Australian Government

Department of Agriculture

REFERENCE

Plant Exports Management System (PEMS) External Executive—Exporter or EDI User—User Guide

In this document

This document contains the following topics.

Purpose of this document

This guide includes the following step-by-step instructions for Exporters and EDI users using PEMS:

- provides a brief overview of PEMS
- outlines how to get started in PEMS
- explains how to make changes to your profile
- explains how to search RFP's in PEMS
- explains how to view an attached document
- explains how to attach and remove a document and provide an outcome

Acronyms and abbreviations

AO	Authorised Officer
EDI User	Export Document Interface user
ER	Establishment Register
EXDOC	Department of Agriculture's electronic documentation system
ITCT	In-transit cold treatment
PEMS	Plant Exports Management System
RFP	Request for Permit

Overview

What is PEMS and what does it do?

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, ITCT calibration records, and any supporting documentation to the department for the issuance of phytosanitary certification and other government documentation to exporters
- allows inspection AOs to reactivate their own records to correct minor errors
- allows exporters and EDI users to upload supporting documentation directly into the system (post inspection), for inspections recorded in PEMS
- allows export registered establishments to view and download inspection reports from all inspections conducted at their establishment and recorded in PEMS
- 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 and ITCT calibration records

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- automatically calculates inspection expiration dates
- works on a range of devices including desktop computers, laptops and mobile devices, such as a tablet or iPad

   Note: PEMS is not currently supported on mobile phones.

- 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.

As an External Executive/EDI user, you can use PEMS to:

- search for RFPs related to the particular exporter/EDI user in PEMS
- view and attach communication documents

Interactions with EXDOC and ER

PEMS has been designed to improve efficiency and accuracy in completing inspection or ITCT 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 ER.

Conventions used in this user guide

This guide uses several conventions to explain how to use PEMS.

The guide uses a series of descriptions and screenshots to describe how to perform certain functions in PEMS. A description is positioned directly above the image being described and is on the same page.

When discussing a specific field or button in PEMS, this user guide will display the field or button name in bold along with a number in superscript, for example:
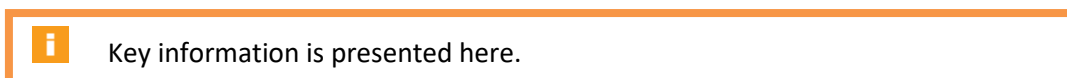
Field Name[1]

The number in superscript refers to a numbered arrow pointing to the button or field on the screenshot being discussed. The arrow will look like the following:

