



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

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This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

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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).

Conventions used in this user guide

Activity *

Inspection

Activity date *

22/06/2016

Start time *

hh:mm

A start time is required.

End time *

hh:mm

An end time is required.

#

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 to 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:

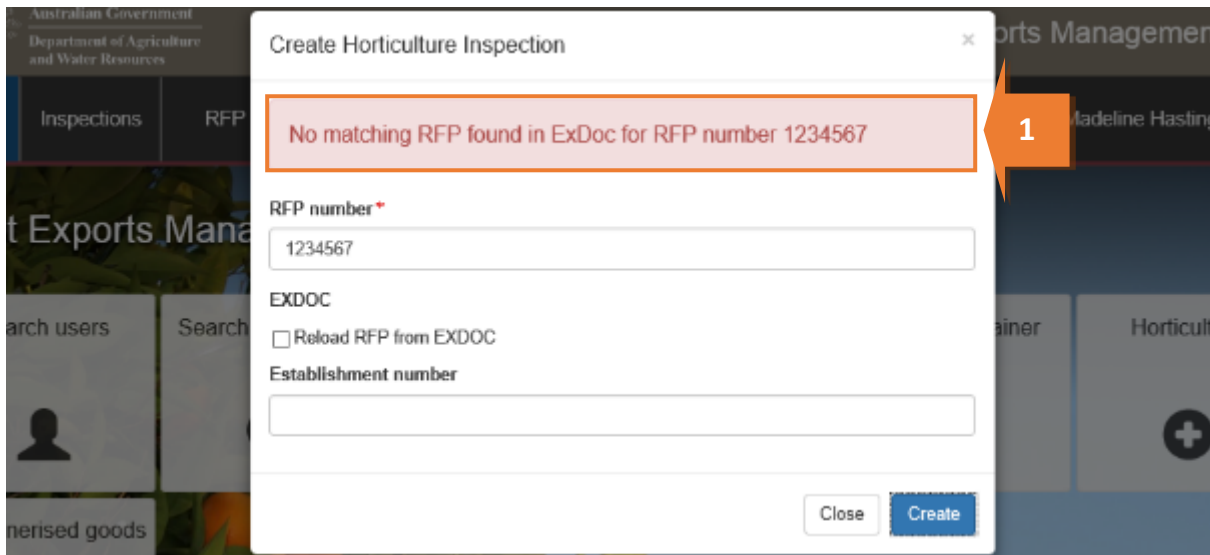
Entering time entry data (departmental AOs)

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

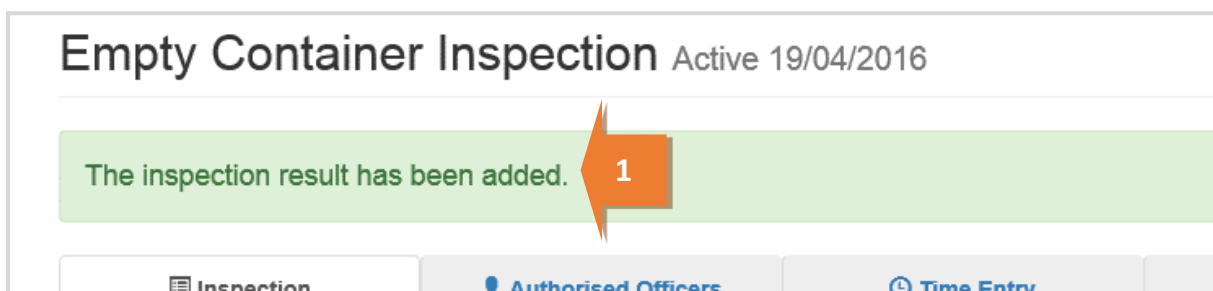
Several conventions have been used in PEMS to assist you.

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.

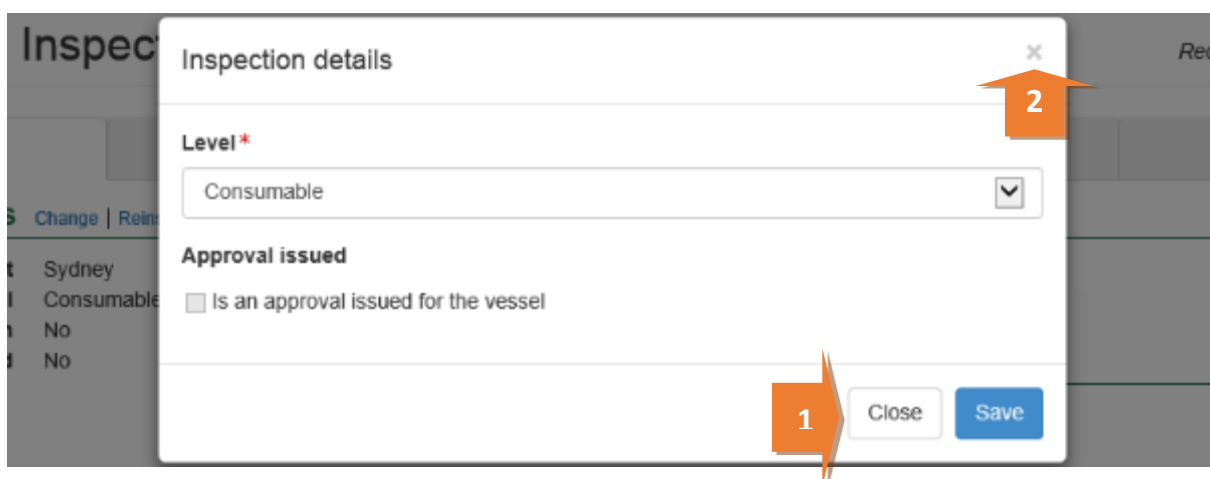


PEMS will display an appropriate **error message**¹ when information is entered incorrectly into the system, or a particular function cannot be performed.

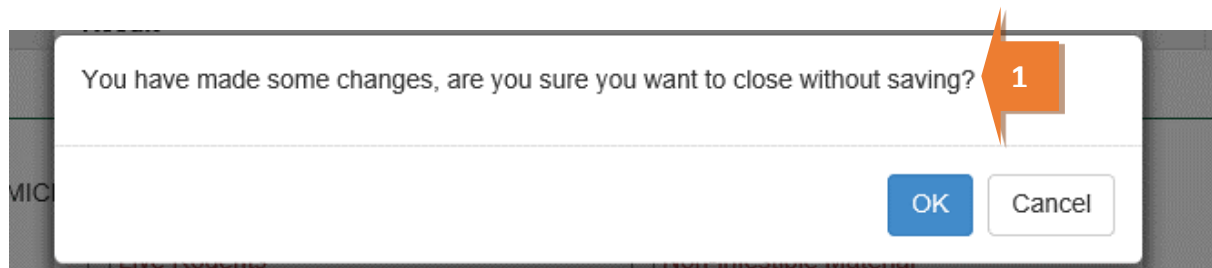
PEMS will display an **acknowledgement message**¹ when you successfully perform certain actions, such as saving a record.



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.

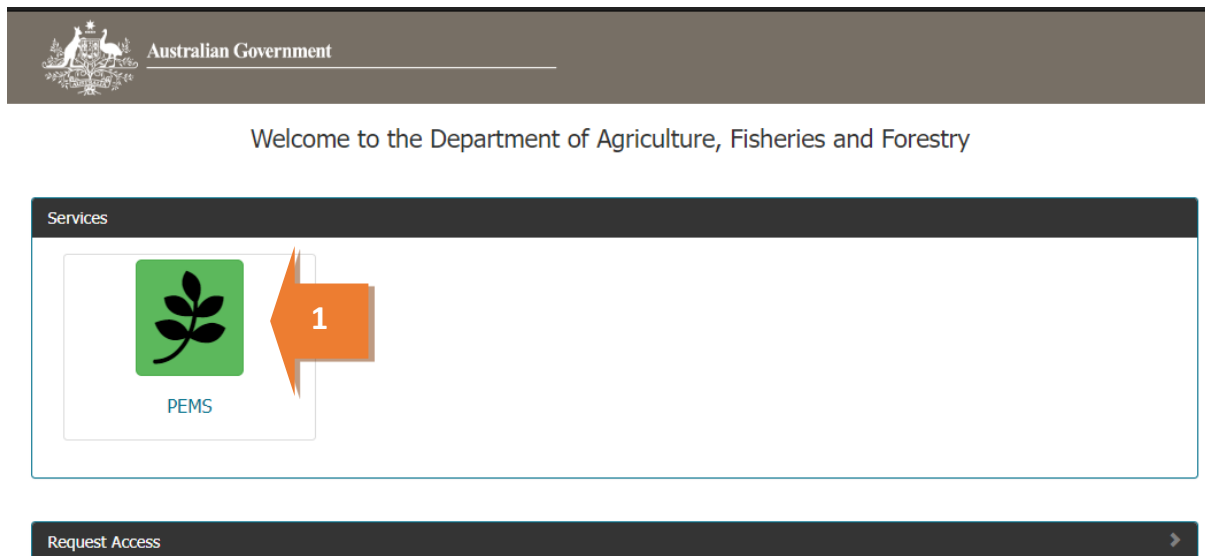
The screenshot shows the PEMS login interface. At the top is the Australian Government logo and the text 'Australian Government'. Below this is a welcome message: 'Welcome to the Department of Agriculture, Fisheries and Forestry'. The main login form is centered and contains the following elements: a user icon, a 'User Login' input field (callout 1), a 'Password' input field (callout 2), a checkbox labeled 'I accept the terms of use' (callout 3), a 'Log in' button (callout 4), and two links at the bottom: 'Create an account' and 'Forgotten Password?' (callout 5).



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

The PEMS self-service page will display.

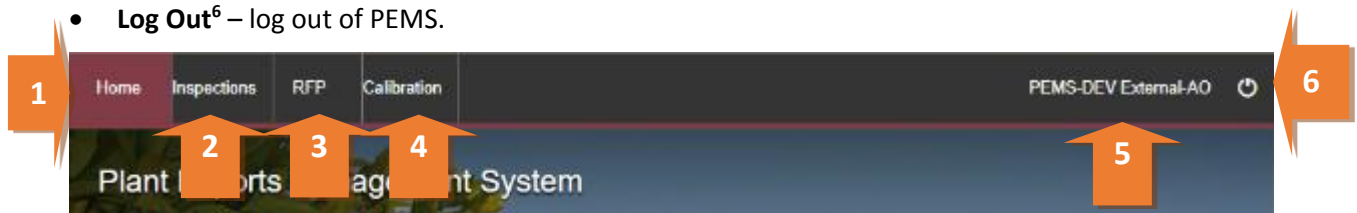
Click the **PEMS¹** button to enter the PEMS home page.



PEMS menu bar

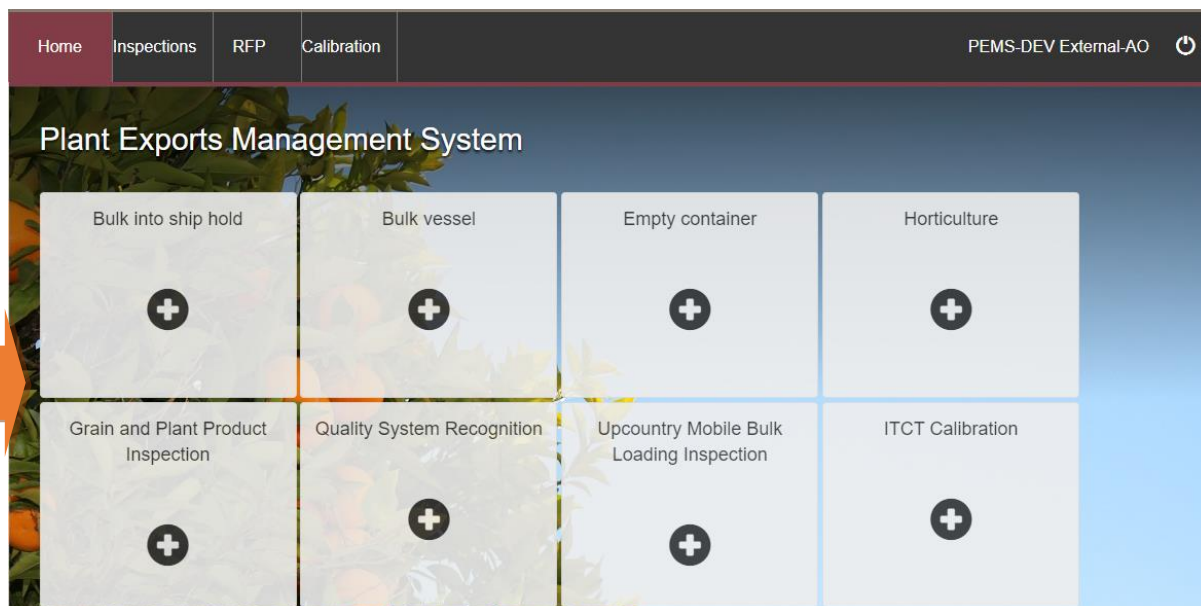
There are six items displayed in the PEMS menu bar:

- **Home¹** – view your records, or initiate a record as outlined in [relevant user guide](#).
- **Inspections²** – 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.
- **RFP³** – search for an RFP as outlined in [Section 2.2 RFP search](#).
- **Calibration⁴** – 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 Profile⁵** – view or change your personal details (see ‘Managing your PEMS profile’ below).
- **Log Out⁶** – log out of PEMS.



Job functions

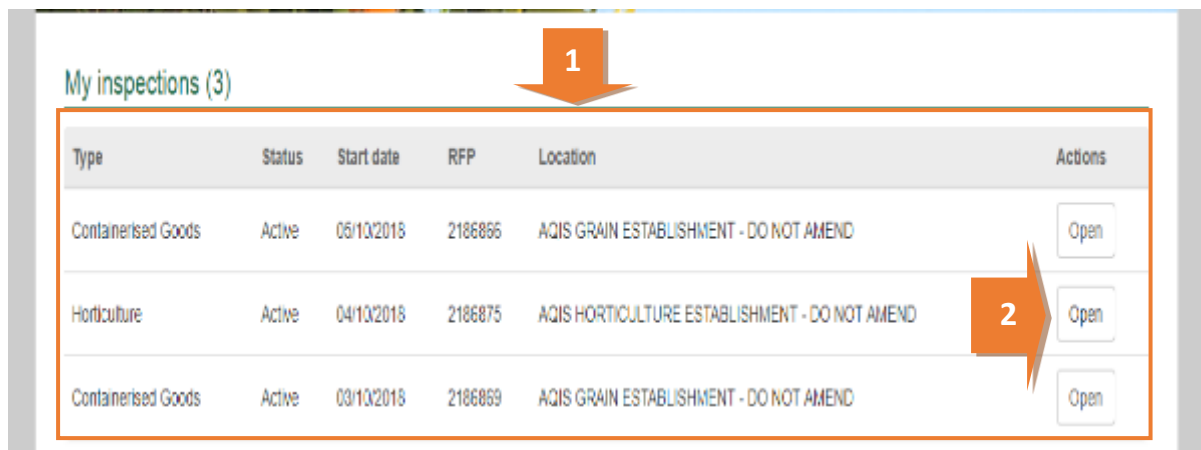
The homepage of PEMS will display a **Button**¹ for each of the job functions that you have been appointed to perform. In the screen shot below, the AO has been appointed to perform the displayed inspection and calibration job functions.



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.

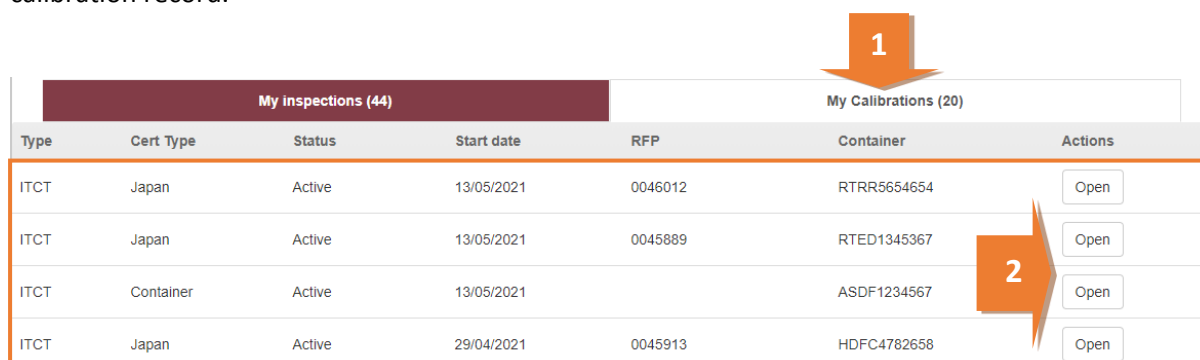


! For information on the PEMS offline function see [Section 3.7 PEMS offline](#).

My Calibrations record list

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

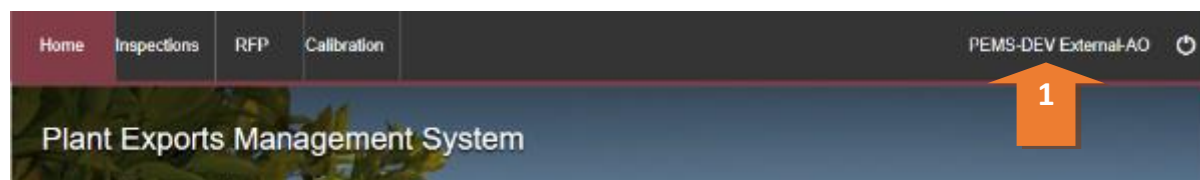
Click **Open**² beside any calibration record to open the record, make changes or finalise the calibration record.



My inspections (44)					My Calibrations (20)	
Type	Cert Type	Status	Start date	RFP	Container	Actions
ITCT	Japan	Active	13/05/2021	0046012	RTRR5654654	Open
ITCT	Japan	Active	13/05/2021	0045889	RTED1345367	Open
ITCT	Container	Active	13/05/2021		ASDF1234567	Open
ITCT	Japan	Active	29/04/2021	0045913	HDFC4782658	Open

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.

8 Home | Inspections | RFP | Calibration | PEMS-DEV External-AO

6 My Profile Required fields denoted by *

1 **Personal details** [Change](#)

User ID	PEMS-DEV External-AO	Address Line 1	BROUGHTON ST
Title	Mr	Address Line 2	TWO
First name	PEMS-DEV	Suburb	CIVIC
Family name	External-AO	State	ACT
Middle name/s		Postcode	2601
Preferred name	Tango2		
Date of Birth	01/01/1981		
Phone	(02) 4784 8485		
Mobile	0421 908 909		
Email	yash.negi@agriculture.gov.au		

2 **Disclosure** [Open](#)

Pending criminal charges

Do you have any pending criminal charges? Yes

Pending Criminal Charge Details : ...

Conflict of Interest

Do you have any conflict of interest? No

3 **Employment Details**

Company Name	Establishment Number	Address	Actions
TESTING		123, CANBERRA, ACT, 2600	Open

4 **Authorised officer details**

Number	68886
Status	Appointed
BVI expiry date	06/02/2021
Start date	03/08/2018
End date	15/09/2021
PIN	3668
Token	49b86334b88e
	Regenerate token

5 **PEMS roles**

PEMSExternalAO, PEMSUser

9 **Job functions (41)**

Description	Status
-------------	--------

7 (Callout to 'Open' button in Employment Details)

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.

1

Title *

Mr

First name *

UAT11

Family name *

Testing

Middle name/s

Preferred name

2

Date Of Birth

Phone number

Mobile number *

0444444444

Email *

email@agriculture.gov.au

Address Line 1 *

1002

Address Line 2

MORT STREET

Suburb *

CANBERRA CITY

State *

Australian Capital Territory

Postcode *

2600

Close

Save

Disclosure

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

Disclosure

Open

1

Pending criminal charges

Do you have any pending criminal charges? No

Conflict of Interest

Do you have any conflict of interest? No

Employment Details

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.

