspection (see Section 3.5).

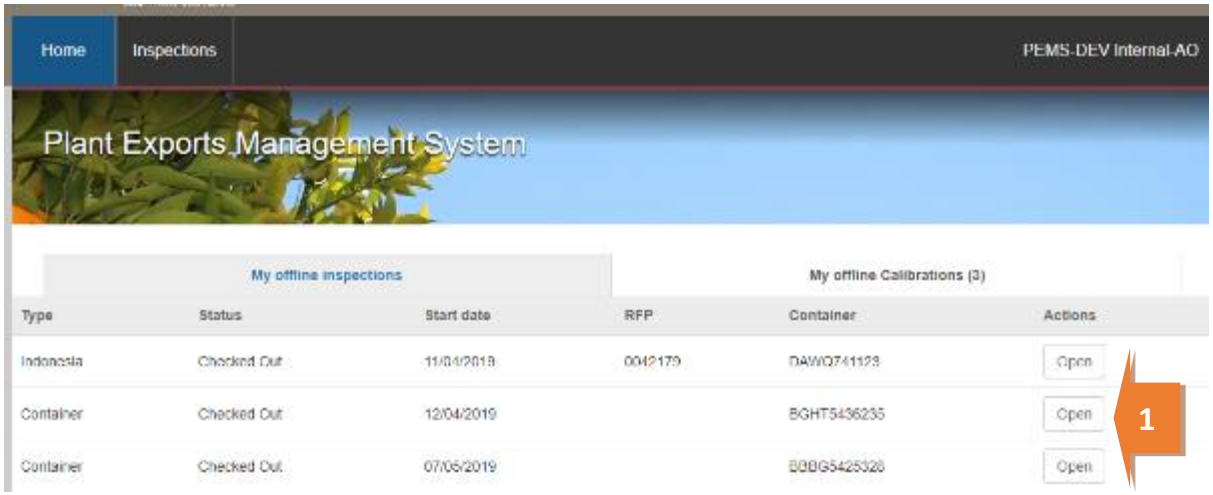
You will not be able to:

- assign additional AOs to the inspection record
- add attachments to the inspection record
- view time summary information or activity reports
- add invoices to the inspection record
- view any RFP details
- submit, cancel or withdrawn the inspection record
- download an inspection record
- issue bulk vessel approval
- check empty container approvals.

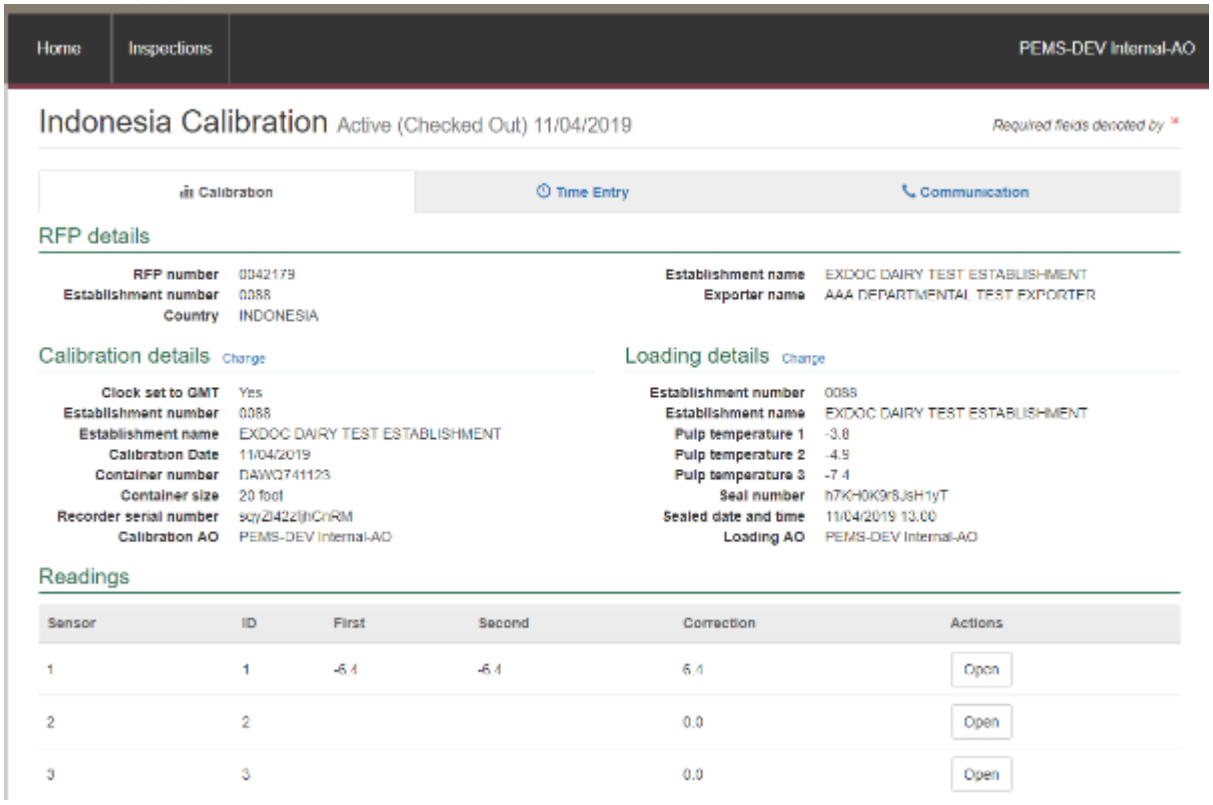
## Opening the checked-out calibration record

Once you have logged on to PEMS offline, the PEMS offline homepage will display your offline (checked out) calibration records.

To open a checked-out calibration record, click **Open**[1] beside the relevant calibration record under the *My offline calibrations* section. The process for opening an offline calibration record is the same for all calibration types. For demonstration purposes, the following screen shots relate to an onsite calibration record in PEMS offline.




For all calibration types, the PEMS offline calibration page will display by default. The PEMS offline calibration page will have limited functionality as compared to PEMS online.



### Entering calibration data in PEMS offline

In the PEMS offline mode, for each checked out calibration record, you will only be able to:

- record calibration results including:
  - recording calibration details
  - recording sensor readings
  - recording pre-cooling temperatures
  - recording loading details
- add comments (see Section 3.8)
- record time entry data (see Section 3.4).

You will not be able to:

- assign additional AOs to the calibration record
- add attachments to the calibration record
- record correspondence relating to the calibration
- view time summary information or activity reports
- add invoices to the calibration record
- view any RFP details
- submit, cancel or withdrawn the calibration record
- download a calibration report.

! Once a record is checked out of PEMS offline, the PEMS online record will become read-only. Only the AO who checked the record out can access and add data by using the same device that was used to check the record out of PEMS.

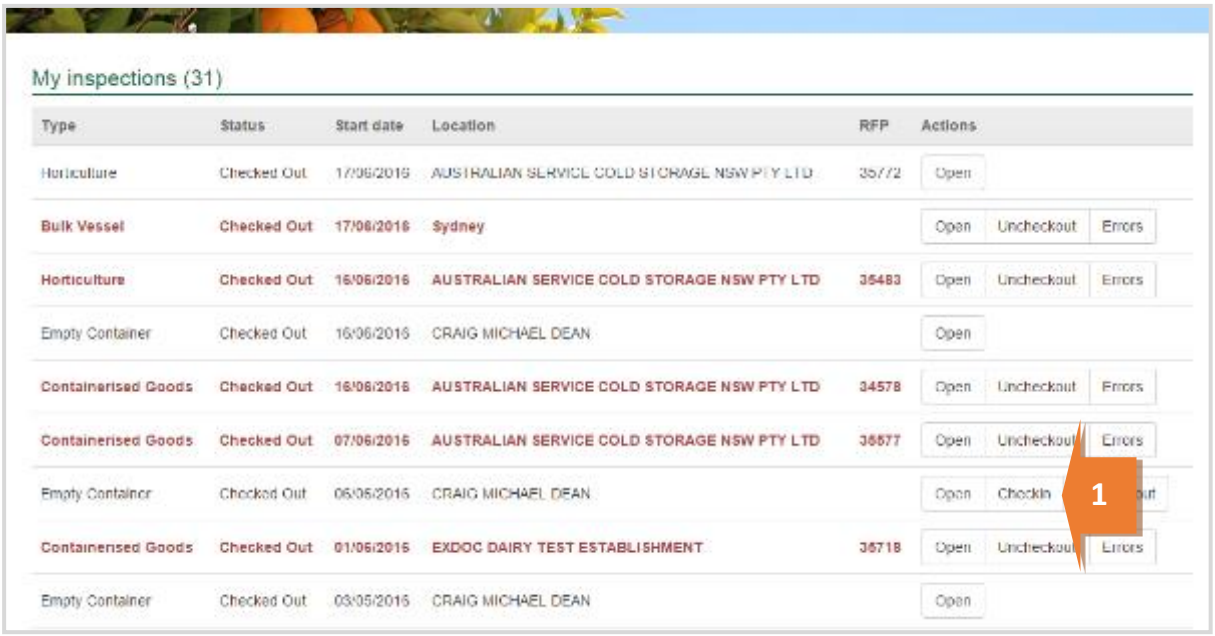
## Check in a record

Once an internet/network connection becomes available you can check a record back into PEMS online to complete and submit the record.

Before checking a record back into PEMS online ensure that you are checking the record back in using the same device and the same browser that you used to record data in PEMS offline.

To check a record back in to PEMS online, click **Check in**[1] beside the relevant record under the My inspections/My calibrations list on your PEMS online homepage.

! Checked out records that are highlighted in bold and red have been checked out of PEMS online in a different browser and/or different device from the one you are currently using.




PEMS will synchronise and validate the record when it is translated from PEMS offline to PEMS online.

Once the record has been checked in you can open the record from the *My inspections/My calibrations* list on the PEMS online homepage. If no other data is required, you can continue to complete and submit the record consistent with relevant inspection/calibration type instructions (see the relevant user guide).

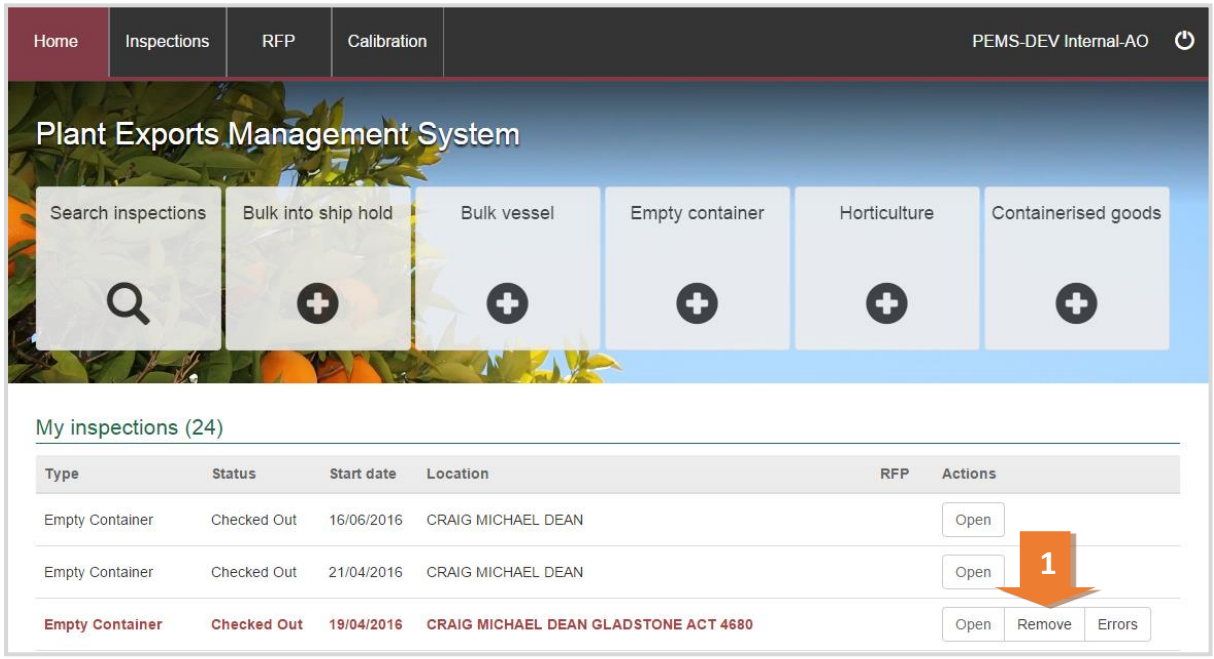
## Remove stored data

PEMS will allow an AO to remove locally stored data from the *My inspections/My calibrations* list on the PEMS home page in certain circumstances.

Where 2 or more AOs are assigned to a record, AO 1 may check out the record but will be unable to proceed with entering data, undo the check out, or otherwise check the record back into PEMS.

In these situations, AO 2 may contact the AO Hotline to request that the record checkout be reversed. Once the record is active, AO 2 can then check the record out of PEMS.

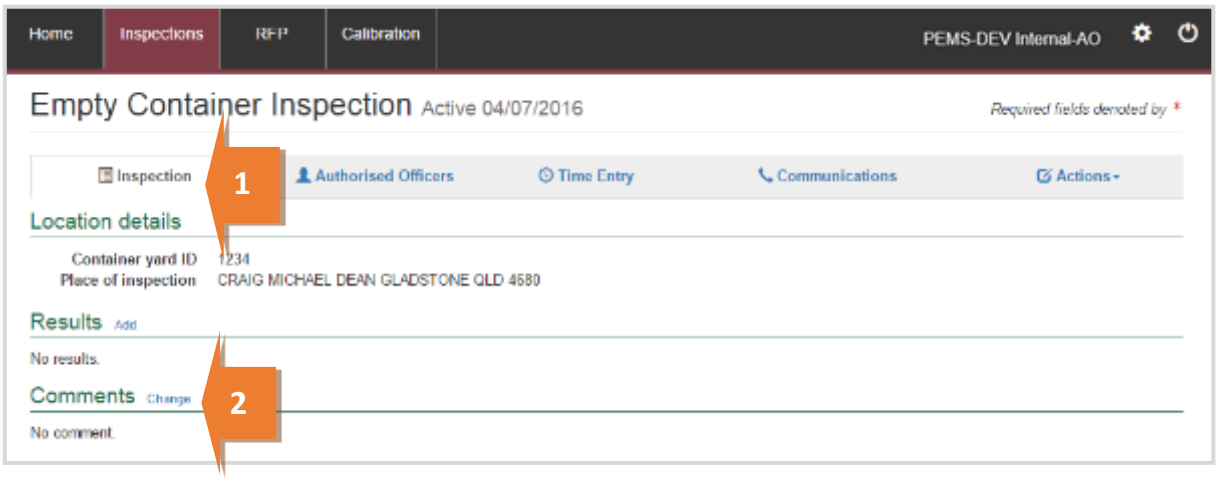
When AO 2 checks out the record, AO 1 will not be able to check in their offline data. As a result, PEMS will allow AO 1 to click **Remove**[1] to remove the locally stored data from AO 1's list. The remove function does not remove the record from PEMS.



