

# Post Entry Biosecurity System User Guide



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## Post Entry Biosecurity System user guide

The Post Entry Biosecurity System (PEBS) enables you to reserve a space for seven different Post Entry Quarantine (PEQ) commodity in the new Quarantine facility at Mickleham Victoria. The commodity that you can reserve into the Quarantine facility at Mickleham Victoria includes:

1. Cat and/or Dog
2. Plants

There are two stages required in the reservation process. The first stage is initiating a new reservation.

This stage allows you to provide:

- Your personal details (or the owner of the commodity if you are an agent acting on behalf of them)
- Commodity details
- Anticipated commodity arrival date in Australia
- Option to nominate a 3<sup>rd</sup> party vendor to provide services on your commodity during its stay at the PEQ facility as outlined in the *Biosecurity Act 2015*.
- Option to nominate a 3<sup>rd</sup> party to receive system notifications
- Pay fees for assessing your application.

Once the Department receives your application, it will be assessed if it meets Quarantine criteria, and if PEQ facility can hold your commodity for the defined quarantine period as outlined in the *Biosecurity Act 2015*, you will receive an email notification from the Department to proceed to the next stage.

The second stage is to confirm your reservation. This stage allows you to provide:

- Additional and supporting information about your reservation
- Flight details into Melbourne airport
- Pay upfront fees for services provided during quarantine period

Based on the commodity you are importing, you will require an import permit prior to initiating a booking in the PEBS system. The table below outlines commodity type and if a permit is required:

There are no restricted timelines on when to initiate a booking to the PEQ Quarantine facility, provided that you have all information required to conclude the initiate a booking stage.

You are expected to confirm your reservation online seven days prior to your commodity declared arrival date in Australia at the initiate a booking stage. Your reservation will be canceled if it is not confirmed seven days from anticipated arrival in Australia.

## PEBS overview

### Initiating a booking into PEQ facility

This step allows you to notify the Department of your intention to reserve a space for your commodity in the PEQ facility at Mickleham Victoria.

The following sections takes you through the information you will need prior to initiating a booking process, timeline to initiate a booking, and a step-by-step guide for the online screens.

### What information do I need prior to initiating a booking into the PEQ facility?

This section outlines information and steps required prior to initiating an online booking into the PEQ facility.

### When can I initiate a booking into PEQ facility for my plant?

You should initiate a booking after you have obtained an [import permit](#) and prior to the expiry of the permit. You are also advised to initiate a booking at least seven days prior to your commodity arrival date in

Australia.

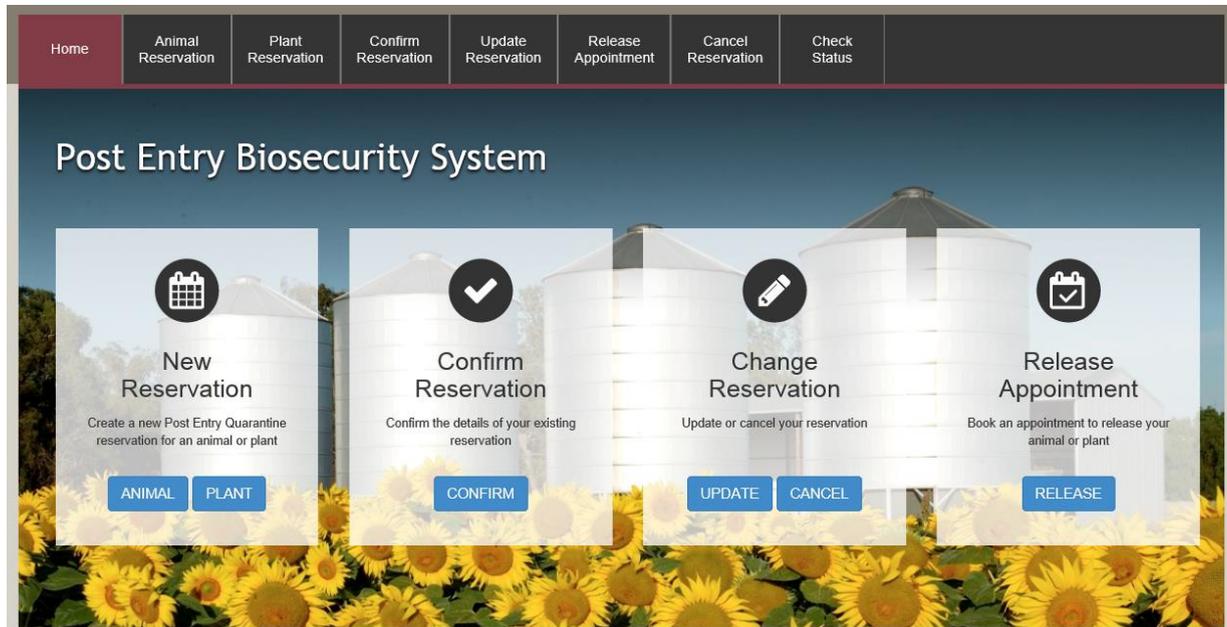
### How do I initiate a booking online for plants?

This section provides step-by-step explanation on how to initiate a booking into the PEQ facility online. At the end of this step you will be issued with a PEQ Reference Number (PRN). This number is a unique 14 digit number that identifies your reservation. This number will be active throughout the life-cycle of managing your commodity till its release from quarantine.

### PEBS Main Screen

The main entry point to the Post Entry Biosecurity System (PEBS) system allows you to perform five main actions:

1. Initiate a booking (New reservation)
2. Confirm a booking (Confirm Reservation)
3. Change a reservation
4. Cancel a reservation
5. Book a Release appointment



To initiate a booking; from the home page select 'PLANT' button under the 'New Reservation' box.

## Post Entry Biosecurity System user guide

Home | Animal Reservation | Plant Reservation | Confirm Reservation | Update Reservation | Release Appointment | Cancel Reservation | Check Status

[Department of Agriculture and Water Resources](#) / [Post Entry Quarantine](#) / [New Reservation - Plant](#)

### New Reservation - Plant Required fields indicated by\*

Importer
Plant
Authorisation
Notification
Declaration
Payment
Success

#### Your Details [Load](#) [Save](#)

Your Account Number \*

You will need to provide an account number to proceed with this booking. If you do not have an account number please [submit a request](#) to create an account. If you do already have an account, the number can be found on a tax invoice or on your statement of account.

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

Company name

ABN

Title \*

First name \*

Last name \*

Phone \*

Mobile \*

Email \*

Confirm email \*

Declaration \*  By progressing with the reservation you will allow the Department of Agriculture and Water Resources to contact you about the reservation.

Cancel Next

#### Australian Physical Address

Unit/Street No \*

Street Name \*

Suburb \*

State/Territory \*

Postcode \*

#### Australian Postal Address Same as Physical Address

Unit/Street No \*

Street Name \*

Suburb \*

State/Territory \*

Postcode \*

## Creating a reservation using PEBS

### Client Details Screen

The new reservation screen allows you to enter your personal details if you are the owner of the commodity or the agent details if you are an agent acting on behalf of the owner.

This screen allows you to enter your personal details.

\* denotes a mandatory field.

The table below outlines expected value for each field appearing on the screen.