The screenshot shows a 'Disclosure' window with the following elements and numbered callouts:

- 1**: Points to the question 'Do you have any pending criminal charges?' with radio buttons for 'Yes' and 'No'.
- 2**: Points to the 'Pending Criminal Charge Details' text area.
- 3**: Points to the question 'Do you have any conflict of interest?' with radio buttons for 'Yes' and 'No'.
- 4**: Points to the list of conflict of interest options:
 - ☒ Direct or indirect financial interest as owner, director or owner of shares in an establishment or in a similar type of establishment
 - ☐ Family/emotional relationship to the owners or management of an establishment or in a similar type of establishment.
 - ☐ Employment with another establishment of the same type as the establishment where the applicant will carry out AO duties.
- 5**: Points to the 'How will you manage this: *' text area.
- 6**: Points to the 'Save' button at the bottom right.

Employment Details

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

Employment Details		
Town/Suburb	Postcode	Actions
CANBERRA CITY	2600	

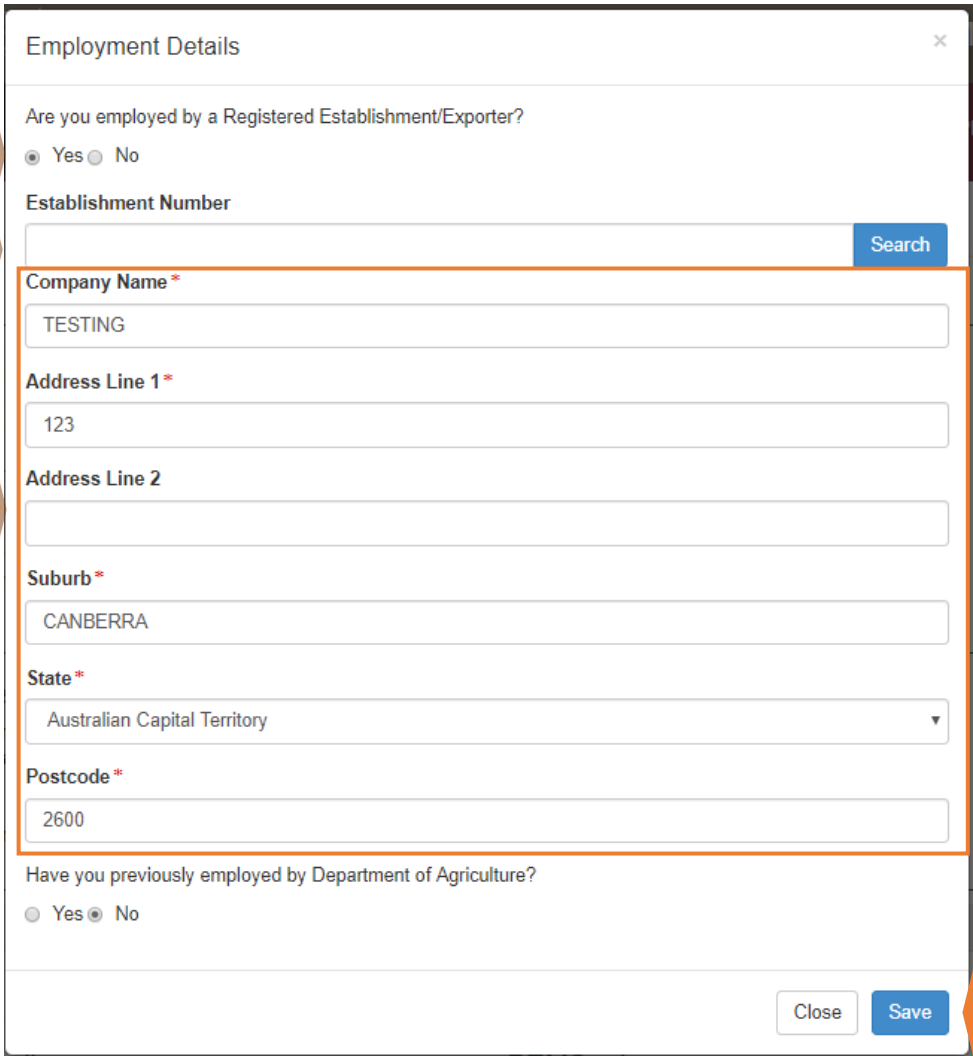
The *Employment Details* window will display.

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.




The image shows a screenshot of the 'Employment Details' window. It contains several form fields and buttons. Numbered callouts are placed around the window: 1 points to the 'Are you employed by a Registered Establishment/Exporter?' question; 2 points to the 'Establishment Number' input field; 3 points to the 'Search' button; 4 points to the 'Company Name' input field; and 5 points to the 'Save' button.

Employment Details

Are you employed by a Registered Establishment/Exporter?

☒ Yes ☐ No

Establishment Number



Company Name *

Address Line 1 *

Address Line 2



Suburb *

State *

Postcode *

Have you previously employed by Department of Agriculture?

☐ Yes ☒ No

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

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

The screenshot shows a web form titled "Employment Details" with a close button (X) in the top right corner. The form contains the following elements:

- Question 1: "Are you employed by a Registered Establishment/Exporter?" with radio buttons for "Yes" and "No". Callout 1 points to the "No" button.
- Question 2: "Do you intend to become an Independent 3rd party Authorised Officer?" with radio buttons for "Yes" and "No". Callout 2 points to the "Yes" button.
- Field 3: "Town/Suburb*" with a text input box. Callout 3 points to this field.
- Field 4: "Postcode*" with a text input box. Callout 3 also points to this field.
- Question 3: "Have you previously employed by Department of Agriculture?" with radio buttons for "Yes" and "No".
- Buttons: "Close" and "Save" buttons at the bottom right. Callout 4 points to the "Save" button.

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.

The screenshot shows a web application window titled "Employment Details" with a close button (X) in the top right corner. The form contains the following elements:

- Question: "Are you employed by a Registered Establishment/Exporter?" with radio buttons for "Yes" and "No".
- Question: "Do you intend to become an Independent 3rd party Authorised Officer?" with radio buttons for "Yes" and "No".
- Text input field: "Town/Suburb *".
- Text input field: "Postcode *".
- Question: "Have you previously employed by Department of Agriculture?" with radio buttons for "Yes" and "No".
- A red-bordered box highlights the "Position held *" text input field and the "Separation Date(if known)" text input field with a calendar icon.
- At the bottom right, there are "Close" and "Save" buttons.

Numbered callouts are present:

- Callout 1 points to the "Have you previously employed by Department of Agriculture?" question.
- Callout 2 points to the "Position held *" and "Separation Date(if known)" fields.
- Callout 3 points to the "Save" button.

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](#).

Authorised officer details

1	Number	68686	
	Status	Appointed	2
3	BVI expiry date	06/02/2021	
	Start date	03/08/2018	
	End date	15/09/2021	4
	PIN	3668	
			5

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.

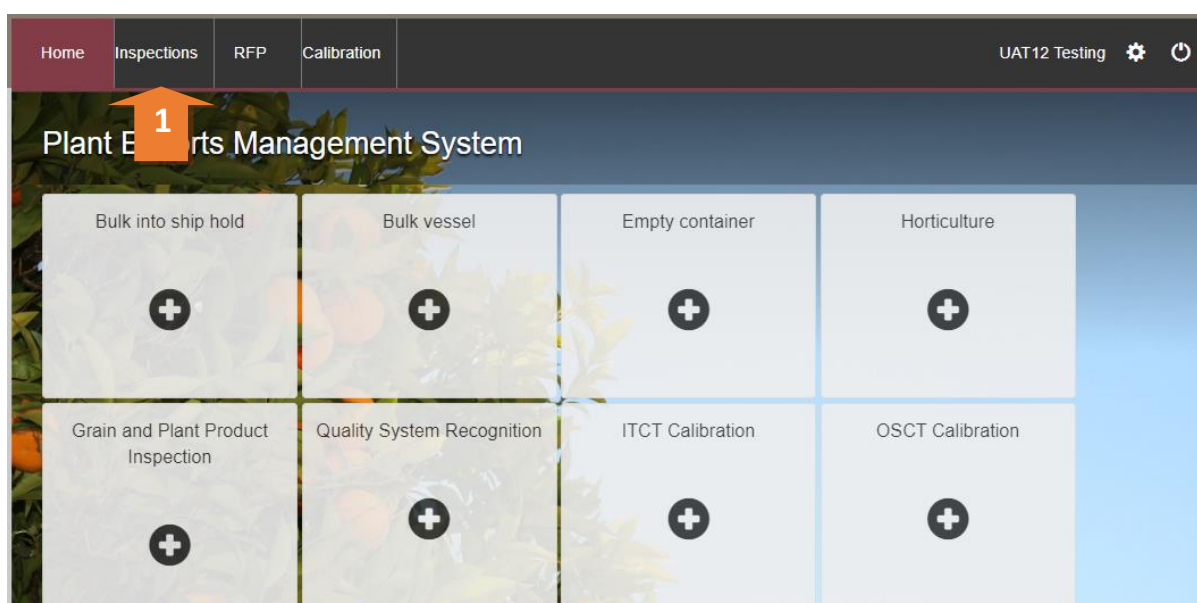
2.1 Inspection search

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.

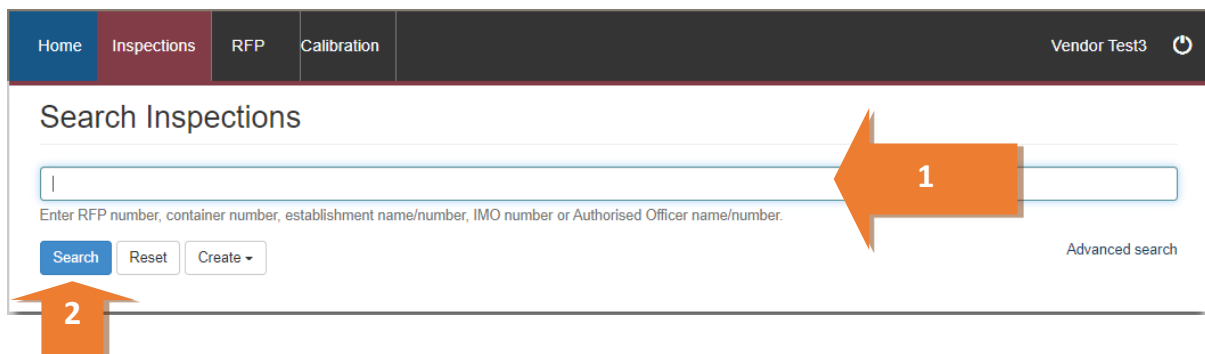


The *Search Inspections* page will display.

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

Conducting a simple inspection search

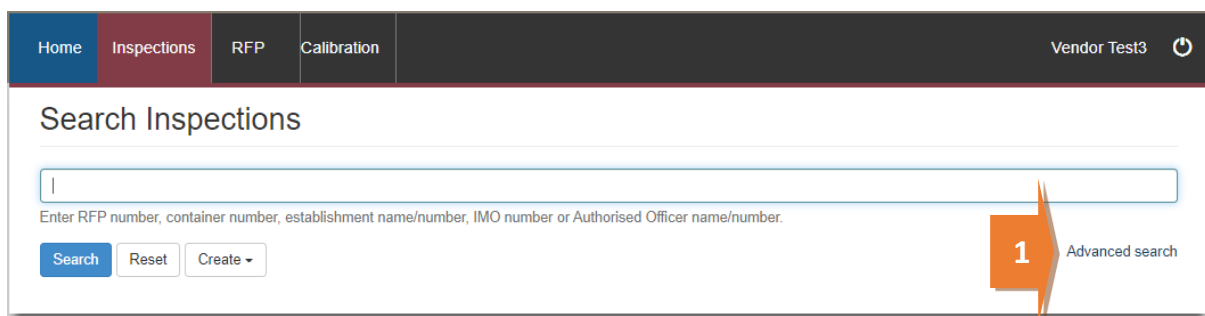
Under the simple search mode, you can search for inspection records by entering the RFP, container or International Maritime Organisation (IMO) number, an establishment name or number or an authorised officer name or number into the **search criteria field**¹ before clicking **Search**².



The screenshot shows the 'Search Inspections' page with a navigation bar at the top containing 'Home', 'Inspections', 'RFP', and 'Calibration'. On the right of the navigation bar is 'Vendor Test3' and a power icon. Below the navigation bar, the page title 'Search Inspections' is displayed. A large search input field is present, with a placeholder text: 'Enter RFP number, container number, establishment name/number, IMO number or Authorised Officer name/number.' Below the input field are three buttons: 'Search', 'Reset', and 'Create'. An orange arrow labeled '1' points to the search input field, and another orange arrow labeled '2' points to the 'Search' button. The text 'Advanced search' is visible on the right side of the page.

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.



The screenshot shows the 'Search Inspections' page with the same navigation bar as the previous image. Below the navigation bar, the page title 'Search Inspections' is displayed. A large search input field is present, with a placeholder text: 'Enter RFP number, container number, establishment name/number, IMO number or Authorised Officer name/number.' Below the input field are three buttons: 'Search', 'Reset', and 'Create'. An orange arrow labeled '1' points to the 'Advanced search' link on the right side of the page.

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

The screenshot shows the 'Search Inspections' form in a web application. The top navigation bar includes 'Home', 'Inspections' (highlighted), 'RFP', and 'Calibration'. On the right, it says 'Vendor Test3' with a power icon. The form is titled 'Search Inspections'. It contains two columns of input fields. The left column includes 'RFP number', 'Est/yard number', 'Type' (a dropdown), 'Date from' (with a calendar icon), 'Country', and 'Port'. The right column includes 'Container number', 'IMO number' (with a prefix 'IMO'), 'Status' (a dropdown), 'Date to' (with a calendar icon), 'Region' (a dropdown), and 'Authorised officer'. Two orange arrows labeled '1' point to the first column of fields and the second column of fields respectively. At the bottom left, there are three buttons: 'Search' (highlighted with an orange arrow labeled '2'), 'Reset', and 'Create' (with a dropdown arrow). At the bottom right, there is a link labeled 'Simple search'.

!

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.

Search Inspections

RFP number

Container number

Est/yard number

IMO number

Type

Horticulture

Status

Date from

Date to

Country

Region

Port

Authorised officer

Search

Reset

Create

Simple search

1

2

3

Search results (8)

Type	Status	Start date	RFP	Location	Authorised officers	Actions
Horticulture	Completed	03/11/2021	2210756	EXPORT COMPANY PTY LTD	Vendor Test3	Open
Horticulture	Completed	19/08/2021	2209553	AQIS HORTICULTURE ESTABLISHMENT - DO NOT AMEND	Vendor Test3	Open
Horticulture	Created in Error	16/07/2021	2208791	AQIS HORTICULTURE ESTABLISHMENT - DO NOT AMEND	Vendor Test3	Open
Horticulture	Completed	10/06/2021	2207966	AQIS HORTICULTURE ESTABLISHMENT - DO NOT AMEND	Vendor Test3	Open
Horticulture	Completed	10/06/2021	2207981	AQIS HORTICULTURE ESTABLISHMENT - DO NOT AMEND	Vendor Test3	Open

! 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.

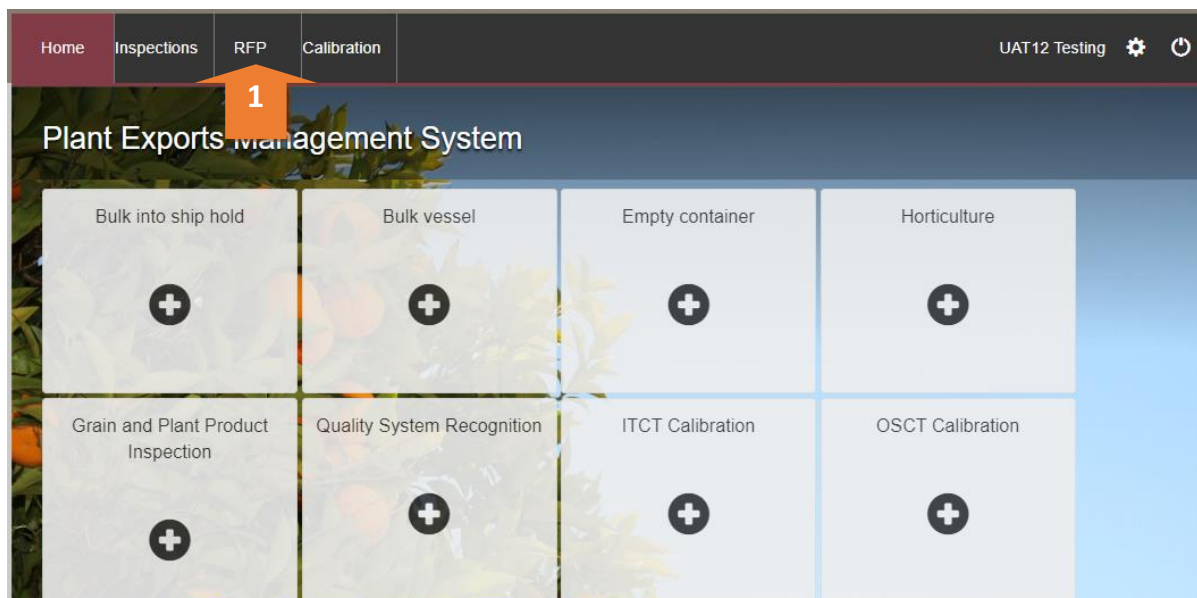
2.2 RFP search

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 **RFP¹** tab in the PEMS menu bar.

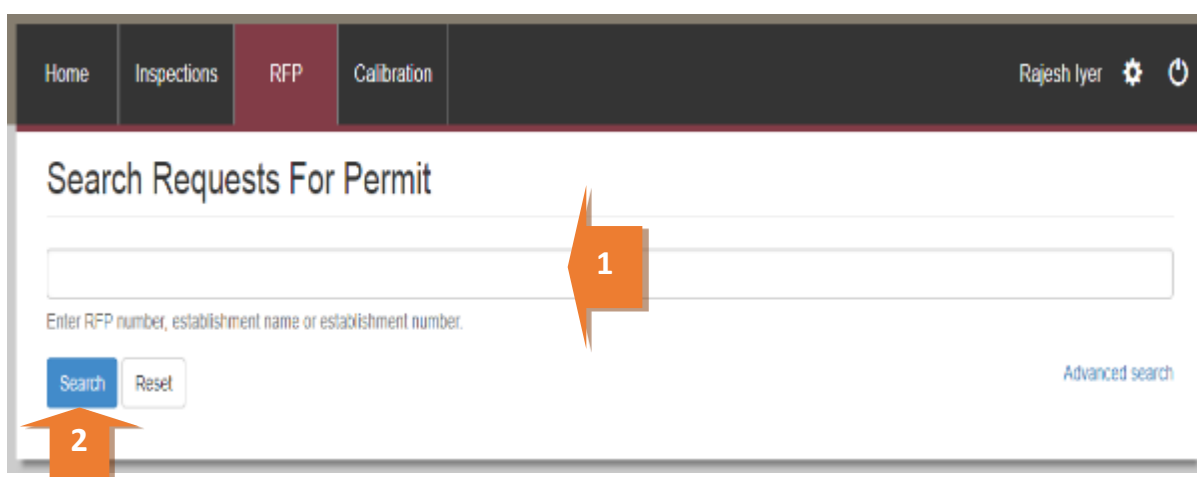


The *Search Requests For Permit* page will display.

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

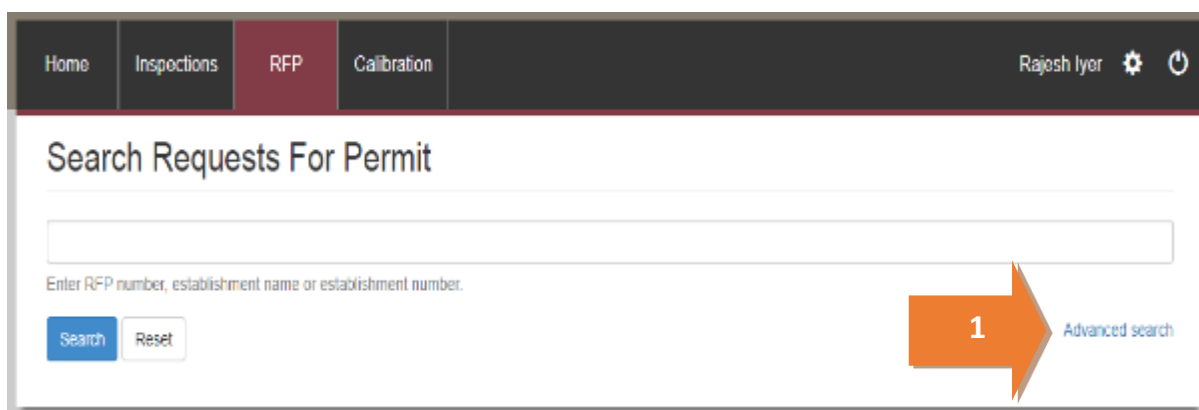
Conducting a simple RFP search

Under the simple search mode, you can enter the RFP number, establishment name or number into the **search criteria field¹** before clicking **Search²**.