## 3.8 Adding comments to a record

PEMS allows you to add general comments to all inspection and calibration records. The process for adding general comments is the same for all inspection/calibration types. The following screen shots are taken from an empty container inspection record for demonstration purposes.

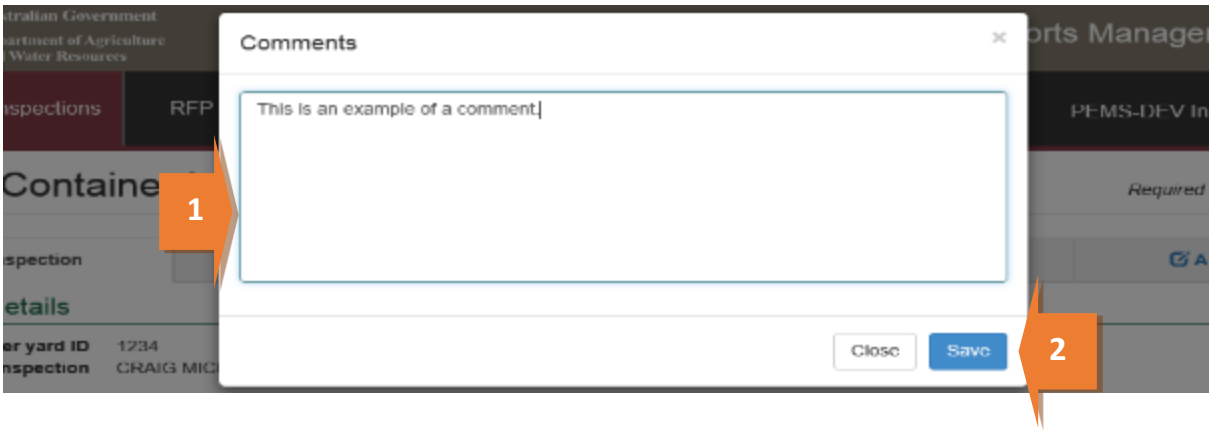
To add comments to the record, click the **Inspection[1] (or Calibration)** tab and then click **Change[2]** under the comments section of the relevant inspection page.



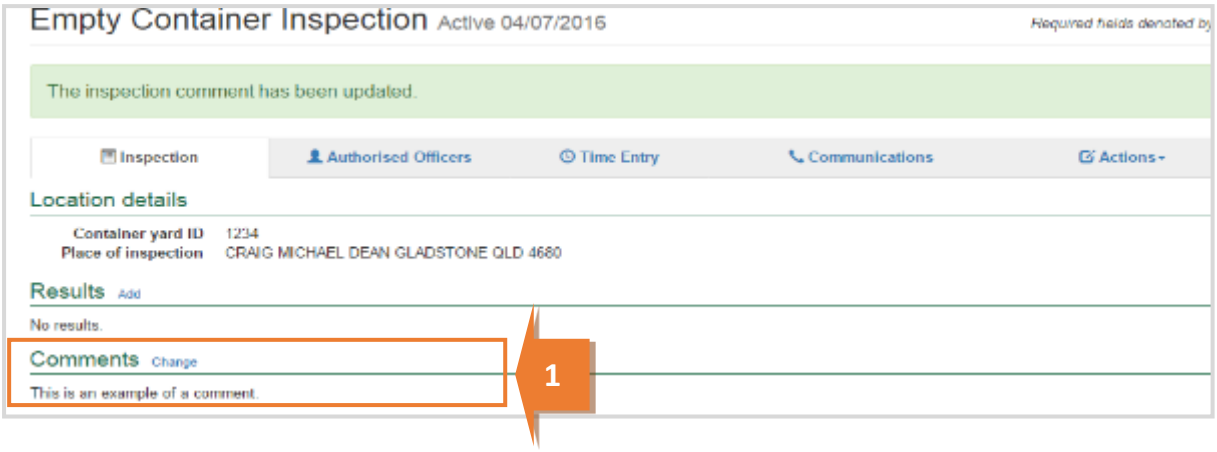

The *Comments* window will display.

Enter general comments about the inspection/calibration into the **free text field[1]**. There is a limit of 500 characters for the field.

Click **Save[2]**.




The inspection/calibration record page will display the **comment[1]**.

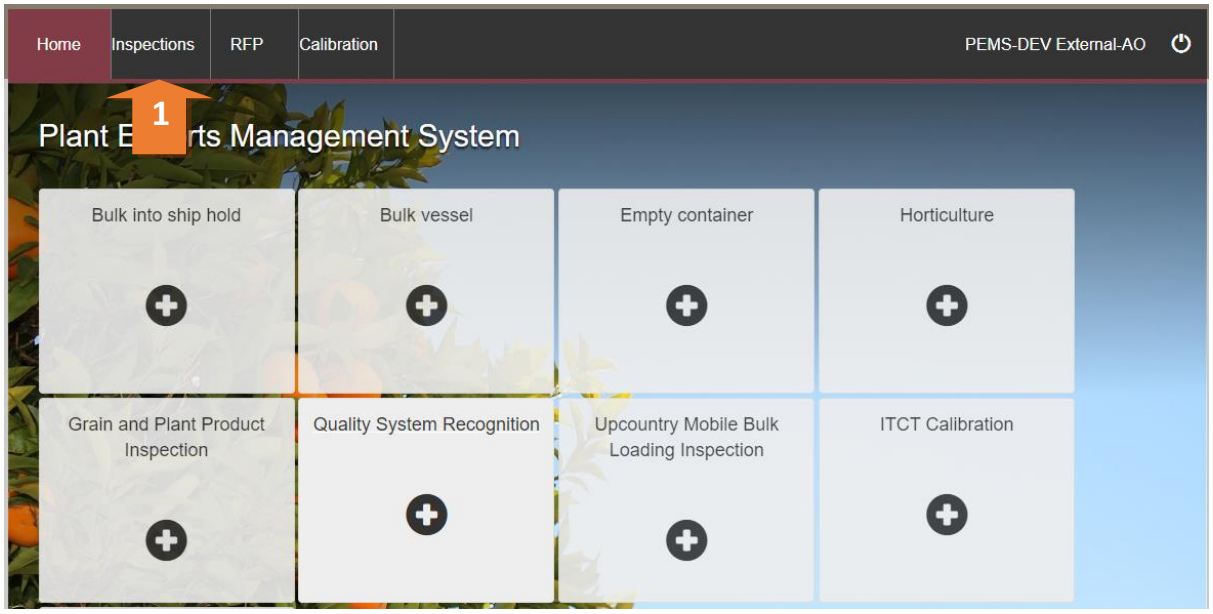


## 3.9 Alternate way to initiate an inspection or calibration

There is an alternate way to initiate a record in PEMS in addition to the process outlined under the relevant user guide.

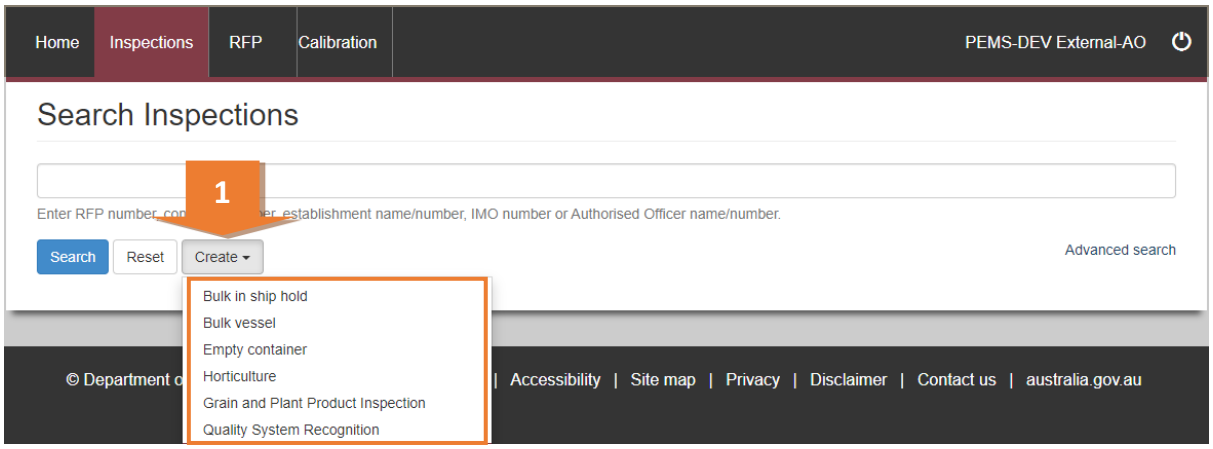
### Initiating an inspection record

Click the **Inspections**[1] PEMS menu tab on the PEMS home page.




The *Search Inspections* page will display.

Click **Create**[1], and then select the relevant **inspection type**[2] from the drop down list.

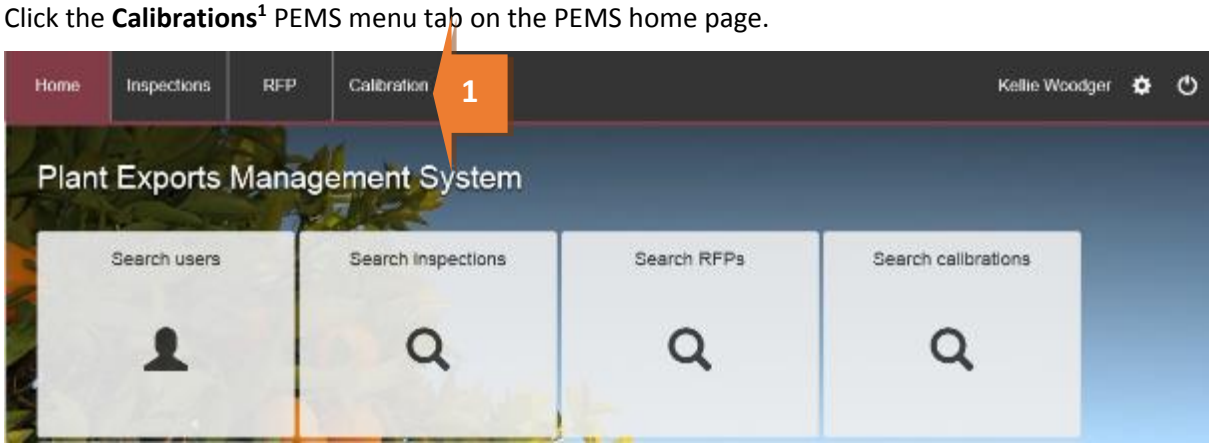



The relevant create inspection window will display.

Continue by following the step-by-step instructions provided in the relevant user guide to complete the process for initiating an inspection record on PEMS.

## Initiating a calibration record

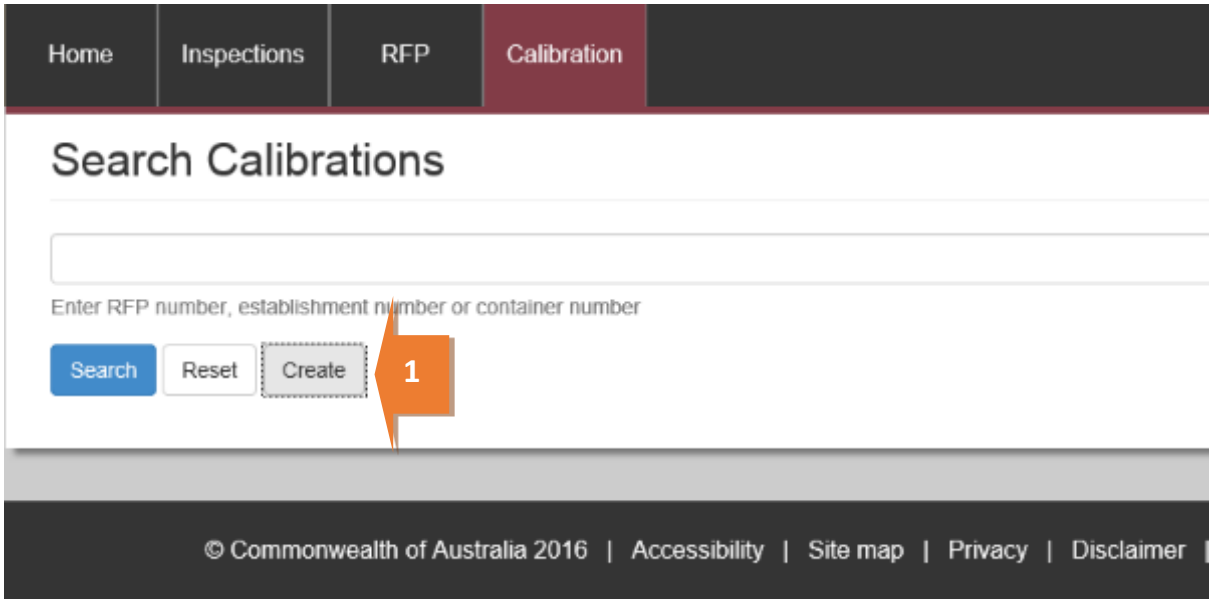
Click the **Calibrations**[1] PEMS menu tab on the PEMS home page.

