



**Australian Government**  
**Department of Agriculture,  
Fisheries and Forestry**

# Exports work instruction

## Requesting reappointment using the Plant Exports Management System

### Direction to authorised officers

This is official instructional material of the Department of Agriculture, Fisheries and Forestry (the department). Failure to comply with it may result in a breach of relevant legislation and/or the code of conduct under section 13(5) of the *Public Service Act 1999*.

### Purpose of this document

This document details the procedure for a plant export Authorised Officer (AO) to follow when requesting reappointment as an AO using the Plant Exports Management System (PEMS).

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## Policy statement

The policy related to this Exports work instruction can be found in the Exports Policy: [Management of third-party plant exports authorised officers](#).

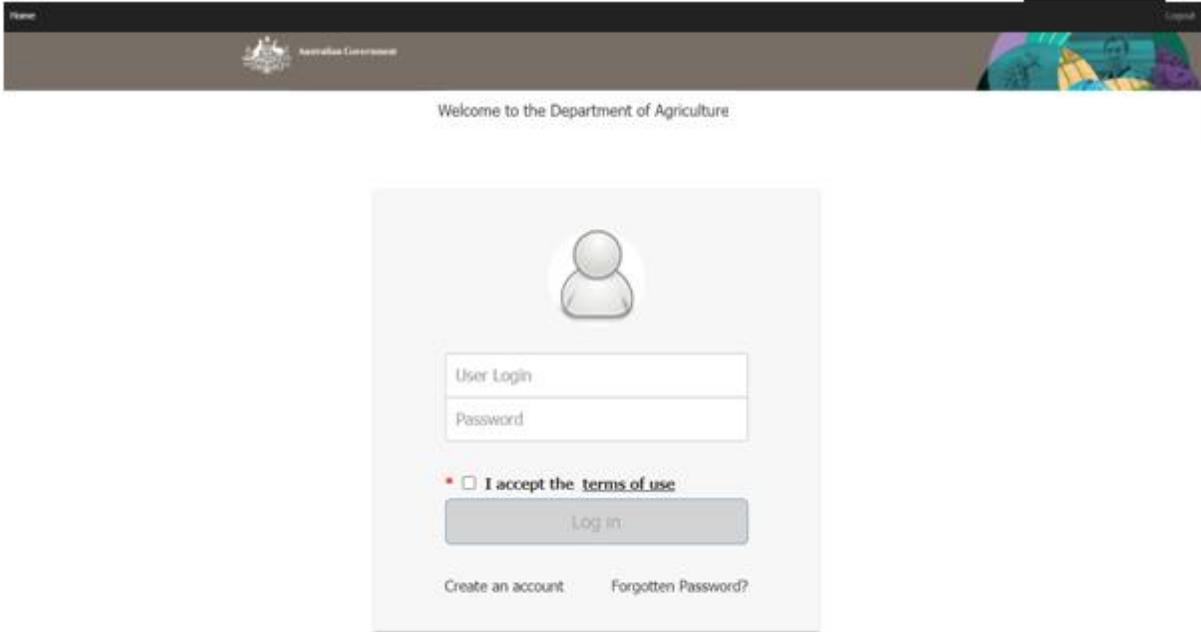
## Roles and responsibilities

The following table outlines the roles and responsibilities undertaken when requesting re-appointment.