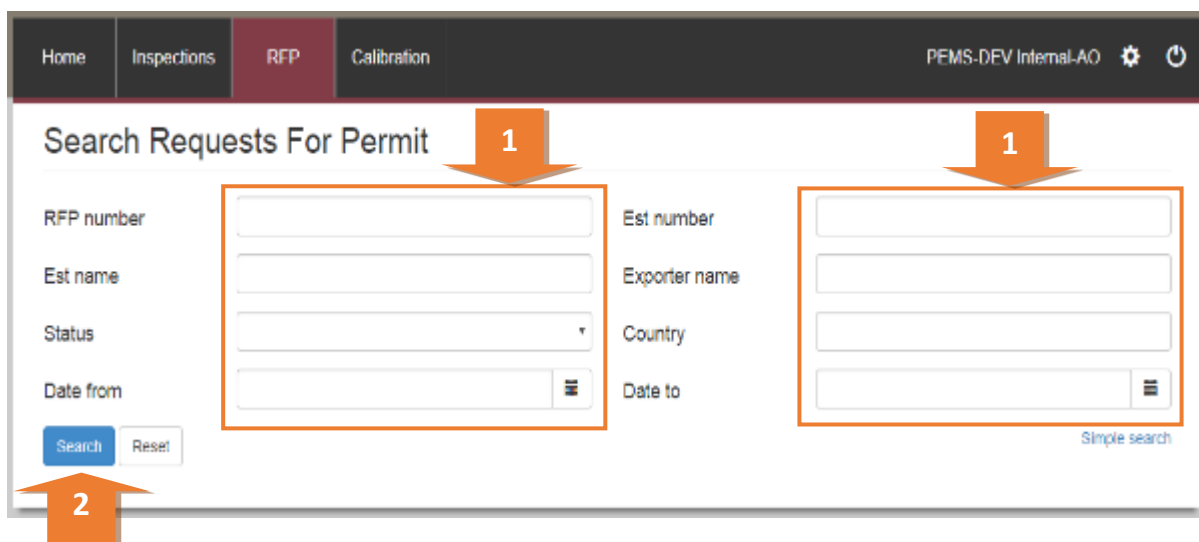
Conducting an advanced RFP search (For Departmental AO's only)

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.

Search Requests For Permit

RFP number Est number

Est name Exporter name

Status Country

Date from Date to

[Simple search](#)

Search results (1)

Number	Establishment (number) name	Start date	Exporter	Type	Status	Country	Actions
0038611	(4150) TESTING - GRAIN REGO	10/06/2018	AAA DEPARTMENTAL TEST EXPORTER	Grains	Open	UNITED STATES	<input type="button" value="Open"/>

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.

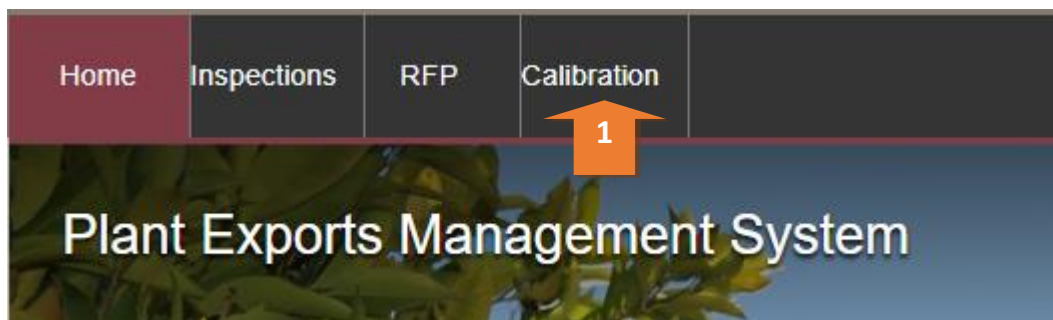
2.3 Calibration search

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.

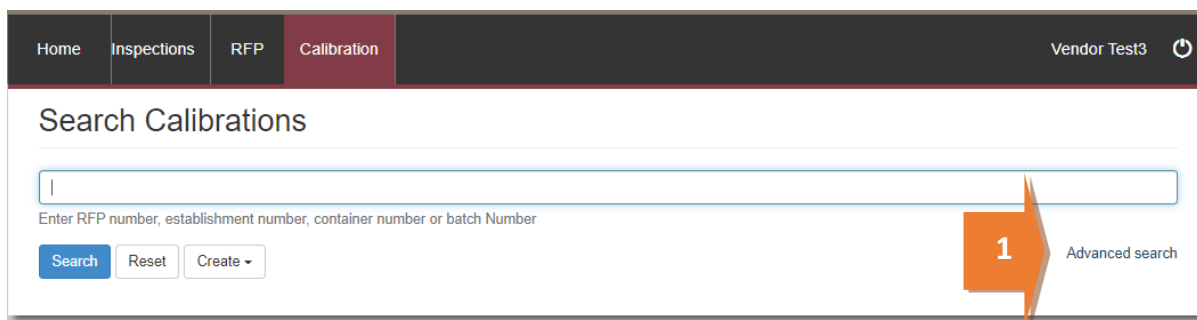
Conducting a simple calibration search

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.

The screenshot shows the 'Search Calibrations' page in the PEMS system. The top navigation bar includes 'Home', 'Inspections', 'RFP', and 'Calibration' (which is highlighted). The user is logged in as 'PEMS-DEV External-AO'. The page title is 'Search Calibrations'. There are two orange callout boxes with the number '1' pointing to the search criteria fields. The first callout points to a group of fields on the left: 'Container number', 'Est. number', 'Seal number', 'Calibration Type' (a dropdown), 'Date from', and 'Date to'. The second callout points to a group of fields on the right: 'Exporter name', 'Phytosanitary', 'Serial number', 'Cert Type' (a dropdown), and 'Status'. Below these fields are three buttons: 'Search' (highlighted with an orange callout box with the number '2'), 'Reset', and 'Create' (a dropdown). A 'Simple search' link is also present at the bottom right of the form area.



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

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.

Home Inspections RFP Calibration PEMS-DEV External-AO

Bulk into Ship Hold Inspection Active 18/06/2021 Required fields denoted by *

Inspection ID - B570068

Inspection Authorised Officers Time Entry Communications Actions

Assigned authorised officers (1) Add

Number	First name	Last name	Actions
07002	PEMS-DEV	External-AO	

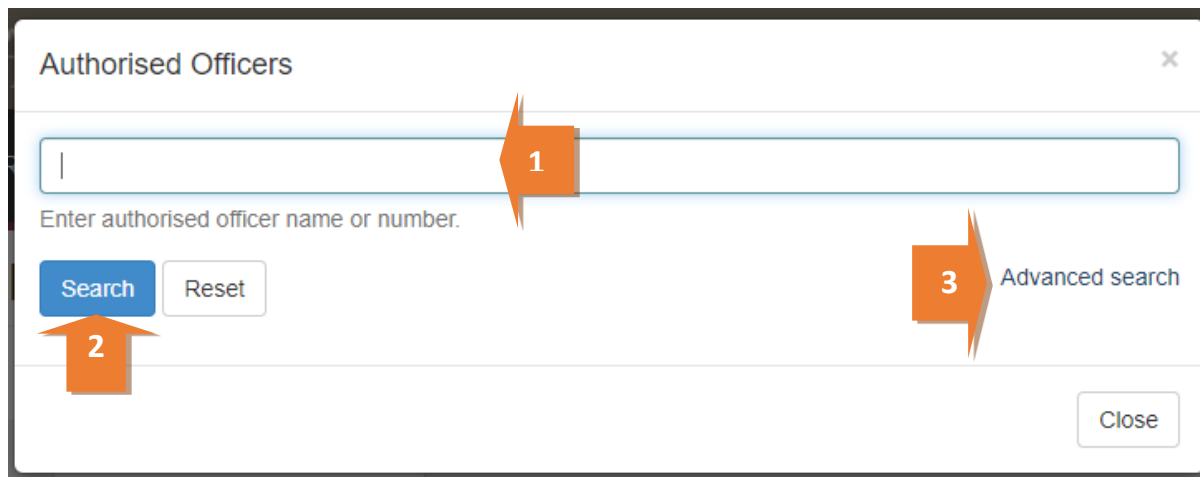
Required job functions (3)

- PGG3001:3 - Inspection of prescribed grain & plant products: bulk into bulk vessels
- FOP3003:3 - Inspection of forest processed products: bulk into bulk vessels
- PGG3001:2 - Inspection of prescribed grain & plant products: bulk into containers

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:

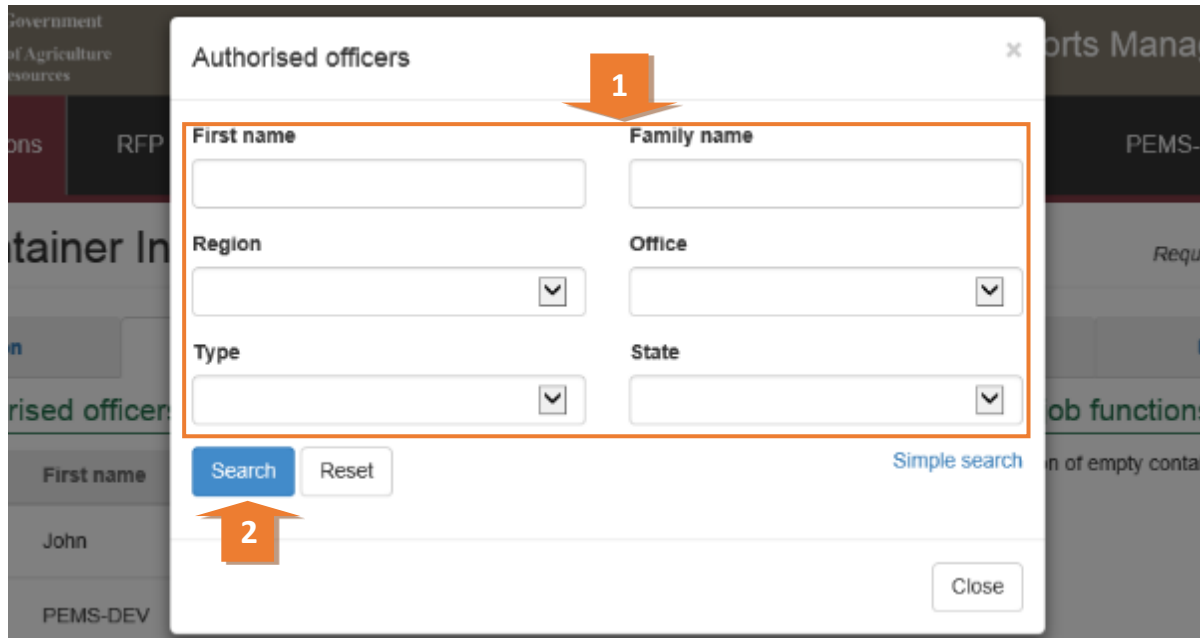


The image shows a window titled "Authorised Officers" with a close button (X) in the top right corner. Below the title bar is a large text input field. An orange arrow labeled "1" points to this field. Below the input field is the text "Enter authorised officer name or number." Below this text are two buttons: "Search" (highlighted in blue) and "Reset". An orange arrow labeled "2" points to the "Search" button. To the right of the "Search" and "Reset" buttons is a link labeled "Advanced search". An orange arrow labeled "3" points to this link. In the bottom right corner of the window is a "Close" button.

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.

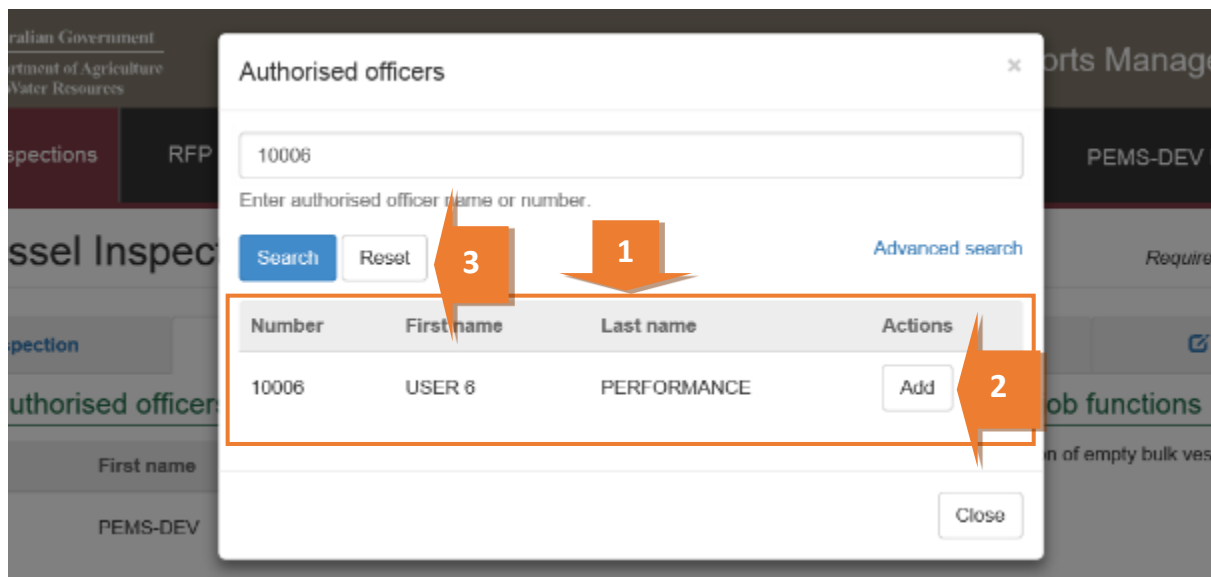


The image shows a window titled "Authorised officers" with a close button (X) in the top right corner. Below the title bar is a large orange-bordered box containing six search criteria fields: "First name", "Family name", "Region", "Office", "Type", and "State". Each field has a dropdown arrow. An orange arrow labeled "1" points to this box. Below the search criteria fields are two buttons: "Search" (highlighted in blue) and "Reset". An orange arrow labeled "2" points to the "Search" button. To the right of the "Search" and "Reset" buttons is a link labeled "Simple search". In the bottom right corner of the window is a "Close" button.

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.

Bulk Vessel Inspection Active 27/04/2016

The authorised officer has been added.

Inspection Authorised Officers Time Entry Commu

Assigned authorised officers (2) Add 2

Number	First name	Last name	Actions
321231	PEMS-DEV	Internal-AO	
10006	USER 6	PERFORMANCE	Remove

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.

Empty Container Inspection

Inspection level * Consumable

Result *

Remarks

☐ Infestible Residue ☐ Live Insects

☐ Live Rodents ☐ Non-infestible Material

☐ Practice ☐ Structural Damage

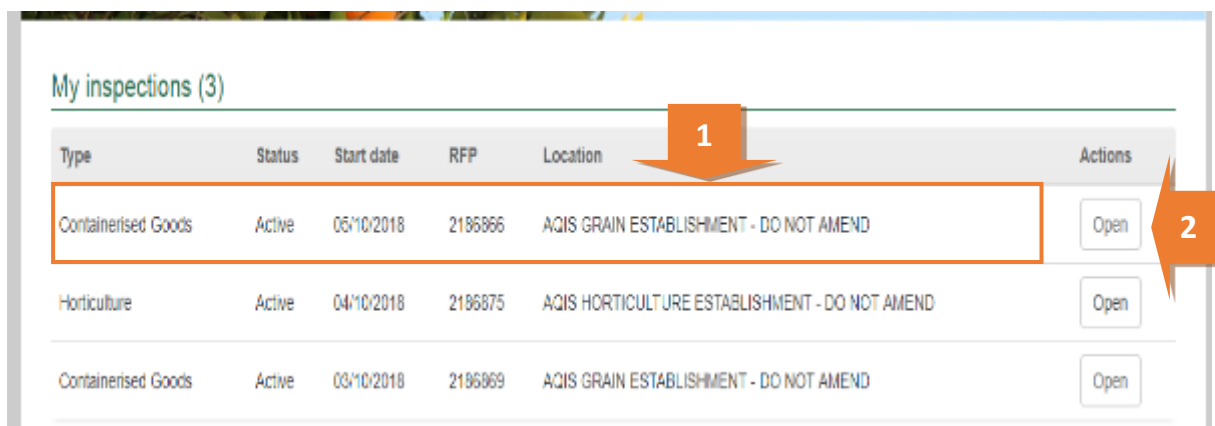
Authorised officer

- PEMS DEV Internal AO
- USER 1 PERFORMANCE
- USER 2 PERFORMANCE
- USER 3 PERFORMANCE
- USER 6 PERFORMANCE
- USER 9 PERFORMANCE

Opening an assigned inspection record

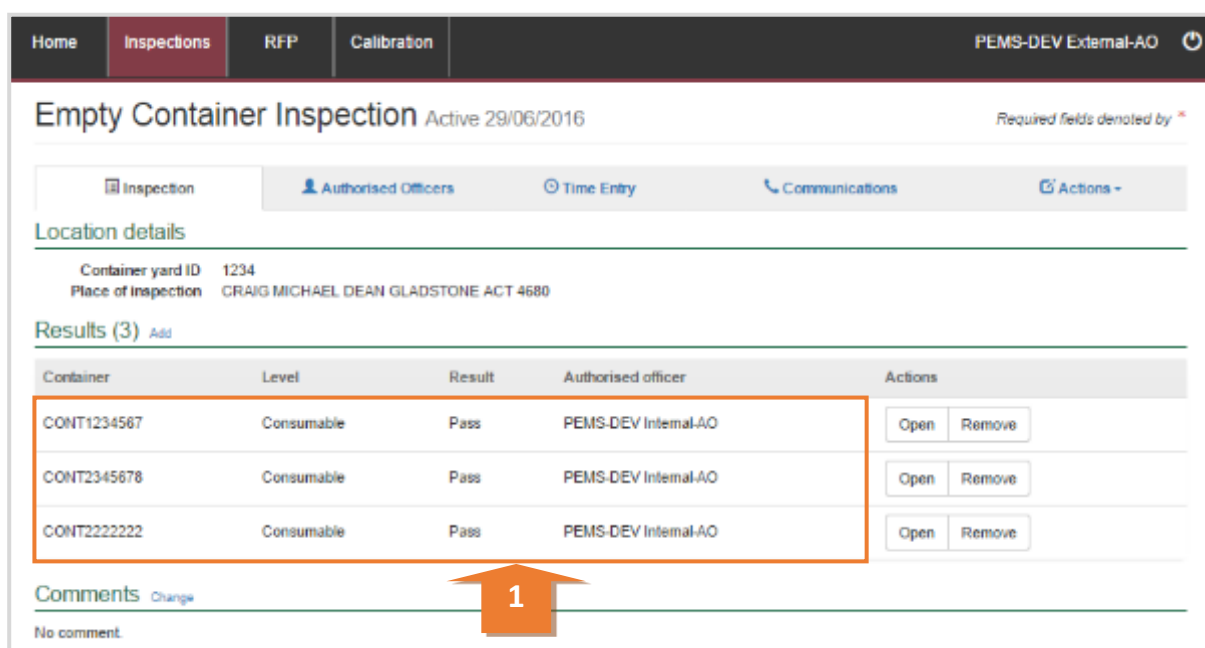
Where an AO with the required job function and attachments has been assigned to an inspection record by another AO, the inspection record will appear in the assigned AOs **My inspections**¹ list on the PEMS home page. The process for opening assigned inspection records is the same for all inspection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

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



Type	Status	Start date	RFP	Location	Actions
Containerised Goods	Active	06/10/2018	2186866	AQIS GRAIN ESTABLISHMENT - DO NOT AMEND	Open
Horticulture	Active	04/10/2018	2186875	AQIS HORTICULTURE ESTABLISHMENT - DO NOT AMEND	Open
Containerised Goods	Active	03/10/2018	2186869	AQIS GRAIN ESTABLISHMENT - DO NOT AMEND	Open

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



Home Inspections RFP Calibration PEMS-DEV External-AO

Empty Container Inspection Active 29/06/2016

Required fields denoted by *

Inspection Authorised Officers Time Entry Communications Actions -

Location details

Container yard ID 1234
Place of inspection CRAIG MICHAEL DEAN GLADSTONE ACT 4680

Results (3) Add

Container	Level	Result	Authorised officer	Actions
CONT1234567	Consumable	Pass	PEMS-DEV Internal-AO	Open Remove
CONT2345678	Consumable	Pass	PEMS-DEV Internal-AO	Open Remove
CONT2222222	Consumable	Pass	PEMS-DEV Internal-AO	Open Remove

Comments Change

No comment.