### Saving client details into your browser cache

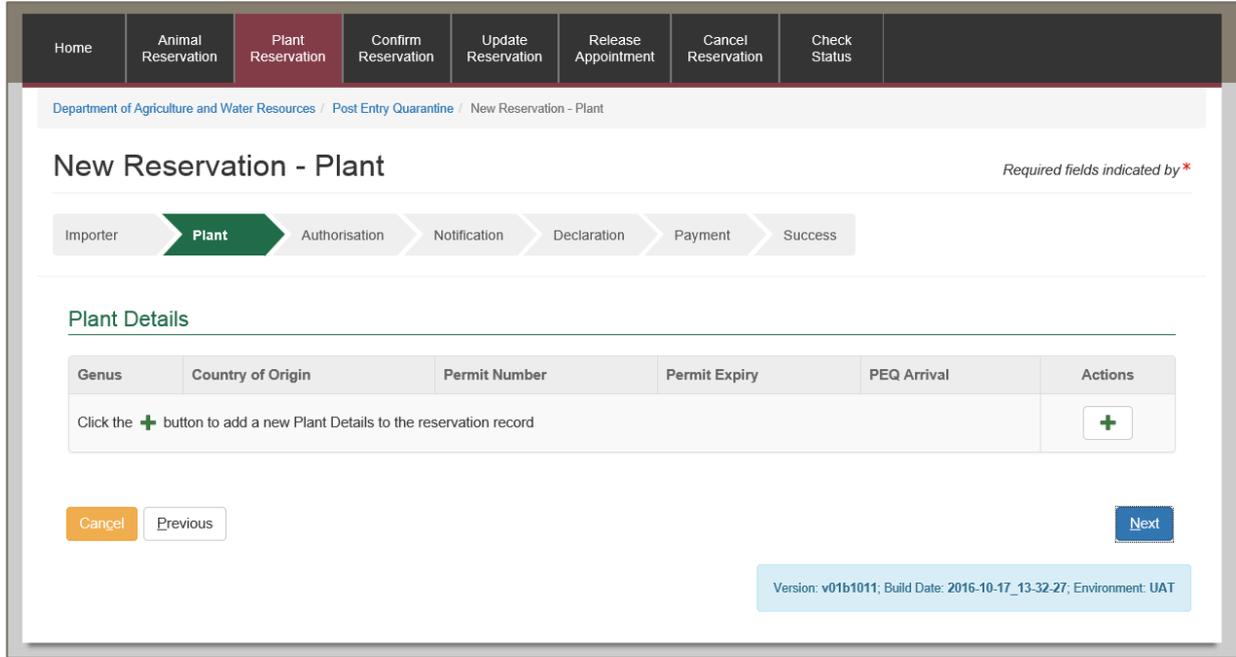
After filling the client details, you can click on the save button at the top of the main view.

### Client Details [Load](#) [Save](#)

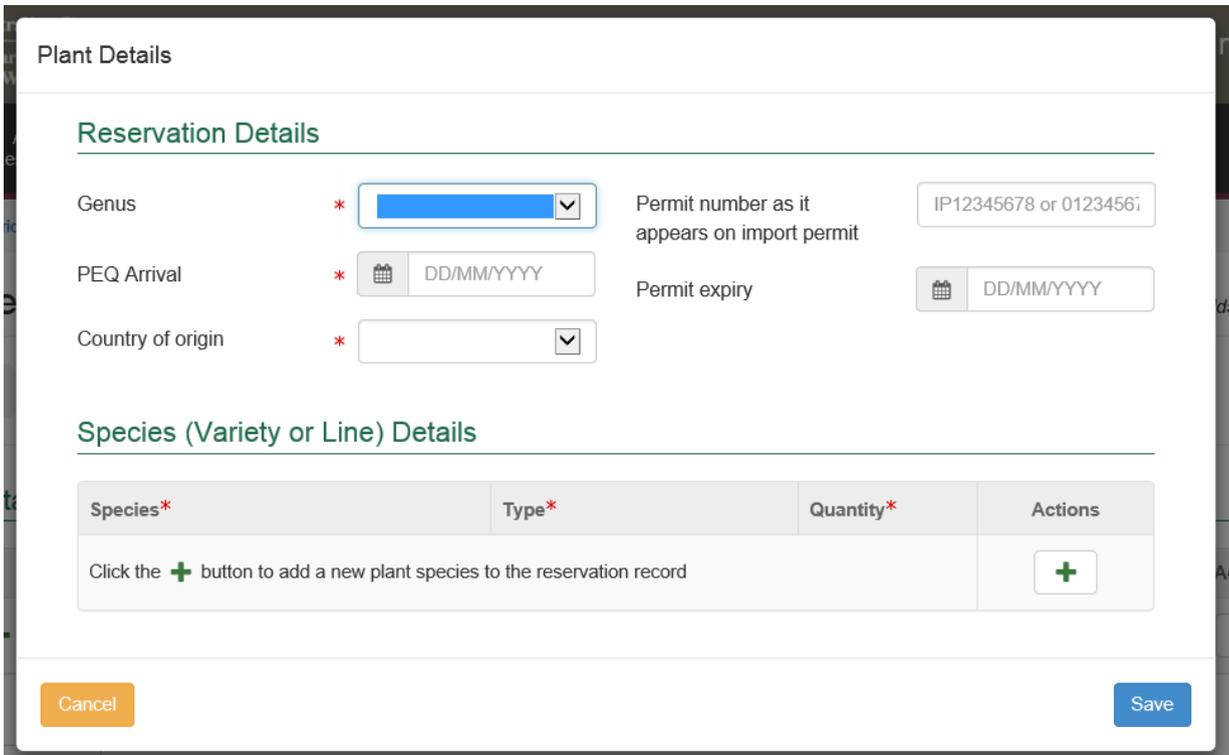
This will save details entered in the view into your browsers cache. Please ensure that you have enabled caching on your browser.

### Commodity Type: Plant

This view allows you to enter multiple Plant Details.



Select the **+** button under Actions to start entering your plant details. The view below will popup.



Complete the details.

Enter the Species (Variety or Line) Details

Select the **+** button under Actions to add the species information for your consignment.

Species (Variety or Line) Details			
<b>Species*</b>	Please provide correct species name, if known	<b>Quantity*</b>	<b>Actions</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="+"/>

### Authorising 3rd party to provide service

This section allows you to provide information of either company or personnel who will be providing services to the commodity while at the PEQ Quarantine facility.

This step is **optional** so you can click 'Next' without providing any details.

Quarantine Access Authorisation Details

#### Authorisation Details

Authorised representative * <input type="text"/>	Authorisation type * <input type="text"/>
Authorisation sought * <input type="text"/>	Duration from * <input type="text" value="DD/MM/YYYY"/>
	to * <input type="text" value="DD/MM/YYYY"/>

#### Authorised Representative's Details

Title

Given name

Last name

Mobile

Phone

Email \*

Confirm email \*

Declaration \*  By providing contact details you are authorising the department to contact the individual, when necessary, regarding access to the PEQ facility. Authorised person coming on site must adhere to the biosecurity entry and exit requirements.

Based on the 'Authorisation Type' the details required will vary. The screen below is for company authorisation type.

Quarantine Access Authorisation Details

#### Authorisation Details

Authorised representative * <input type="text" value="Company"/>	Authorisation type * <input type="text"/>
Authorisation sought * <input type="text"/>	Duration from * <input type="text" value="DD/MM/YYYY"/>
	to * <input type="text" value="DD/MM/YYYY"/>

#### Authorised Representative's Details

Company name \*

ABN

Title

Given name

Last name

Mobile

Phone

Email \*

Confirm email \*

Declaration \*  By providing contact details you are authorising the department to contact the individual, when necessary, regarding access to the PEQ facility. Authorised person coming on site must adhere to the biosecurity entry and exit requirements.

The below screen is for individual authorisation type:

### Quarantine Access Authorisation Details

---

#### Authorisation Details

Authorised representative \*

Authorisation sought \*

Authorisation type \*

Duration from \*

to \*

---

#### Authorised Representative's Details

Title \*

Given name \*

Last name \*

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

Mobile

Phone

Email \*

Confirm email \*

Declaration \*  By providing contact details you are authorising the department to contact the individual, when necessary, regarding access to the PEQ facility. Authorised person coming on site must adhere to the biosecurity entry and exit requirements.

Cancel
Save

### Edit, delete or adding additional authorisation

Once you complete filling in the authorisation details, they will appear on the view as per below.

### New Reservation - Plant Required fields indicated by \*

Importer
Plant
Authorisation
Notification
Declaration
Payment
Success

#### Quarantine Access Authorisation Details

This section is optional. It is used to seek authorisation for a third party to act on behalf of the client and to collect plants at the end of the quarantine period. Department staff will assess all requests and determine whether authorisation may be granted.

You do not need to request authorisation to collect your own plant(s) from PEQ but if someone else will collect the plant(s), you must seek authorisation for them, e.g. couriers, family, or friends. Agents should nominate owners who wish to collect their own plants.

[Less...](#)

Authorised representative	Company Name	Given Name	Last Name	Reason	Actions
INDIVIDUAL		Grace	Kelly	SERVICE	<div style="display: flex; justify-content: space-around; align-items: center;"> <span style="border: 1px solid #ccc; padding: 2px 5px;">+</span> <span style="border: 1px solid #ccc; padding: 2px 5px;">✎</span> </div> <div style="text-align: center; margin-top: 5px;"> <span style="border: 1px solid #ccc; padding: 2px 5px;">✖</span> </div>

Cancel
Previous
Next

You can edit authorisation details by selecting the  button.