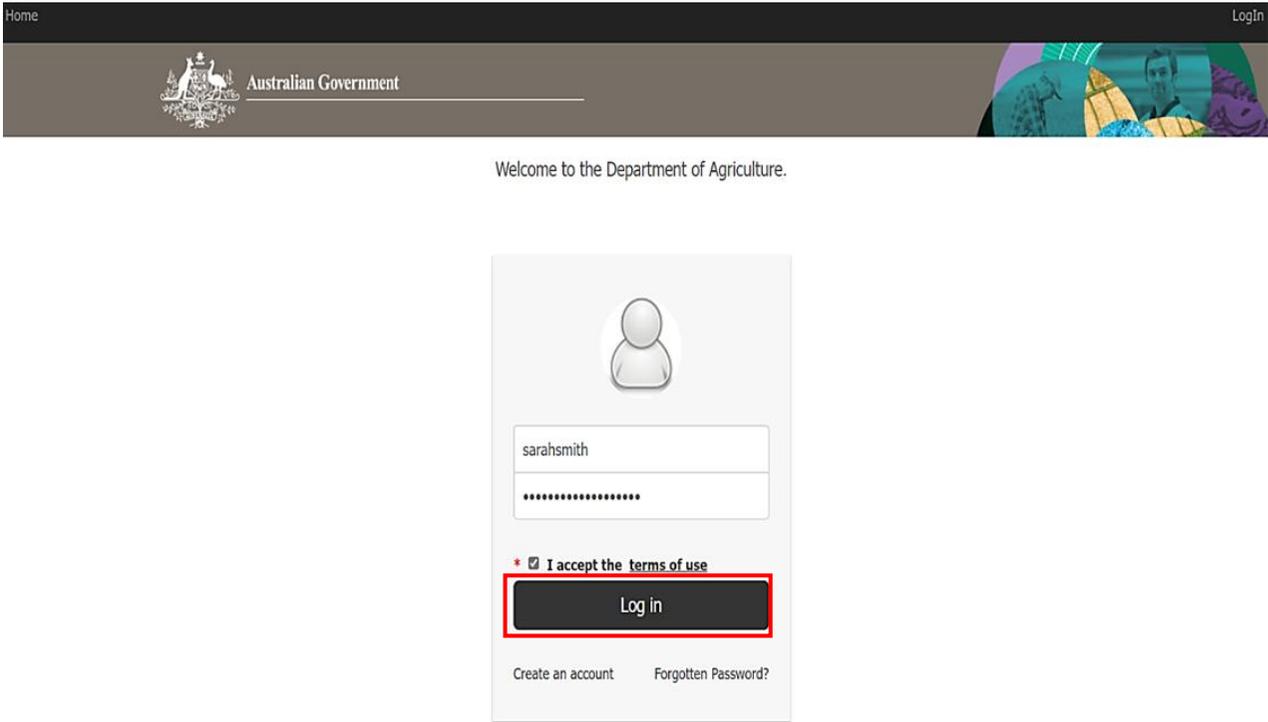
Role	Responsibility
Applicant	<ul style="list-style-type: none"><li>• Request reappointment as an AO.</li><li>• Pay the approval fee.</li><li>• Request an Instrument of Appointment.</li></ul>