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.

Create Horticulture Inspection

RFP number * 1

2186875

EXDOC

☐ Reload RFP from EXDOC

Establishment number 2

0098

Close Create 3

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

Join Horticulture Inspection

An active inspection already exists for this RFP number. Would you like to join this inspection record?

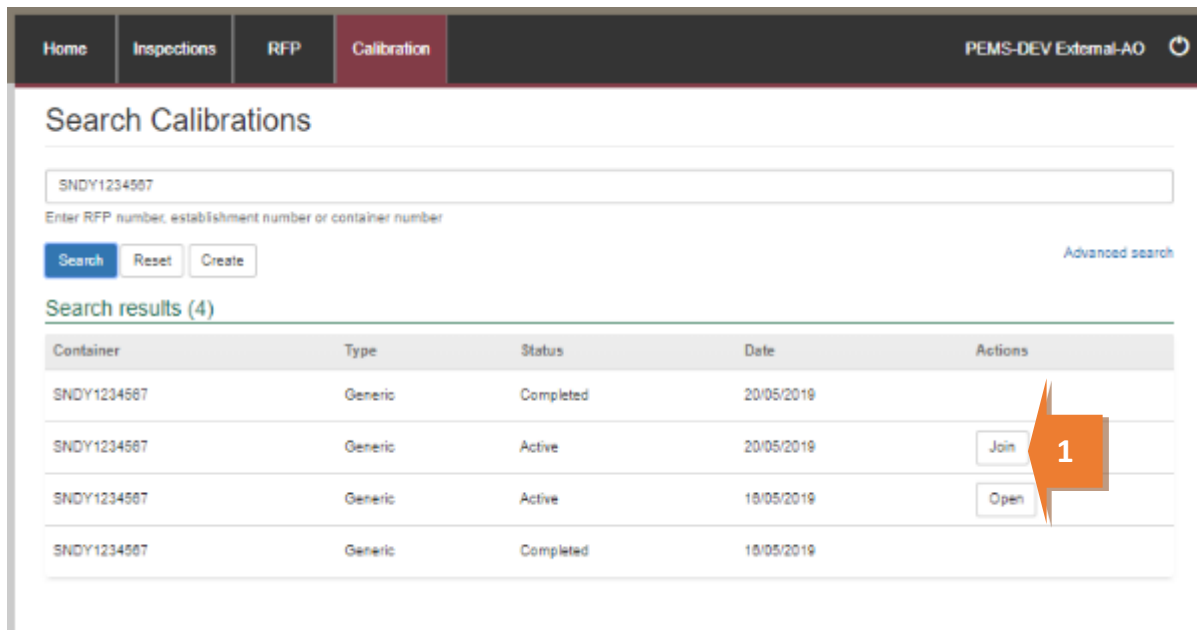
Close Join 1

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).

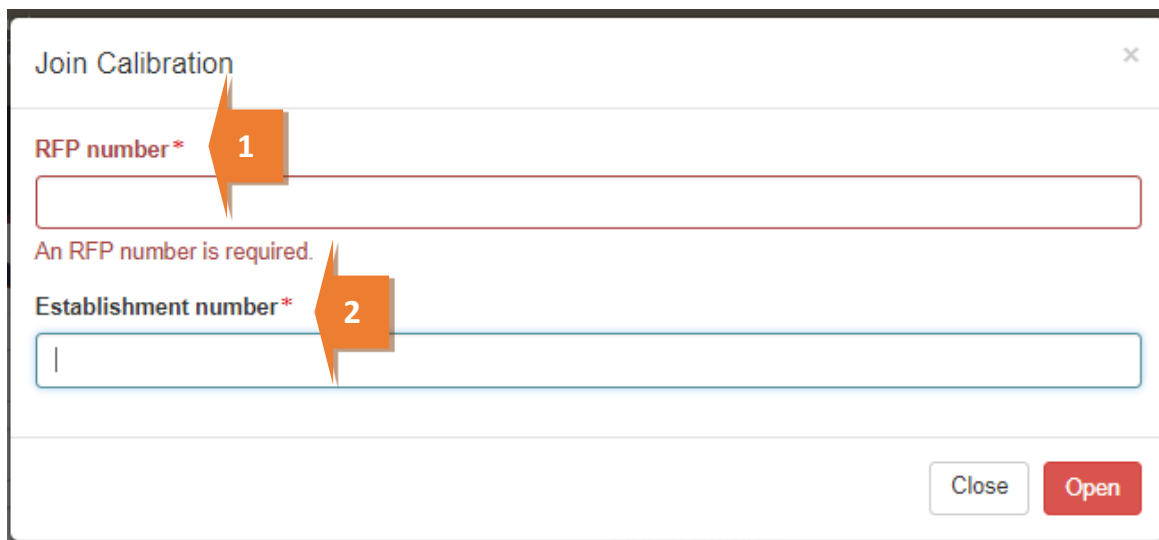


The screenshot shows the 'Search Calibrations' window. At the top, there is a navigation bar with 'Home', 'Inspections', 'RFP', and 'Calibration' tabs. The 'Calibration' tab is selected. Below the navigation bar, there is a search bar with the text 'SNDY1234567' and a placeholder 'Enter RFP number, establishment number or container number'. There are buttons for 'Search', 'Reset', and 'Create', and a link for 'Advanced search'. Below the search bar, it says 'Search results (4)'. There is a table with the following columns: 'Container', 'Type', 'Status', 'Date', and 'Actions'. The table contains four rows of data. An orange arrow labeled '1' points to the 'Join' button in the 'Actions' column of the second row.

Container	Type	Status	Date	Actions
SNDY1234567	Generic	Completed	20/05/2019	
SNDY1234567	Generic	Active	20/05/2019	Join
SNDY1234567	Generic	Active	15/05/2019	Open
SNDY1234567	Generic	Completed	15/05/2019	

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.



The screenshot shows the 'Join Calibration' window. It has a title bar with 'Join Calibration' and a close button. Below the title bar, there are two input fields. The first field is labeled 'RFP number*' and has an orange arrow labeled '1' pointing to it. Below this field, there is a message 'An RFP number is required.' The second field is labeled 'Establishment number*' and has an orange arrow labeled '2' pointing to it. At the bottom right of the window, there are two buttons: 'Close' and 'Open'.

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.

The screenshot shows a web form titled "Join Calibration" with a close button (X) in the top right corner. The form contains three input fields, each with a red asterisk indicating it is required. Below each field is a red error message. At the bottom right are "Close" and "Join" buttons. Four orange callout boxes with numbers 1 through 4 point to specific elements: 1 points to the "RFP number*" label, 2 points to the "Establishment number*" label, 3 points to the "Offsite calibration seal number*" label, and 4 points to the "Join" button.

Join Calibration

RFP number*

An RFP number is required.

Establishment number*

An establishment number is required.

Offsite calibration seal number*

Close Join

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.

Containerised Goods Inspection Active 07/09/2016 Required fields denoted by *

1 **Inspection** **Authorised Officers** **Time Entry** **Communications** **Actions**

RFP details [Open](#) | [Reinspection](#) **Flow path details** [Change](#) 2

RFP number	0036073	Inspection result	
Reinspection	No	Officer	
Destination country	UNITED STATES	Comments	
Establishment number	0088		
Establishment name	EXDOC DAIRY TEST ESTABLISHMENT	Outcome details	Change

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 screenshot shows the 'Flow path details' window with the following fields and callouts:

- 1**: Inspection result* dropdown menu showing 'Passed after rectification'.
- 2**: Authorised officer* dropdown menu showing 'Nicole McVicar'.
- 3**: Result date* date field showing '14/05/2019'.
- 4**: Result time* time field showing '10:05'.
- 5**: Failed date* date field showing '14/05/2019'.
- 6**: Failed time* time field showing '10:05'.
- 7**: Comments* text area.
- 8**: Save button.

A red error message at the bottom of the comments field states: 'A comment is required.'



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.

Horticulture Inspection Active 22/06/2022 Required fields denoted by *

The flow path details have been updated. **1**

Inspection ID - H725080

Inspection Authorised Officers Time Entry Communications Actions

RFP details Open | Change

RFP number	2218443
Inspection reason	
Destination country	CHINA
Establishment number	0098
Establishment name	AQIS HORTICULTURE ESTABLISHMENT - DO NOT AMEND
Exporter name	TESTING - EXPORTER ALL COMMODITY 35 TESTING
Import permit	No
Treatment details	No
Additional declaration	No
Place of Origin	Victoria

Flow path details Change

Inspection result	Passed after rectification
Failed time	21/06/2022 10:00
Result time	22/06/2022 10:00
Officer	UAT11 Testing
Comments	test - conveyor belt was cleaned.

Outcome details Change

Trade description	Yes
Compliance labelling	Yes
Sampling rate	2 % (two percent per line)
Total quantity	10
Total passed	0
Total failed	0

Results (1) Set line ID

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.

Empty Container Inspection Active 18/04/2016 **1**

Inspection Authorised Officers Time Entry Communications

Time entry Add **2**

No time entries

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 screenshot shows the 'Time entry' form with the following fields and callouts:

- 1** points to the 'Authorised officer' dropdown menu, which currently displays 'PEMS-DEV External-AO'.
- 2** points to the 'Activity' dropdown menu, which currently displays 'Inspection'.
- 3** points to the 'Start time' and 'End time' input fields, which are highlighted with an orange box and contain the placeholder 'hh:mm'.
- 4** points to the 'Comments' text area.

The form also includes a date field labeled 'Activity date' with the value '09/05/2016'.

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 screenshot shows the 'Time Entry' form. At the top, there are dropdown menus for 'Authorised officer' (PEMS-DEV External-AO) and 'Activity' (Inspection). Below these is the 'Activity date' field, which currently shows '22/06/2021'. A red arrow labeled '1' points to a calendar icon to the right of the date field. A calendar pop-up is shown, with a red arrow labeled '2' pointing to the date '22' in the month of June 2021. Below the calendar, there is an 'End time' field with a placeholder 'hh:mm' and a red error message 'An end time is required.' At the bottom right of the form, there are 'Close' and 'Save' buttons. A red arrow labeled '3' points to the 'Save' button.

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.

The screenshot shows the 'Empty Container Inspection' page. The page has a navigation bar with 'Home', 'Inspections', 'RFP', and 'Calibration'. The main heading is 'Empty Container Inspection Active 18/04/2016'. Below the heading, there are tabs for 'Inspection', 'Authorised Officers', 'Time Entry', and 'Communications'. The 'Time Entry' tab is selected, showing a table with one record. A red arrow labeled '2' points to the 'Add' button next to the table header. A red arrow labeled '1' points to the 'Open' button in the 'Actions' column of the table row.

Authorised officer	Date	Start - end time	Actions
PEMS-DEV Internal-AO	18/04/2016	13:15 - 13:45	Open Remove

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 chargeable**'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.

Time entry

Authorised officer*
PEMS-DEV Internal-AO

Activity*
Inspection

Activity date*
07/05/2016

End time*
11:55

☐ Time entry is overtime

Today Clear Close

Close Save

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.

The time entry has been added.

Navigation tabs: Inspection, Authorised Officers, **Time Entry** (1), Communications, Actions +

Time entry (1) Add (2)

Authorised officer	Date	Start - end time	Invoice	Actions
Rajesh Iyer	05/10/2018	14:00 - 15:00		<button>Open</button> <button>Remove</button>

Time summary Detailed report | Summary report (3)

Authorised officer	Fee for service (FFS)	WDC	WDNC	WENC	Non-chargeable
Rajesh Iyer	1:00				
Total	1:00				

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.

The screenshot shows the 'Containerised Goods Inspection' interface. At the top, it says 'Active 05/10/2018'. Below this is a green banner stating 'The time entry has been added.' The main navigation bar includes 'Inspection', 'Authorised Officers', 'Time Entry', 'Communications', and 'Actions'. The 'Time entry (1)' section contains a table with the following data:

Authorised officer	Date	Start - end time	Invoice	Actions
Rajesh Iyer	05/10/2018	14:00 - 15:00		<input type="button" value="Open"/> <input type="button" value="Remove"/>

Orange arrows labeled '1' and '2' point to the 'Open' and 'Remove' buttons respectively.

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.

The screenshot shows the 'Containerised Goods Inspection' interface with the 'Time Entry' tab selected. An orange arrow labeled '1' points to the 'Time Entry' tab. Below the navigation bar, the 'Time entry (1)' section contains a table with the following data:

Authorised officer	Date	Start - end time	Invoice	Actions
PEMS-DEV Internal-AO	01/07/2019	10:30 - 11:15		<input type="button" value="Open"/> <input type="button" value="Remove"/>

Below this is the 'Time summary' section with a table:

Authorised officer	Fee for service (FFS)	WDC	WDNC	WENC	Non-chargeable
PEMS-DEV Internal-AO	00:45				
Total	00:45				

An orange arrow labeled '2' points to the 'Invoice Details' section, which is highlighted with an orange border. It contains a table with the following data:

Exporter Number	Exporter Name	URN	Actions
99999	AAA DEPARTMENTAL TEST EXPORTER	102012048850	

Below the table, it says 'No invoices.'

Once the inspection has been completed and submitted an **Invoice number** and **Status¹** will appear.

Containerised Goods Inspection Completed 01/07/2019 Required fields denoted by *

[Inspection](#)
[Authorised Officers](#)
[Time Entry](#)
[Communications](#)
[Actions](#)

Time entry (1)

Authorised officer	Date	Start - end time	Invoice	Actions
PEMS DEV Internal AO	01/07/2019	10:30 - 11:15		Open

Time summary

Authorised officer	Fee for service (FFS)	WDC	WDNC	WENC	Non-chargeable
PEMS DEV Internal AO	00:45				
Total	00:45				

Invoice Details

Exporter Number	Exporter Name	URN	Actions
99999	AAA DEPARTMENTAL TEST EXPORTER	102012048850	

Invoice number	Status
	READY_FOR_INVOICING

1

The **Status¹** options are:

Ready for Invoicing – display after submitting

Invoiced – generated by system and delivered to exporter

Failed – system failed to generate an invoice

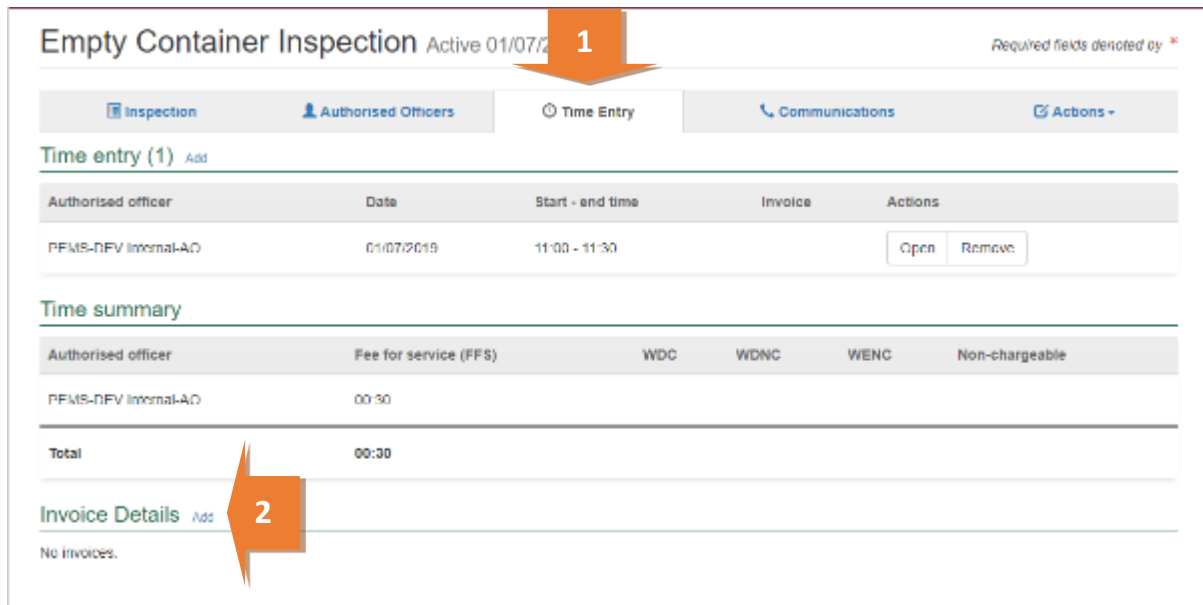
Paid – invoice paid by exporter and transaction completed

!

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.



Empty Container Inspection Active 01/07/2019 **1** Required fields denoted by *

Inspection Authorised Officers **Time Entry** Communications Actions +

Time entry (1) Add

Authorised officer	Date	Start - end time	Invoice	Actions
PFMS-DFV Internal-AD	01/07/2019	11:00 - 11:30		<button>Open</button> <button>Remove</button>

Time summary

Authorised officer	Fee for service (FFS)	WDC	WDNC	WENC	Non-chargeable
PFMS-DFV Internal-AD	00:30				
Total	00:30				

Invoice Details Add **2**

No invoices.

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.

The screenshot shows the 'Invoicing Details' window with the following fields and callouts:

- Client Type ***: A dropdown menu with 'Exporter' selected. Callout 1 points to this field.
- Exporter Number ***: A text input field containing '0339'. Callout 2 points to this field.
- Search**: A blue button next to the Exporter Number field. Callout 3 points to this button.
- Client Name ***: A text input field containing 'TESTING EXPORTER 0339'. Callout 4 points to this field.
- URN**: A text input field containing '102012047060'.
- ABN Number**: An empty text input field.
- Close** and **Save**: Buttons at the bottom right. Callout 5 points to the **Save** button.

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.

The screenshot shows a web form titled "Invoicing Details" with a close button (X) in the top right corner. The form contains the following fields and elements:

- Client Type ***: A dropdown menu with "Freight Forwarder/Shipping Agent" selected. An orange callout arrow labeled "1" points to this field.
- ABN ***: A text input field containing "24113085695". An orange callout arrow labeled "2" points to this field. To the right of the input is a blue "Search" button. An orange callout arrow labeled "3" points to the "Search" button.
- Client Name ***: A text input field that is currently empty. An orange callout arrow labeled "4" points to this field. Below the input field, the text "Client Name is required" is displayed in red.
- URN**: A text input field that is currently empty.
- Buttons**: At the bottom right, there are two buttons: a grey "Close" button and a red "Save" button. An orange callout arrow labeled "5" points to the "Save" button.

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

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

Invoicing Details

No search results found.

1

Client Type *

Freight Forwarder

ABN *

74104804793

Search

Client Name *

URN

Close

Save

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.

The screenshot shows the 'Empty Container Inspection' page for an active inspection on 01/07/2019. A green banner at the top states 'The Exporter details has been added.' with an orange arrow labeled '1' pointing to it. Below the banner is a navigation bar with tabs: 'Inspection', 'Authorised Officers', 'Time Entry', 'Communications', and 'Actions'. The 'Time entry (1)' section contains a table with columns: 'Authorised officer', 'Date', 'Start - end time', 'Invoice', and 'Actions'. The table has one row for 'PEMS-DEV Internal-AO' on '01/07/2019' from '11:00 - 11:30', with 'Open' and 'Remove' buttons in the 'Actions' column. Below this is a 'Time summary' table with columns: 'Authorised officer', 'Fee for service (FFS)', 'WDC', 'WDNC', 'WENC', and 'Non-chargeable'. It shows a total fee of '00:30' for 'PEMS-DEV Internal-AO'. The 'Invoice Details' section has a table with columns: 'Exporter Number', 'Exporter Name', 'URN', and 'Actions'. It shows one entry for '0339' and 'TESTING EXPORTER 0339' with 'Remove' and 'Open' buttons in the 'Actions' column. Orange arrows labeled '2' and '3' point to the 'Remove' and 'Open' buttons respectively. At the bottom, it says 'No Invoices'.