#

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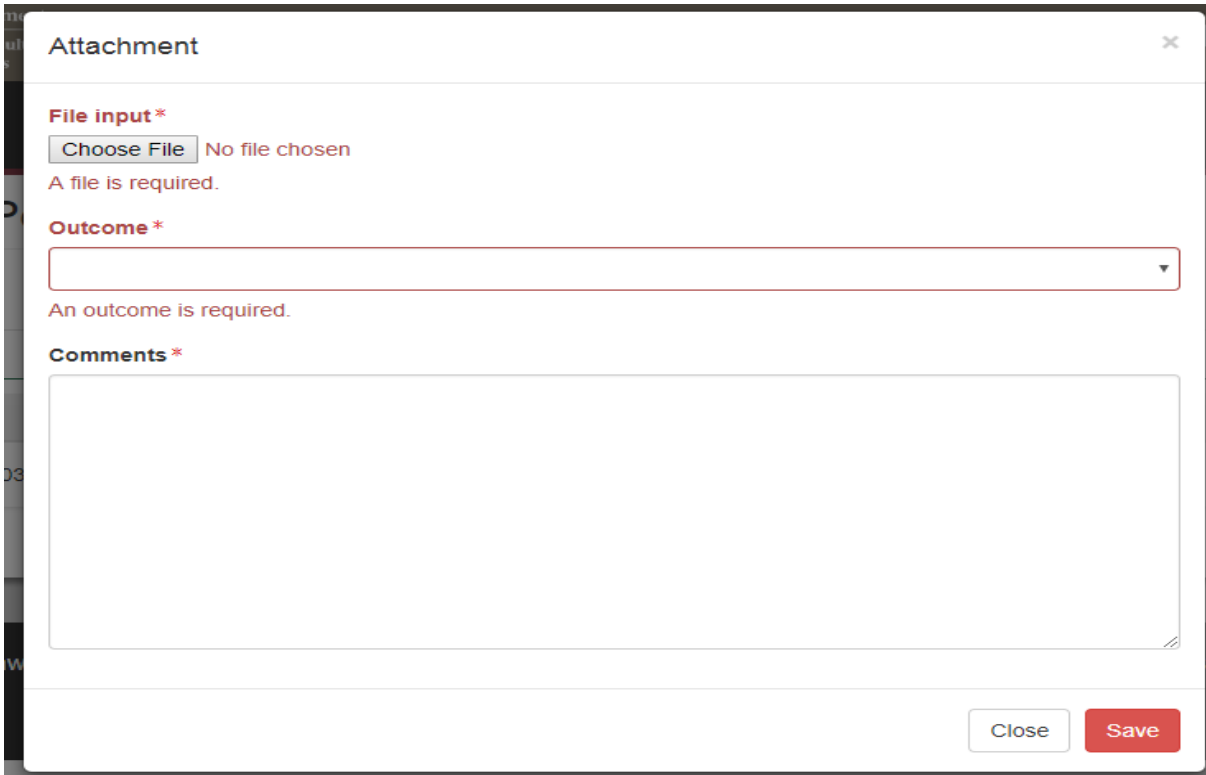
#

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

ℹ️   Key information is presented here.

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PEMS functions described in this user guide are only relevant to individuals requesting for Exporter executive role or EDI user executive role in in PEMS.

Conventions used in PEMS

All mandatory fields are marked with an asterisk (*) to the right of the label. You must enter a value into these fields before you can save the record or move to a different page. If you have not entered a value into a mandatory field and attempt to save or move to a different page, PEMS will highlight the field and display an error message.

PEMS will display an acknowledgement message when you perform certain actions, such as attaching a document as part of the inspection record. In this case, the message displayed would be **'The attachment has been added'**[1]

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 when you perform certain actions, such as closing the attachment dialog box.

You have made some changes, are you sure you want to close without saving?

OK   Cancel
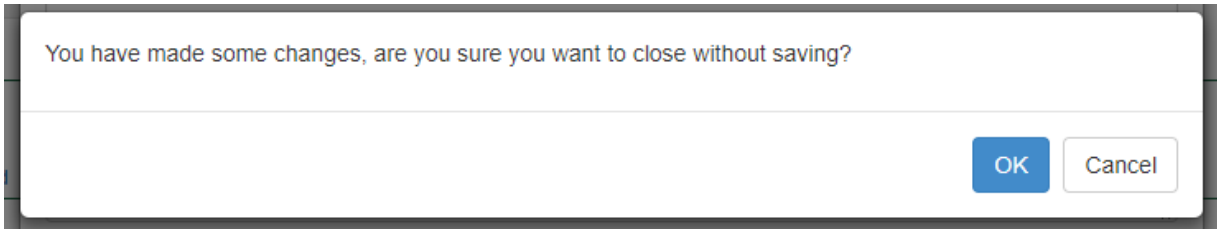
Abiding by instructional material

This user guide provides instructions for using the PEMS system. External executives must perform their tasks consistent with all approved instructional material provided by the department.

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1   Getting Started

To help you get started in using 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 exporters or EDI users who send RFP authorisation requests to the department.

Once you have successfully registered as a PEMS user (see factsheet How to Register for PEMS), and the administrator has enabled your account, PEMS will automatically identify your role and provide you with the appropriate level of access.

1.2   Logging into PEMS

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

When the PEMS login screen displays, enter your **User Login[1]** and **Password[2]**.

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

Click **Log in[4]**.