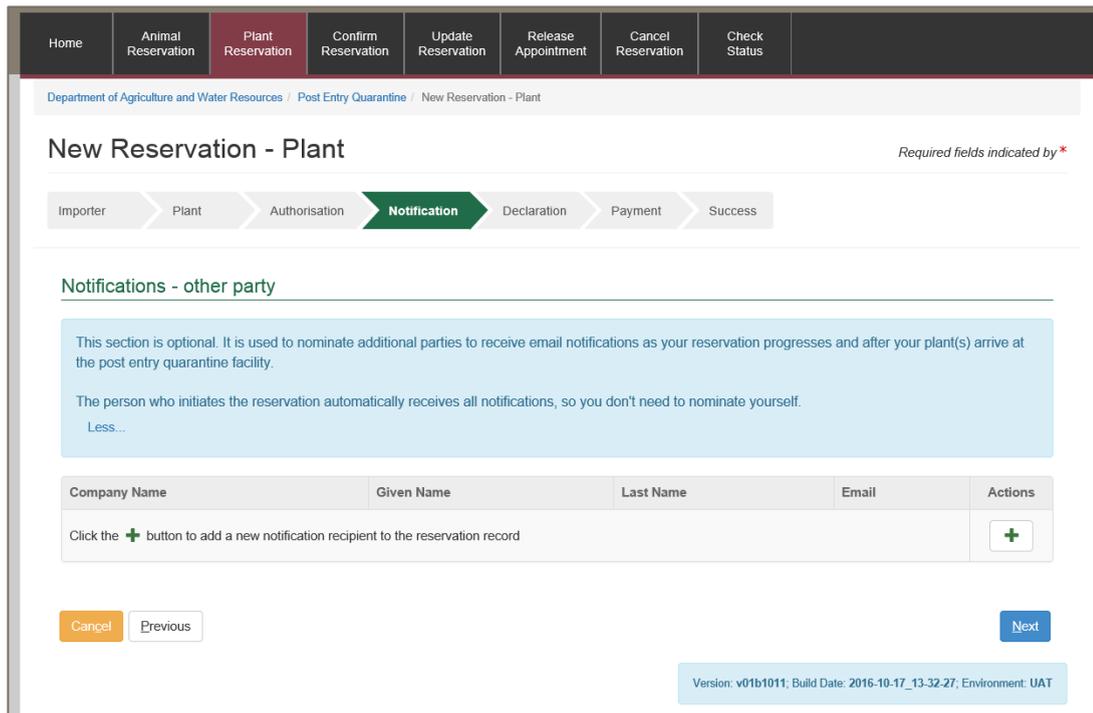
You can remove the authorisation details by selecting the  button.

You can add another authorisation detail by selecting the  button.

## Notification

This section allows you to nominate other parties to receive notification about this reservation. The system generates automatic notifications at various stages of the reservation life-cycle.

This step is **optional** so you can click 'Next' without providing any details.



Department of Agriculture and Water Resources / Post Entry Quarantine / New Reservation - Plant

### New Reservation - Plant

Required fields indicated by \*

Importer > Plant > Authorisation > **Notification** > Declaration > Payment > Success

#### Notifications - other party

This section is optional. It is used to nominate additional parties to receive email notifications as your reservation progresses and after your plant(s) arrive at the post entry quarantine facility.

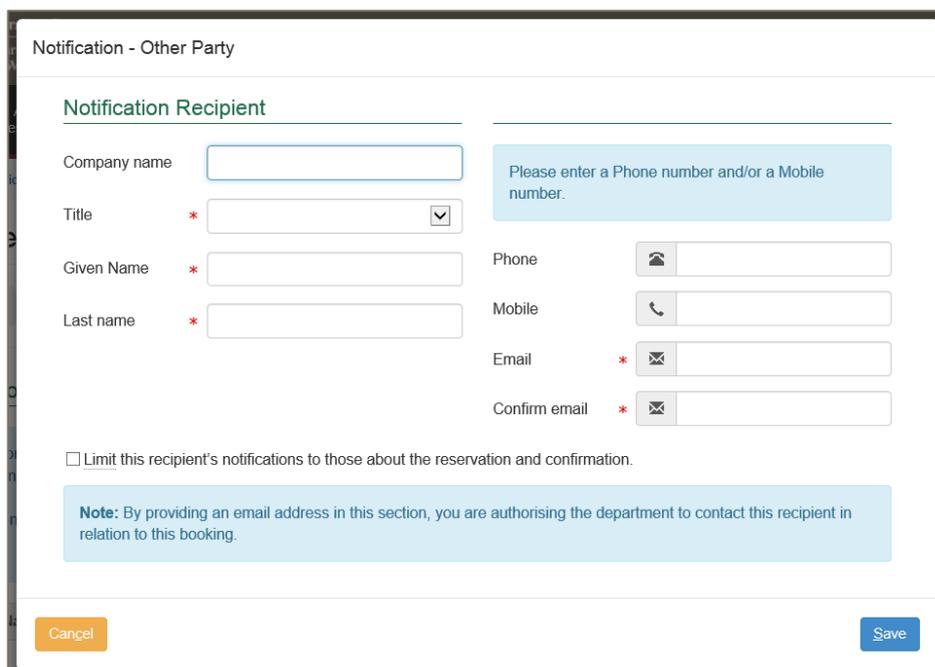
The person who initiates the reservation automatically receives all notifications, so you don't need to nominate yourself.

[Less...](#)

Company Name	Given Name	Last Name	Email	Actions
Click the  button to add a new notification recipient to the reservation record				

Version: v01b1011; Build Date: 2016-10-17\_13-32-27; Environment: UAT

Select the  button under Actions to start entering the notification details. The below view will display.



#### Notification - Other Party

##### Notification Recipient

Company name

Title \*

Given Name \*

Last name \*

Phone

Mobile

Email \*

Confirm email \*

Limit this recipient's notifications to those about the reservation and confirmation.

**Note:** By providing an email address in this section, you are authorising the department to contact this recipient in relation to this booking.

## Edit, delete or adding additional notification

Once you complete filling in the notification details, they will appear on the view.

Company Name	Given Name	Last Name	Email	Actions
	James	Brown	james@brown.com	  

You can edit notification details by selecting the  button.

You can remove the notification details by selecting the  button.

You can add another notification detail by selecting the  button.

## Declaration

The last step of the initiate booking information is to provide additional information related to the reservation, if required.

Home
Animal Reservation
Plant Reservation
Confirm Reservation
Update Reservation
Release Appointment
Cancel Reservation
Check Status

Department of Agriculture and Water Resources / Post Entry Quarantine / New Reservation - Plant

### New Reservation - Plant Required fields indicated by \*

Importer

Plant

Authorisation

Notification

Declaration

Payment

Success

#### Additional Information

Is there any additional information that may help the department in booking or conducting the reservation?  
500 of 500 characters remaining

500 character limit

You will also have the opportunity to add additional information when you confirm or update your reservation. Most reservations do not require any additional information to be added at this stage.

#### Declaration

General Declaration \*  By selecting the checkbox you declare that the information provided in this form is true and correct.

Providing false or misleading statements, information or documents to the Commonwealth, or to any other person in purported compliance with the law of the Commonwealth, is a serious offence under the Criminal Code Act 1995 (Cth) and is punishable by up to 12 months imprisonment.

Privacy Statement 'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable. 'Personal information' that is collected under or in accordance with the *Biosecurity Act 2015* is also 'protected information' under the Biosecurity Act.

The collection of 'protected information' including personal and sensitive information by the Department of Agriculture and Water Resources in relation to this consignment is being collected under the *Biosecurity Act 2015* for the purposes of assessing whether the consignment meets the import conditions. If the relevant personal information requested in this form is not provided by you, you may be in contravention of your import conditions. Information collected by the department will only be used or disclosed as authorised under the *Biosecurity Act 2015*.

See our [Privacy Policy](#) web page to learn more about accessing or correcting personal information or making a complaint. Alternatively, telephone the department on +61 2 6272 3933.

Please note, in the following screens you may be required to make a payment. The amount invoiced is not the total cost of post entry quarantine.

For more information about post entry quarantine fees and levies please visit [fees and charges](#).

Cancel
Previous

Next

## Pay for your initial booking

You will be expected to make an initial booking payment. The system will present you with a payment summary screen. The payment summary contains:

1. *Service Reference Number*: This number identifies the services that charges are being paid for.
2. *Description of your commodity*: This section includes your commodity type, what pathway is applicable to your commodity, how many of your commodity types you are bringing to Australia and any additional comments.
3. *Service Description*: This section outlines services to be performed on your booking and outlines pricing.