Authorised officer	Date	Start - end time	Invoice	Actions
PEMS-DEV Internal-AO	01/07/2019	11:00 - 11:30		<button>Open</button> <button>Remove</button>

Authorised officer	Fee for service (FFS)	WDC	WDNC	WENC	Non-chargeable
PEMS-DEV Internal-AO	00:30				
Total	00:30				

Exporter Number	Exporter Name	URN	Actions
0339	TESTING EXPORTER 0339		<button>Remove</button> <button>Open</button>

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.

The screenshot shows the PEMS system interface with the 'Time Entry' tab selected. An orange arrow labeled '1' points to the 'Time Entry' tab. Below the tab, there is a table of time entries. An orange arrow labeled '2' points to the 'Summary report' link under the 'Time summary' section.

Authorised officer	Date	Start - End	Invoice	Actions
PEMS-DEV Internal-AO	24/06/2016	10:00 - 14:00		Open Remove
PEMS-DEV Internal-AO	23/06/2016	12:00 - 13:30		Open Remove
PEMS-DEV Internal-AO	22/06/2016	09:00 - 11:15		Open Remove

Authorised officer	Fee for service (FFS)	WDC	WDNC	WENC	Non-chargeable
PEMS-DEV Internal-AO	7:45				
Total	7:45				

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.


The screenshot shows the 'Summary Report' window. An orange arrow labeled '1' points to the 'Report format' dropdown menu, which is set to 'PDF'. An orange arrow labeled '2' points to the 'Download' button.

Summary Report

Report format: PDF

[Close](#) [Download](#)

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.


Australian Government

Activity Report

Page: 1/1

RFP number42565

Establishment NameEXDOC DAIRY TEST ESTABLISHMENT

Establishment Number88

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

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 Entry¹** tab and then click **Detailed report²** under the time summary section.

Inspection

Authorised Officers

Time Entry

Communications

Actions

Time entry (3) Add

Authorised officer	Date	Start - end	Invoice	Actions
PEMS-DEV Internal-AO	24/06/2016	10:00 - 14:00		<div>Open</div> <div>Remove</div>
PEMS-DEV Internal-AO	23/06/2016	12:00 - 13:30		<div>Open</div> <div>Remove</div>
PEMS-DEV Internal-AO	22/06/2016	09:00 - 11:15		<div>Open</div> <div>Remove</div>

Time summary Detailed report | Report

Authorised officer	Fee for service (FFS)	WDC	WDNC	WENC	Non-chargeable
PEMS-DEV Internal-AO	7:45				

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.

The screenshot shows the 'Activity Report' window with the following fields and callouts:

- 1**: Start date input field with a calendar icon.
- 2**: End date input field with a calendar icon.
- 3**: Activity dropdown menu.
- 4**: User dropdown menu.
- 5**: Invoice number dropdown menu.
- 6**: 'Show these columns on the report' section with checkboxes for User, Activity, Activity date, Start time, End time, and Fee for service.
- 7**: Report format dropdown menu (set to PDF).
- 8**: Download button.

At the bottom of the window are 'Close' and 'Download' buttons.

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.

Home Inspections RFP Calibration PE

Empty Container Inspection Active 18/04/2016

Inspection
Authorised Officers
Time Entry
Communications

Attachments Add
2

No attachments.

Correspondence Add

No correspondence.

1

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 screenshot shows the 'Attachment' window with the following elements and numbered callouts:

- 1**: Points to the 'File input*' label.
- 2**: Points to the 'Choose File' button.
- 3**: Points to the 'Document type*' section, which contains a list of checkboxes for various document types. The 'Other' checkbox is selected.
- 4**: Points to the 'Outcome*' dropdown menu, which is currently set to 'Accepted'.
- 5**: Points to the 'Other document*' text input field.
- 6**: Points to the 'Comments' text area.
- 7**: Points to the 'Save' button.

The 'Document type*' section includes the following checkboxes:

- ☐ Area Freedom Certificate
- ☐ Bulk vessel loading running record
- ☐ Grower / Packer Certificate
- ☐ Export Delegate Certificate
- ☐ Import Permit
- ☐ Manual EX188 Form
- ☐ Manual Inspection Record
- ☐ Manual ITCT Calibration Record
- ☐ Manual Vapour Heat Treatment Record
- ☐ Marine Surveyor Certificate
- ☐ OSCT Data Logs
- ☐ MIG thermometer NATA test certificate
- ☐ Testing Certificate
- ☒ Other
- ☐ Treatment certificate
- ☐ Readings VHT probe calibration
- ☐ Vessel owner/agent's declaration
- ☐ Take 5 Assessment checklist
- ☐ VHT treatment readings
- ☐ Transfer Certificate
- ☐ Vessel owner/agent's declaration test

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.

The attachment has been added.

Inspection	Authorised Officers	Time Entry	Communications	Actions		
Attachments (2) Add						
Name	Document Type	Source	Updated	Outcome	Reviewed by	Actions
Container Report 42183.pdf	Container doc	Inspection	11/06/2019 13:20	Accepted	PEMS-DEV AO	Open Download Remove
01_advance search _ao name or number.PNG	Area Freedom Certificate	Inspection	29/05/2019 09:25	Accepted	PEMS-DEV Internal-AO	Open Download Remove

Correspondence [Add](#)

No correspondence.

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.

Home	Inspections	RFP	Calibration	Vendor Test3	⏻
Horticulture Inspection Active 10/11/2021 Required fields denoted by *					
Inspection ID - H621811					
<div> <div>Inspection</div> <div>Authorised Officers</div> <div>Time Entry</div> <div>Communications</div> <div>Actions</div> </div>					
Attachments Add					
No attachments.					
Correspondence Add					
No correspondence.					

The *Attachment* window will display.

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. 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 screenshot shows the 'Attachment' window with the following elements and callouts:

- 1**: Points to the 'Choose File' button in the 'File input' field.
- 2**: Points to the 'No file chosen' text in the 'File input' field.
- 3**: Points to the 'Document type' section, which includes a list of checkboxes for various document types.
- 4**: Points to the 'Outcome' dropdown menu, which is currently set to 'Accepted'.
- 5**: Points to the 'Comments' text area.
- 6**: Points to the 'Save' button at the bottom right of the window.

The 'Document type' section lists the following options:

- ☐ Area Freedom Certificate
- ☐ Bulk vessel loading running record
- ☐ Grower / Packer Certificate
- ☐ Export Delegate Certificate
- ☐ Import Permit
- ☐ Manual EX188 Form
- ☐ Manual Inspection Record
- ☐ Manual ITCT Calibration Record
- ☐ Manual Vapour Heat Treatment Record
- ☐ Marine Surveyor Certificate
- ☐ OSCT Data Logs
- ☐ MIG thermometer NATA test certificate
- ☐ Testing Certificate
- ☐ Other
- ☐ Treatment certificate
- ☐ Readings VHT probe calibration
- ☐ Vessel owner/agent's declaration
- ☐ Take 5 Assessment checklist
- ☐ VHT treatment readings
- ☐ Transfer Certificate
- ☐ Vessel owner/agent's declaration test

A message states: 'A document type is required.'

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.

The screenshot shows the 'Horticulture Inspection Active 10/11/2021' page. At the top, a green banner states 'The attachment has been added.' Below this is a navigation bar with tabs: 'Inspection', 'Authorised Officers', 'Time Entry', 'Communications', and 'Actions'. The 'Inspection' tab is active. Below the navigation bar, there is a section for 'Attachments (1)' with an 'Add' link. A table lists the attachment 'container.pdf' with details: Document Type 'Grower / Packer Certificate', Source 'Inspection', Updated '10/11/2021 17:21', Outcome 'Accepted', and Reviewed by 'Vendor Test3'. The 'Actions' column for this row contains 'Open', 'Download', and 'Remove' buttons. Callout 1 points to the 'Add' link, callout 2 points to the 'Download' button, and callout 3 points to the 'Remove' button. Below the attachments section is a 'Correspondence' section with an 'Add' link and the text 'No correspondence.'

Name	Document Type	Source	Updated	Outcome	Reviewed by	Actions
container.pdf	Grower / Packer Certificate	Inspection	10/11/2021 17:21	Accepted	Vendor Test3	Open Download Remove

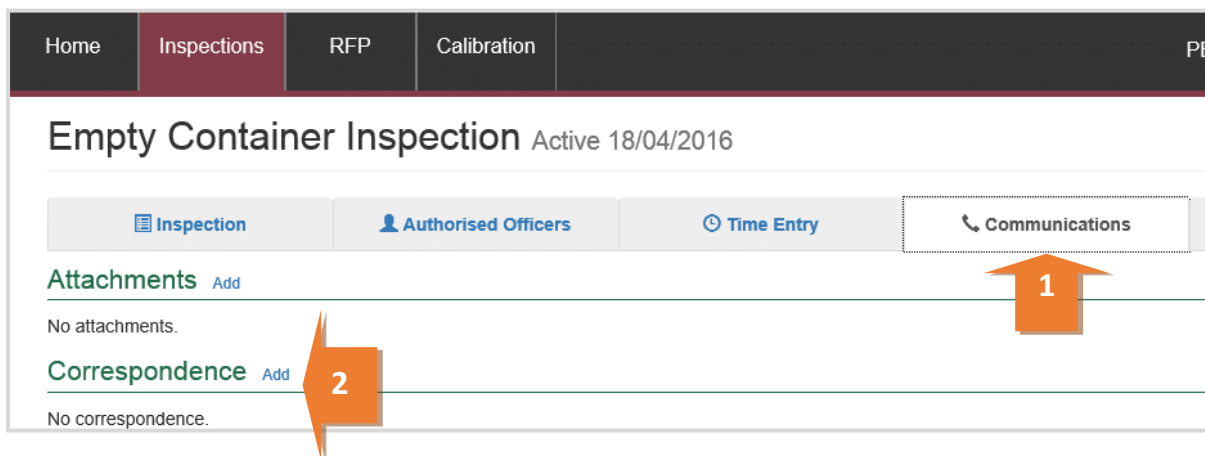
!

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.



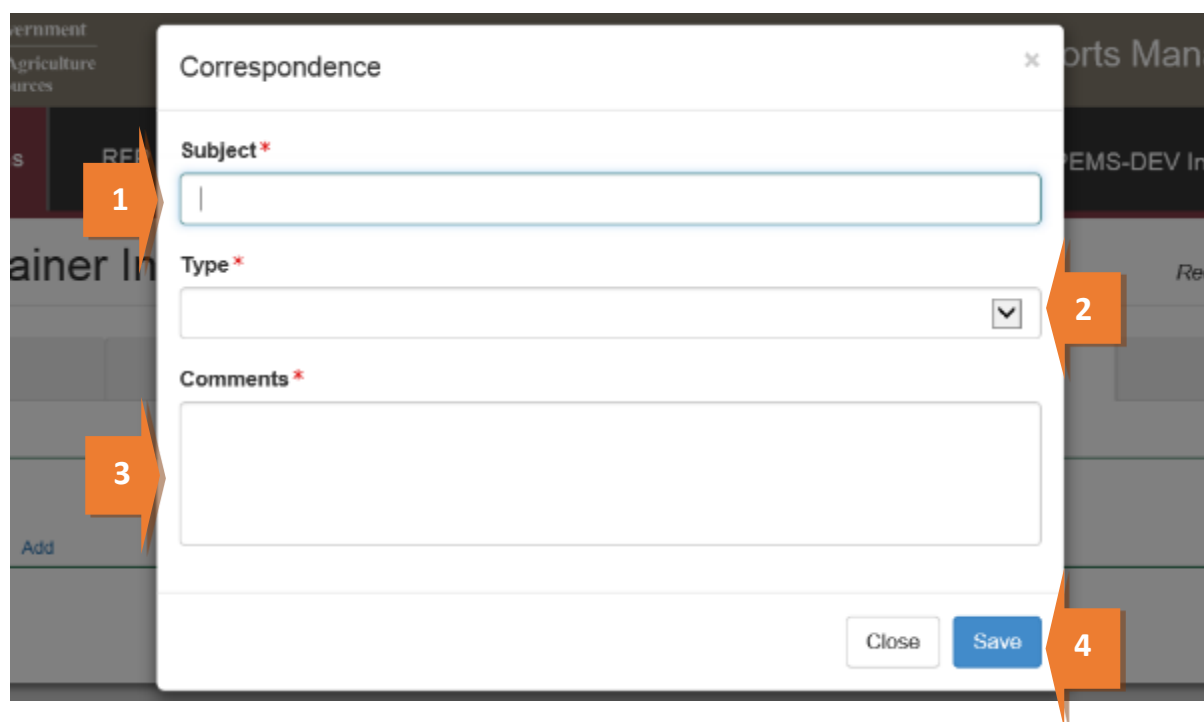
The screenshot shows the 'Empty Container Inspection' page with the 'Active' status '18/04/2016'. The navigation bar includes 'Home', 'Inspections', 'RFP', 'Calibration', and 'PE'. Below the navigation bar, there are four tabs: 'Inspection', 'Authorised Officers', 'Time Entry', and 'Communications'. The 'Communications' tab is highlighted with an orange arrow labeled '1'. Below the tabs, there are two sections: 'Attachments' and 'Correspondence'. The 'Attachments' section has an 'Add' link. The 'Correspondence' section has an 'Add' link and is highlighted with an orange arrow labeled '2'.

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 screenshot shows the 'Correspondence' window with the following fields: 'Subject' (text input), 'Type' (dropdown menu), and 'Comments' (text area). The 'Subject' field is highlighted with an orange arrow labeled '1'. The 'Type' dropdown menu is highlighted with an orange arrow labeled '2'. The 'Comments' text area is highlighted with an orange arrow labeled '3'. At the bottom right, there are 'Close' and 'Save' buttons. The 'Save' button is highlighted with an orange arrow labeled '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.

The screenshot shows the 'Communications' tab selected in a navigation bar. A green message bar at the top states 'The correspondence has been added.' Below this, there are tabs for 'Inspection', 'Authorised Officers', 'Time Entry', 'Communications', and 'Actions'. Under the 'Communications' tab, there are sections for 'Attachments' (No attachments) and 'Correspondence (1)' (Add). The 'Correspondence (1)' section contains a table with the following data:

Subject	Type	Created	Created by	
Example of correspondence	Phone	28/04/2018 10:08	PEMS-DEV Internal-AO	<div><div>1</div><div>2</div><div>3</div></div>

The 'Created by' field is highlighted with an orange box. To the right of the table, there are 'Open' and 'Remove' buttons. An orange arrow labeled '1' points to the 'Subject' column, an orange arrow labeled '2' points to the 'Open' button, and an orange arrow labeled '3' points to the 'Remove' button.

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 screenshot shows the 'Horticulture Inspection' page with the 'Inspections' tab selected in the navigation bar. The page title is 'Horticulture Inspection Active 22/06/2022'. Below the title, there are tabs for 'Inspection', 'Authorised Officers', 'Time Entry', 'Communications', and 'Actions'. The 'Communications' tab is highlighted with an orange arrow labeled '1'. Under the 'Communications' tab, there are sections for 'Attachments' (No attachments) and 'Correspondence' (Add). The 'Correspondence' section contains a table with the following data:

Subject	Type	Created	Created by

An orange arrow labeled '2' points to the 'Add' button 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 screenshot shows a web-based 'Correspondence' form. At the top is a title bar with the text 'Correspondence' and a close button (X). Below the title bar are three main input areas: 1. A text input field for 'Subject *'. An orange callout '1' points to this field. Below the field is a red error message: 'A subject is required.' 2. A dropdown menu for 'Type *'. An orange callout '2' points to this dropdown. 3. A large text area for 'Comments *'. An orange callout '3' points to this text area. At the bottom right of the form are two buttons: a grey 'Close' button and a red 'Save' button. An orange callout '4' points to the 'Save' button.

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.

The screenshot shows the 'Containerised Goods Inspection' page, completed on 08/08/2018. A green message bar at the top states 'The correspondence has been added.' Below this is a navigation bar with tabs: Inspection, Authorised Officers, Time Entry, Communications, and Actions. The 'Correspondence (1)' section contains a table with the following data:

Subject	Type	Created	Created by	Actions
Test	Email	13/08/2016 15:49	PEMS DEV Internal AD	Open Remove

Annotations: 1 points to the 'Created' column, 2 points to the 'Open' button, and 3 points to the 'Remove' button.



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.

The screenshot shows the 'Horticulture Inspection' page, completed on 23/06/2022. The navigation bar includes Home, Inspections, RFP, Calibration, and UAT11 Testing. The 'RFP details' section shows the following information:

RFP number	2218489
Inspection reason	
Destination country	CHINA
Establishment number	0098
Establishment name	AQIS HORTICULTURE ESTABLISHMENT - DO NOT AMEND
Exporter name	TESTING - EXPORTER ALL COMMODITY 35

The 'Flow path details' section shows:

Inspection result	Passed
Result time	23/06/2022 09:00
Officer	UAT11 Testing
Comments	

The 'Actions' dropdown menu is open, showing options: Download Report, Reactivate, and Cancel. Annotations: 1 points to the 'Actions' tab, and 2 points to the 'Download Report' option.

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 PTL		
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	Number	Package Type	Weight	Unit	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.

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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		
INDIA		123, 124, 44		N/A		N/A		N/A		N/A		
RFP Line No		Container Number		Source		Commodity		Package Number		Type		
1		CONT123456		N/A		WHEAT		1		CONTAINER		
2		CONT156789		N/A		WHEAT		1		CONTAINER		
Sub-Totals		Unit		Line Weight		Unit		Sampled		Result		
N/A		M/TONS		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.

The screenshot shows the 'Container Calibration' interface. At the top, it says 'Active 15/03/2019'. Below this are three tabs: 'Calibration', 'Time Entry', and 'Communication'. The 'Actions' tab is highlighted with a red arrow labeled '1'. A dropdown menu is open under 'Actions', showing options: 'Download Certificate', 'Cancel', and 'Withdraw'. A red arrow labeled '2' points to the 'Download Certificate' option.

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.				

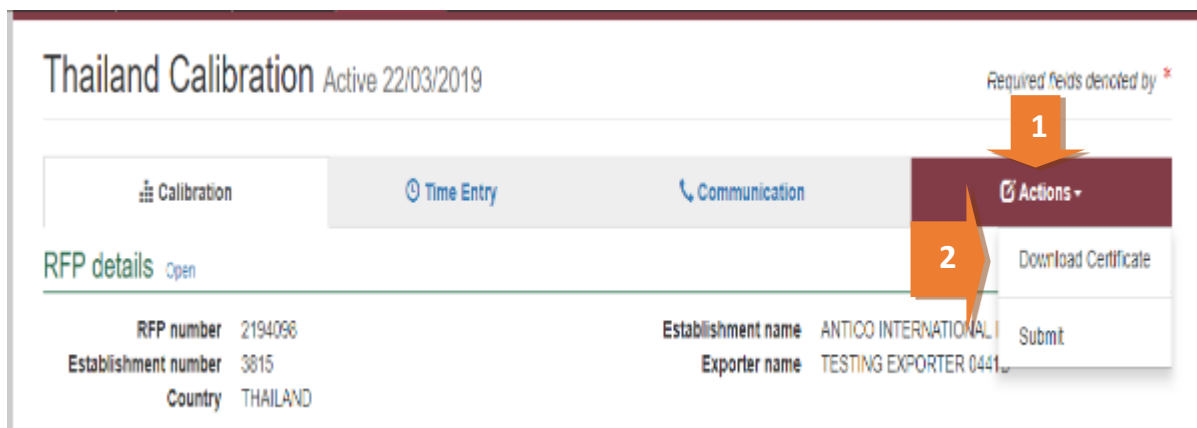


AOs are advised to preview the record by downloading the certificate before the calibration record is submitted on PEMS.