> **i**   If you forget your password click **Forgotten Password?[5]** and follow the prompts.
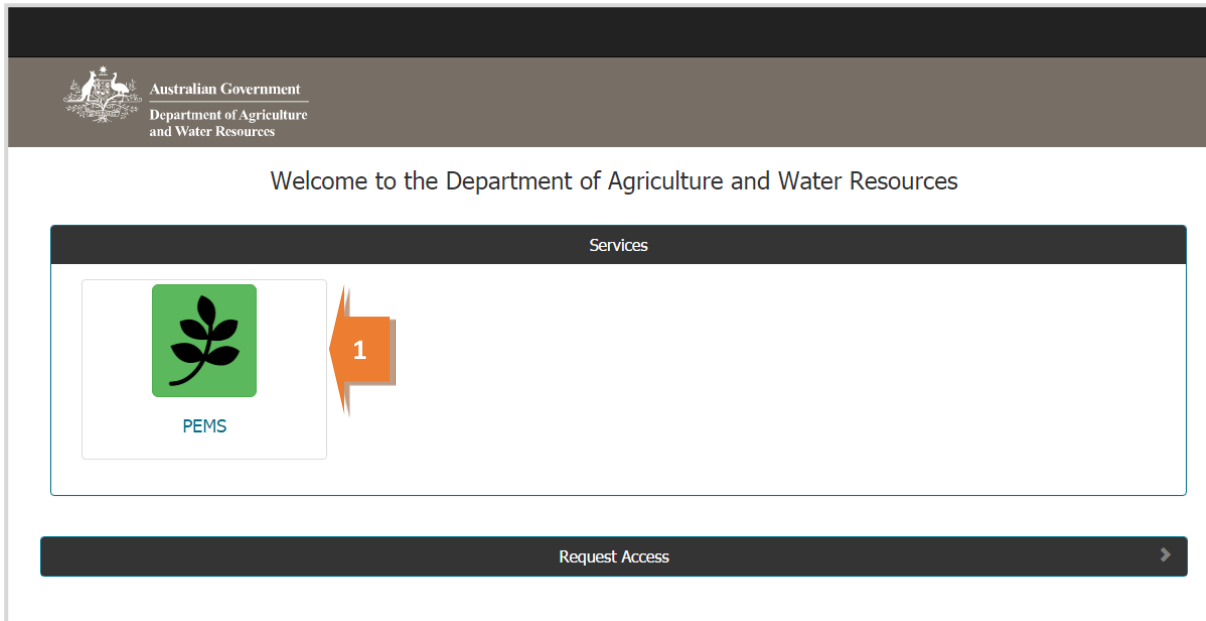

> **i**   Remember you are responsible for maintaining the confidentiality of your PEMS user login and password.

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The PEMS self-service page will display.

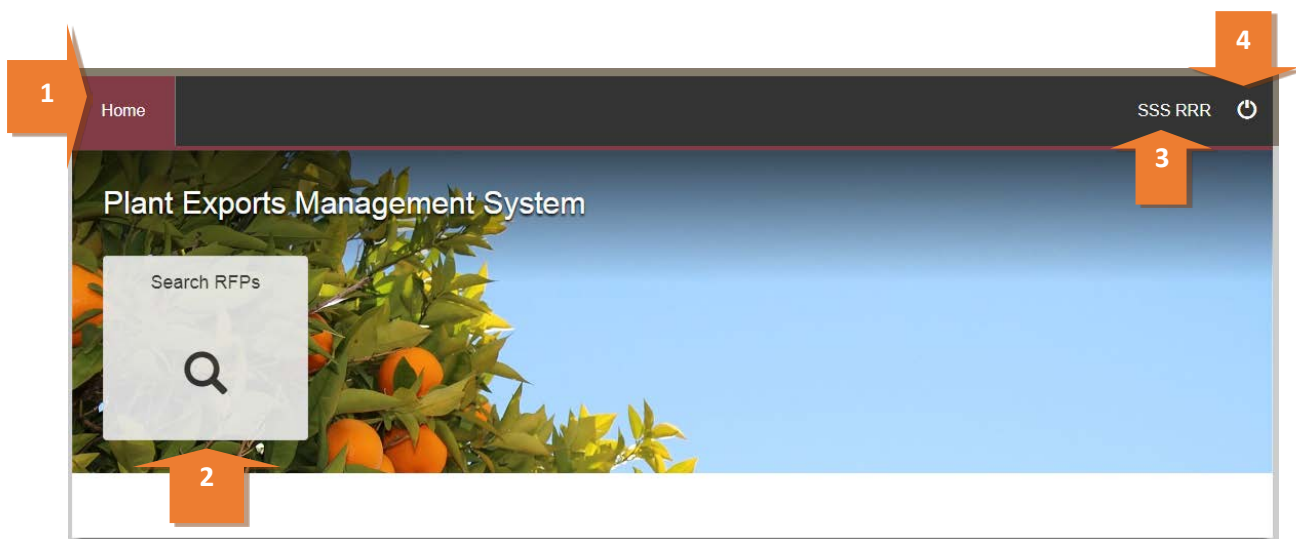Click the **PEMS**[1] button to enter the PEMS home page.