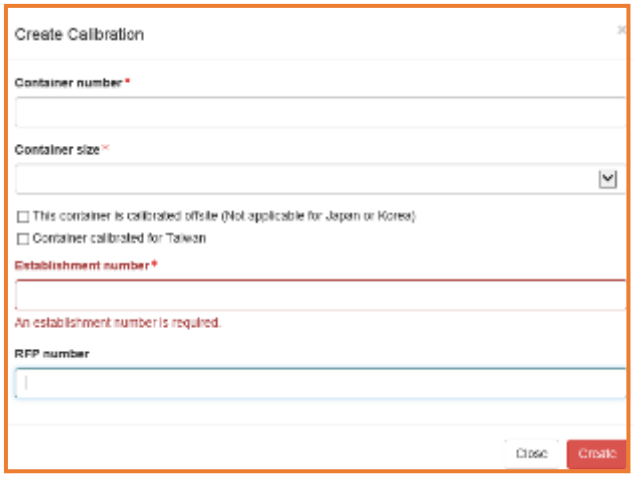



The *Search Calibrations* page will display.

Click **Create**[1], and the relevant create calibration window will display.

Continue by following the step-by-step instructions provided in the relevant user guide to complete the process for initiating a calibration record on PEMS.



# 4 RFP functions in PEMS (commodity inspections)

This section provides step-by-step instructions for creating and completing various activities that are related to the RFP record in PEMS.

This section assumes that as an AO, you are skilled in using Micor to determine the importing country requirements pertaining to the RFP. PEMS will assist this process by displaying a summary of the RFP details extracted from EXDOC and inspection history for an RFP. This section is organised into the following sections:

- reloading an RFP from EXDOC
- import permits
- navigating to related inspections/calibrations from the RFP screen.

While PEMS contains other RFP sections, this section only covers those functions that are relevant to an AO completing their inspection job functions.

## 4.1 Reload RFP from EXDOC

When an exporter/EDI user attaches pre-inspection documents to an RFP in PEMS the information from EXDOC will be extracted into PEMS, this is known as an RFP extract. When the AO initiates the inspection the most recent information will be automatically extracted into PEMS at that time.

If an exporter makes changes to the RFP in EXDOC, after the inspection has been initiated, such as add or remove commodity lines or change the net weight of the consignment, you will need to ensure that the information is current in PEMS. PEMS allows you to reload the RFP from EXDOC and preserve data that was translated from the inspection record onto the RFP recording PEMS, such as time entries, attachments, or correspondence.

Where an RFP is reloaded from EXDOC, inspection results will need to be re-entered into the inspection record in PEMS. Inspection results entered before the exporter made changes to their RFP in EXDOC, can be viewed in previous versions of the RFP (see Section 4.3 Inspections).

The process for reloading an RFP for EXDOC is the same for all commodity inspection types. The following screen shots are based on a Grain and Plant Product inspection record and are for demonstration purposes only.

! Do not reload an RFP from EXDOC where additional containers are added to a Grain and Plant Product inspection record. The AO must ask the exporter to update their RFP record in EXDOC to reflect the additional containers

! Once an inspection has been submitted for the RFP you cannot reactivate this inspection and reload RFP from EXDOC.

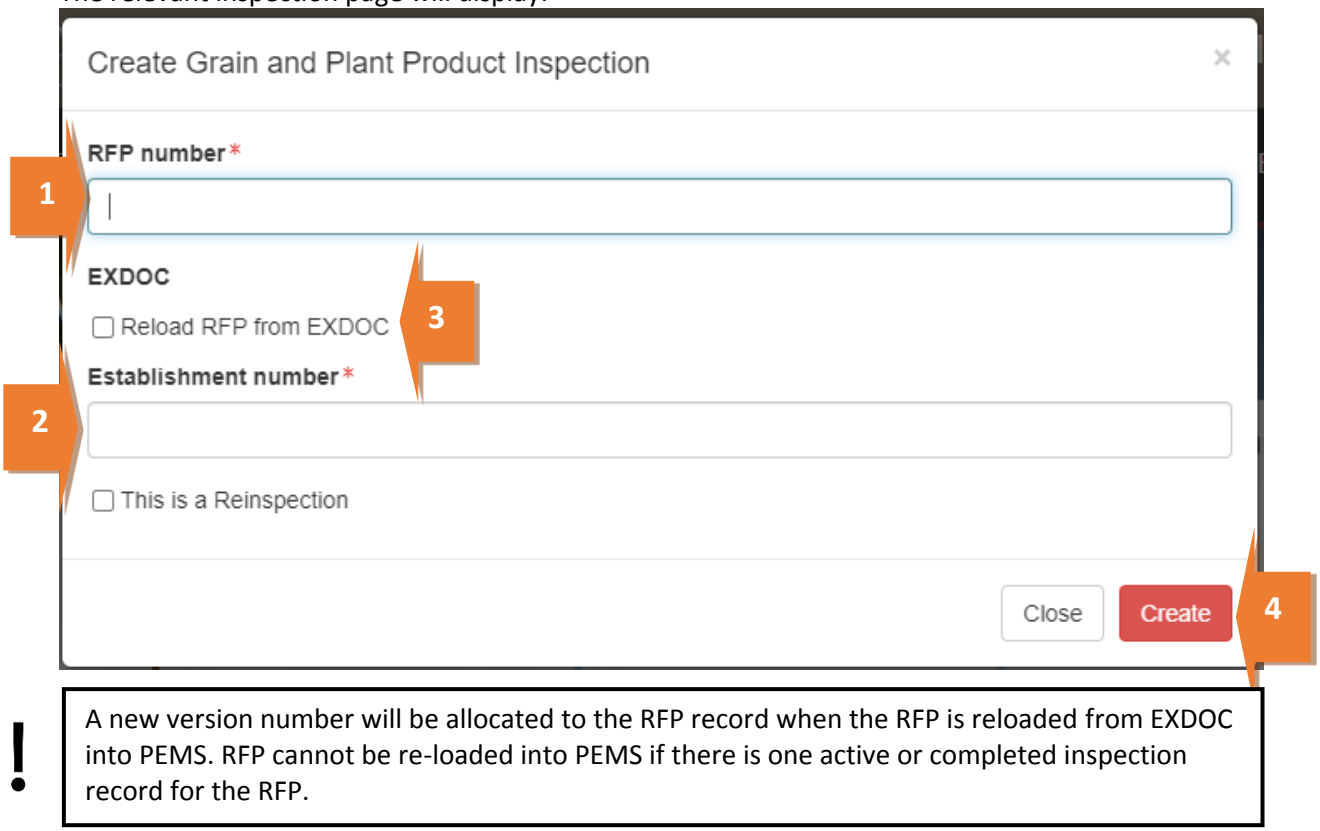
To reload an RFP from EXDOC:

- withdraw the current active commodity inspection from PEMS (see Section 3.6 Actions tab)
- go to the PEMS home page and initiate a new inspection record (see the relevant user guide).

The relevant create inspection window will display. You should then:

- as required for the relevant inspection, enter the required information (such as **RFP number**[1], **Establishment number**[2] (mandatory for third party AOs) and IMO number for bulk into ship hold inspections (see the relevant user guide)
- select the **Reload RFP from EXDOC**[3] checkbox
- click **Create**[4]**.**

The relevant inspection page will display.

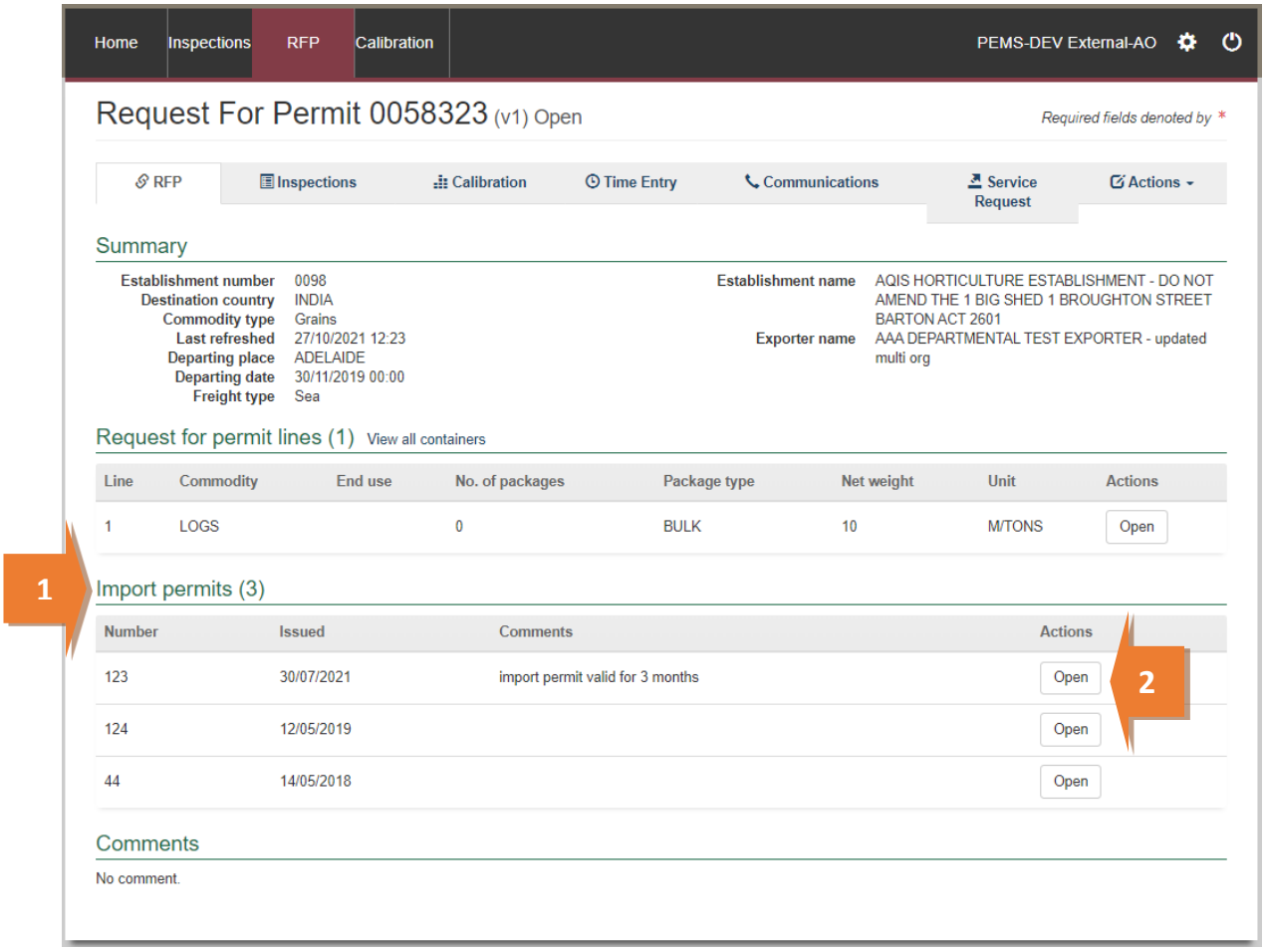



! A new version number will be allocated to the RFP record when the RFP is reloaded from EXDOC into PEMS. RFP cannot be re-loaded into PEMS if there is one active or completed inspection record for the RFP.

## 4.2 Recording import permit details

Where an importing country requires that an exporter has an import permit this will be reflected in EXDOC. Import permit details which have been provided by the exporter in EXDOC will translate automatically into PEMS and will be listed under the **Import Permits**[1] tab. The Import Permits tab allows you to record the details of the import permit after it has been sighted.

To record the import permit details, click the **Import Permits**[1] tab and then click **Open**[2] beside the relevant import permit listed.




The *Import Permit* window will display.

If applicable, enter **Comments**[1] relating to the import permit.

Click **Save**[2].

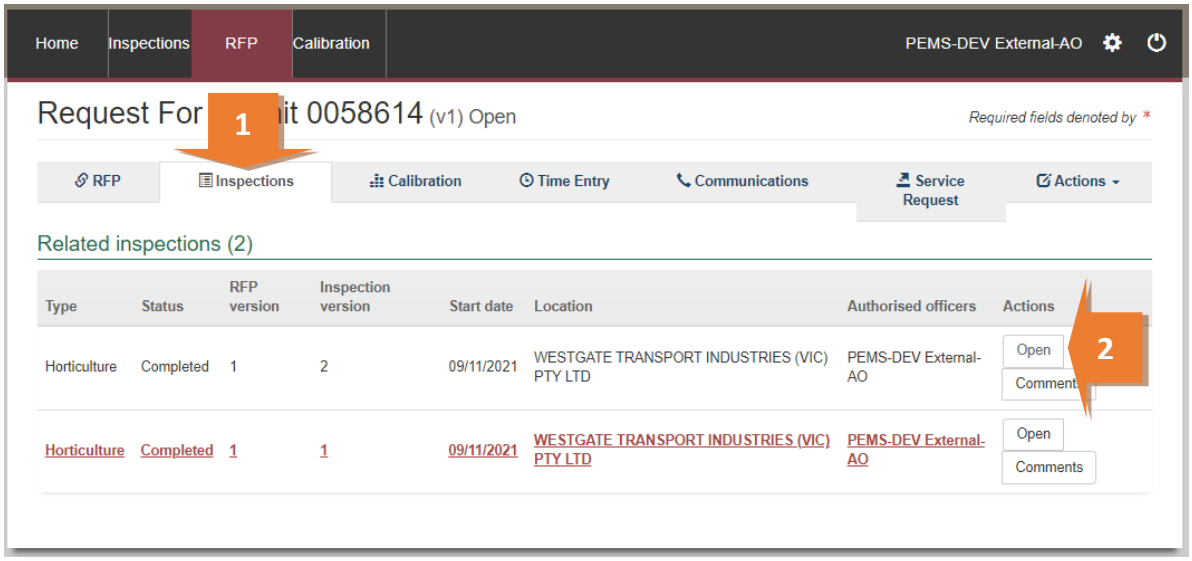
Import Permit 123
Comments
Accepted
1
Close
Save
2

## 4.3 Navigating to related inspections/calibrations from the RFP screen

To view the list of inspections/calibrations related to an RFP select the **Inspections**[1]/Calibrations tab.