## Post Entry Biosecurity System user guide

Department of Agriculture / Post Entry Quarantine / New Reservation - Plant - Payment

### New Reservation - Plant - Payment

Services > Payment Arrangement > Payment Details

#### Service Summary

Reference: 01161005307806

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

Service Description	Qty	Unit Price	Unit GST	Total
PEQ monthly husbandry fee - Plant m2 #	1	\$20.00	\$0.00	\$20.00

Total (excl. GST): AUD \$20.00  
Total GST: AUD \$0.00  
Total (incl. GST): AUD \$20.00

Department of Agriculture / Post Entry Quarantine / New Reservation - Plant - Payment

### New Reservation - Plant - Payment

Required fields denoted by \*

Services > Payment Arrangement > Payment Details

#### Pre-Payment Arrangement

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

Your Account Number is

People who make frequent payments to the department, such as agents and brokers, may have an account number. The account number is located on your tax invoice or statement of account.

Check your account number.

Select Continue to Payment.

Once you select 'Continue to Payment' the system will present you with the payment screen. The screen will prompt you for your card details.

**Make Payment**

**i** By clicking Pay Now you accept the Privacy Statement and Terms and Conditions of payment.

You are paying an amount of \$20.00

**Cardholder Name**

**Card Number**   


**Expiry Date** Month  Year

**Security Code**

**Pay Now**

This transaction will appear on your card statement under the name of "Dept of Agriculture".

**Cancel** **Continue**

Once the payment is successful, you will be presented with the success screen.

### Success Screen

The system will generate a successful screen below. This screen contains your PEQ Reference Number (PRN). You will receive an email via the address you provided in the PEBS system.

PRN is used throughout your booking lifecycle. Please quote your PRN during your communications with PEQ Services Group.

Importer Plant Authorisation Notification Declaration Payment **Success**

**✓ Success!**

Your submission has been received by the Department of Agriculture and Water Resources and will be acted on as soon as possible. Confirmation of our receipt of this enquiry has been sent to the email address you nominated in the form. Please keep the email as receipt of your lodgement.

Your PEQ Reference Number(s) are 01161005307806. These numbers are unique to your PEQ reservation(s) and can be used to access and manage them online.

**Finished**

The system will send you an automatic email containing a proof Tax Invoice / Receipt for this transaction. If you are an account client the email will be sent to your finance nominated email address. Otherwise you will receive the email on the address you provided in the (PEBS) system.

## Confirming a booking into PEQ facility

The next step after initiating a booking is to confirm your booking. In this step you are expected to provide finalised information about your commodity's transport into Australia and finalised commodity details. You are also required to pay for the services that will be provided during the minimum quarantine duration, as per the import conditions for your commodity.

## Confirming your booking

This section outlines the details for you to confirm your booking to the PEQ facility.

### When am I expected to confirm my booking?

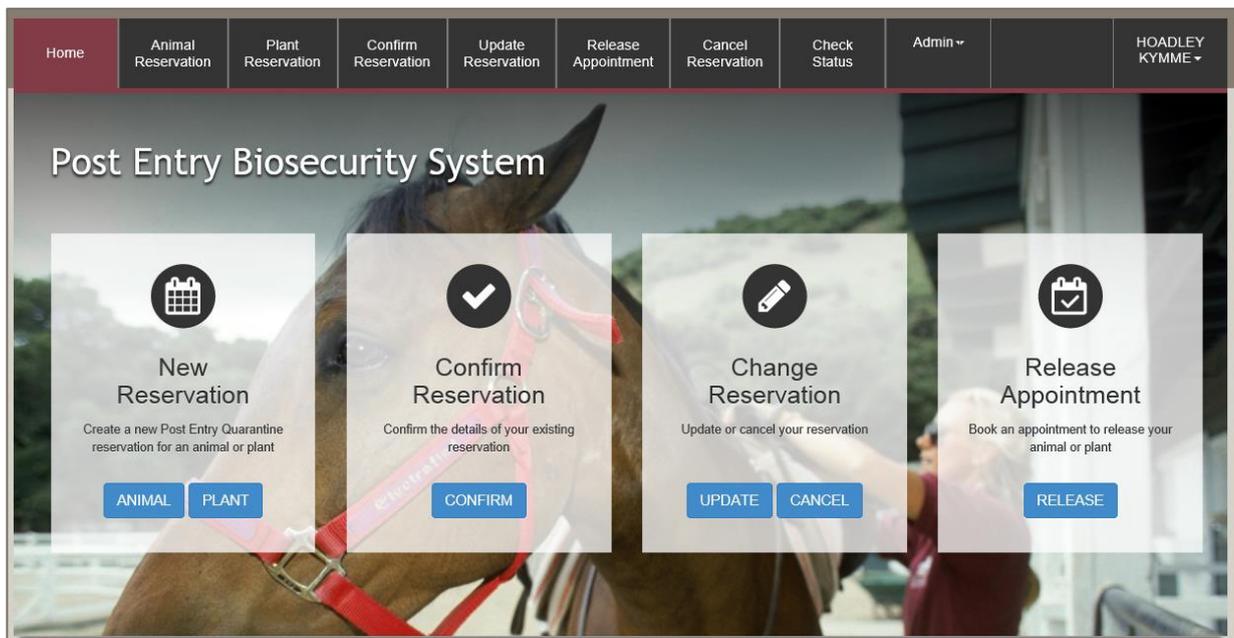
Once you receive an email from the Department confirming that the facility can house your commodity, you will be able to confirm your booking online. Regardless of your commodity type, you are advised to confirm your booking at least seven days prior to your commodity arrival into Australia. Your booking will expire if you have not successfully confirmed your booking within the given timeline.

### What information do I need prior to confirming a booking?

This section outlines information required for you prior to confirming your booking online.

## Main screen

You will be able to confirm your booking by selecting 'Confirm Reservation' option in the main screen below.



The screen below will appear. You will be expected to enter your PEQ Reservation Number (PRN) and the email address that was used in the initiate a booking stage.

## Post Entry Biosecurity System user guide

Home Animal Reservation Plant Reservation **Confirm Reservation** Update Reservation Release Appointment Cancel Reservation Check Status Admin ▾ HOADLEY KYMME ▾

Department of Agriculture and Water Resources / Post Entry Quarantine / Confirm Reservation

### Confirm Reservation

Required fields indicated by \*

Reference Reservation Documentation Transport Declaration Payment Success

#### PEQ Reservation

PEQ Reference Number (PRN) \* #

Reservation email \*

[Cancel](#) [Next](#)

The PRN is unique to your PEQ reservation. It can be used to identify your reservation and consignment.

This is the email address you nominated within the PEQ reservation request.

### Confirming a reservation

The system will display a summary of your reservation.

Home Animal Reservation Plant Reservation **Confirm Reservation** Update Reservation Release Appointment Cancel Reservation Check Status Admin ▾ HOADLEY KYMME ▾

Department of Agriculture and Water Resources / Post Entry Quarantine / Confirm Reservation

### Confirm Reservation

Required fields indicated by \*

Reference **Reservation** Documentation Transport Declaration Payment Success

#### Reservation Summary

Reference number 01161005307806

Permit number as it appears on import permit \*

Genus Celery (Apium spp.)

Country of origin CANADA

#### Reservation Details

Permit expiry \*

PEQ arrival 31/10/2016

You can update your reservation [here](#) to change your PEQ arrival date. Any changes must be re-approved by Biosecurity officer which may take up to seven days.

[Cancel](#) [Previous](#) [Next](#)

Enter the Permit number as it appears on import permit and the Permit expiry date.

### Uploading documentation

This section allows you to upload documents required for your reservation. You are able to upload as many files as are required. However, each file is limited to 8MB. Additionally, you will be able to upload an image (JPG or JPEG) or a PDF document. It is recommended that you upload readable images (e.g. 100dpi). PEBS supports select and drop feature; you can select a file from your computer and drop it into the File Upload area. Alternatively, you can select the 'Browse' option in the File Upload view.

## Post Entry Biosecurity System user guide

Department of Agriculture and Water Resources / Post Entry Quarantine / Confirm Reservation

### Confirm Reservation

Required fields indicated by\*

Reference → Reservation → **Documentation** → Transport → Declaration → Payment → Success

Upload any documents required for this reservation, such as phytosanitary certificates.

- The maximum filesize for attachments is **8.0 MB**.
- The system supports the uploading of files and images with extensions of **TIF, JPG, JPEG, PDF, DOC, DOCX, PNG, MSG, PST, and OST**. Please ensure that uploaded files are readable (e.g. 100dpi).

#### File Upload

Browse...