Once you have signed in, the PEMS homepage will display. On the homepage, you will see the PEMS menu bar.

1.3   PEMS menu bar

PEMS menu bar will display:

- **Home**[1] – search RFPs

- **Search RFPs**[2] – search for a RFP

- **User Profile**[3] – view or change your personal details.

- **Log Out**[4] – log out of PEMS.

1.4 Search functions

The PEMS homepage will display a **button**[1] for each search function you are accredited to perform.

1.5 Managing your PEMS profile

To view or edit your PEMS profile, click **User Profile**[1] on the PEMS menu bar.
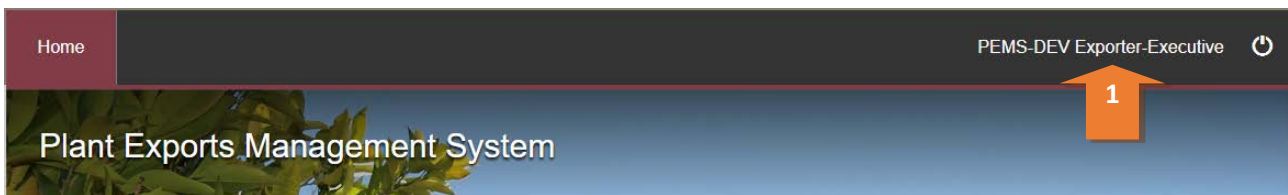
The *My profile* page will display.

Your **Personal details**[1]**, Authorised officer details**[2] and **PEMS roles**[3] will be displayed.

You can change your personal details by clicking **Change**[4] under the personal details section. You cannot change information in the Authorised officer details and PEMS roles sections.