## Request re-appointment

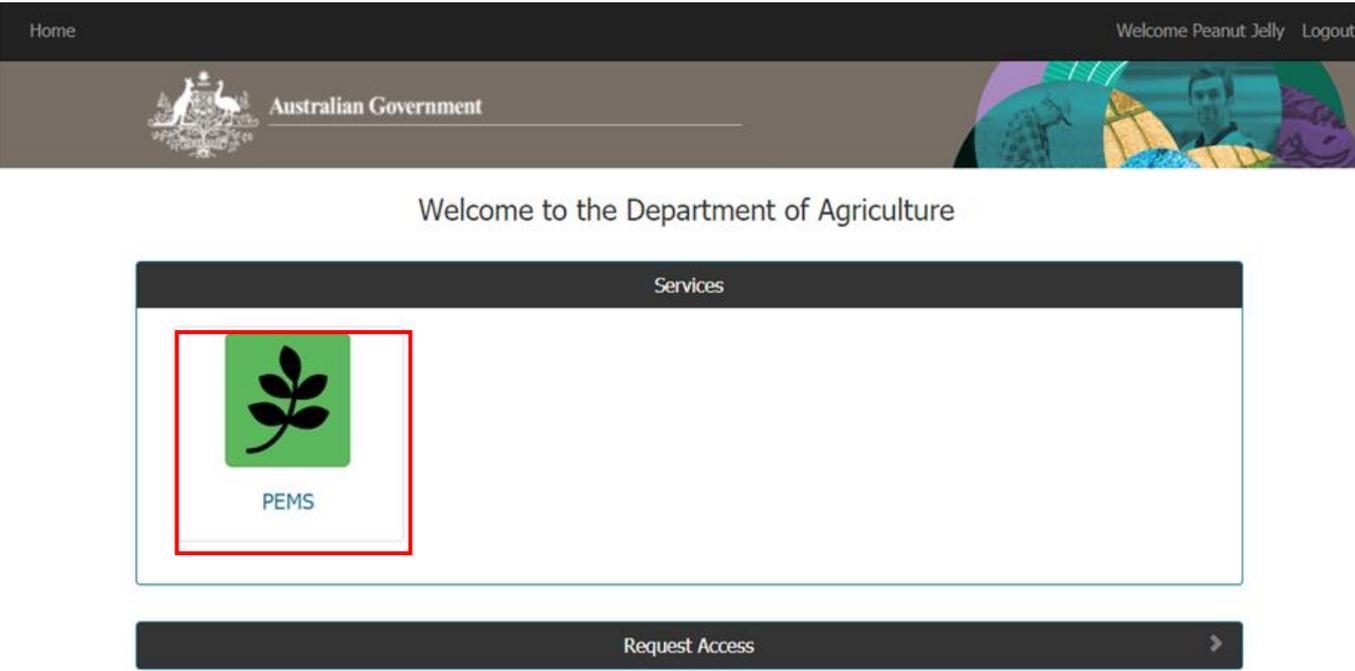
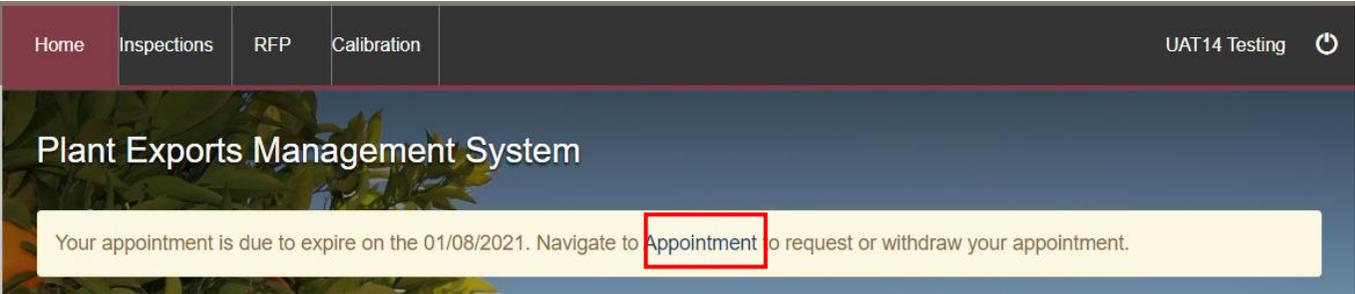
The following table outlines how to request reappointment.

Step	Action	Graphic
1.	Go to <a href="https://online.agriculture.gov.au/selfservice">https://online.agriculture.gov.au/selfservice</a> <b>Note:</b> The log in page will display.	