#### Document Details

Filename	Type	Additional Information	Size	Actions
Click the Browse button or drag and drop to add a new Document				

Cancel Previous Next

### Transport Details

This section allows you to provide transport details for your commodity.

Department of Agriculture and Water Resources / Post Entry Quarantine / Confirm Reservation

### Confirm Reservation

Required fields indicated by\*

Reference → Reservation → Documentation → **Transport** → Declaration → Payment → Success

#### Transport Details

Flight number \*

Arrival time in Melbourne \*

Air waybill (AWB) \*

Cancel Previous Next

### Declaration

The last step of the initiate booking information gather steps is to provide additional information related to the reservation.

## Post Entry Biosecurity System user guide

Home Animal Reservation Plant Reservation **Confirm Reservation** Update Reservation Release Appointment Cancel Reservation Check Status Admin HOADLEY KYMME

Department of Agriculture and Water Resources / Post Entry Quarantine / Confirm Reservation

### Confirm Reservation Required fields indicated by\*

Reference > Reservation > Documentation > Transport > **Declaration** > Payment > Success

#### Additional Information

Is there any additional information that may help the department in booking or conducting the reservation?  
500 of 500 characters remaining

500 character limit

If you wish to provide additional information in the future, you can do so by updating your reservation.

#### Declaration

General Declaration  \* By selecting the checkbox you declare that the information provided in this form is true and correct.

Providing false or misleading statements, information or documents to the Commonwealth, or to any other person in purported compliance with the law of the Commonwealth, is a serious offence under the Criminal Code Act 1995 (Cth) and is punishable by up to 12 months imprisonment.

Privacy Statement

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable. 'Personal information' that is collected under or in accordance with the *Biosecurity Act 2015* is also 'protected information' under the Biosecurity Act.

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**Please note**, in the following screens you may be required to make a payment. The amount invoiced is not the total cost of post entry quarantine.

For more information about post entry quarantine fees and levies please visit [fees and charges](#).

Cancel Previous Next

### Pay for confirming your booking

You will be expected to make an initial booking payment. The system will present you with a payment summary screen. The payment summary contains:

1. *Service Reference Number*: This number identifies the services that charges are being paid for.
2. *Description of your commodity*: This section includes your commodity type, what pathway is applicable to your commodity, how many of your commodity types are you bringing to Australia and additional comments.
3. *Service Description*: This section outlines services to be performed on your booking and outlines pricing.

## Post Entry Biosecurity System user guide

Home	Animal Reservation	Plant Reservation	<b>Confirm Reservation</b>	Update Reservation	Release Appointment	Cancel Reservation	Check Status	Admin	HOADLEY KYMME
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Department of Agriculture / Post Entry Quarantine / Confirm Reservation - Payment

### Confirm Reservation - Payment

Services > Payment Arrangement > Payment Details

#### Service Summary

Reference: 01161005307806

Biosecurity Description	Pathway	Qty	Additional Information
PLANT	Post Entry Quarantine Booking Confirmation - Plant	1	Booking Confirmation

Service Description	Qty	Unit Price	Unit GST	Total
PEQ Importation Charge - Plants m2 per m	1	\$105.00	\$0.00	\$105.00

**Total (excl. GST):** AUD \$105.00

**Total GST:** AUD \$0.00

**Total (incl. GST):** AUD \$105.00

Cancel Next

Select Next

Enter your credit card details and select Pay Now

#### Make Payment

**i** By clicking Pay Now you accept the Privacy Statement and Terms and Conditions of payment.

You are paying an amount of \$105.00

**Cardholder Name**

**Card Number**



**Expiry Date** Month  Year

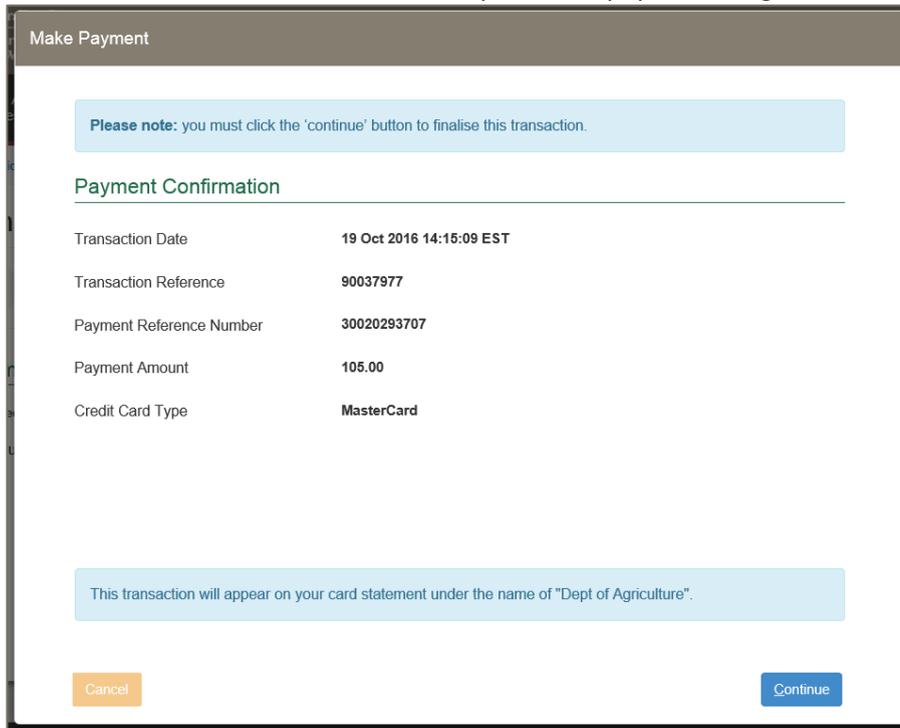
**Security Code**

**Pay Now**

This transaction will appear on your card statement under the name of "Dept of Agriculture".

Cancel Continue

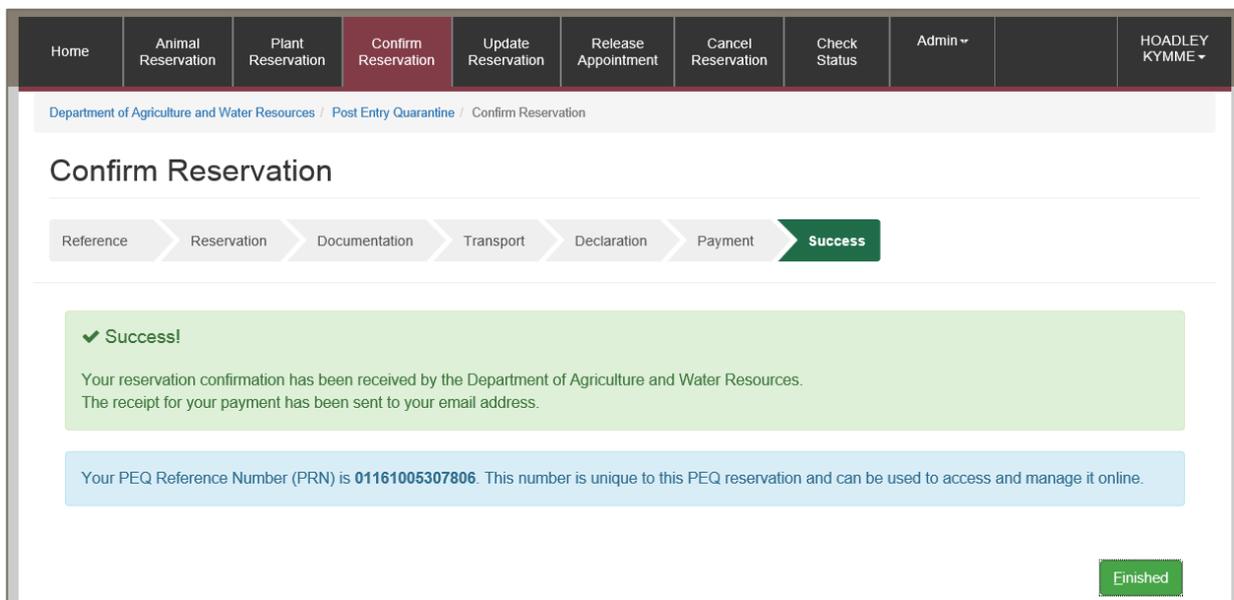
Once the payment is successful, you will be presented with the screen below.



The system will automatically send you an email containing a Tax Invoice / Receipt for this transaction. If you are an account client the email will be sent to your finance nominated email address. Otherwise, you will receive the email on the address you provided in the PEBS system.

### Success Screen

The screen below will appear to confirm submission of your information.