Click **Home**[5] on the top menu bar to return to the PEMS homepage.
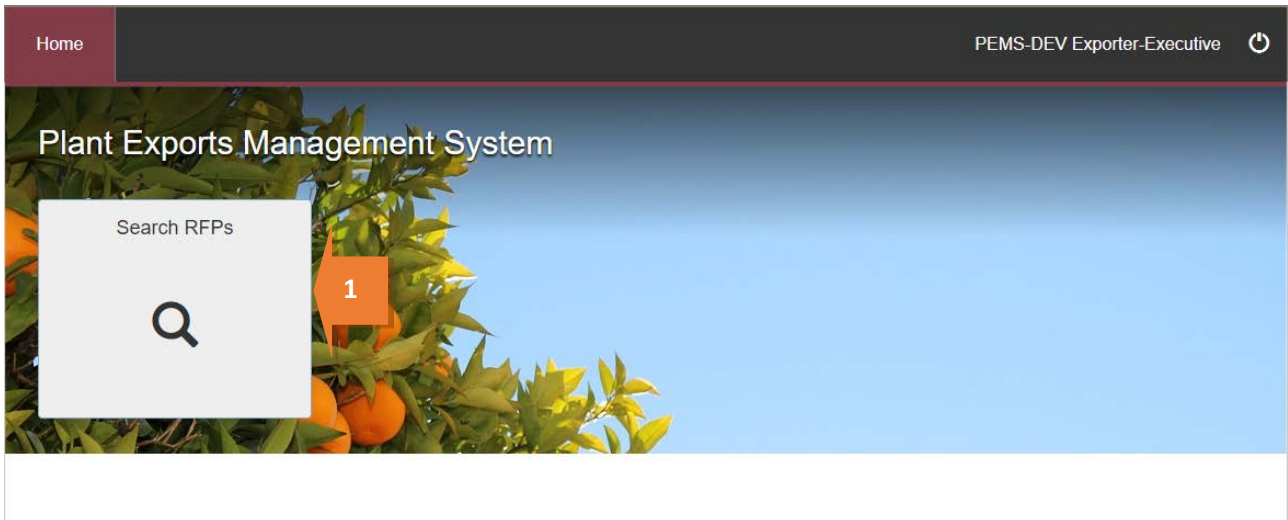
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the electronic version prior to use.
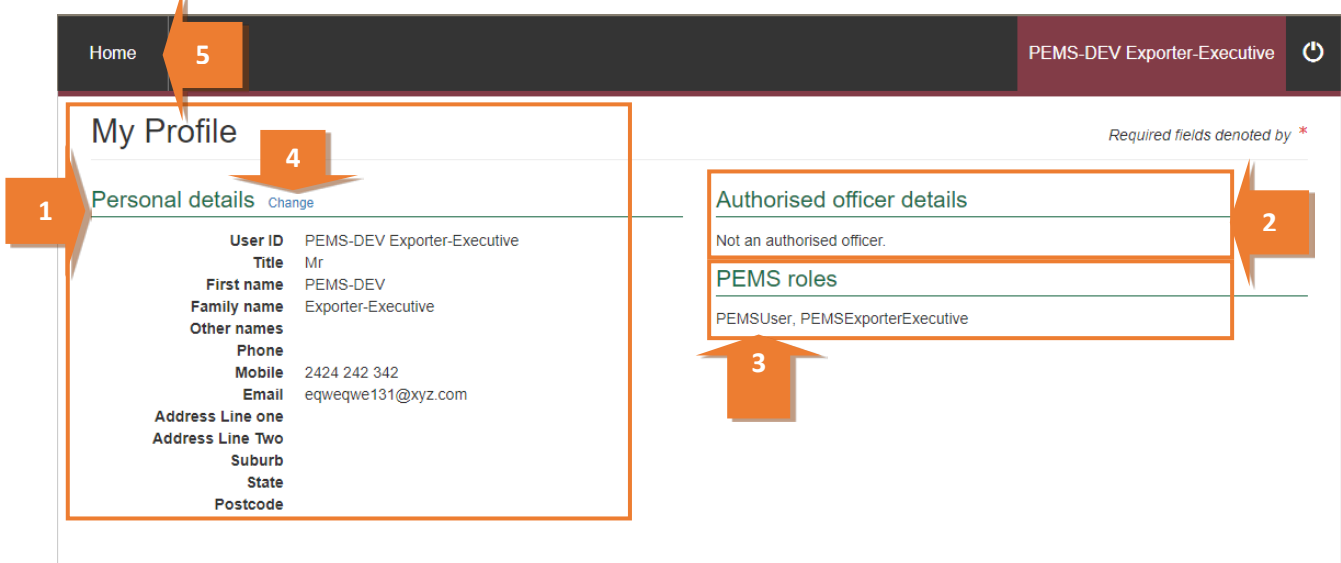
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If you chose to change your personal details, the *Personal Details* window will display.

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

Click **Save**[2] to save any changes to your personal details.