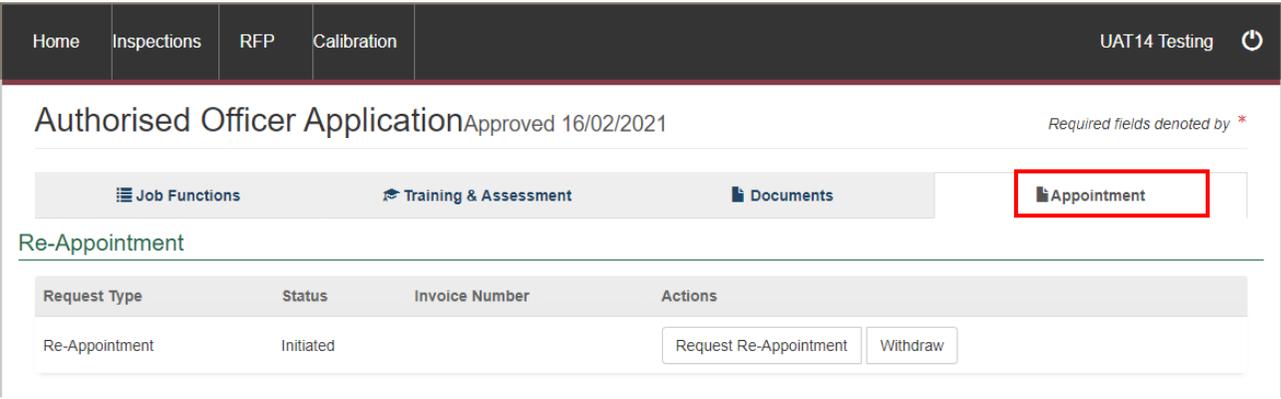
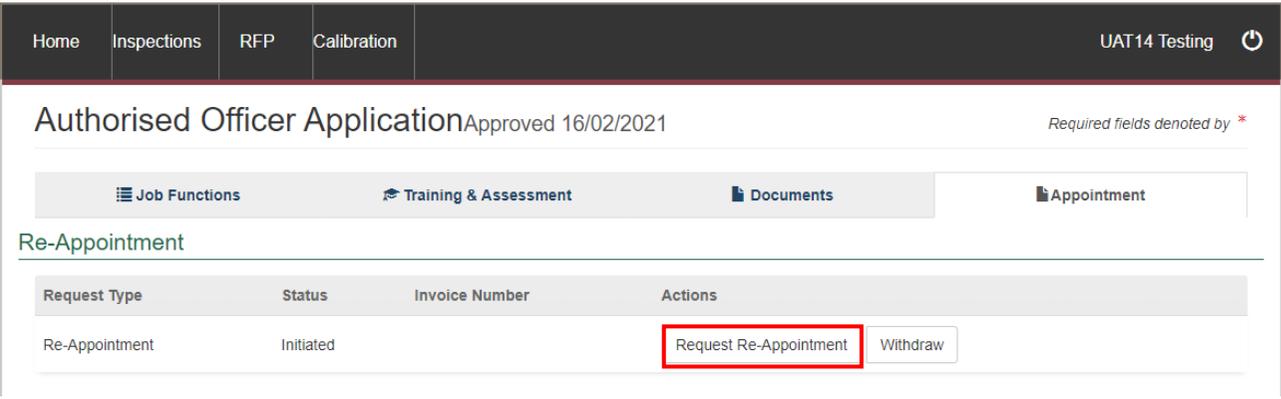
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Step	Action	Graphic
2.	<ul style="list-style-type: none"><li>• Enter your User Login and Password.</li><li>• Check the 'I accept the terms of use' box.</li><li>• Click 'Log in'.</li></ul>	

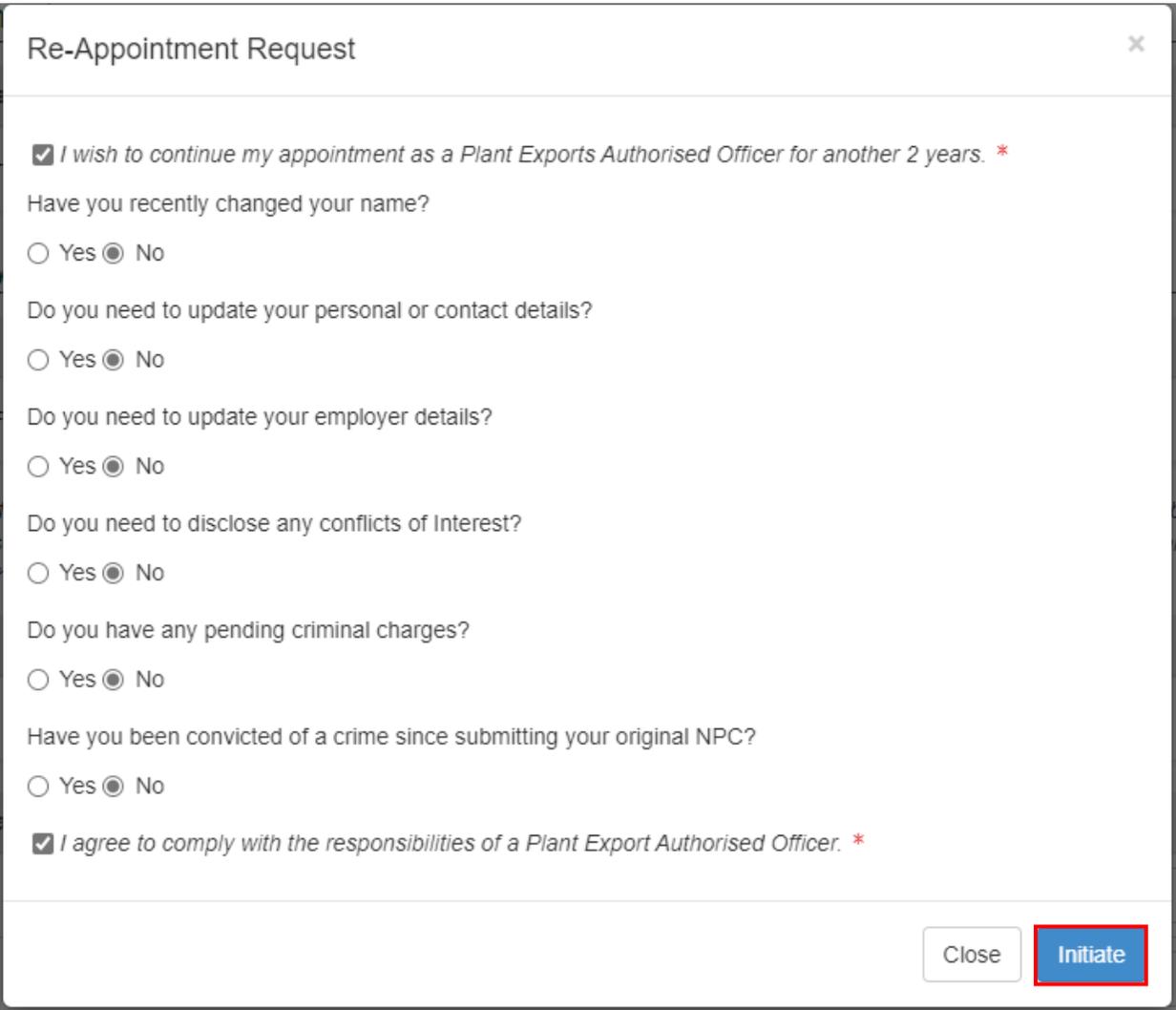
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Step	Action	Graphic
3.	Click the 'PEMS' button to enter the PEMS home page.	
4.	<ul style="list-style-type: none"> <li>The PEMS menu bar will display a notification stating, 'Your appointment is due to expire'.</li> <li>Click on 'Appointment'.</li> </ul>	