Each RFP extracted from EXDOC can have multiple inspection/calibration records listed under the related inspections/calibrations section. However, there can only be one active inspection record listed at any one time. Each time an RFP is reloaded from EXDOC the new active inspection record will correspond with a new RFP version number.

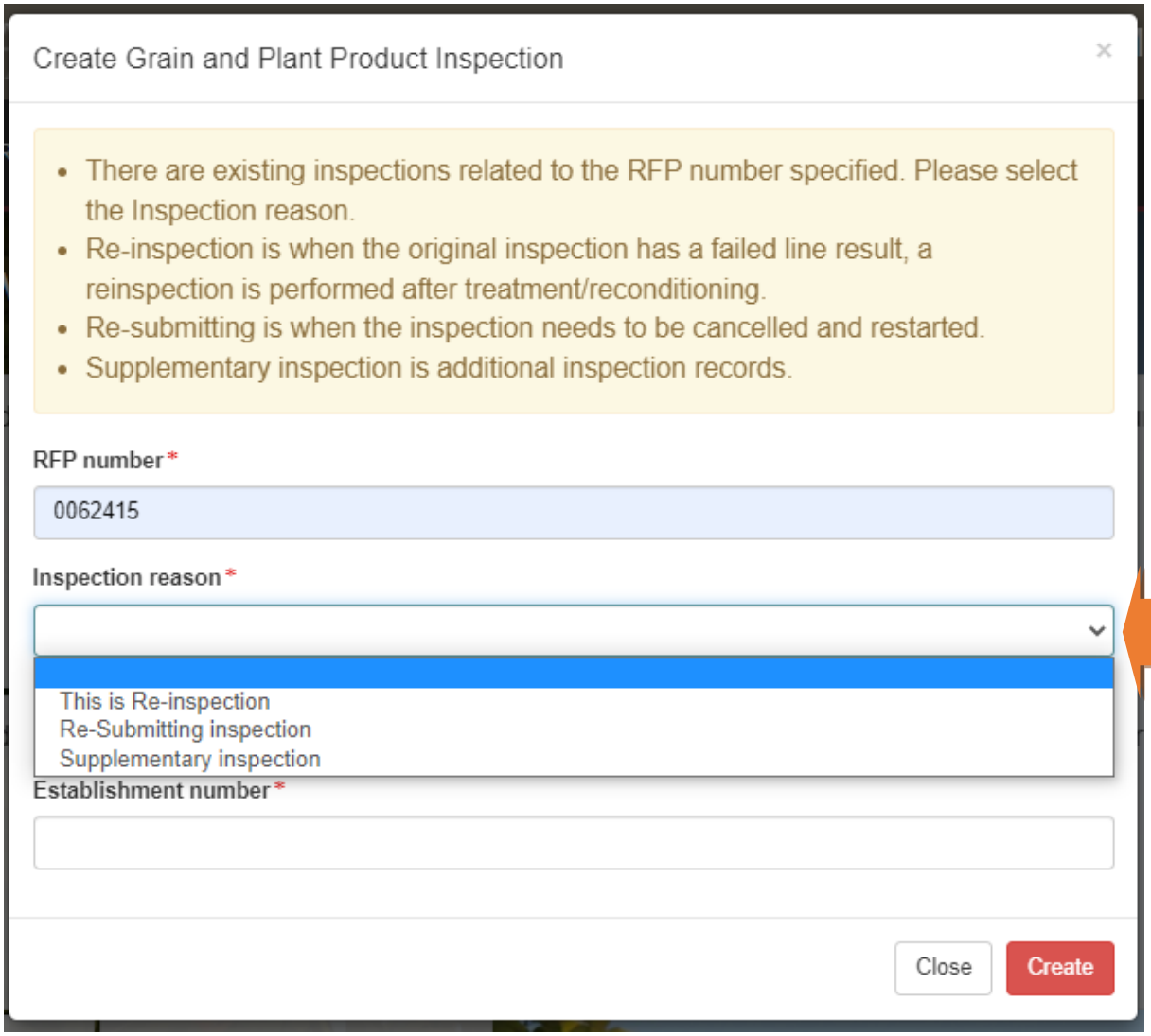
You can **Open**[2] any inspection record related to the RFP from this page to view the inspection record data. All inspection records other than the current active inspection record will be read-only.



## 4.4 Creating inspection records where a record already exists for an RFP

For Grain and Plant Product, Bulk Into Ship Hold and Horticulture inspections, when an inspection record already exists in PEMS for an RFP, you must select a reason for creating another inspection record—**Inspection Reason**[1]. Inspection reasons include:

- **Re-inspection**
- **Re-submitting inspection**
- **Supplementary inspection**

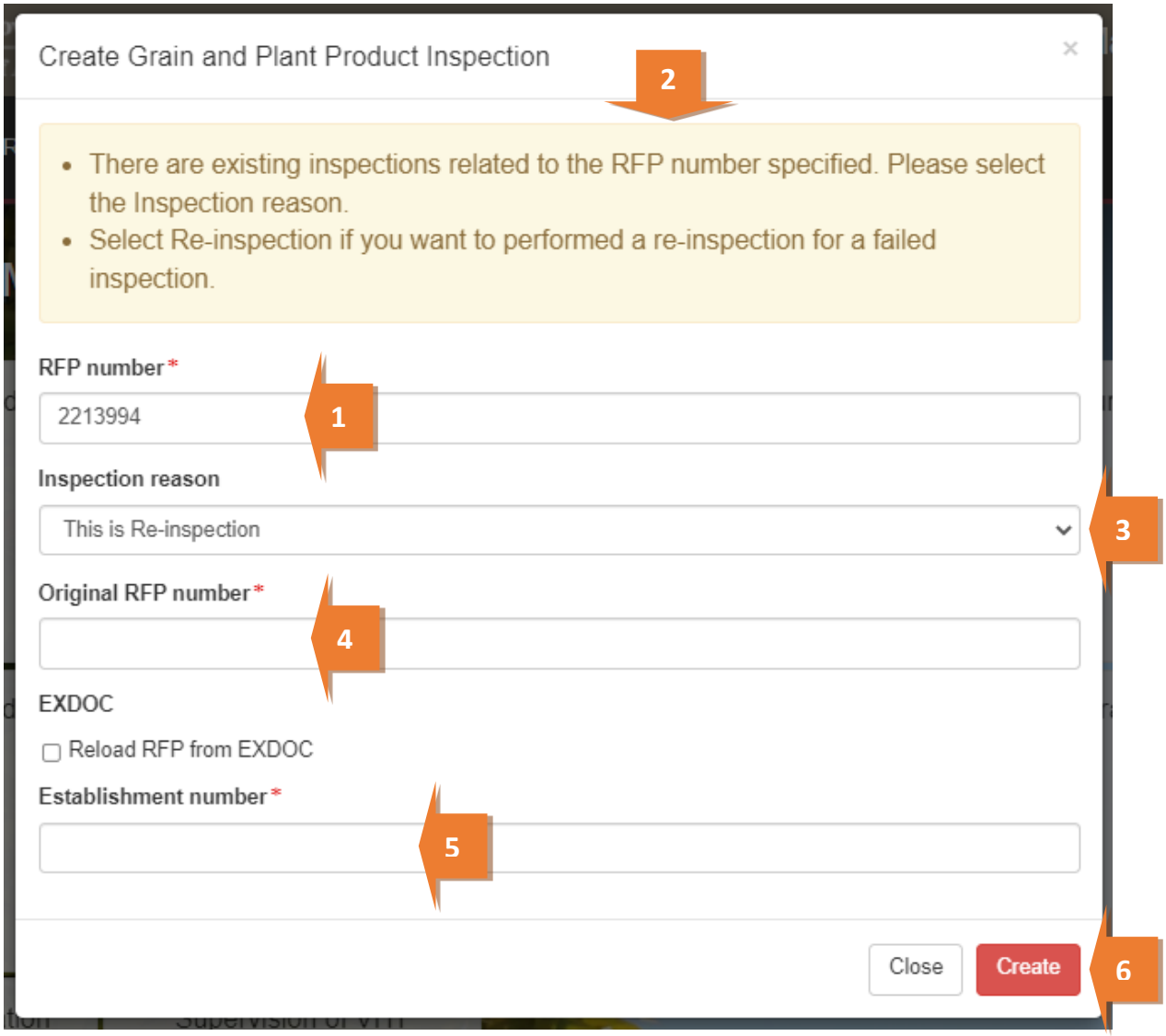


## Re-inspection

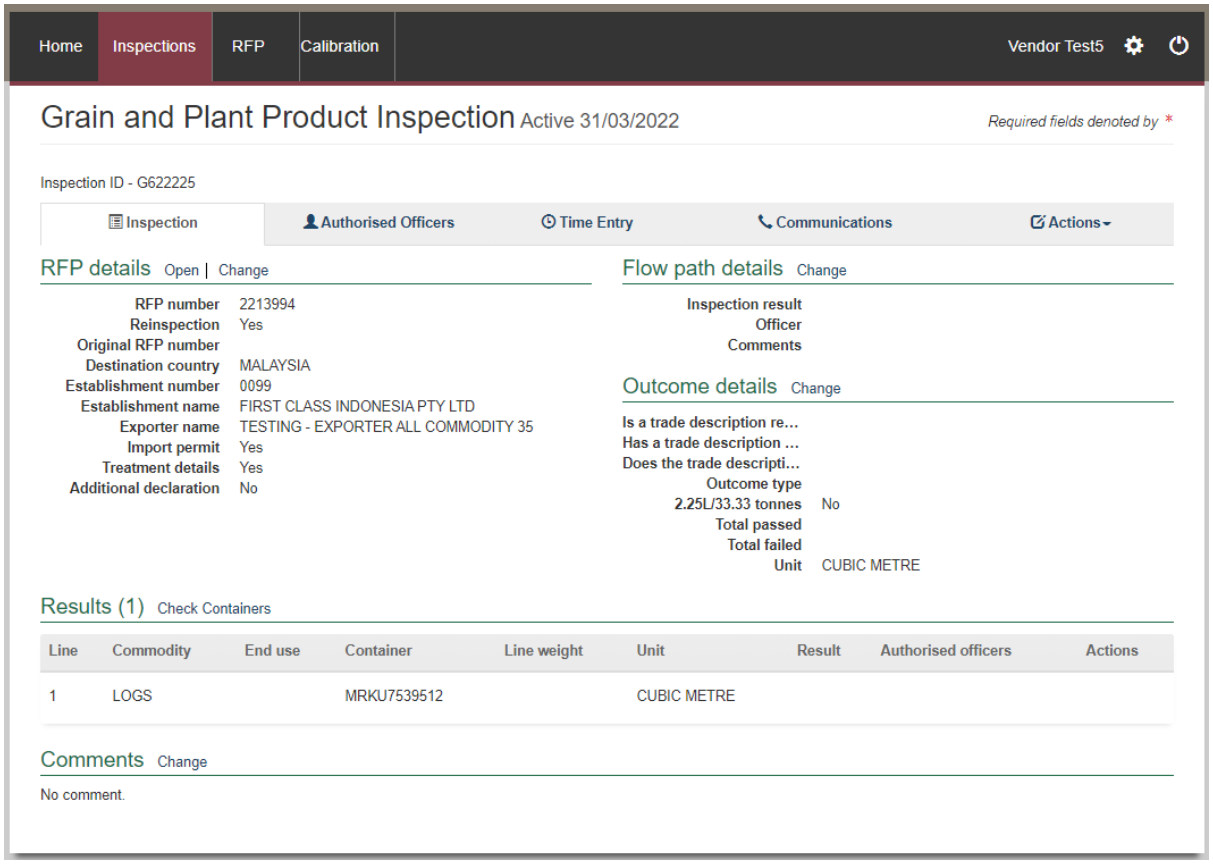
This is where the AO is conducting an inspection of goods that previously received a 'Fail' result, and the exporter has treated/reconditioned those goods and presented them for reinspection.

After selecting create inspection and entering the **RFP number**[1], PEMS will provide a **warning message**[2].

From the drop-down list, select the **Inspection reason**[3] as 'This is re-inspection'. Continue to enter the **Original RFP number**[4], the **Establishment number**[5] and select **Create**[6].



The relevant *Inspection* page will display for the goods to be reinspected.