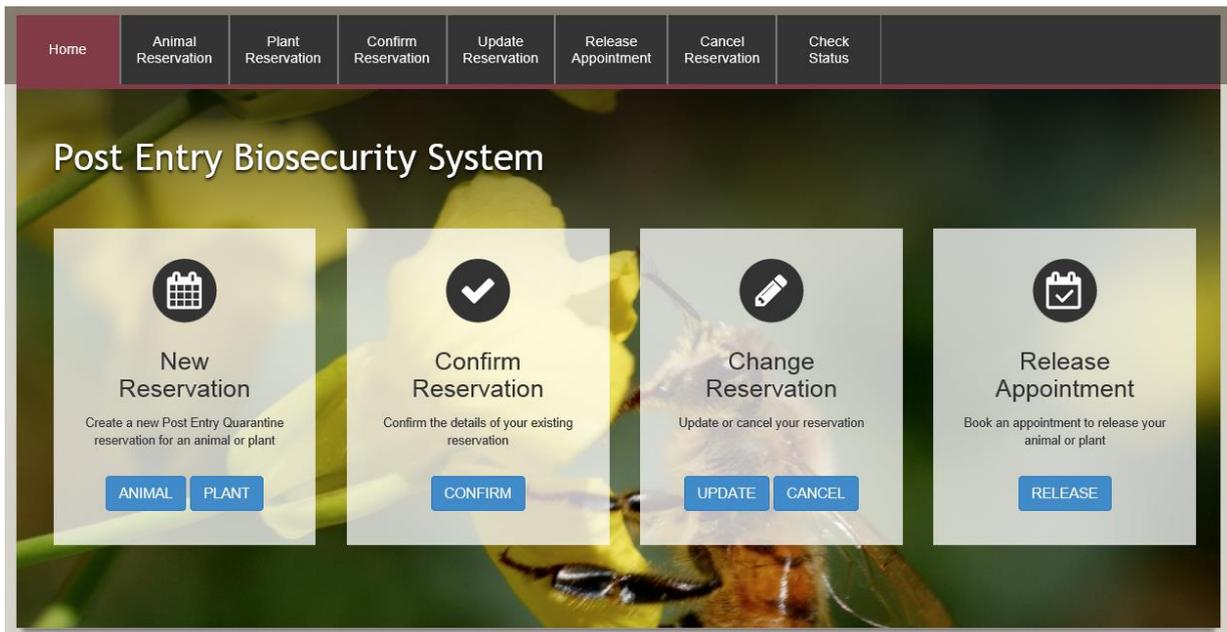
## Modifying your booking

You are able to modify your commodity's arrival date prior to you confirming your booking. Once you confirm your booking you will not be able to modify your commodity's arrival date. If you wish to change after confirmation you will need to contact the Department directly on 1800 900 090 or [PEQservices@agriculture.gov.au](mailto:PEQservices@agriculture.gov.au).

This section outlines steps required to change your commodity's arrival date online via PEBS system.

### Main Screen

You update your commodity's arrival date by selecting 'Update Reservation' from the main heading, or selecting 'UPDATE' from the 'Change Reservation' box.



This screen displays. Enter your PEQ Reference Number (PRN) and your Reservation email. This is the email that you registered with.

### Uploading Documents

This section allows you to upload documents required for your reservation. This section could also be used to upload documents throughout your reservation life-cycle till your commodity is released from quarantine. You are able to upload as many files as required. However, each file is limited to 8MB. Additionally, you will be able to upload an image (JPG or JPEG) or a PDF document. It is recommended that you upload readable images (e.g. 100dpi). PEBS supports select and drop feature; you can select a file from your computer and drop it into the File Upload area. Alternatively you can select the 'Browse' option in the File Upload view.

If you want to remove a file you have uploaded, you can press on the  under 'Actions'.

### Authorisation

This section allows you to update your authorisation of either company or personnel who will be providing services to the commodity while at the PEQ Quarantine facility.

## Post Entry Biosecurity System user guide

Department of Agriculture and Water Resources / Post Entry Quarantine / Update Reservation

### Update Reservation

Required fields indicated by \*

Reference > Reservation > Documentation > **Authorisation** > Transport > Declaration > Success

#### Quarantine Access Authorisation Details

This section is optional. It is used to seek authorisation for a third party to act on behalf of the client and to collect plants at the end of the quarantine period. Department staff will assess all requests and determine whether authorisation may be granted. [More...](#)

Authorised representative	Company Name	Given Name	Last Name	Reason	Actions
INDIVIDUAL		Grace	Kelly	SERVICE	  

If you want to remove a person or company you can press on the  under 'Actions'. You can add a person or company here by selecting 

### Transport

Here you can update the Transport Details for your consignment.

Department of Agriculture and Water Resources / Post Entry Quarantine / Update Reservation

### Update Reservation

Required fields indicated by \*

Reference > Reservation > Documentation > Authorisation > **Transport** > Declaration > Success

#### Transport Details

Flight number \*

Arrival time in Melbourne \*

Air waybill (AWB) \*

### Declaration

You will then be asked to optionally provide additional information to be recorded against your record.

## Post Entry Biosecurity System user guide

Home Animal Reservation Confirm Reservation **Update Reservation** Cancel Reservation Check Status

Department of Agriculture / Post Entry Quarantine / Update Reservation

### Update Reservation

Required fields denoted by \*

Reference Reservation Documentation **Declaration** Success

#### Additional Information

Is there any additional information that may help the department in booking or conducting the reservation?  
500 of 500 characters remaining

500 character limit

#### Declaration

General Declaration \*  By selecting the checkbox you declare that the information provided in this form is true and correct.

Providing false or misleading statements, information or documents to the Commonwealth, or to any other person in purported compliance with the law of the Commonwealth, is a serious offence under the Criminal Code Act 1995 (Cth) and is punishable by up to 12 months imprisonment.

Privacy Statement The collection of personal information by the Department of Agriculture in relation to this form is authorised under the Quarantine Act for the purposes of processing the consignment for which you are submitting information.

Cancel Previous Next

### Success Screen

A success screen will be displayed as below.

Home Animal Reservation Plant Reservation Confirm Reservation **Update Reservation** Release Appointment Cancel Reservation Check Status

Department of Agriculture and Water Resources / Post Entry Quarantine / Update Reservation

### Update Reservation

Reference Reservation Documentation Authorisation Transport Declaration **Success**

✓ **Success!**  
Your changes have been received by the Department of Agriculture and Water Resources.

Your PEQ Reference Number (PRN) is **01161005307806**. This number is unique to this PEQ reservation and can be used to access and manage it online.

Finished

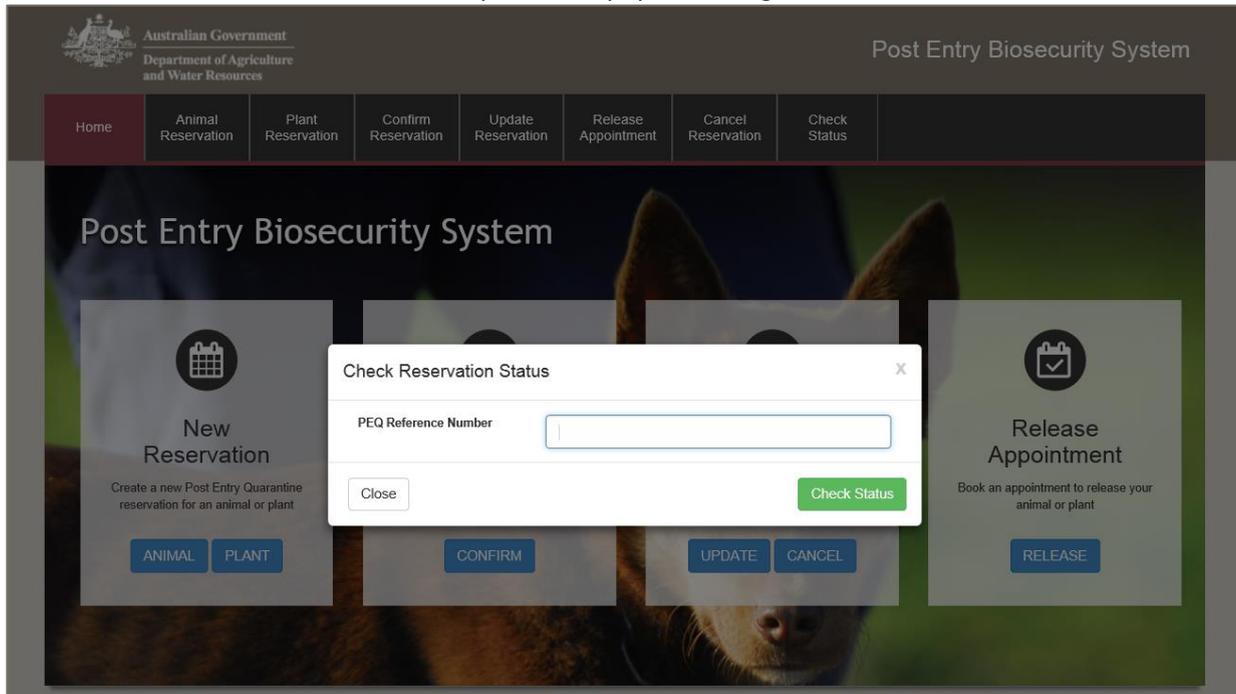
### Checking the status of your reservation

After you have successfully initiated a booking you will be able to check the status of your reservation online.

