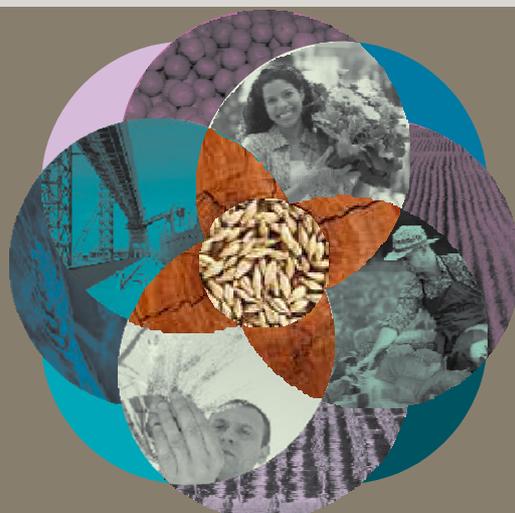




PEMS help: fixing errors in inspection records



When using the Department of Agriculture's Plant Export Management System (PEMS), there may be times when you will require additional guidance to complete an action.

In the first instance, we encourage you to check for the answer in the *PEMS Authorised Officer User Guide*, which can be found under the 'Systems' tab on the Plant Export Operations Manual (PEOM) www.agriculture.gov.au/plantexportmanual—this is a comprehensive guide to PEMS and should be consulted prior to lodging an issue with the department.

However, there may be some scenarios, such as those below, where you will need to contact the PEMS Administrator for further assistance.

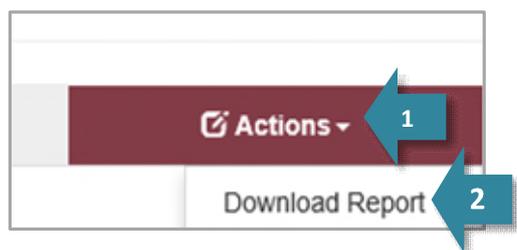
1. I have made a mistake on an inspection record that hasn't been submitted, what do I do?

You can correct mistakes on inspection records in PEMS as long as the record is still active and has not been submitted.

You can also cancel or withdraw active inspections where you are recorded as the inspecting Authorised Officer (AO).

PEMS has a preview screen that allows you to check all the fields are completed correctly prior to submission.

In the inspection report, click on the **Actions**¹ tab and select **Download Report**² to preview the report.



2. I have created and submitted an inspection record in error, what do I do?

If you have created and submitted an inspection record in error you need to email the PEMS Administrator to cancel the record.

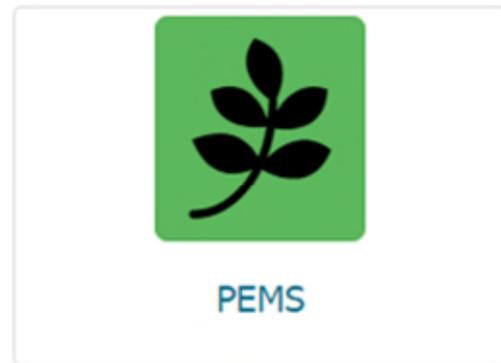
For departmental AOs, you can ONLY cancel an inspection record when no chargeable time entries have been applied.

If you have already charged the time then you will need to seek to have the record withdrawn (see 3. in this factsheet).

3. An exporter has told me to withdraw an inspection, what do I do?

If you have created and submitted an inspection record, but the exporter has decided to not export, you will need to email the PEMS Administrator to have this withdrawn.

Please provide an explanation as to why the record needs to be withdrawn.



4. An inspection record has been checked out by another AO to use offline, but now I need to access it, what do I do?

If you need to take over an inspection that was checked out by another AO to work on offline, then you will need to email the PEMS Administrator to cancel the checkout action so that you can work on the inspection.

You can ONLY cancel the checkout action on your own inspections.

5. I need to access an active inspection record initiated by another AO, what do I do?

A situation may occur where an AO initiates an inspection, but is unable to complete it, and another AO needs to complete the inspection. In this situation you will need to email the PEMS Administrator to cancel the existing inspection so that you can initiate a new inspection in PEMS, as there can only be one active inspection at a time for a Request for Permit (RFP).

6. I have completed an inspection and submitted it in PEMS, but now I need to make a change, what do I do?

This inspection will need to be **reactivated** to allow changes to be made. You can reactivate the inspection yourself to correct minor errors. In the inspection report, click on the **Actions**¹ tab and select **Reactivate**² to allow you to make the corrections. An inspection can only be reactivated once.



You can make a correction to the following inspections and fields **ONLY**:

Type of inspection	ONLY Fields that will be able to be changed
Empty Container Inspection	Container number
Horticulture Inspection	Place of origin / Line ID
Containerised Goods Inspection	Container number / Source/ Comments field
Bulk into Ship Hold Inspection	Loading rate / Rejection limit / Source
Bulk vessel inspections	None. This inspection type cannot be reactivated, it must be cancelled and a new inspection record must be created.
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
Calibrations (Japan Only)	Treatment start date GMT / Treatment start time GMT
Calibrations (USA only)	Start loading time / Complete loading time
Offsite Calibrations	Recorder serial number / Local date and time/ Container number
Quality System recognition (QSR) inspection	Container number / Source
Mobile Bulk Loading	Loading rate / Rejection limit / Source

If a record is reactivated and resubmitted, and subsequent errors are identified, then a new inspection record must be created with the correct information.

7. I have submitted an inspection in PEMS and the RFP has been set to closed (with or without export), but now I need to make a change, what do I do?

For inspection records that have been submitted and the RFP has been closed (with or without export), you will need to email the PEMS Administrator to allow comments and changes to be made.

The **ONLY** change that can be made to a record where the RFP has been closed is amending the **export compliance expiry date**. Where other changes need to be made (such as a change in the destination country or moving containers between RFPs) comments may be added to the record as needed. Supporting documents can also be attached after the RFP is reopened.

This change will first need to be authorised by the relevant program in the Plant Export Operations Branch.

Contact

For assistance with fixing errors in PEMS, please contact the PEMS Administrator at PEMS@agriculture.gov.au or call **1800 851 305**.