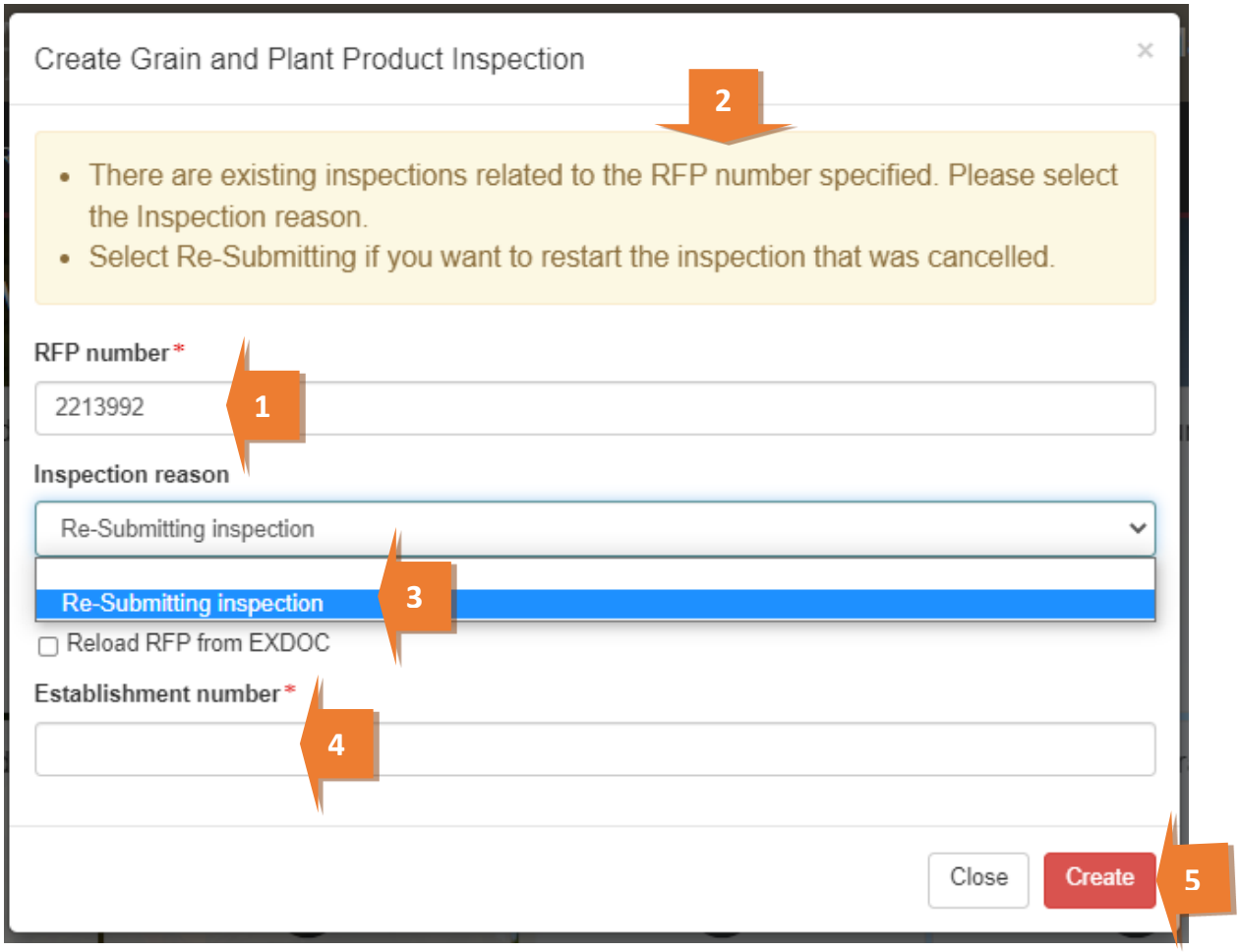


## Re-submitting inspection

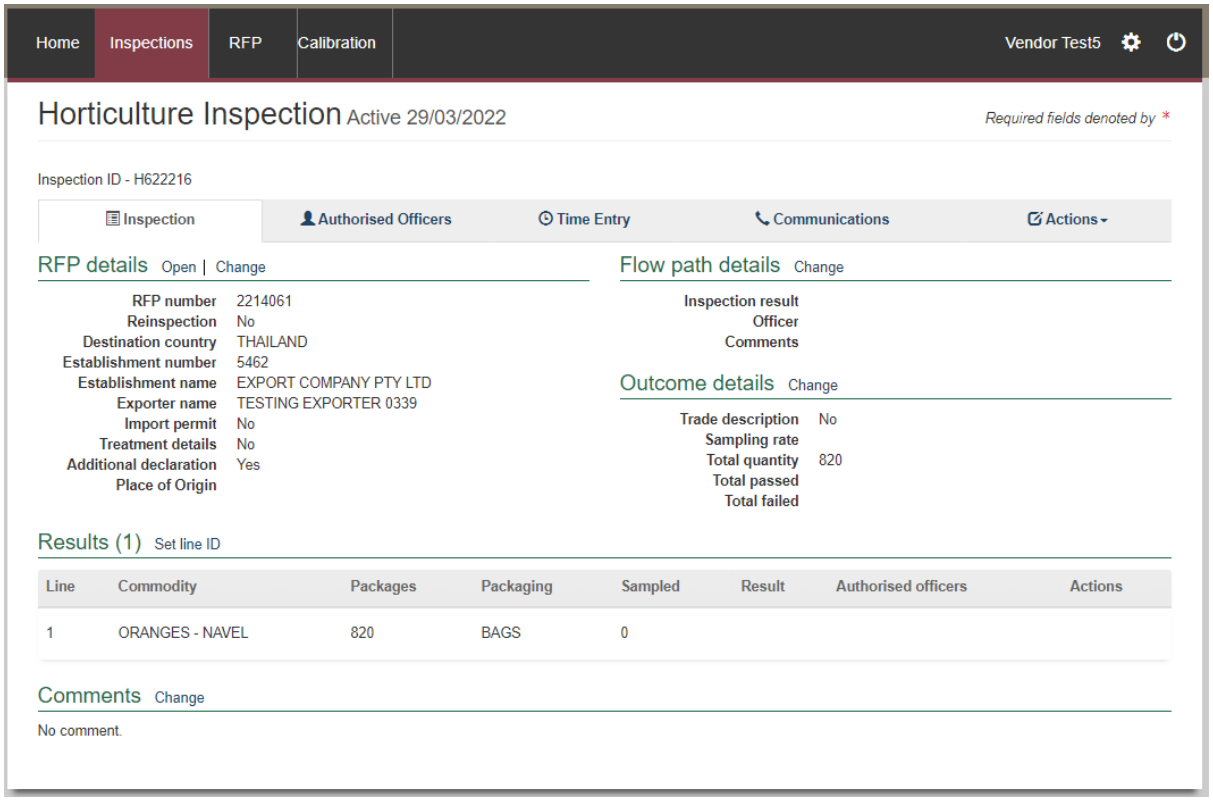
This is where the AO restarts an inspection that was cancelled.

After selecting create inspection and entering the **RFP number**[1], PEMS will provide a **warning message**[2].

From the drop-down list, select the **Inspection reason**[3] as 'Re-Submitting inspection'. Continue to enter the **Establishment number**[4] and select **Create**[5].



The relevant *Inspection* page will display for the record to be resubmitted.

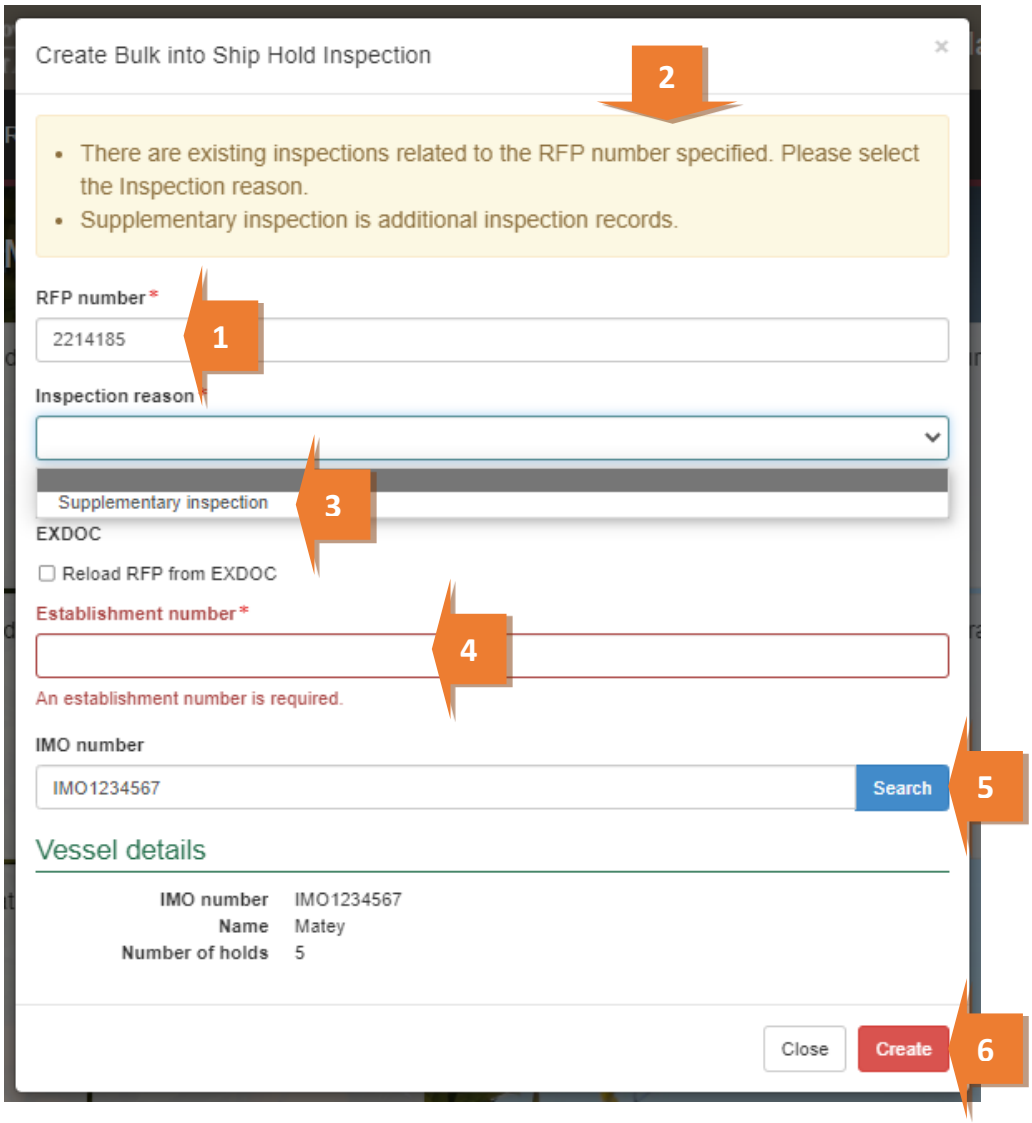


## Supplementary inspection

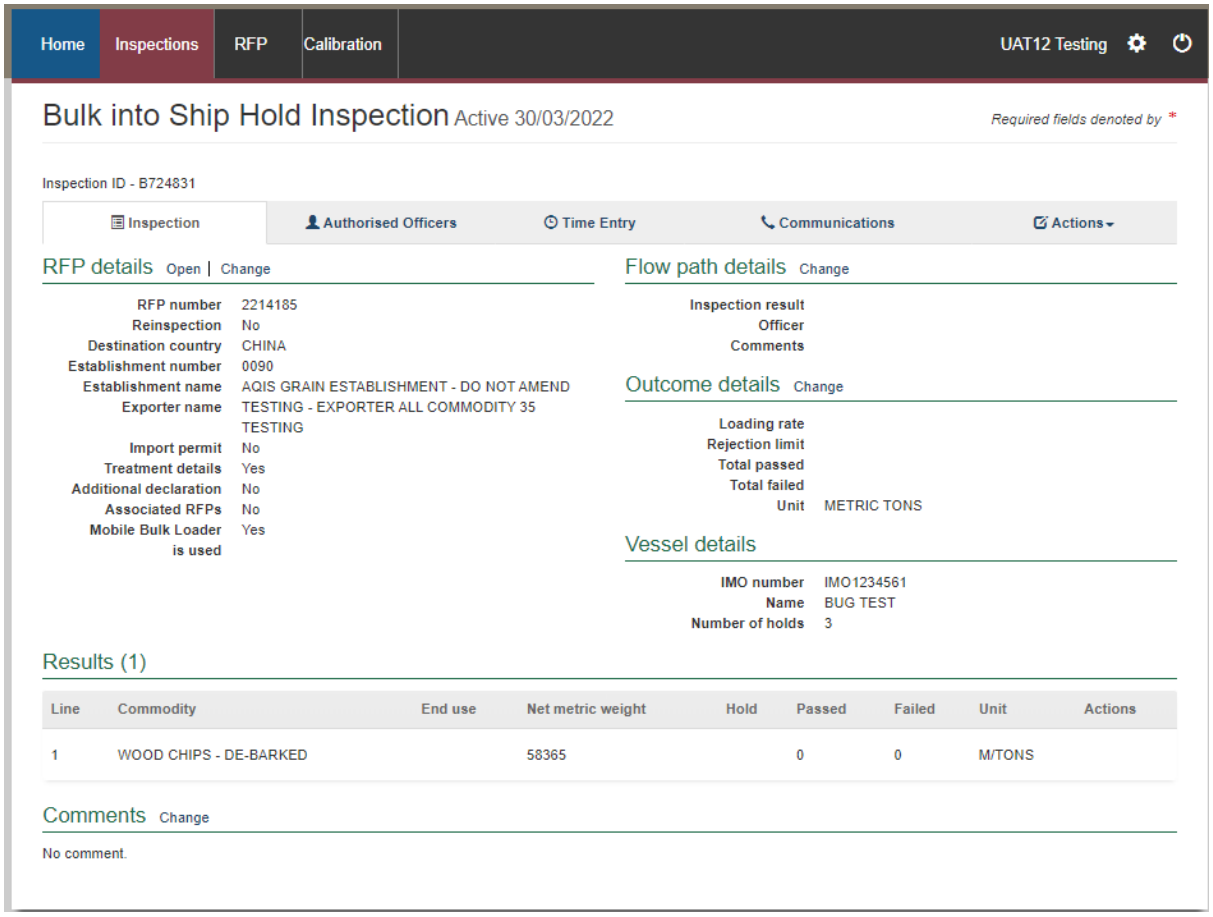
This where the AO needs to record extra inspection activities against the same inspection record/RFP.

After selecting create inspection and entering the **RFP number**[1], PEMS will provide a **warning message**[2].

From the drop down select the **Inspection reason**[3] as 'Supplementary inspection'. Continue to enter the **Establishment number**[4] and for a BISH inspection the **IMO number**[5]. Then select **Create**[6].



The relevant *Inspection* page will display for the inspection to be completed.




# 5 Re-exports in PEMS

Re-export inspections can be completed in PEMS, in the same way that a standard inspection is completed.

To complete a re-export inspection AOs should have the relevant job function for the product to conduct an inspection. For guidance on how to complete a specific inspection type consult the relevant inspection user guide.

All re-export inspections will have the Additional Declaration (endorsement number) 6536.

To support the re-export, the AO must sight and verify the original or certified copy of the phytosanitary certificate from the importing country(ies) at the time of inspection and record that this has been done in the general comments field. The document/s must be uploaded into PEMS as an attachment. For guidance on how to attach documents see Section 3.5 Attaching files to a record.

There is currently no option to flag an inspection as a re-export therefore please make a note in comments that the inspection is a re-export. For guidance on how to add comments see Section 3.8 Adding comments to a record.

# 6 Service Request

The Service Request tab provides an alternative Communication Workflow for clients to communicate with the department in relation to plant exports. It can be used to request authorisation for Requests For Permit (RFPs), and the issuance of in-transit cold treatment (ITCT) calibration certificates and declaration and certificate as to condition (EX188).