Title *

Mr ▾

First name *

PEMS-DEV

Family name *

Exporter-Executive

Other names

Phone number

Mobile number

2424242342

Email *

eqweqwe131@xyz.com   **1**

Address Line one *

Address Line Two

Suburb *

State *

▾

Postcode *

Close   Save   **2**

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PEMS will display an acknowledgement message stating that the details have been updated.

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PEMS will display an acknowledgement message stating that the details have been updated.

Home   PEMS-DEV Exporter-Executive ⏻

My Profile

> Your personal details have been updated. **1**

Personal details Change

User ID	PEMS-DEV Exporter-Executive
Title	Mr
First name	PEMS-DEV
Family name	Exporter-Executive
Other names	
Phone	0262 7200
Mobile	2424 242 342
Email	eqweqwe131@xyz.com
Address Line one	.
Address Line Two	
Suburb	Canberra
State	ACT
Postcode	2600

Authorised officer details

Not an authorised officer.

PEMS roles

PEMSUser, PEMSExporterExecutive

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2   RFP Search

This chapter guides you through the process for searching an RFP that you are associated with and attach inspection supporting documents, including any post inspection documents required for RFP authorisation.

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

2.1 Searching for an RFP

Click on the **Search RFPs[1]** button on the PEMS home page.
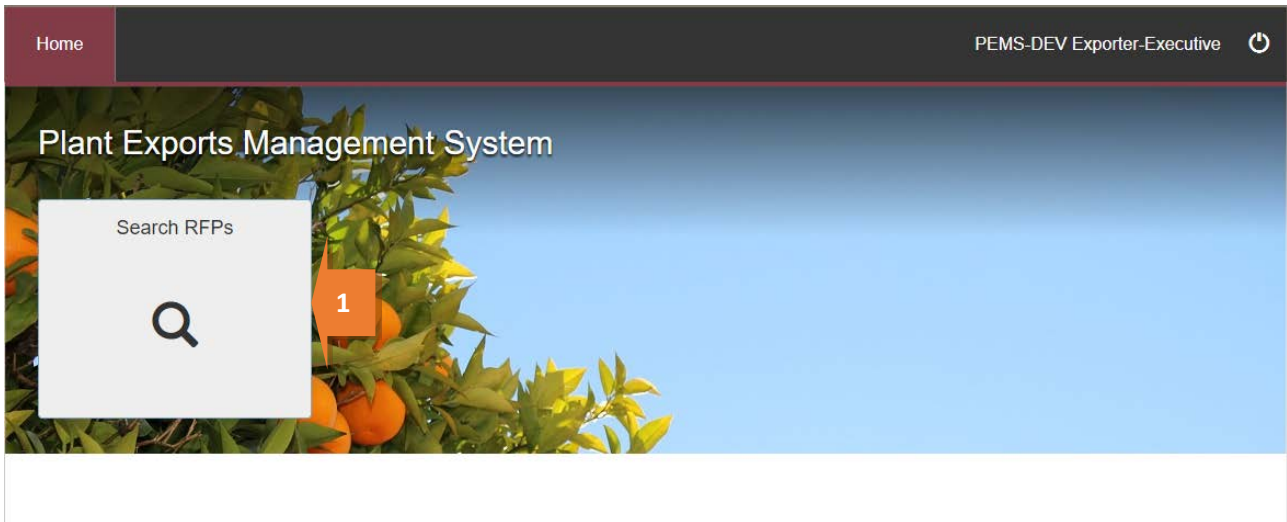
The *Search Requests For Permit* page will display.

You can perform a search for the RFP record by **entering RFP number[1]** and clicking **Search[2].**