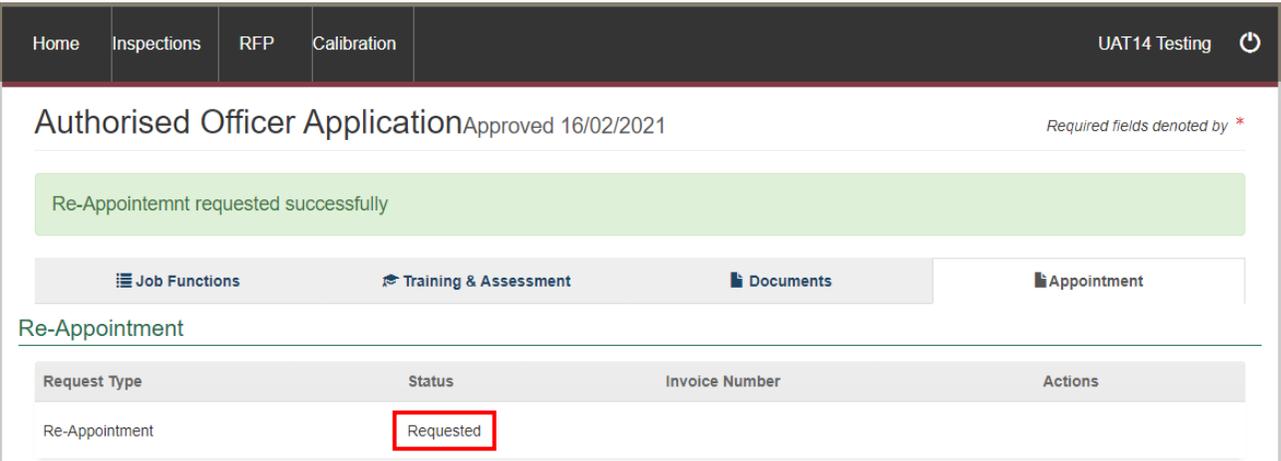
This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