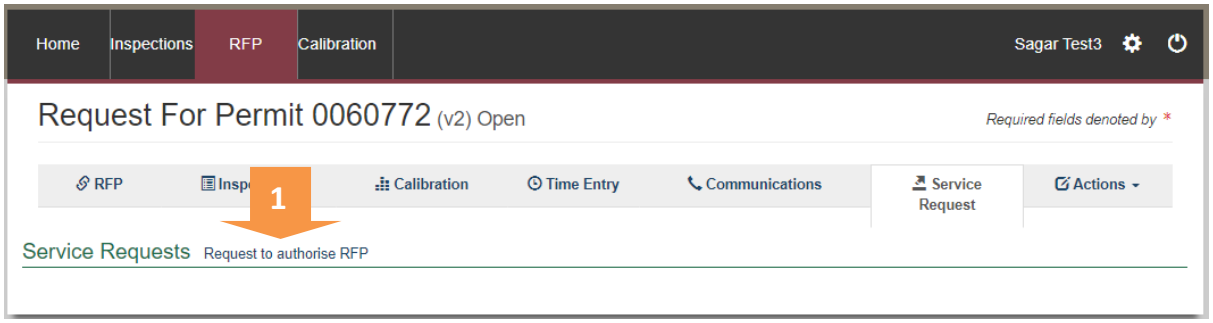
You can use the Service Request for inspections and calibrations recorded in PEMS, or if there is a manual inspection or calibration record attached to the relevant RFP.

**Note:** Some of the images presented below may reflect establishment executive user, however the process is same for both.

## 6.1 Request to Authorise RFP

PEMS will validate that there is at least one Completed inspection for the RFP or a Manual Inspection Record in the Communications tab for the **Request to authorise RFP**[1] to appear.

If any information is missing a warning will appear above the tabs, stating what is required.



The *RFP Authorisation* window displays.

Read and confirm both **declarations**[1] by ticking the boxes.

If required, a copy of the request can be sent via email by entering an email address in the **CC field**[2]. You can add multiple email addresses in this field, each separated by a comma.

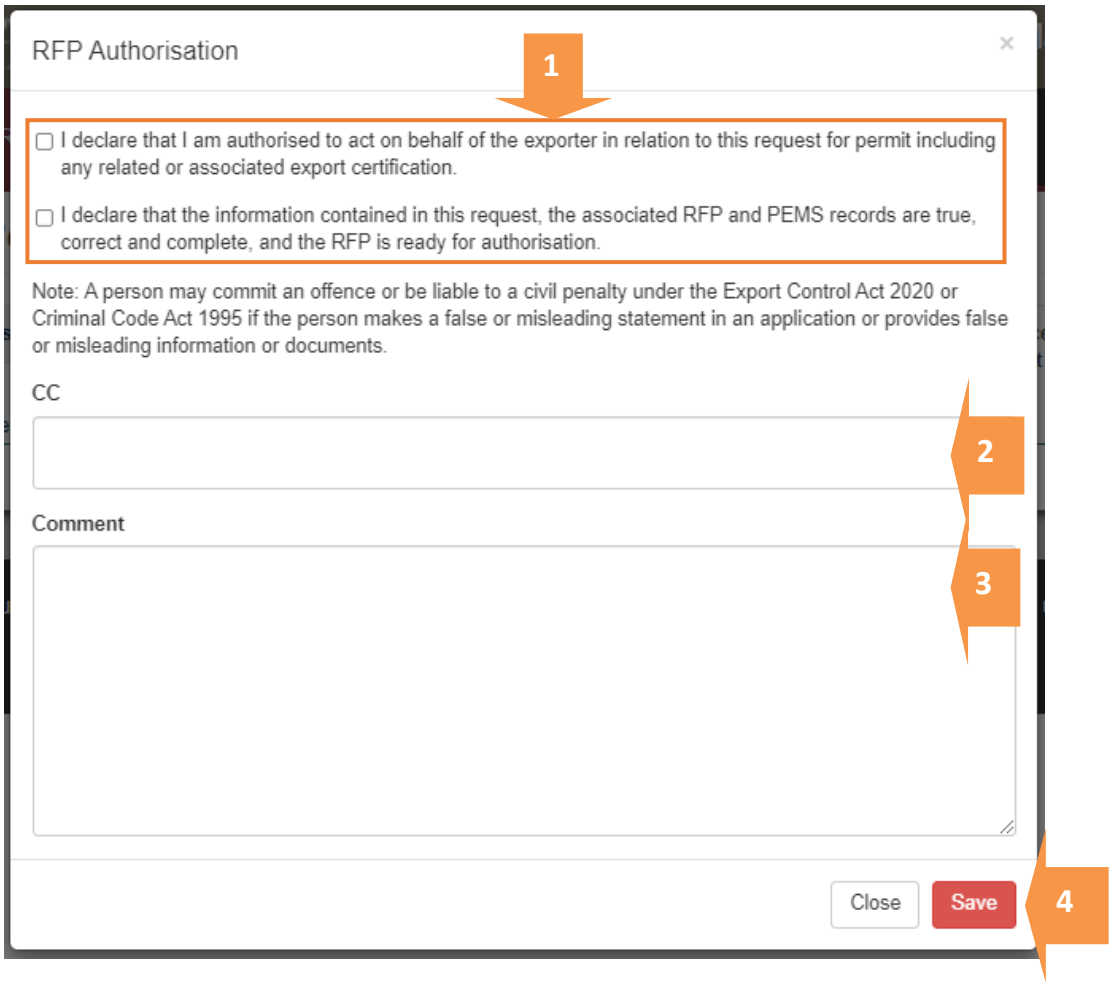
Enter in any **Comments**[3] that are to be included in the email.

Click **Save**[4].

If your Service Request will contain any attachments that are Manual records, then please indicate this in the Comments section and confirm that an exception applies, if you fail to do this then your authorisation may be delayed.

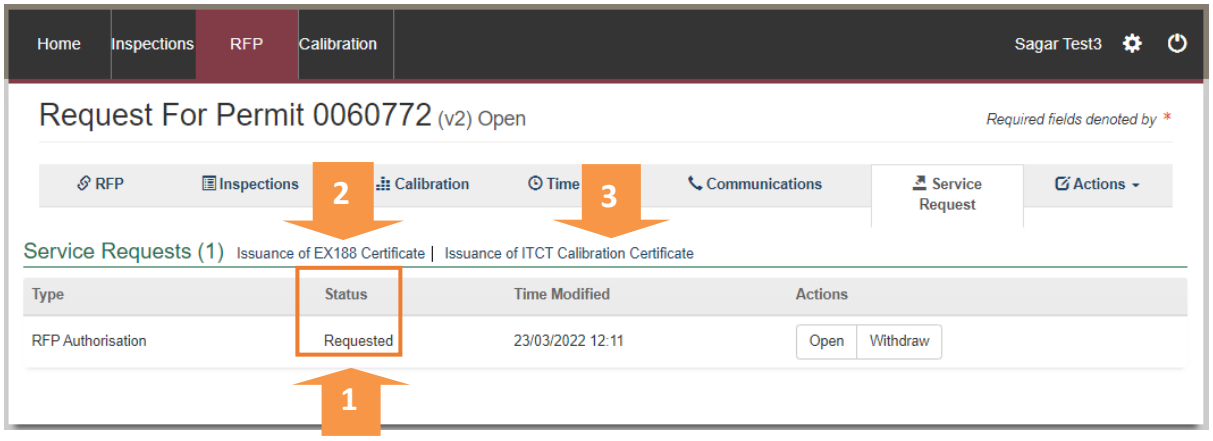
Exporters and EDI users will only see one declaration.

When you click save an email will automatically be sent to Plant Exports NDH.



The RFP Authorisation status will now change to **Requested**[1].

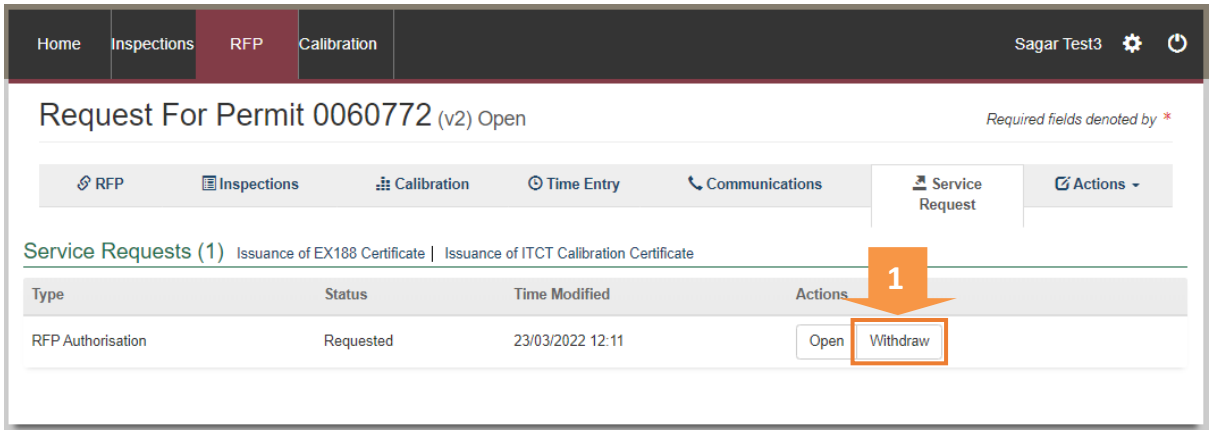
Depending on the inspection type, you will be able to request an issuance of certificates by selecting **Issuance of EX188 Certificate**[2] and/or **Issuance of ITCT Calibration Certificate**[3].




The ability to request these certificates will not be available prior to the Request to authorise RFP has been submitted.

## 6.2 Withdraw RFP Authorisation Request

If a service request has been submitted and it is no longer required, the authorisation can be withdrawn. To withdraw a service request, click on **Withdraw**[1].



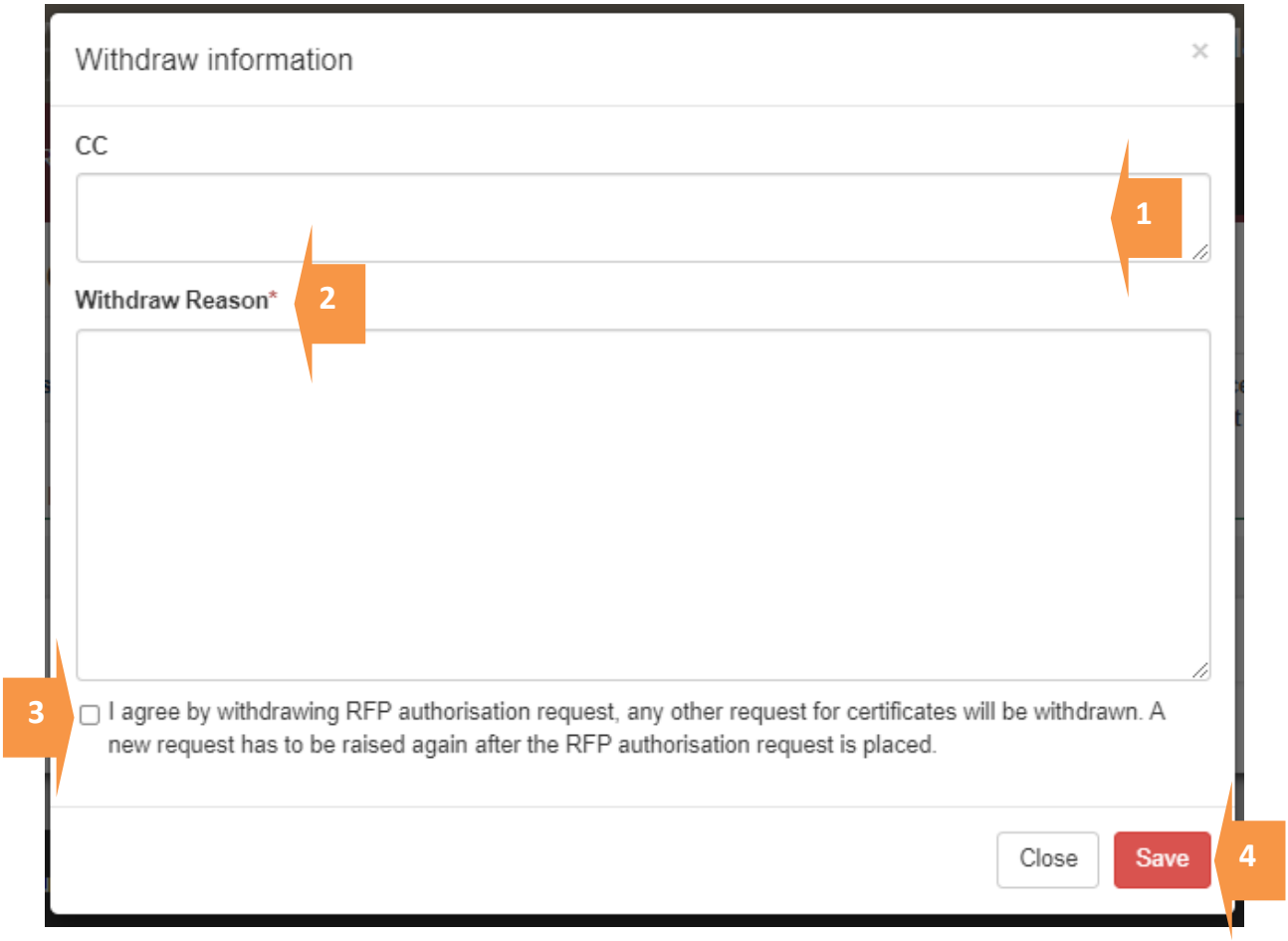

The *Withdrawal information* window displays.

If required, a copy of the request can be sent via email by entering an email address in the **CC field**[1]. You can add multiple email addresses in this field, each separated by a comma.

Enter in the **Withdraw Reason**[2]; this is a mandatory field.

Read and confirm the **declaration**[3] by ticking the box.