Download calibration certificate (Thailand)

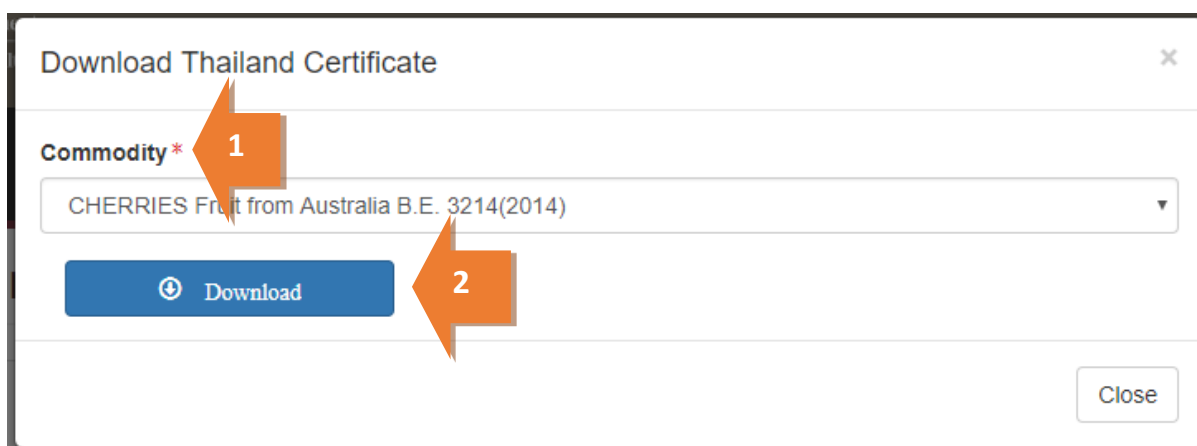
Before or after a calibration record is submitted you can download the calibration certificate.

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



The screenshot shows the 'Thailand Calibration' interface with the status 'Active 22/03/2019'. It features a navigation bar with tabs: Calibration, Time Entry, Communication, and Actions. The Actions tab is highlighted with an orange arrow labeled '1'. Below the navigation bar, the 'RFP details' section is visible, showing fields for RFP number (2194096), Establishment number (3815), Country (THAILAND), Establishment name (ANTICO INTERNATIONAL), and Exporter name (TESTING EXPORTER 0441). The Actions dropdown menu is open, showing options: Download Certificate (highlighted with an orange arrow labeled '2') and Submit.

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



The screenshot shows the 'Download Thailand Certificate' window. It has a 'Commodity *' dropdown menu (highlighted with an orange arrow labeled '1') containing the text 'CHERRIES Fruit from Australia B.E. 3214(2014)'. Below the dropdown is a blue 'Download' button (highlighted with an orange arrow labeled '2'). A 'Close' button is located in the bottom right corner.

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

- 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
- 2** - at the mid-height of the stack, in the centre of the container
- 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

**Pulp Temperature
(Degrees C)**

1.1
1.2
1.3

Container sealed:

Time 11:57 AM Date 22/03/2019

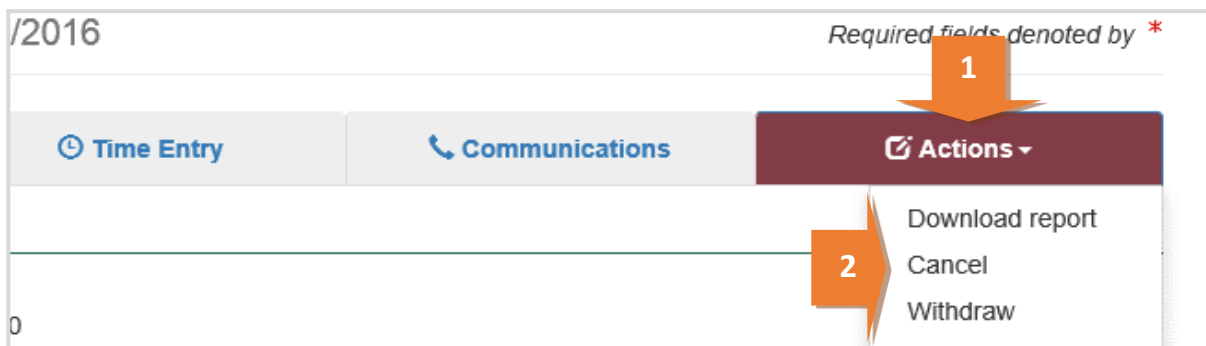
Cancelling an active inspection/calibration

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.

Empty Container Inspection

Created in Error 23/05/2016

1

The inspection has been cancelled.

Inspection

Authorised Officers

Time Entry

Location details

Container yard ID

1234

Place of inspection

CRAIG MICHAEL DEAN GLADSTONE ACT 4680

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.

/2016

Required fields denoted by *

Time Entry Communications Actions

Download report

Cancel

Withdraw

Submit

Checkout

Authorised officer Actions

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.

Empty Container Inspection Withdrawn 06/06/2016

The inspection has been withdrawn.

Inspection Authorised Officers Time Entry Communications

Location details

Container yard ID: 1234

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.

Horticulture Inspection Active 22/06/2022

Inspection ID - H725080

Required fields denoted by *

1. **Inspection** tab selected

2. **Authorised Officers** tab

3. **Time Entry** tab

4. **Communications** tab

5. **Actions** tab dropdown menu

RFP details Open | Change

RFP number	2218443
Inspection reason	
Destination country	CHINA
Establishment number	0098
Establishment name	AQIS HORTICULTURE ESTABLISHMENT - DO NOT AMEND
Exporter name	TESTING - EXPORTER ALL COMMODITY 35 TESTING
Import permit	No
Treatment details	No
Additional declaration	No
Place of Origin	Victoria

Flow path details Change

Inspection result	Passed after rec
Failed time	21/06/2022 10:00
Result time	22/06/2022 10:00
Officer	UAT11 Testing
Comments	test - conveyor belt was cle

Outcome details Change

Trade description	Yes
Compliance labelling	Yes
Sampling rate	2 % (two percent per line)
Total quantity	10
Total passed	0
Total failed	0

Results (1) Set line ID

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 image shows a 'Inspection submit confirmation' dialog box. It contains two checked checkboxes: 'Are you sure you want to submit this inspection?' (callout 1) and 'I want to email the exporter/EDI user on the submission of the inspection.' (callout 2). Below these is an 'Email Address' field containing 'Exporters.email@gmail.com' (callout 3). Underneath is a 'Comment' text area (callout 4) with the text: 'Dear Exporter', 'Please note I have submitted the inspection record for RFP111111 in PEMS, please request Authorisation at your earliest convenience.', 'Kind Regards', and 'AO'. At the bottom right are 'Close' and 'Save' buttons (callout 5).

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

The image shows a navigation bar with 'Home', 'Inspections', 'RFP', and 'Calibration'. Below it, the 'Horticulture Inspection' record is shown with the status 'Completed 18/08/2021' (callout 1). Below the status is the 'Inspection ID - H570662'. At the bottom are three tabs: 'Inspection', 'Authorised Officers', and 'Time Entry'.

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.

Type	Status	RFP version	Inspection version	Start date	Location	Authorised officers	Actions
Grain and Plant Product	Completed	1	4	19/03/2022	EXPORT COMPANY PTY LTD	Vendor Test5	Open Comments
<u>Grain and Plant Product</u>	<u>Created in Error</u>	1	3	<u>19/03/2022</u>	<u>EXPORT COMPANY PTY LTD</u>	<u>Vendor Test5</u>	Open Comments
<u>Grain and Plant Product</u>	<u>Created in Error</u>	1	2	<u>19/03/2022</u>	<u>EXPORT COMPANY PTY LTD</u>	<u>Vendor Test5</u>	Open Comments
<u>Grain and Plant Product</u>	<u>Created in Error</u>	1	1	<u>19/03/2022</u>	<u>EXPORT COMPANY PTY LTD</u>	<u>Vendor Test5</u>	Open Comments

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.

The screenshot shows the 'Horticulture Inspection' record for ID H725083, completed on 23/06/2022. The 'Actions' tab is selected, and the 'Reactivate' option is highlighted with an orange arrow labeled '2'. Other options in the menu include 'Download Report' and 'Cancel'. The record details include RFP number 2218489, destination country CHINA, and a result of 'Passed'.

Line	Commodity	Packages	Packaging	Sampled	Result	Authorised officers	Actions
1	ORANGES	10	CONTAINERS	8	Passed	UAT11 Testing	Open



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.

The dialog box asks for confirmation to reactivate the inspection. The 'OK' button is highlighted with an orange arrow labeled '1'.

Confirmation¹ of the inspection/calibration being reactivated will then appear on the record.

The screenshot shows the 'Horticulture Inspection' record for ID H570423, now 'Active' on 27/07/2021. A green confirmation message 'The inspection has been reactivated.' is displayed at the top, highlighted with an orange box and an arrow labeled '1'. The 'Actions' tab is still selected.

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.

Inspection Result Line 1 - APPLES - BOX

Line ID
Line234567

Number of packages *
200

Sampled number
15

Result *
Passed

Remarks

☐ Animal faeces
☐ Ants
☐ Contaminant
☐ Contaminants - Datura spp
☐ Contaminants - Live or Dead rodents
☐ Contaminants - Rodent droppings
☐ Dead Insect
☐ Dead rodent
☐ Disease (discoloration)
☐ Diseases - Bacteria
☐ Diseases - Virus/Viroid
☐ Eggs
☐ Ergots
☐ Fly
☐ Frass
☐ Fungus
☐ Inadequate or inaccurate trade description
☐ Incorrect/unclean packaging
☐ Inert material
☐ Insect damage
☐ Insects - Egg/Moths/Caterpillar (Lepidoptera)
☐ Insects - Fruit Fly - Egg/Larvae/Adult (Diptera)
☐ Insects - Live injurious (Grain and seed inspections only)
☐ Insects - Live non-injurious (Grain and seed inspections only)
☐ Insects - Moths (Lepidoptera)
☐ Insects - Thrips (Thysanoptera)
☐ Larvae
☐ Lesions
☐ Live field species
☐ Live Insect
☐ Live insect pest
☐ Live pest
☐ Live rodent
☐ Mites
☐ Moth
☐ Mould
☐ Nematodes
☐ Positive ARGT result
☐ Rot
☐ Soil
☐ Spider
☐ Stings
☐ Thrips
☐ Weed seeds

Authorised officers *
☒ PEMS-DEV External-AO

Close Save

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

The screenshot shows the 'Horticulture Inspection Active 27/07/2021' page. A green message box at the top states 'The inspection result has been updated.' Below this, the 'Inspection ID - H570423' is displayed. The page has several tabs: 'Inspection', 'Authorised Officers', 'Time Entry', 'Communications', and 'Actions'. The 'Actions' tab is highlighted with an orange arrow labeled '1'. A dropdown menu is open under 'Actions', showing options: 'Download Report', 'Submit', and 'Checkout'. The 'Submit' option is highlighted with an orange arrow labeled '2'. The page also displays 'RFP details' and 'Flow path details'.

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

The screenshot shows a 'Comments' dialog box overlaid on the inspection page. The dialog box has a title bar 'Comments' and a close button. Inside, there is a large text area for entering comments. Below the text area, a red message states 'A comment is required.' At the bottom right of the dialog box, there are 'Close' and 'Save' buttons. The 'Save' button is highlighted with an orange arrow labeled '2'. An orange arrow labeled '1' points to the text area.



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.

The screenshot shows a confirmation dialog box with the text 'Are you sure you want to submit this inspection?'. At the bottom right, there are 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with an orange arrow labeled '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.

Request For Permit 2213991 (v1) Open

Required fields denoted by *

1

2

3

4

5

Type	Status	RFP version	Inspection version	Start date	Location	Authorised officers	Actions
Grain and Plant Product	Completed	1	4	19/03/2022	EXPORT COMPANY PTY LTD	Vendor Test5	Open Comments
<u>Grain and Plant Product</u>	<u>Created in Error</u>	1	3	<u>19/03/2022</u>	<u>EXPORT COMPANY PTY LTD</u>	<u>Vendor Test5</u>	Open Comments
<u>Grain and Plant Product</u>	<u>Created in Error</u>	1	2	<u>19/03/2022</u>	<u>EXPORT COMPANY PTY LTD</u>	<u>Vendor Test5</u>	Open Comments
<u>Grain and Plant Product</u>	<u>Created in Error</u>	1	1	<u>19/03/2022</u>	<u>EXPORT COMPANY PTY LTD</u>	<u>Vendor Test5</u>	Open Comments

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

Horticulture Inspection Completed 27/07/2021

Required fields denoted by *

Inspection ID - H570424

1

2

Inspection

Authorised Officers

Time Entry

Communications

Actions

Download Report

RFP details Open

Flow path details

RFP number	0046517	Inspection result	Passed
Reinspection	No	Result time	27/07/2021 11:00
Destination country	INDIA	Officer	PEMS-DEV External-AO

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.

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	
2 % (two percent)		200		4		Sydney - NSW		INDIA	
Import Permit No		Import Permit Date		Trade Description		Flow Path Result		Flow Path Date and Time	
12345		31/07/2019		Y		Passed		27/07/2021 11:00	
Inspection Start Date and Time		Inspection End Date and Time							
27/07/2021 10:50		27/07/2021 11:45							
RFP Line No.		Line Identification		Commodity		No. of Packages		Packaging	
1		Line234567		APPLES		200		BOX	
Sampled No		Target		Result (Pass/Fail)		Remarks			
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 <i>Export Control (Plants and Plant Products) Rules 2021</i> (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

[Home](#)
[Inspections](#)
[RFP](#)
[Calibration](#)
Sagar Test3

Request For Permit 00607 1 Open

Required fields denoted by *

RFP
Inspections
Calibration
Time Entry
Communications
Service Request
Actions

Related calibration records (16)

Container	Type	Status	Calibration version	Date	Actions
CONT1234567	Thailand	Completed	2	23/03/2022	Open Comments
<u>CONT1234567</u>	Th	<u>Created in Error</u>	<u>1</u>	<u>23/03/2022</u>	Open

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

Generic Calibration Active 13/05/2019 Required fields denoted by *

The loading details have been updated.

Calibration Time Entry Communication **Actions ***

Download Certificate Checkout Submit

RFP details [Open](#)

RFP number	0042307	Establishment name	EXDOC DAIRY TEST ESTA
Establishment number	0088	Exporter name	TESTING EXPORTER NUM
Country	FRANCE		

Calibration details [Change](#)

Clock set to GMT	Yes	Establishment number	0088
Establishment name	EXDOC DAIRY TEST ESTABLISHMENT	Establishment name	EXDOC DAIRY TEST ESTABLISHMENT
Calibration Date	13/05/2019	Pulp temperature 1	2.2
Container number	NHJY1321332	Pulp temperature 2	2.3
Container size	40 foot	Pulp temperature 3	2.4
Recorder serial number	369	Seal number	888475
Calibration AO	PEMS-DEV External-AO	Sealed date and time	13/05/2019 16:35
		Loading AO	PEMS-DEV Internal-AO

Readings

Sensor	ID	First	Second	Correction	Probe
--------	----	-------	--------	------------	-------

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.

Home Inspections **RFP** Calibration PEMS-DEV Internal-AO

Request For Permit 2210381 (v2) Open Required fields denoted by *

RFP Inspections Calibration Time Entry Communications Service Request **Actions**

Container Report
Refresh from EXDOC

Summary

Establishment number	3584	Establishment name	GRAINCO QUEENSLAND ASSOCIATION LTD FISHERIES
Destination country	CHINA		

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.

Home Inspections RFP Calibration PEMS-DEV Internal-AO

My Profile PEMS-DEV Internal-AO Required fields denoted by *

Personal details [Change](#)

User ID	PEMS-DEV Internal-AO
Title	Miss
First name	PEMS-DEV
Family name	Internal-AO
Other names	
Phone	(02) 4764 8488
Mobile	
Email	edj@da.gov
Region	Central East
Office	Newcastle

Authorised officer details

Number	321231
Status	Appointed
First aid expiry date	13/05/2019
Start date	01/01/2019
End date	30/07/2020
PIN	####

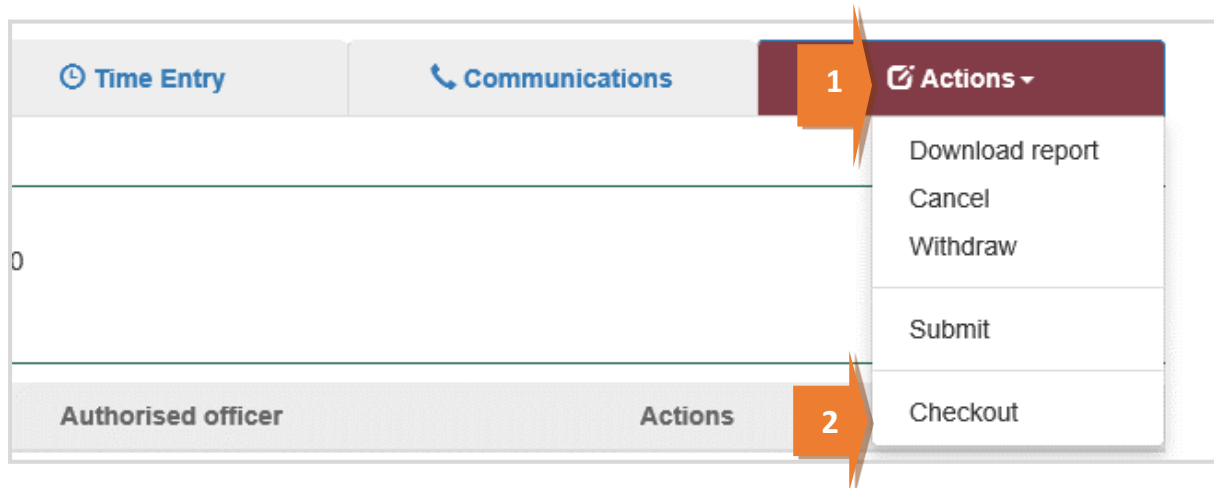
PEMS roles

PEMSInternalAO

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.



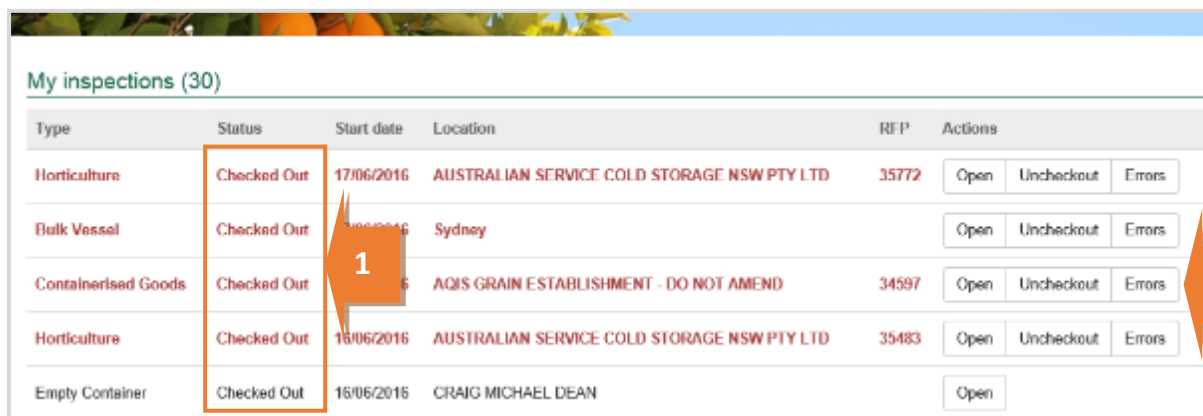
If a record that you are assigned to has been checked out by another assigned AO, contact the AO Hotline for assistance.



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.