Step	Action	Graphic
5.	Select the <i>Appointment</i> tab.	 <p>The screenshot shows a web application interface for 'Authorised Officer Application' (Approved 16/02/2021). The top navigation bar includes 'Home', 'Inspections', 'RFP', and 'Calibration'. Below the navigation, there are four tabs: 'Job Functions', 'Training &amp; Assessment', 'Documents', and 'Appointment'. The 'Appointment' tab is highlighted with a red rectangular box. Below the tabs, there is a 'Re-Appointment' section with a table containing one row: 'Re-Appointment' with status 'Initiated'. To the right of this row are two buttons: 'Request Re-Appointment' and 'Withdraw'.</p>
6.	Click on 'Request Re-Appointment'.	 <p>This screenshot is identical to the one above, showing the 'Appointment' tab selected. However, in this view, the 'Request Re-Appointment' button in the 'Re-Appointment' table is highlighted with a red rectangular box, indicating the next step in the process.</p>

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Step	Action	Graphic
7.	<ul style="list-style-type: none"> <li>• Read through the <i>Re-Appointment Request</i> and tick the appropriate boxes.</li> <li>• Tick the boxes to confirm that you               <ul style="list-style-type: none"> <li>○ wish to continue as a plant export AO for another 2 years</li> <li>○ agree to comply with the responsibilities of a plant export AO.</li> </ul> <p><b>Important:</b> If you do not agree to comply with the responsibilities you will not be reappointed as an AO.</p> </li> <li>• Click 'Initiate'.</li> </ul>	 <p>The screenshot shows a 'Re-Appointment Request' form with the following content:</p> <ul style="list-style-type: none"> <li>Header: Re-Appointment Request</li> <li>Checked checkbox: <input checked="" type="checkbox"/> I wish to continue my appointment as a Plant Exports Authorised Officer for another 2 years. *</li> <li>Question: Have you recently changed your name?       <ul style="list-style-type: none"> <li><input type="radio"/> Yes <input checked="" type="radio"/> No</li> </ul> </li> <li>Question: Do you need to update your personal or contact details?       <ul style="list-style-type: none"> <li><input type="radio"/> Yes <input checked="" type="radio"/> No</li> </ul> </li> <li>Question: Do you need to update your employer details?       <ul style="list-style-type: none"> <li><input type="radio"/> Yes <input checked="" type="radio"/> No</li> </ul> </li> <li>Question: Do you need to disclose any conflicts of Interest?       <ul style="list-style-type: none"> <li><input type="radio"/> Yes <input checked="" type="radio"/> No</li> </ul> </li> <li>Question: Do you have any pending criminal charges?       <ul style="list-style-type: none"> <li><input type="radio"/> Yes <input checked="" type="radio"/> No</li> </ul> </li> <li>Question: Have you been convicted of a crime since submitting your original NPC?       <ul style="list-style-type: none"> <li><input type="radio"/> Yes <input checked="" type="radio"/> No</li> </ul> </li> <li>Checked checkbox: <input checked="" type="checkbox"/> I agree to comply with the responsibilities of a Plant Export Authorised Officer. *</li> <li>Buttons: Close and Initiate (highlighted with a red border)</li> </ul>