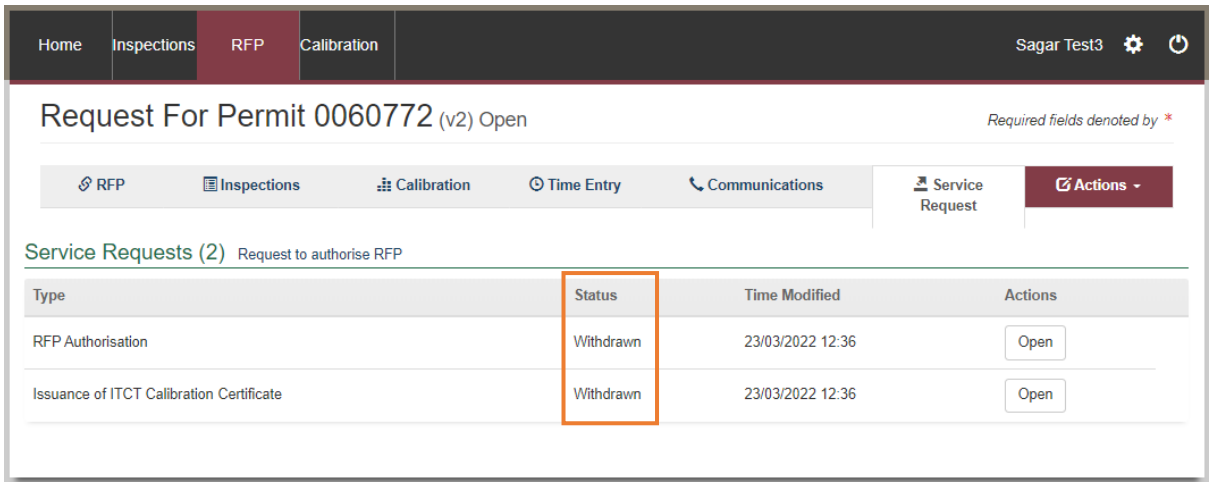
Click **Save**[4].



If you have completed a service request for the Issuance of an EX188 certificate and/or Issuance of an ITCT Calibration certificate and request to withdraw the RPF authorisation, all items will be withdrawn.

When you click save an email will automatically be sent to Assessment Services - Exports.

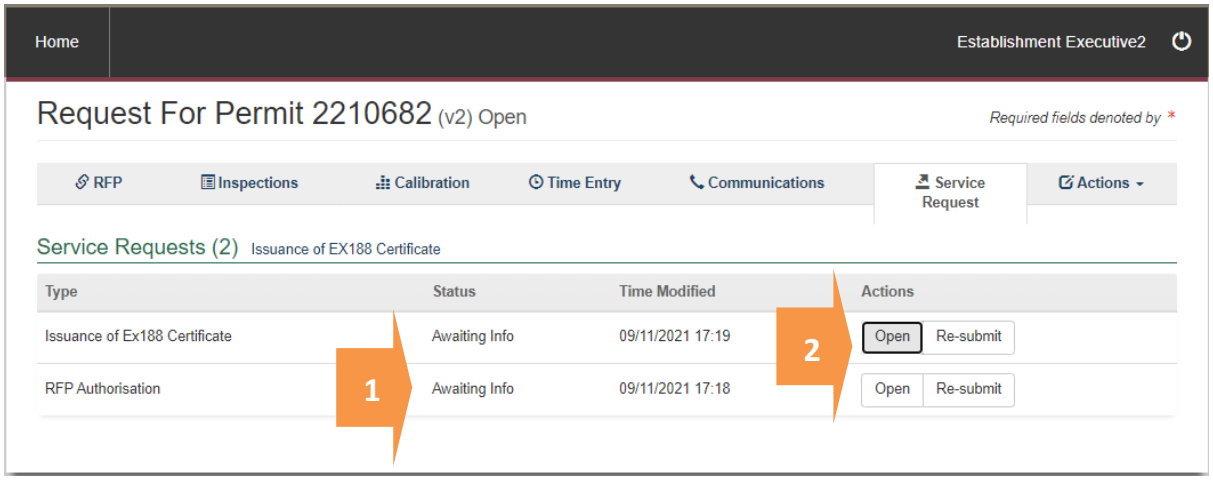
The service request status will now be in withdrawn status.



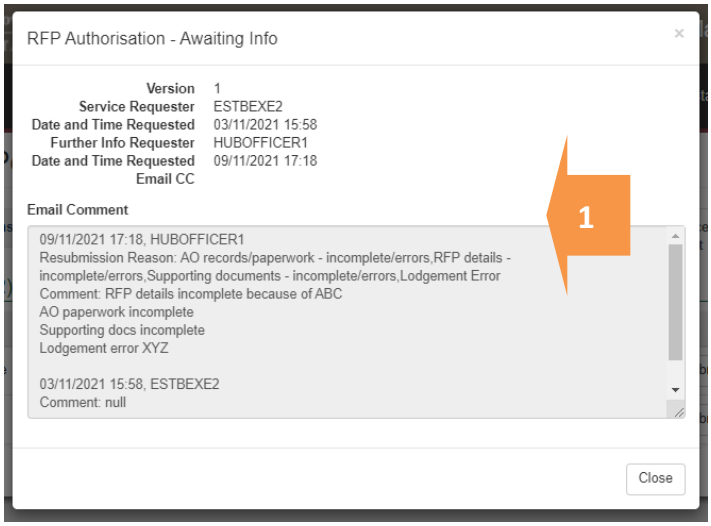

## 6.3 Service Request – Re-submission process for all request types

If it is determined that your Service Request cannot be authorised then you will receive a notification via PEMS, and by 'DoNotReply' email that more information is required.

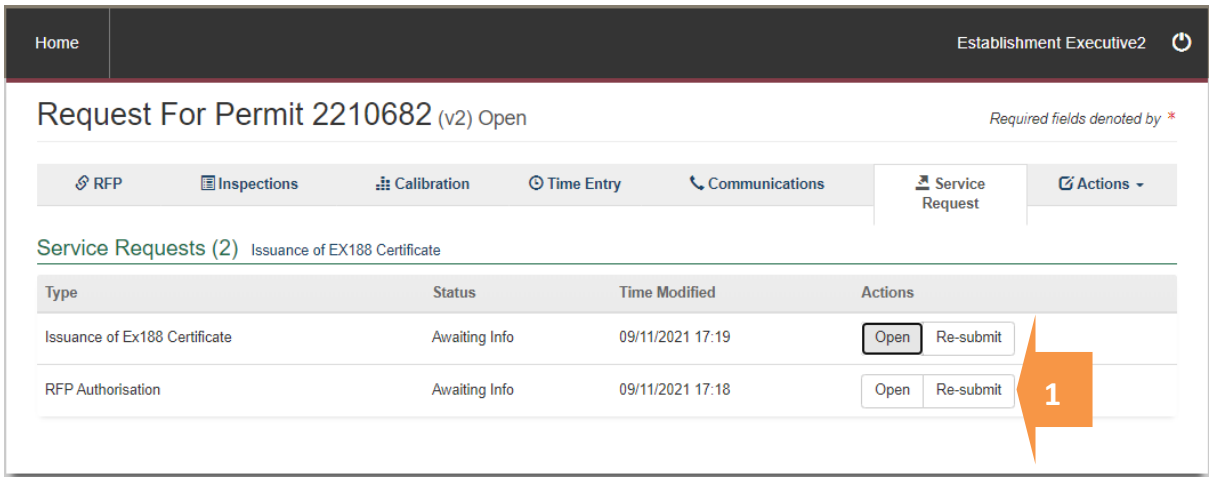
The Service Request status will change to **Awaiting info**[1]. Click **Open**[2] to view the details of the email.



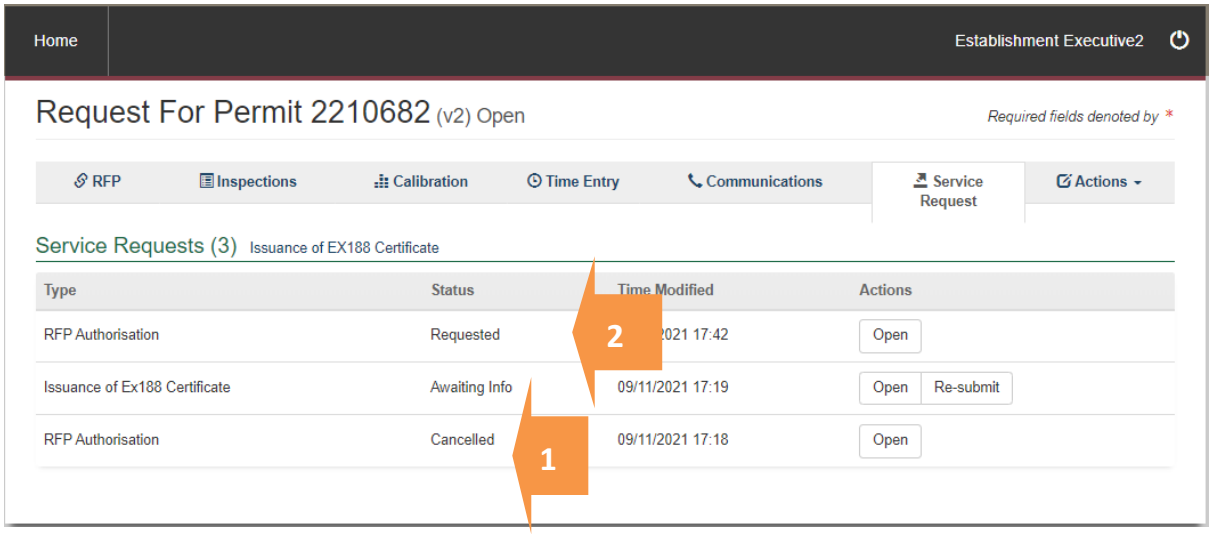

The below window will appear with the details of what needs to be resubmitted under **Email Comment**[1].




Provide all additional information and/or attachments and then click **Re-submit**[1]. Add any additional information to the Comments box.




The original request status changes to **Cancelled**[1], and a new **request**[2] will appear at the top of the list.

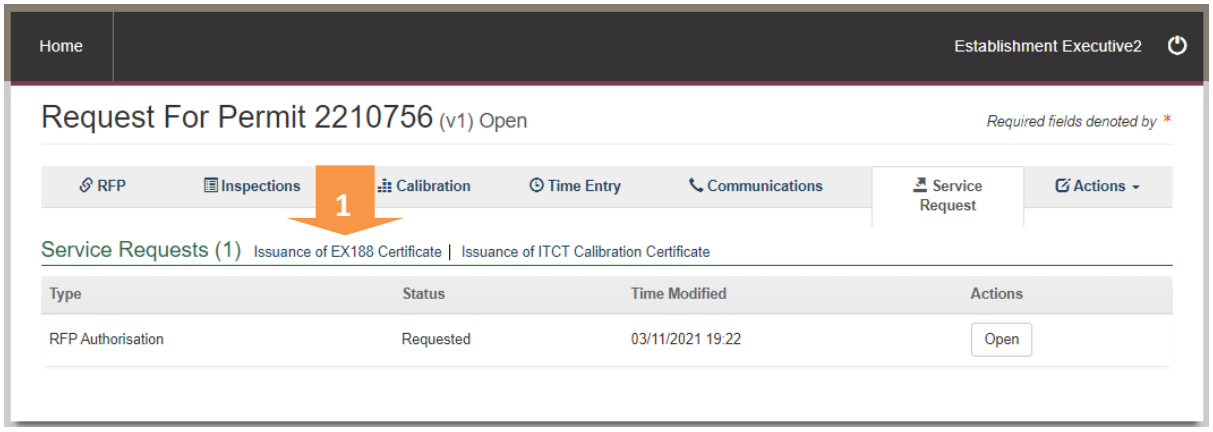



This process will repeat for each resubmission until authorisation is granted.

## 6.4 Issuance of EX188 Certificates

PEMS will validate that a Manual EX188 Certificate template is attached in the Communications tab to procced.

Select **Issuance of EX188 Certificate**[1].



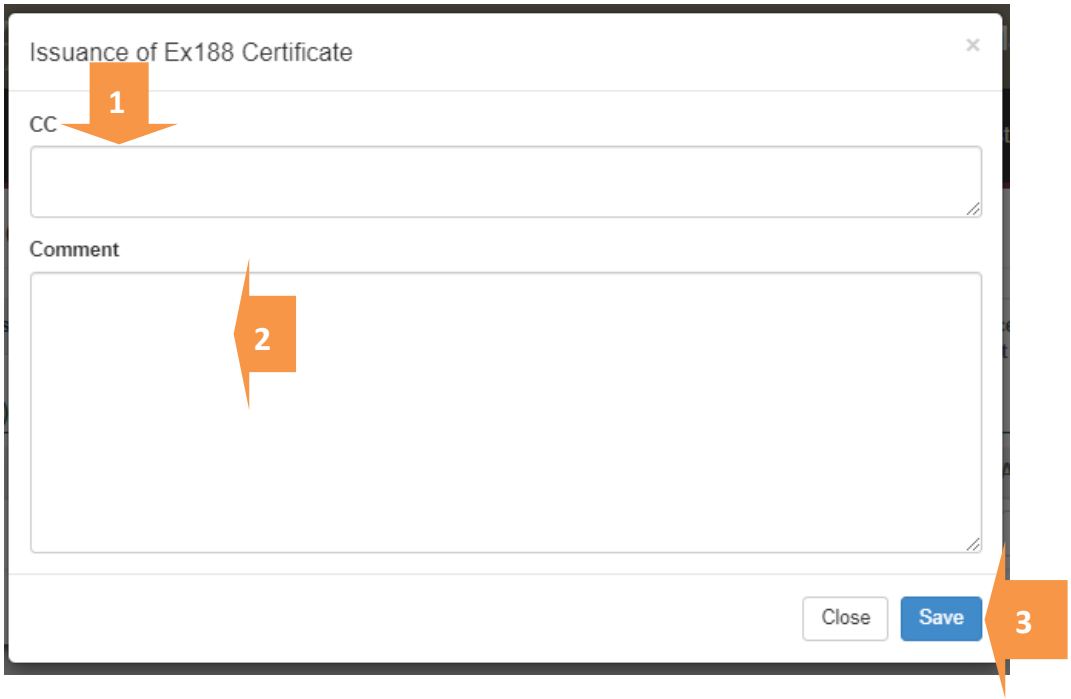

The Issuance of Ex188 Certificate screen displays.