Click **Reset[3]** to clear or reset the search criteria.
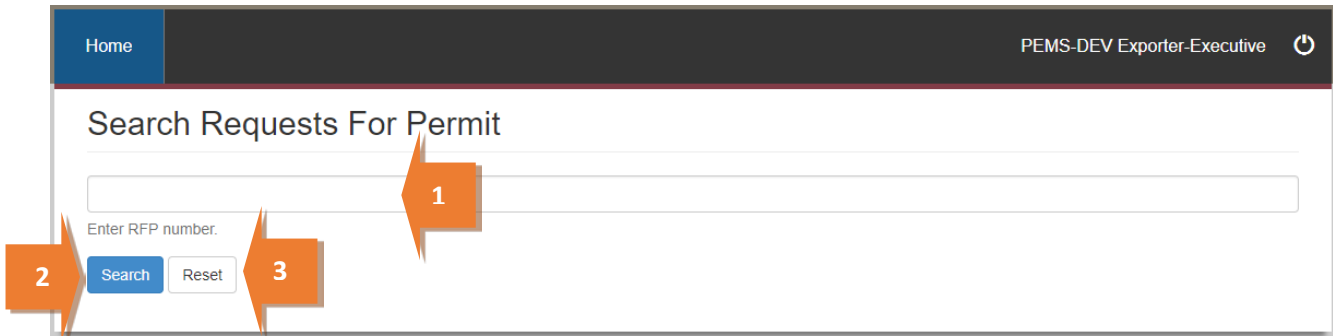
> **i**   If PEMS does not find records matching search criteria, it will display a message 'No search results'.

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2.2 Viewing the RFP record communications from the search results

After a search has been performed, PEMS will open the *Communications* tab and list all documents that are attached to the **RFP record**[1]. As an external executive, you are not able to view any other details for the RFP.

Click **Open**[2] beside the appropriate record to view the outcome and comments. You can only change the outcome for a document that you have attached in PEMS. You cannot change the outcome of a document that has been attached by someone else, such as the inspection AO.

Click **Download**[3] to view documents.

Alternative way of viewing attachments

Click **Open**[1] beside the appropriate record to view and add attachments (see Section 3: Communications) to the RFP.

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3 Communications

Attaching documents

The RFP **Communications**[1] tab will display a list of all attached files relating to the RFP. This includes all files attached under the related inspection records.

You can attach files to the RFP by clicking **Add**[2] under the attachments section.

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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 RFP. Emails will need to be saved as a PDF before attaching to the RFP. 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 is the 'Other' tick box is selected.

Click **Save**[6].

Attachment   ✕

File input *

[1] [Choose File] [No file chosen] [2]

Document type * [3]

☐ Area Freedom Certificate   ☐ Bulk vessel loading running record
☐ Export Delegate Certificate   ☐ Grower / Packer Certificate
☐ Import Permit   ☐ Marine Surveyor Certificate
☐ Other   ☐ Testing Certificate
☐ Transfer Certificate   ☐ Treatment certificate

A document type is required.

Outcome *

[Accepted   ▾] [4]

Comments

[5]
[   ]

[Close] [Save] [6]

The RFP communications page will display the **new attached file[1].**

You then have the option to click

- **Open[2]** to change the outcome, document type or add/amend comments
- **Download[3]** to download and view the attached file or
- **Remove[4]** to delete the document from the RFP.

Name	**Document Type**	**Source**	**RFP Version**	**Updated**	**Outcome**	**Reviewed by**	**Actions**
Detailed Time Report.pdf	Import Permit	Local	1	30/04/2019 15:01	Accepted	PEMS-DEV Exporter-Executive	Open Download Remove
Container Report 42277.pdf	Treatment certificate	Local	1	30/04/2019 14:40	Accepted	PEMS-DEV Exporter-Executive	Open Download Remove
Container Report 42261.pdf	Area Freedom Certificate	Inspection		30/04/2019 14:28	Accepted	PEMS-DEV Internal-AO	Open Download
Container Report 42183.pdf	Other	Inspection		30/04/2019 14:27	Accepted	PEMS-DEV Internal-AO	Open Download

ℹ Documents attached by other users cannot be removed.
You will also not be able to open the record and change the outcome. If required, you will be able to download the document.

Document information

The following table contains administrative metadata.

Instructional material owner:	Director, Business Systems Program.

Version history

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

Version	Date	Amendment details
1.0	16/10/2018	First publication of this document
2.0	23/05/2019	Updated with v3.1 and v3.2 enhancements

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