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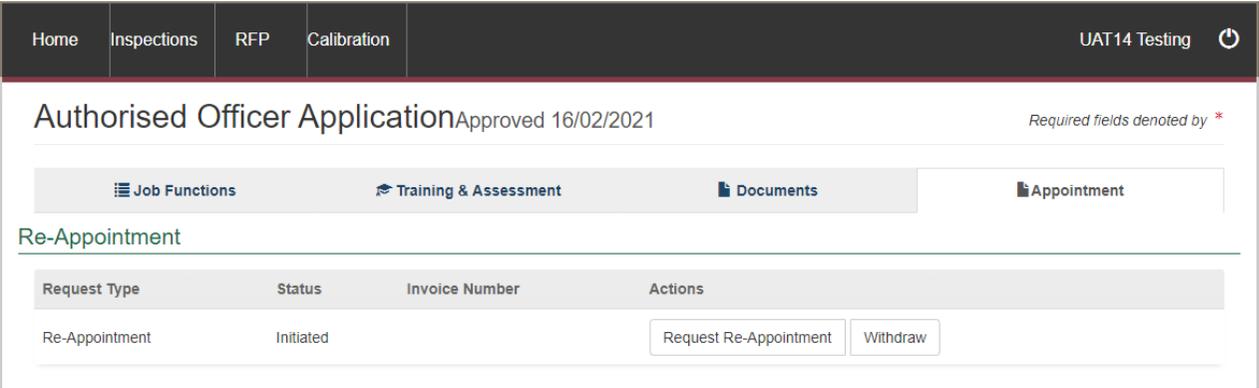
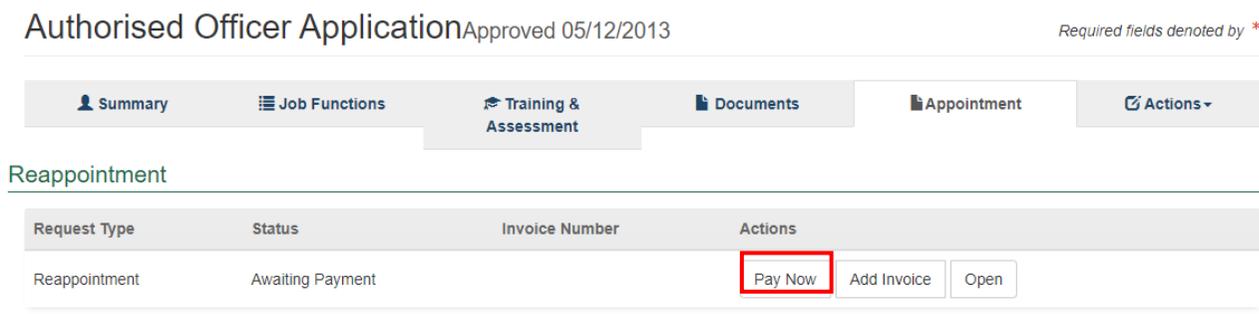
Step	Action	Graphic								
8.	<ul style="list-style-type: none"> <li>Note the status of 'Requested'.</li> <li>Go to <a href="#">'Pay the approval fee'</a>.</li> </ul>	 <p>The screenshot shows a web application interface for 'Authorised Officer Application' with a sub-header 'Approved 16/02/2021'. A green notification bar states 'Re-Appointment requested successfully'. Below this are navigation tabs for 'Job Functions', 'Training &amp; Assessment', 'Documents', and 'Appointment'. A 'Re-Appointment' section contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Request Type</th> <th>Status</th> <th>Invoice Number</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>Re-Appointment</td> <td>Requested</td> <td></td> <td></td> </tr> </tbody> </table> <p>The 'Requested' status in the table is highlighted with a red rectangular box.</p>	Request Type	Status	Invoice Number	Actions	Re-Appointment	Requested		
Request Type	Status	Invoice Number	Actions							
Re-Appointment	Requested									

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## Pay the approval fee

This procedure is initiated when the AO receives an email to say that their reappointment request has been approved and that they need to pay the approval fee.