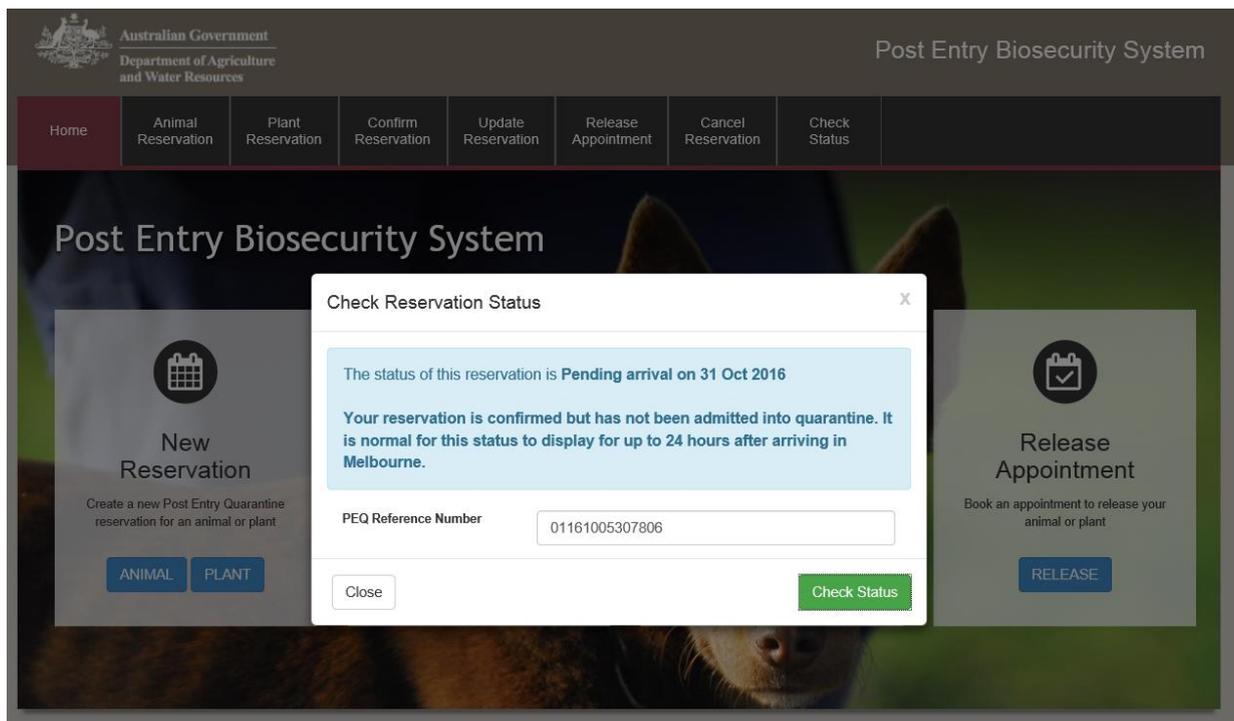
You can enquire the status of your reservation using the PEQ Reservation Number (PRN).

Select 'Check Status' from the main toolbar or 'STATUS' from the 'Enquiry' box.

## Post Entry Biosecurity System user guide



You will be able to enter the PRN and check the status of your reservation.



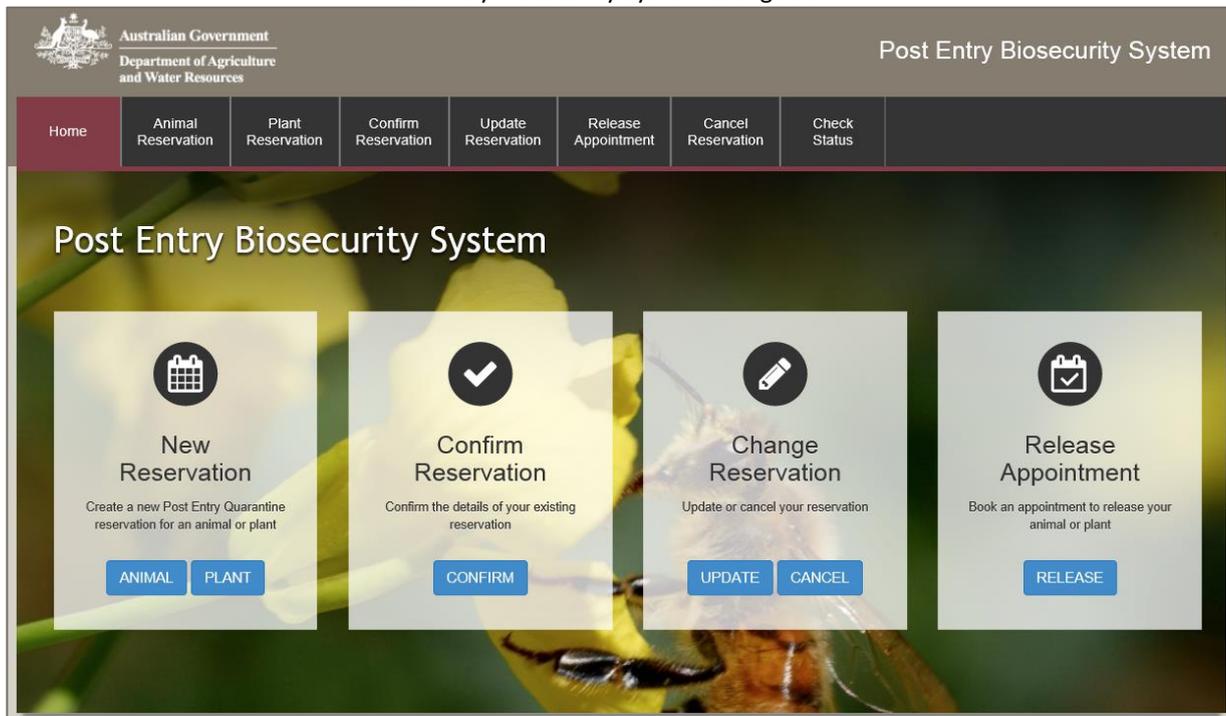
### How do I enquire about my reservation?

You can log in to your account in PEBS to check the status of your commodity. You can update or change your reservation at the Post Entry Quarantine.

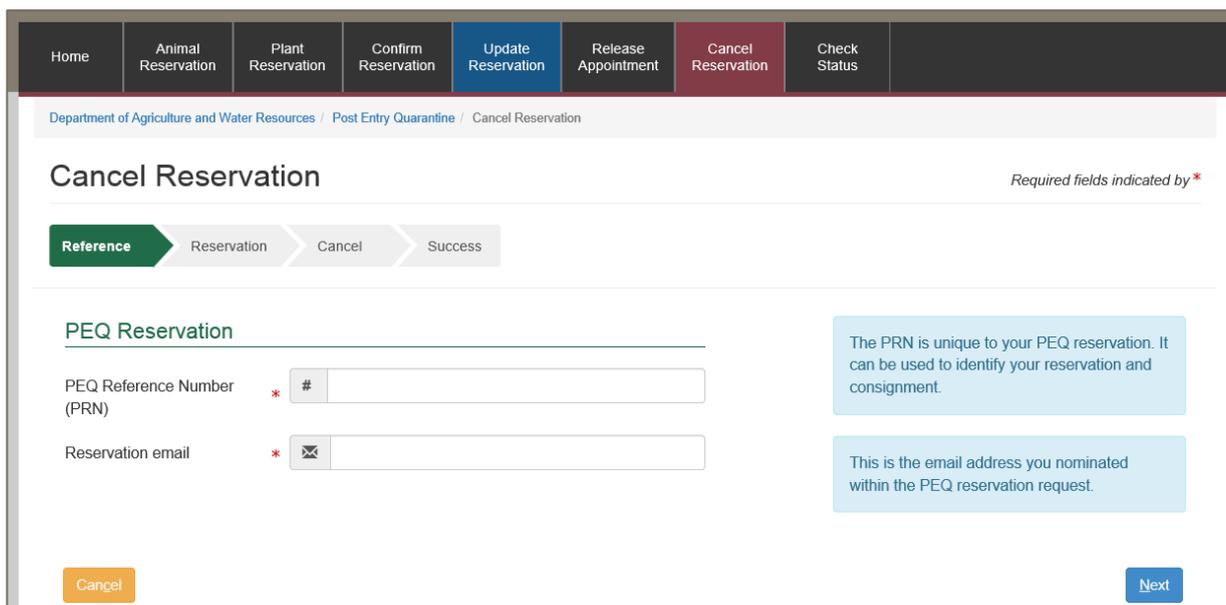
### Cancelling a reservation

You will be able to cancel your reservation online prior to your commodity's arrival date.