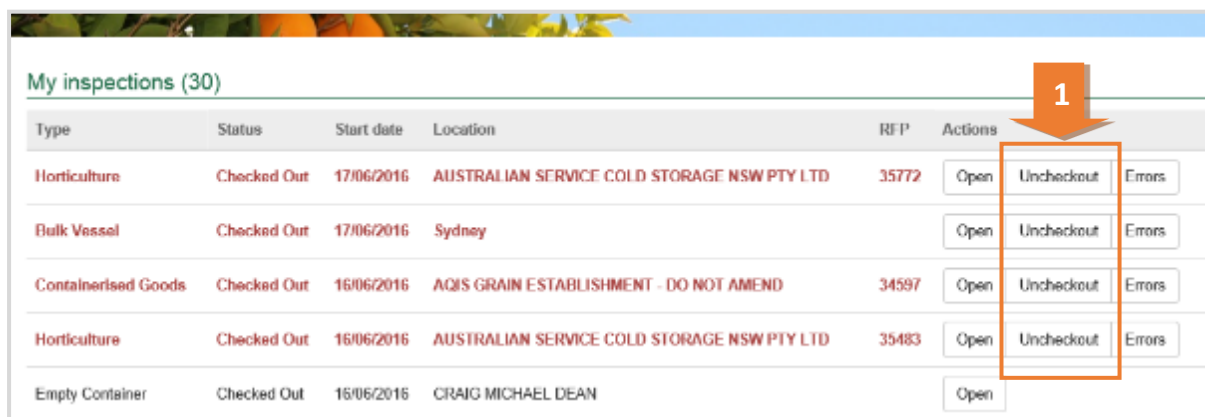


Type	Status	Start date	Location	RFP	Actions
Horticulture	Checked Out	17/06/2016	AUSTRALIAN SERVICE COLD STORAGE NSW PTY LTD	35772	Open Uncheckout Errors
Bulk Vessel	Checked Out	17/06/2016	Sydney		Open Uncheckout Errors
Containerised Goods	Checked Out	17/06/2016	AGIS GRAIN ESTABLISHMENT - DO NOT AMEND	34597	Open Uncheckout Errors
Horticulture	Checked Out	18/06/2016	AUSTRALIAN SERVICE COLD STORAGE NSW PTY LTD	35483	Open Uncheckout Errors
Empty Container	Checked Out	16/06/2016	CRAIG MICHAEL DEAN		Open

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.



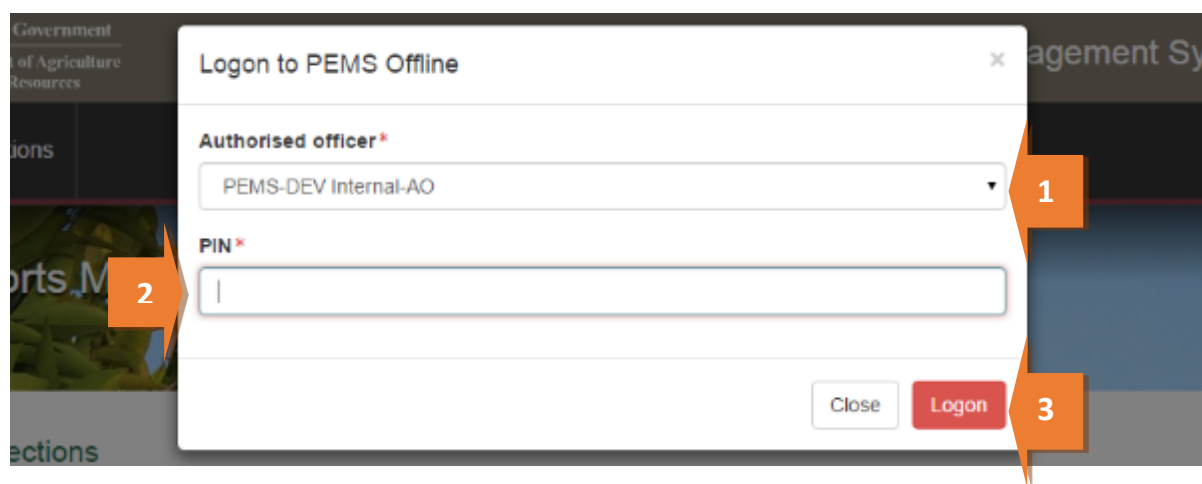
Type	Status	Start date	Location	RFP	Actions
Horticulture	Checked Out	17/06/2016	AUSTRALIAN SERVICE COLD STORAGE NSW PTY LTD	35772	Open Uncheckout Errors
Bulk Vessel	Checked Out	17/06/2016	Sydney		Open Uncheckout Errors
Containerised Goods	Checked Out	16/06/2016	AQIS GRAIN ESTABLISHMENT - DO NOT AMEND	34597	Open Uncheckout Errors
Horticulture	Checked Out	16/06/2016	AUSTRALIAN SERVICE COLD STORAGE NSW PTY LTD	35483	Open Uncheckout Errors
Empty Container	Checked Out	16/06/2016	CRAIG MICHAEL DEAN		Open

Logging in to PEMS offline

When you no longer have an internet/network connection, you can refresh your PEMS homepage and the login 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.



Logon to PEMS Offline

Authorised officer*

PEMS-DEV Internal-AO

PIN*

Close Logon

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](#)).

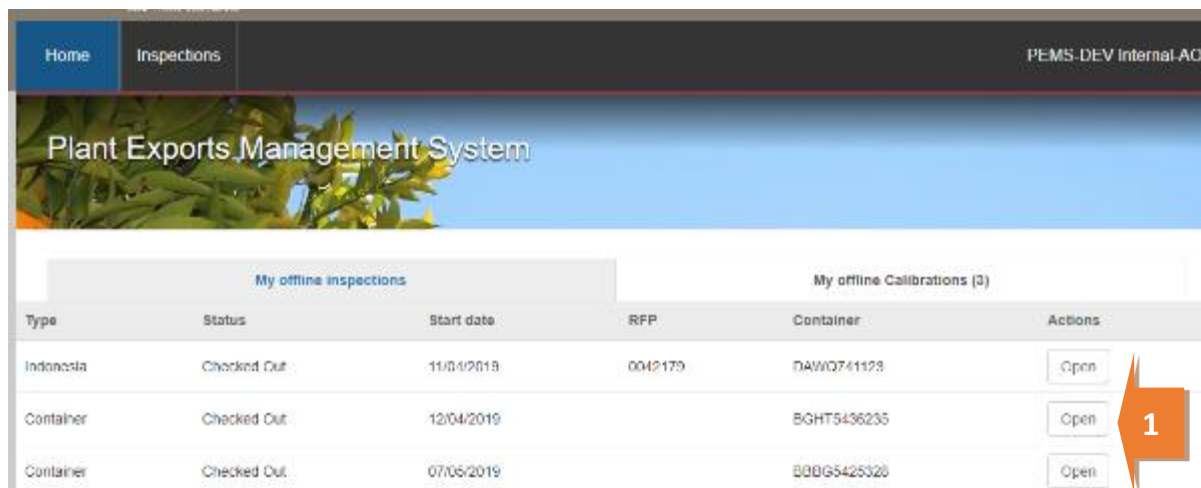
You will not be able to:

- 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

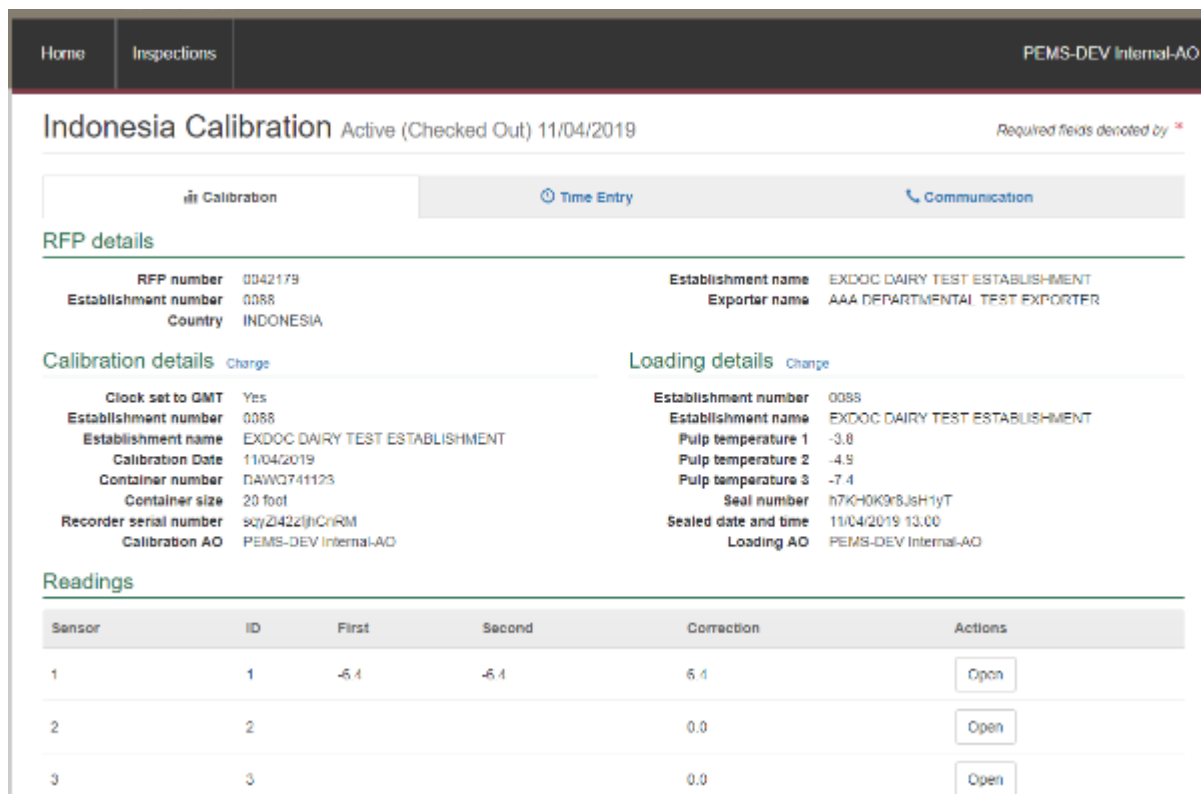
Once you have logged on to PEMS offline, the PEMS offline homepage will display your offline (checked out) calibration records.

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.



Plant Exports Management System					
My offline inspections		My offline Calibrations (3)			
Type	Status	Start date	RFP	Container	Actions
Indonesia	Checked Out	11/04/2019	0042179	DAWQ741123	Open
Container	Checked Out	12/04/2019		BGHT5436235	Open
Container	Checked Out	07/05/2019		B00G5425320	Open

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.



Home		Inspections		PEMS-DEV Internal-AO	
Indonesia Calibration Active (Checked Out) 11/04/2019					
RFP details		Calibration details		Loading details	
RFP number	0042179	Establishment name	EXDOC DAIRY TEST ESTABLISHMENT		
Establishment number	0088	Exporter name	AAA DEPARTMENTAL TEST EXPORTER		
Country	INDONESIA				
Clock set to GMT	Yes	Establishment number	0088		
Establishment name	EXDOC DAIRY TEST ESTABLISHMENT	Establishment name	EXDOC DAIRY TEST ESTABLISHMENT		
Calibration Date	11/04/2019	Pulp temperature 1	-3.8		
Container number	DAWQ741123	Pulp temperature 2	-4.9		
Container size	20 foot	Pulp temperature 3	-7.4		
Recorder serial number	9cyZi42zJhCnRM	Seal number	h7KH0K9r8JsH1yT		
Calibration AO	PEMS-DEV Internal-AO	Sealed date and time	11/04/2019 13:00		
		Loading AO	PEMS-DEV Internal-AO		
Readings					
Sensor	ID	First	Second	Correction	Actions
1	1	-5.4	-5.4	5.4	Open
2	2			0.0	Open
3	3			0.0	Open

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.

Type	Status	Start date	Location	RFP	Actions
Horticulture	Checked Out	17/06/2016	AUSTRALIAN SERVICE COLD STORAGE NSW PTY LTD	35772	Open
Bulk Vessel	Checked Out	17/06/2016	Sydney		Open Uncheckout Errors
Horticulture	Checked Out	16/06/2016	AUSTRALIAN SERVICE COLD STORAGE NSW PTY LTD	35483	Open Uncheckout Errors
Empty Container	Checked Out	16/06/2016	CRAIG MICHAEL DEAN		Open
Containerised Goods	Checked Out	16/06/2016	AUSTRALIAN SERVICE COLD STORAGE NSW PTY LTD	34578	Open Uncheckout Errors
Containerised Goods	Checked Out	07/06/2016	AUSTRALIAN SERVICE COLD STORAGE NSW PTY LTD	36577	Open Uncheckout Check in Errors
Empty Container	Checked Out	06/06/2016	CRAIG MICHAEL DEAN		Open Checkin out
Containerised Goods	Checked Out	01/06/2016	EXDOC DAIRY TEST ESTABLISHMENT	36718	Open Uncheckout Errors
Empty Container	Checked Out	03/05/2016	CRAIG MICHAEL DEAN		Open

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.

Home Inspections RFP Calibration PEMS-DEV Internal-AO

Plant Exports Management System

Search inspections Bulk into ship hold Bulk vessel Empty container Horticulture Containerised goods

My inspections (24)

Type	Status	Start date	Location	RFP	Actions
Empty Container	Checked Out	16/06/2016	CRAIG MICHAEL DEAN		Open
Empty Container	Checked Out	21/04/2016	CRAIG MICHAEL DEAN		Open
Empty Container	Checked Out	19/04/2016	CRAIG MICHAEL DEAN GLADSTONE ACT 4680		Open Remove Errors

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 **Inspection¹ (or Calibration)** tab and then click **Change²** under the comments section of the relevant inspection page.

The screenshot shows the 'Empty Container Inspection' page for an active record dated 04/07/2016. The page has a navigation bar with tabs: Home, Inspections, RFP, and Calibration. Below the navigation bar, there are several tabs: Inspection, Authorised Officers, Time Entry, Communications, and Actions. The 'Inspection' tab is selected. Under the 'Inspection' tab, there are sections for 'Location details', 'Results', and 'Comments'. The 'Comments' section has a 'Change' link next to it. An orange arrow labeled '1' points to the 'Inspection' tab, and another orange arrow labeled '2' points to the 'Change' link in the 'Comments' section.

The *Comments* window will display.

Enter general comments about the inspection/calibration into the **free text field¹**. There is a limit of 500 characters for the field.

Click **Save²**.

The screenshot shows a 'Comments' dialog box. It has a text input field with the placeholder text 'This is an example of a comment'. Below the input field are two buttons: 'Close' and 'Save'. An orange arrow labeled '1' points to the text input field, and another orange arrow labeled '2' points to the 'Save' button.

The inspection/calibration record page will display the **comment¹**.

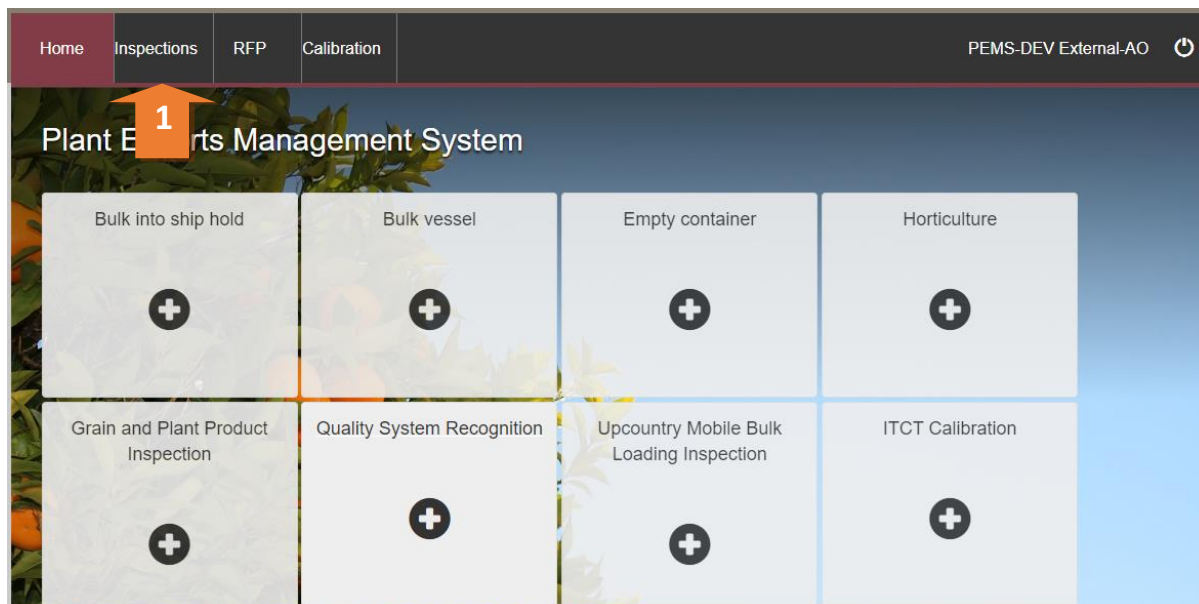
The screenshot shows the 'Empty Container Inspection' page after the comment has been updated. A green message bar at the top states 'The inspection comment has been updated.' The 'Comments' section now displays the text 'This is an example of a comment.' An orange arrow labeled '1' points to the comment text.

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](#).

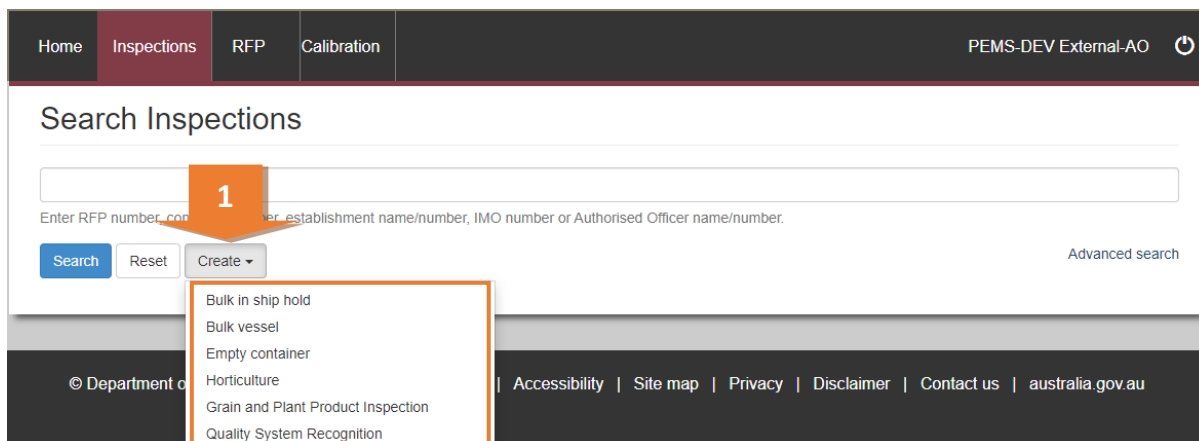
Initiating an inspection record

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.

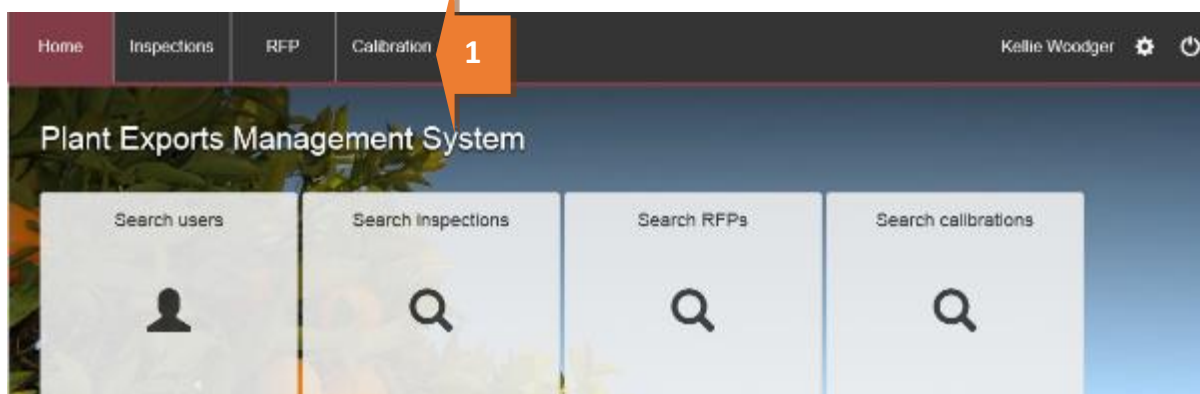


The relevant create inspection window will display.