If required, a copy of the request can be sent via email by entering an email address in the **CC field**[2]. You can add multiple email addresses in this field, each separated by a comma.

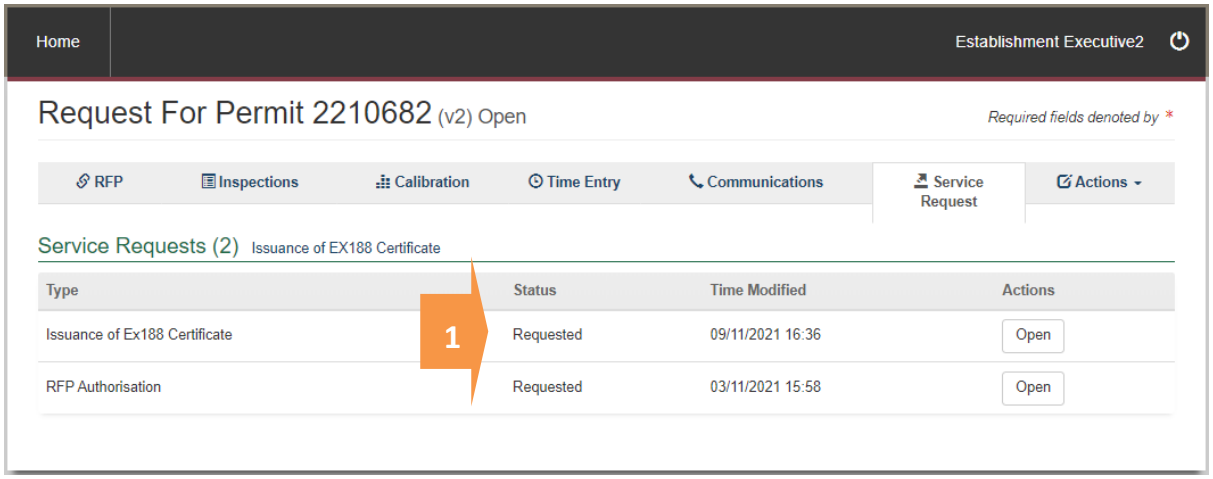
Enter in any **Comments**[2] that are to be included in the email.

Click **Save**[3].

> Once you click save an email will automatically be sent to the Assessment Services – Exports.

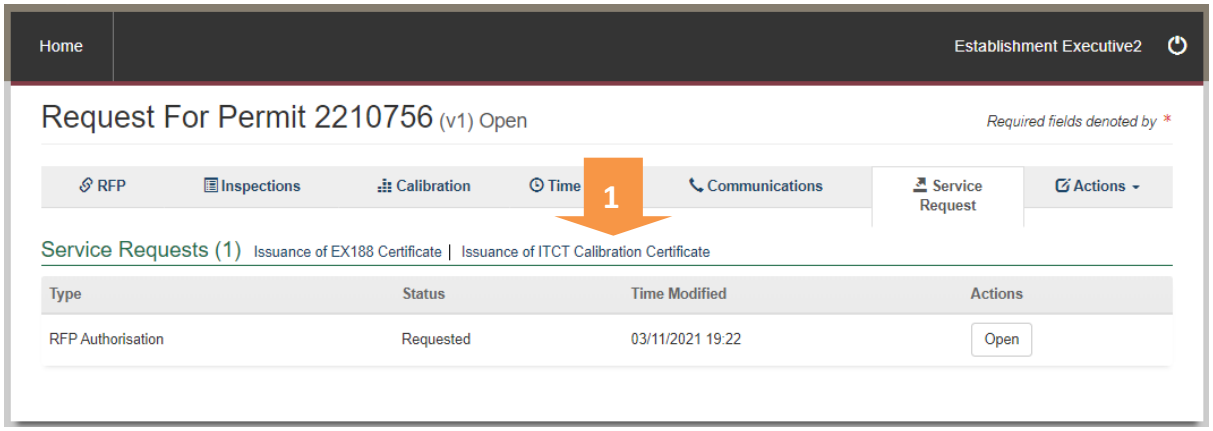



The Issuance of Ex188 Certificate status will now change to **Requested**[1].


Home
Establishment Executive2
Request For Permit 2210682 (v2) Open
Required fields denoted by *
RFP
Inspections
Calibration
Time Entry
Communications
Service Request
Actions
Service Requests (2) Issuance of EX188 Certificate
Type
Status
Time Modified
Actions
Issuance of Ex188 Certificate
Requested
09/11/2021 16:36
Open
RFP Authorisation
Requested
03/11/2021 15:58
Open
1

## 6.5 Issuance of ITCT Calibration Certificate

Select **Issuance of ITCT Calibration Certificate**[1].



The Issuance of *ITCT Calibration Certificate* screen will display.

Some calibrations may relate to several containers, tick the required **containers**[1], there is no limit to the number of containers that can appear in the certificate.

Add the **Phytosanitary No**[2] and select **Add**[3]. You can add up to six phytosanitary numbers for each certificate by pressing the Add button after each entry.

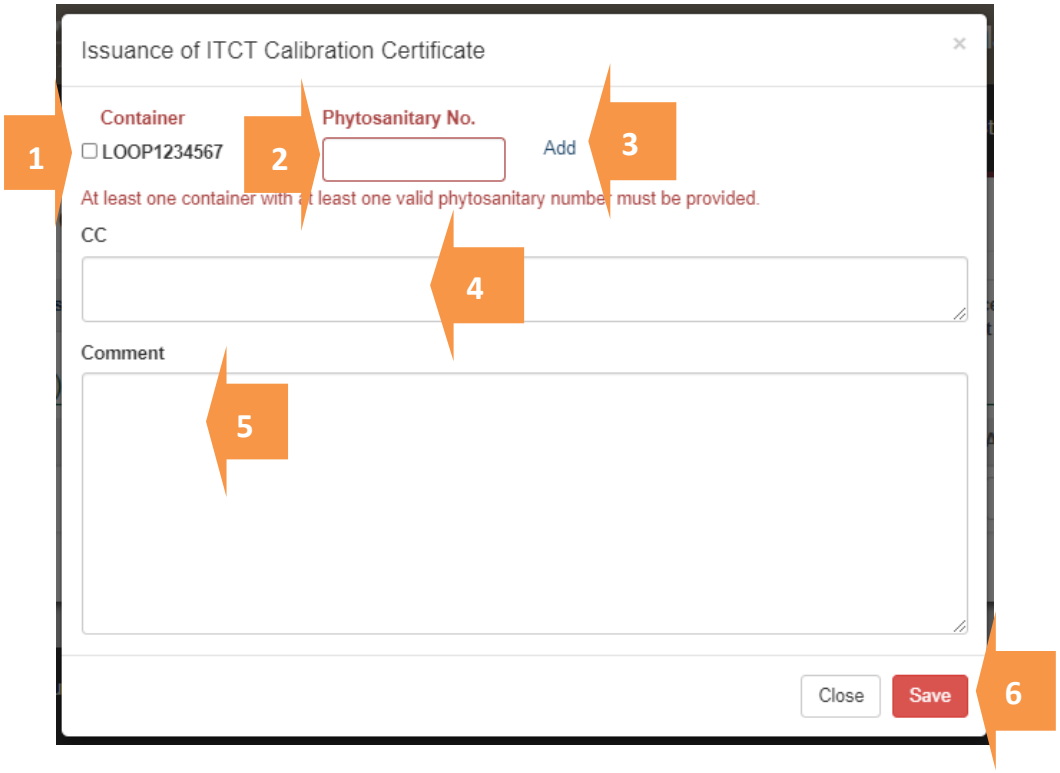
If required, an email copy can be sent to anyone you wish to advise that the request has been sent by entering an email address in the **CC field**[4], this can be multiple email addresses each separated by a comma.

Enter in any **Comments**[5] that are to be included in the email.

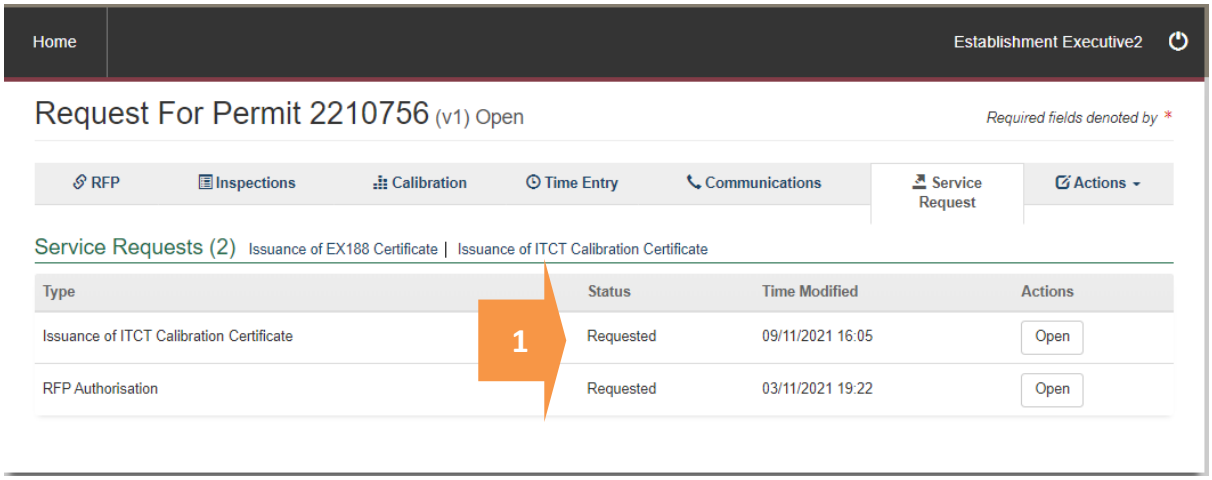
Click **Save**[6].

At least one container with at least one valid phytosanitary number must be provided.

Once you click save, an email will automatically be sent to Assessment Services – Exports. Do **NOT** add this address in the CC field.



The Issuance of ITCT Calibration Certificate status will now change to **Requested**[1].



## Related material

The following related material is available on the department's website:

- Micor Plants (importing country requirements, protocols and work plans)
- Plant Export Operations Manual
    - Reference: *Plant Exports Management System (PEMS) Authorised officer user guide*
        - *Empty container inspections*
        - *Grain and plant product inspections*
        - *Horticulture inspections*
        - *Bulk vessel inspections*
        - *Bulk into ship hold inspections*
        - *Quality systems recognition inspections*
        - *In-transit cold treatment calibration records.*

The following related material is available on the department's Learnhub:

- Plant Exports Management System (PEMS) video tutorials.

## Contact information

- Authorised Officer Hotline: 1800 851 305
- Authorised Officer Program: PlantExportTraining@aff.gov.au
- PEMS Administration: PEMS@aff.gov.au
- Assessment Services - Exports: PlantExportsNDH@aff.gov.au

## Document information

The following table contains administrative metadata.

| | |
|---|---|
| **Instructional Material Library document ID** | IMLS-12-4220 |
| **Instructional material owner** | Director, Digital Clearance Service, Digital Trade Initiative |
| **Risk rating** | Low |
| **Review period** | Due for review within 4 years of the most recent approved date. |

## Version history

The following table details the published date and amendment details for this document.

| Version | Date published | Date last approved | Review type | Summary of review |
|---|---|---|---|---|
| 1.0 | 08/07/2016 | 08/07/2016 | New document | Minor variations for accuracy and clarity. |
| 1.1 | 12/07/2016 | 12/07/2016 | Major | Complete document restructure<br>Addition of sections on:<br>• Logging into PEMS<br>• Calibration records<br>• Calibration search |
| 2.0 | 30/09/2016 | 30/09/2016 | Major | • Minor variations for accuracy and clarity<br>• Removal of Appendix F – Calibrations and loading<br>• Removal of Section 2.3 – Calibration search |
| 2.1 | 16/12/2016 | 16/12/2016 | Major | AO user guide updated with PEMS v2.1 enhancements |
| 3.0 | 09/10/2018 | 09/10/2018 | Major | AO user guide updated with PEMS v3.1 and v3.2 enhancements |
| 4.0 | 21/05/2019 | 21/05/2019 | Major | Updated with PEMS v3.3 and 3.4 enhancements |
| 5.0 | 4/11/2019 | 4/11/2019 | Major | Updated with PEMS 3.5 enhancements. |
| 6.0 | 3/06/2020 | 3/06/2020 | Major | Removal of appendices from *Plant Exports Management System (PEMS) Authorised Officer user guide* to make each its own user guide. |
| 7.0 | 28/08/2020 | 28/08/2020 | Major | Updated with PEMS v3.9a enhancements to invoicing. |
| 8.0 | 10/12/2020 | 10/12/2020 | Major | Changes made to section 4.1 |
| 9.0 | 18/01/2021 | 18/01/2021 | Major | Updated for commencement of the *Export Control Act 2020* and associated Plant Rules. |
| 10 | 28/03/2021 | 28/03/2021 | Major | Minor updates to screenshots in line with PEMS changes. |
| 11 | 4/05/2021 | 4/05/2021 | Major | Name changes from Containerised Goods Inspection to Grain and Plant Product Inspection. |
| 12 | 7/06/2021 | 7/06/2021 | Major | Updated with PEMS July 2021 release. |

| Version | Date published | Date last approved | Review type | Summary of review |
|---|---|---|---|---|
| 13 | 5/07/2021 | 5/07/2021 | Major | • Updated with PEMS September 2021 release<br>• Reactivation up to three time<br>• Email notification on submission. |
| 15 | 17/09/2021 | 17/09/2021 | Major | Communications Workflow – Service Request functionality added. |
| 16 | 22/11/2021 | 22/11/2021 | Major | Updated with PEMS December 2021 release. |
| 17 | 16/12/2021 | 16/12/2021 | Major | Updated with PEMS April 2022 release. |
| 18 | 04/04/2022 | 04/04/2022 | Major | Updated with PEMS June 2022 release. |
| 19 | 21/07/2022 | 21/07/2022 | Major | Updated department branding. |
| 20 | 11/08/2022 | 11/08/2022 | Major | Minor variations for accuracy and clarity. |
| 21 | 4/07/2024 | 4/07/2024 | Major | Updates to the rules for reactivation. |