You can select 'Cancel' in the 'Change Reservation' box or 'Cancel Reservation' from the main toolbar.



You will then be prompted to enter and the email address you specified at the time of initiating a booking and your PEQ Reservation Number (PRN), which was emailed to you at the time of initiating a booking.



### Summary Screen

A summary of your reservation will be displayed to you.

## Post Entry Biosecurity System user guide

Home	Animal Reservation	Plant Reservation	Confirm Reservation	Update Reservation	Release Appointment	Cancel Reservation	Check Status
------	--------------------	-------------------	---------------------	--------------------	---------------------	--------------------	--------------

Department of Agriculture and Water Resources / Post Entry Quarantine / Cancel Reservation

### Cancel Reservation Required fields indicated by \*

Reference → **Reservation** → Cancel → Success

Reservation Summary		Reservation Details	
Reference number	01161005307806	Permit expiry	31/10/2017
Permit number as it appears on import permit	IP12345679	PEQ arrival	31/10/2016
Genus	Celery (Apium spp.)	<div style="border: 1px solid #add8e6; padding: 5px;">                     You can update your reservation <a href="#">here</a> to change your PEQ arrival date. Any changes must be re-approved by Biosecurity officer which may take up to seven days.                 </div>	
Country of origin	CANADA		

Cancel Previous Next

### Declaration

You will then be presented with the option to provide additional information to be recorded against your record.

Home	Animal Reservation	Plant Reservation	Confirm Reservation	Update Reservation	Release Appointment	Cancel Reservation	Check Status
------	--------------------	-------------------	---------------------	--------------------	---------------------	--------------------	--------------

Department of Agriculture and Water Resources / Post Entry Quarantine / Cancel Reservation

### Cancel Reservation Required fields indicated by \*

Reference → Reservation → **Cancel** → Success

#### Additional Comments

Reason for reservation cancellation \* 500 character limit

500 of 500 characters remaining

#### Declaration

General Declaration \*  By selecting the checkbox you declare that the information provided in this form is true and correct.

Providing false or misleading statements, information or documents to the Commonwealth, or to any other person in purported compliance with the law of the Commonwealth, is a serious offence under the Criminal Code Act 1995 (Cth) and is punishable by up to 12 months imprisonment.

Privacy Statement

'Personal information' means information or an opinion about an identified individual, or an individual who is reasonably identifiable. 'Personal information' that is collected under or in accordance with the *Biosecurity Act 2015* is also 'protected information' under the Biosecurity Act.

The collection of 'protected information' including personal and sensitive information by the Department of Agriculture and Water Resources in relation to this consignment is being collected under the *Biosecurity Act 2015* for the purposes of assessing whether the consignment meets the import conditions. If the relevant personal information requested in this form is not provided by you, you may be in contravention of your import conditions. Information collected by the department will only be used or disclosed as authorised under the *Biosecurity Act 2015*.

See our [Privacy Policy](#) web page to learn more about accessing or correcting personal information or making a complaint. Alternatively, telephone the department on +61 2 6272 3933.

Cancel Previous Next

## Success Screen

A success message will be displayed for your reference.

## Booking a release appointment

You will be able to book a release appointment online for your commodity.

You can select 'RELEASE' for the Release Appointment box or 'Release Appointment' from the main toolbar.

You will then be prompted to enter the email address you specified at the time of initiating a booking and your PEQ Reservation Number (PRN), which was emailed to you at the time of initiating a booking.

If there are any outstanding invoices these will need to be paid before the commodity can be released.

If there are outstanding invoices these can be paid online.

Enter the invoice number that you wish to pay.

Select Make Payment.

The payment screen will display.

**Make Payment**

By clicking Pay Now you accept the Privacy Statement and Terms and Conditions of payment.

You are paying an amount of \$500.00

Cardholder Name

Card Number



Expiry Date Month  Year

Security Code

**Pay Now**

This transaction will appear on your card statement under the name of "Dept of Agriculture".

**Cancel** **Continue**

Enter your credit card details and select Pay Now  
 Payment Confirmation will display.

**Make Payment**

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

**Payment Confirmation**

Transaction Date	25 Oct 2016 10:04:36 EST
Transaction Reference	90048711
Payment Reference Number	30020293863
Payment Amount	500.00
Credit Card Type	MasterCard

This transaction will appear on your card statement under the name of "Dept of Agriculture".

**Cancel** **Continue**

tax invoice within 28 calendar days.

Select Continue to finalise the transaction.  
 You will now be able to complete the Release Appointment booking.

Post Entry Biosecurity System user guide

Select your preferred Pickup Time, who will pick up the commodity and Commodity Name.

Department of Agriculture and Water Resources / Post Entry Quarantine / Confirm Release Appointment

### Confirm Release Appointment Required fields indicated by \*

Reference → **Appointment** → Payments → Success

#### Release Appointment

Please book your release appointment within the following hours:

- For Cats and Dogs: Monday to Sunday 10:00AM - 12:00PM
- For Horses: Monday to Sunday 6:30AM - 10:00AM
- For Plants: Monday to Friday 9:00AM - 2:30PM

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

Proposed Release: 19/10/2016

Pickup Time \*

Who will pickup the commodity? \*

Commodity Name \*  All
   
 2108 - Elms - Ulmus

**+ Add to release appointment** ?

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

Cancel Previous **Next**

Then select **+ Add to release appointment**.

Select **Next**

Make the necessary payments.

### Confirm Release Appointment - Payment

Services → Payment Arrangement → **Payment Details**

#### Service Summary

Reference: 01161005269220

Biosecurity Description	Pathway	Qty	Additional Information
Plant	Post Entry Quarantine Release Appointment - Plant	4	Release Appointment Confirmation
Plant	Post Entry Quarantine Release Appointment - Plant	4	Release Appointment Confirmation

Service Description	Qty	Unit Price	Unit GST	Total
PEQ Importation Charge - Plants m2 per m	4	\$105.00	\$0.00	\$420.00
PEQ monthly husbandry fee - Plant m2 #	4	\$20.00	\$0.00	\$80.00

**Total (excl. GST):** AUD \$500.00

**Total GST:** AUD \$0.00

**Total (incl. GST):** AUD \$500.00

Cancel **Next**

Select Make Payment.

The payment screen will display.

**Make Payment**

By clicking Pay Now you accept the Privacy Statement and Terms and Conditions of payment.

You are paying an amount of \$500.00

Cardholder Name

Card Number



Expiry Date Month  Year

Security Code

**Pay Now**

This transaction will appear on your card statement under the name of "Dept of Agriculture".

**Cancel** **Continue**

Enter your credit card details and select Pay Now  
 Payment Confirmation will display.

**Make Payment**

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

**Payment Confirmation**

Transaction Date	25 Oct 2016 10:04:36 EST
Transaction Reference	90048711
Payment Reference Number	30020293863
Payment Amount	500.00
Credit Card Type	MasterCard

This transaction will appear on your card statement under the name of "Dept of Agriculture".

**Cancel** **Continue**

tax invoice within 28 calendar days.

Select Continue to finalise the transaction.

## Support

Visit our website for additional help using PEBS:

- Visit [Post entry quarantine facility](#)
- Visit [PEQ reservations frequently asked questions](#)

If you require further assistance, please [email PEQ Services](#) or phone 1800 900 090 or +61 0 8318 6700 if outside Australia.

Hours: Monday – Friday (8.00am - 4.00pm)

Weekends and Australian Public Holidays – Closed.