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

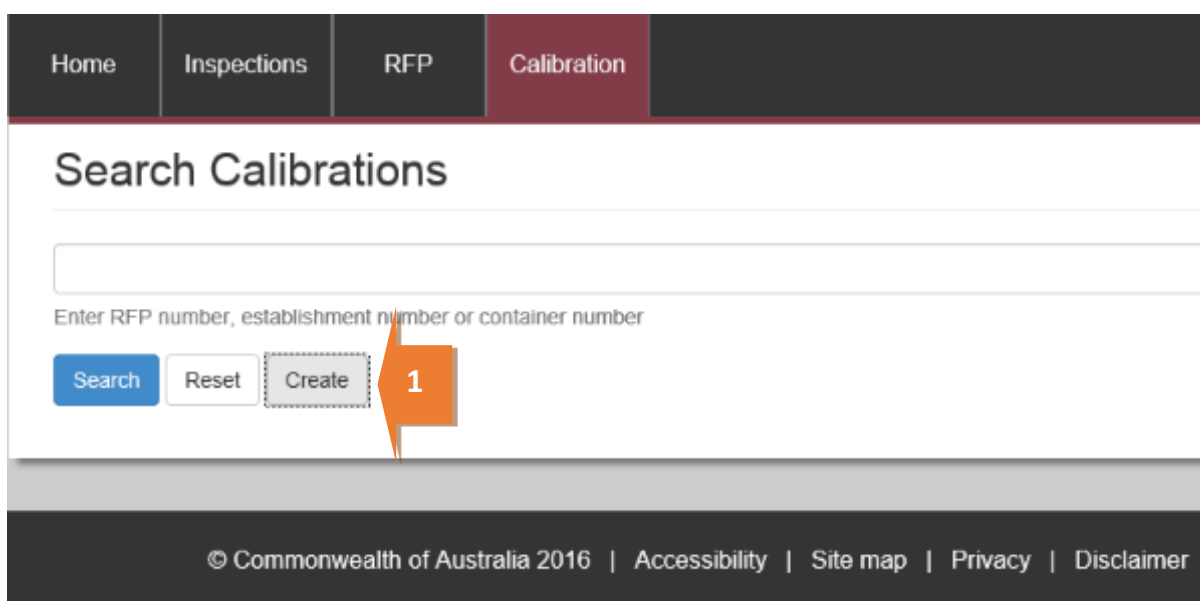
Click the **Calibrations**¹ PEMS menu tab on the PEMS home page.



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.

The screenshot shows the 'Create Calibration' form. The form has a title 'Create Calibration' at the top right. Below the title, there are four input fields: 'Container number', 'Container size', 'Establishment number', and 'RFP number'. The 'Container number' field has a red asterisk next to it. The 'Container size' field has a red asterisk and a dropdown arrow. Below the 'Container size' field, there are two checkboxes: 'This container is calibrated offshore (Not applicable for Japan or Korea)' and 'Container calibrated for Taiwan'. The 'Establishment number' field has a red asterisk and a red error message 'An establishment number is required.' below it. The 'RFP number' field has a blue border. At the bottom right of the form, there are two buttons: 'Close' and 'Create'.

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.

The screenshot shows a web form titled "Create Grain and Plant Product Inspection" with a close button (X) in the top right corner. The form contains the following elements:

- 1**: A text input field labeled "RFP number*" with a vertical cursor.
- EXDOC**: A section header.
- 3**: A checkbox labeled "Reload RFP from EXDOC".
- 2**: A text input field labeled "Establishment number*".
- A checkbox labeled "This is a Reinspection".
- 4**: Two buttons at the bottom right: "Close" and "Create".



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.

The screenshot shows the PEMS-DEV External-AO interface. The top navigation bar includes 'Home', 'Inspections', 'RFP', and 'Calibration'. The 'RFP' tab is active. Below the navigation bar, the page title is 'Request For Proposal 0058614 (v1) Open'. A sub-navigation bar contains 'RFP', 'Inspections', 'Calibration', 'Time Entry', 'Communications', 'Service Request', and 'Actions'. The 'Inspections' tab is selected. Below this, the section 'Related inspections (2)' contains a table with the following data:

Type	Status	RFP version	Inspection version	Start date	Location	Authorised officers	Actions
Horticulture	Completed	1	2	09/11/2021	WESTGATE TRANSPORT INDUSTRIES (VIC) PTY LTD	PEMS-DEV External-AO	Open Comments
Horticulture	Completed	1	1	09/11/2021	WESTGATE TRANSPORT INDUSTRIES (VIC) PTY LTD	PEMS-DEV External-AO	Open Comments

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

Create Grain and Plant Product Inspection

- There are existing inspections related to the RFP number specified. Please select the Inspection reason.
- Re-inspection is when the original inspection has a failed line result, a reinspection is performed after treatment/reconditioning.
- Re-submitting is when the inspection needs to be cancelled and restarted.
- Supplementary inspection is additional inspection records.

RFP number *

0062415

Inspection reason *

This is Re-inspection
Re-Submitting inspection
Supplementary inspection

Establishment number *

Close Create

1

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 screenshot shows a web form titled "Create Grain and Plant Product Inspection" with a close button (X) in the top right corner. The form contains the following elements:

- Warning Message:** A yellow box with two bullet points:
 - There are existing inspections related to the RFP number specified. Please select the Inspection reason.
 - Select Re-inspection if you want to performed a re-inspection for a failed inspection.
- RFP number*:** A text input field containing "2213994".
- Inspection reason:** A dropdown menu showing "This is Re-inspection".
- Original RFP number*:** An empty text input field.
- EXDOC:** A section with a checkbox labeled "Reload RFP from EXDOC", which is currently unchecked.
- Establishment number*:** An empty text input field.
- Buttons:** "Close" and "Create" buttons at the bottom right.

Numbered callouts (1-6) in orange boxes point to the following fields:

- 1: RFP number*
- 2: Warning message box
- 3: Inspection reason dropdown
- 4: Original RFP number*
- 5: Establishment number*
- 6: Create button

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

Home
Inspections
RFP
Calibration

Vendor Test5

Grain and Plant Product Inspection

Active 31/03/2022
Required fields denoted by *

Inspection ID - G622225

Inspection

Authorised Officers

Time Entry

Communications

Actions

RFP details

[Open](#) | [Change](#)

RFP number

2213994

Reinspection

Yes

Original RFP number

Destination country

MALAYSIA

Establishment number

0099

Establishment name

FIRST CLASS INDONESIA PTY LTD

Exporter name

TESTING - EXPORTER ALL COMMODITY 35

Import permit

Yes

Treatment details

Yes

Additional declaration

No

Flow path details

[Change](#)

Inspection result

Officer

Comments

Outcome details

[Change](#)

Is a trade description re...

Has a trade description ...

Does the trade descripti...

Outcome type

2.25L/33.33 tonnes

No

Total passed

Total failed

Unit

CUBIC METRE

Results (1)

[Check Containers](#)

Line	Commodity	End use	Container	Line weight	Unit	Result	Authorised officers	Actions
1	LOGS		MRKU7539512		CUBIC METRE			

Comments

[Change](#)

No comment.

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 screenshot shows a web form titled "Create Grain and Plant Product Inspection" with a close button (X) in the top right corner. The form contains the following elements:

- Warning Message:** A yellow box with two bullet points:
 - There are existing inspections related to the RFP number specified. Please select the Inspection reason.
 - Select Re-Submitting if you want to restart the inspection that was cancelled.
- RFP number*:** A text input field containing "2213992".
- Inspection reason:** A dropdown menu with "Re-Submitting inspection" selected and highlighted in blue.
- Reload RFP from EXDOC:** An unchecked checkbox.
- Establishment number*:** An empty text input field.
- Buttons:** "Close" and "Create" buttons at the bottom right.

Numbered callouts (1-5) in orange boxes point to the following elements:

- 1: RFP number input field.
- 2: Warning message box.
- 3: Selected "Re-Submitting inspection" option in the dropdown.
- 4: Establishment number input field.
- 5: Create button.

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

Home
Inspections
RFP
Calibration

Vendor Test5

Horticulture Inspection

Active 29/03/2022
Required fields denoted by *

Inspection ID - H622216

Inspection

Authorised Officers

Time Entry

Communications

Actions

RFP details

[Open](#) | [Change](#)

RFP number 2214061
Reinspection No
Destination country THAILAND
Establishment number 5462
Establishment name EXPORT COMPANY PTY LTD
Exporter name TESTING EXPORTER 0339
Import permit No
Treatment details No
Additional declaration Yes
Place of Origin

Flow path details

[Change](#)

Inspection result
Officer
Comments

Outcome details

[Change](#)

Trade description No
Sampling rate
Total quantity 820
Total passed
Total failed

Results (1)

[Set line ID](#)

Line	Commodity	Packages	Packaging	Sampled	Result	Authorised officers	Actions
1	ORANGES - NAVEL	820	BAGS	0			

Comments

[Change](#)

No comment.

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 screenshot shows a web form titled "Create Bulk into Ship Hold Inspection". It contains several input fields and a dropdown menu. Numbered callouts (1-6) point to specific elements: 1 points to the "RFP number" input field containing "2214185"; 2 points to a yellow warning message box; 3 points to the "Inspection reason" dropdown menu showing "Supplementary inspection"; 4 points to the "Establishment number" input field; 5 points to the "IMO number" input field containing "IMO1234567" and a "Search" button; 6 points to the "Create" button at the bottom right.

Create Bulk into Ship Hold Inspection

• There are existing inspections related to the RFP number specified. Please select the Inspection reason.
• Supplementary inspection is additional inspection records.

RFP number *

2214185

Inspection reason

Supplementary inspection

EXDOC

☐ Reload RFP from EXDOC

Establishment number *

An establishment number is required.

IMO number

IMO1234567 Search

Vessel details

IMO number	IMO1234567
Name	Matey
Number of holds	5

Close Create

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

Home
Inspections
RFP
Calibration

UAT12 Testing

Bulk into Ship Hold Inspection Active 30/03/2022
Required fields denoted by *

Inspection ID - B724831

Inspection

Authorised Officers

Time Entry

Communications

Actions

RFP details
Open | Change

Flow path details
Change

RFP number2214185
ReinspectionNo
Destination countryCHINA
Establishment number0090
Establishment nameAQIS GRAIN ESTABLISHMENT - DO NOT AMEND
Exporter nameTESTING - EXPORTER ALL COMMODITY 35 TESTING
Import permitNo
Treatment detailsYes
Additional declarationNo
Associated RFPsNo
Mobile Bulk Loader is usedYes

Inspection result
Officer
Comments

Outcome details
Change

Vessel details

Loading rate
Rejection limit
Total passed
Total failed
UnitMETRIC TONS

IMO numberIMO1234561
NameBUG TEST
Number of holds3

Results (1)

Line	Commodity	End use	Net metric weight	Hold	Passed	Failed	Unit	Actions
1	WOOD CHIPS - DE-BARKED		58365		0	0	M/TONS	

Comments
Change

No comment.

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.

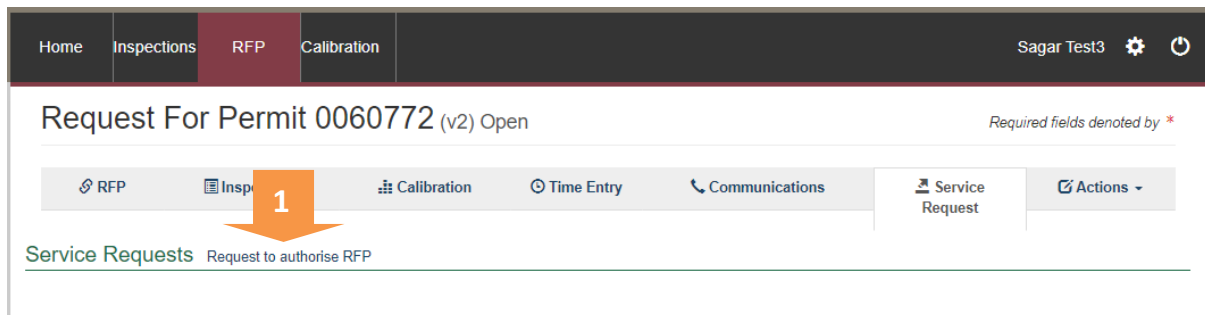
6.1 Request to Authorise RFP



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 RFP¹** 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 screenshot shows the 'RFP Authorisation' window. Callout 1 points to the two declaration checkboxes. Callout 2 points to the 'CC' email address field. Callout 3 points to the 'Comment' text area. Callout 4 points to the 'Save' button.

RFP Authorisation [Close]

1

☐ I declare that I am authorised to act on behalf of the exporter in relation to this request for permit including any related or associated export certification.

☐ I declare that the information contained in this request, the associated RFP and PEMS records are true, correct and complete, and the RFP is ready for authorisation.

Note: A person may commit an offence or be liable to a civil penalty under the Export Control Act 2020 or Criminal Code Act 1995 if the person makes a false or misleading statement in an application or provides false or misleading information or documents.

CC

2

Comment

3

4

Close Save

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 screenshot shows the 'Request For Permit 0060772 (v2) Open' page. The top navigation bar includes 'Home', 'Inspections', 'RFP', and 'Calibration'. The 'RFP' tab is active. Below the navigation bar, there are tabs for 'RFP', 'Inspections', 'Calibration', 'Time', 'Communications', 'Service Request', and 'Actions'. The 'Inspections' tab is selected, and an orange arrow labeled '2' points to it. The 'Calibration' tab is also visible, with an orange arrow labeled '3' pointing to it. Below the tabs, there is a section titled 'Service Requests (1)' with sub-tabs for 'Issuance of EX188 Certificate' and 'Issuance of ITCT Calibration Certificate'. The 'Issuance of EX188 Certificate' sub-tab is selected, and an orange arrow labeled '1' points to it. Below the sub-tabs, there is a table with the following data:

Type	Status	Time Modified	Actions
RFP Authorisation	Requested	23/03/2022 12:11	Open Withdraw



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 screenshot shows a web application interface with a top navigation bar containing 'Home', 'Inspections', 'RFP', and 'Calibration'. The 'RFP' tab is active. On the right, it says 'Sagar Test3' with a settings icon and a refresh icon. Below the navigation bar, the page title is 'Request For Permit 0060772 (v2) Open' with a note 'Required fields denoted by *'. A secondary navigation bar includes 'RFP', 'Inspections', 'Calibration', 'Time Entry', 'Communications', 'Service Request', and 'Actions'. Below this, there's a section 'Service Requests (1)' with sub-headers 'Issuance of EX188 Certificate' and 'Issuance of ITCT Calibration Certificate'. A table lists the request with columns: Type, Status, Time Modified, and Actions. The row shows 'RFP Authorisation', 'Requested', '23/03/2022 12:11', and two buttons: 'Open' and 'Withdraw'. The 'Withdraw' button is highlighted with an orange box and a callout '1'.

Type	Status	Time Modified	Actions
RFP Authorisation	Requested	23/03/2022 12:11	<button>Open</button> <button>Withdraw</button>

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.

The screenshot shows a 'Withdraw information' dialog box. It has a title bar with a close button. The main content area includes a 'CC' field with a callout '1', a 'Withdraw Reason*' field with a callout '2', and a declaration checkbox with a callout '3'. The declaration text is: 'I agree by withdrawing RFP authorisation request, any other request for certificates will be withdrawn. A new request has to be raised again after the RFP authorisation request is placed.' At the bottom right, there are 'Close' and 'Save' buttons with a callout '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.

Request For Permit 0060772 (v2) Open Required fields denoted by *

RFP Inspections Calibration Time Entry Communications Service Request Actions

Service Requests (2) Request to authorise RFP

Type	Status	Time Modified	Actions
RFP Authorisation	Withdrawn	23/03/2022 12:36	Open
Issuance of ITCT Calibration Certificate	Withdrawn	23/03/2022 12:36	Open

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.

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	Awaiting Info	09/11/2021 17:19	Open Re-submit
RFP Authorisation	Awaiting Info	09/11/2021 17:18	Open Re-submit

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

RFP Authorisation - Awaiting Info

Version 1
 Service Requester ESTBEXE2
 Date and Time Requested 03/11/2021 15:58
 Further Info Requester HUBOFFICER1
 Date and Time Requested 09/11/2021 17:18
 Email CC

Email Comment

09/11/2021 17:18, HUBOFFICER1
 Resubmission Reason: AO records/paperwork - incomplete/errors,RFP details - incomplete/errors,Supporting documents - incomplete/errors,Lodgement Error
 Comment: RFP details incomplete because of ABC
 AO paperwork incomplete
 Supporting docs incomplete
 Lodgement error XYZ

03/11/2021 15:58, ESTBEXE2
 Comment: null

Close

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

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	Awaiting Info	09/11/2021 17:19	Open Re-submit
RFP Authorisation	Awaiting Info	09/11/2021 17:18	Open Re-submit

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

Home Establishment Executive2

Request For Permit 2210682 (v2) Open Required fields denoted by *

RFP Inspections Calibration Time Entry Communications Service Request Actions

Service Requests (3) Issuance of EX188 Certificate

Type	Status	Time Modified	Actions
RFP Authorisation	Requested	09/11/2021 17:42	Open
Issuance of Ex188 Certificate	Awaiting Info	09/11/2021 17:19	Open Re-submit
RFP Authorisation	Cancelled	09/11/2021 17:18	Open

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 proceed.

Select **Issuance of EX188 Certificate**¹.

Home Establishment Executive2

Request For Permit 2210756 (v1) Open Required fields denoted by *

RFP Inspections **1** Calibration Time Entry Communications Service Request Actions

Service Requests (1) Issuance of EX188 Certificate | Issuance of ITCT Calibration Certificate

Type	Status	Time Modified	Actions
RFP Authorisation	Requested	03/11/2021 19:22	Open

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.

i Once you click save an email will automatically be sent to the [Assessment Services – Exports](#).

Issuance of Ex188 Certificate

CC **1**

Comment **2**

Close Save **3**

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

6.5 Issuance of ITCT Calibration Certificate

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

Home Establishment Executive2

Request For Permit 2210756 (v1) Open

Required fields denoted by *

RFP Inspections Calibration Time Communications Service Request Actions

Service Requests (1) Issuance of EX188 Certificate | Issuance of ITCT Calibration Certificate

Type	Status	Time Modified	Actions
RFP Authorisation	Requested	03/11/2021 19:22	Open

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 screenshot shows a web form titled "Issuance of ITCT Calibration Certificate". It contains the following fields and elements:

- Container:** A checkbox followed by the text "LOOP1234567". Callout 1 points to this checkbox.
- Phytosanitary No.:** An empty text input field. Callout 2 points to this field.
- Add:** A blue button next to the Phytosanitary No. field. Callout 3 points to this button.
- CC:** A text input field for email addresses. Callout 4 points to this field.
- Comment:** A large text area for additional notes. Callout 5 points to this area.
- Buttons:** "Close" and "Save" buttons at the bottom right. Callout 6 points to the "Save" button.

A red error message is displayed below the Container field: "At least one container with at least one valid phytosanitary number must be provided."

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

[Home](#)

Establishment Executive2

Request For Permit 2210756 (v1) Open

Required fields denoted by *

RFP

Inspections

Calibration

Time Entry

Communications

Service Request

Actions

Service Requests (2) Issuance of EX188 Certificate | Issuance of ITCT Calibration Certificate

Type	Status	Time Modified	Actions
Issuance of ITCT Calibration Certificate	Requested	09/11/2021 16:05	Open
RFP Authorisation	Requested	03/11/2021 19:22	Open

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 Addition of sections on: <ul style="list-style-type: none"> • Logging into PEMS • Calibration records • Calibration search
2.0	30/09/2016	30/09/2016	Major	<ul style="list-style-type: none"> • Minor variations for accuracy and clarity • Removal of Appendix F – Calibrations and loading • 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 <i>Plant Exports Management System (PEMS) Authorised Officer user guide</i> 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 <i>Export Control Act 2020</i> 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	<ul style="list-style-type: none"> Updated with PEMS September 2021 release Reactivation up to three time 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.