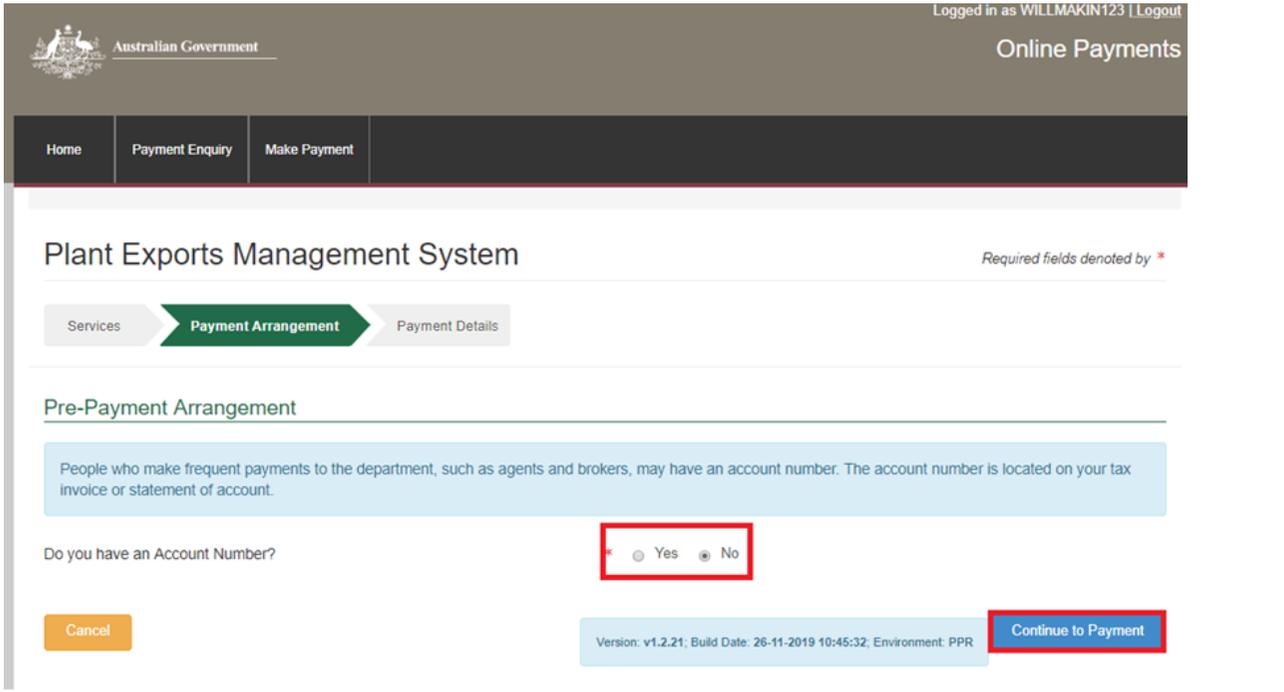
The following table outlines how to pay the approval fee.

Step	Action	Graphic
1.	Select the <i>Appointment</i> tab.	
2.	<ul style="list-style-type: none"> <li>Note the status of 'Awaiting Payment'.</li> <li>Click 'Pay Now'.</li> </ul>	

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Step	Action	Graphic																		
3.	<ul style="list-style-type: none"> <li>Review the details of the <i>Service Summary</i>.</li> <li>Click 'Next'.</li> </ul>	<p><b>Plant Exports Management System</b> <span style="float: right;">Required fields denoted by *</span></p> <p>Services → Payment Arrangement → Payment Details</p> <p><b>Service Summary</b></p> <p>Reference: <b>PEMSREAPNTAPRVLFE000004977</b></p> <table border="1"> <thead> <tr> <th>Biosecurity Description</th> <th>Pathway</th> <th>Qty</th> <th>Additional Information</th> </tr> </thead> <tbody> <tr> <td>Grains</td> <td>AOP</td> <td>1</td> <td>-</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Service Description</th> <th>Qty</th> <th>Unit Price</th> <th>Unit GST</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Authorised Officer Approval</td> <td>1</td> <td>\$291.00</td> <td>\$0.00</td> <td>\$291.00</td> </tr> </tbody> </table> <div style="text-align: right; margin-top: 10px;"> <p>Total (excl. GST): <b>AUD 291.00</b></p> <p>Total GST: <b>AUD 0.00</b></p> <p>Total (incl. GST): <b>AUD 291.00</b></p> </div> <p style="text-align: center; margin-top: 20px;"> <span style="margin-right: 200px;">Cancel</span> <span style="border: 2px solid red; padding: 2px;">Next</span> </p>	Biosecurity Description	Pathway	Qty	Additional Information	Grains	AOP	1	-	Service Description	Qty	Unit Price	Unit GST	Total	Authorised Officer Approval	1	\$291.00	\$0.00	\$291.00
Biosecurity Description	Pathway	Qty	Additional Information																	
Grains	AOP	1	-																	
Service Description	Qty	Unit Price	Unit GST	Total																
Authorised Officer Approval	1	\$291.00	\$0.00	\$291.00																

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Step	Action	Graphic
4.	<ul style="list-style-type: none"><li>• Select 'No' to the question <i>Do you have an Account Number?</i></li><li>• Click 'Continue to Payment'.</li></ul>	

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- 5.
- Enter your credit/debit card details.
  - Click 'Pay Now'.

**Make Payment**

**i** By clicking Pay Now you accept the [Privacy Statement](#) and [Terms and Conditions](#) of payment. This transaction will appear on your card statement under the name of "Department of AWE".

You are paying an amount of \$291.00

**Cardholder Name**

**Card Number**

**Expiry Date**

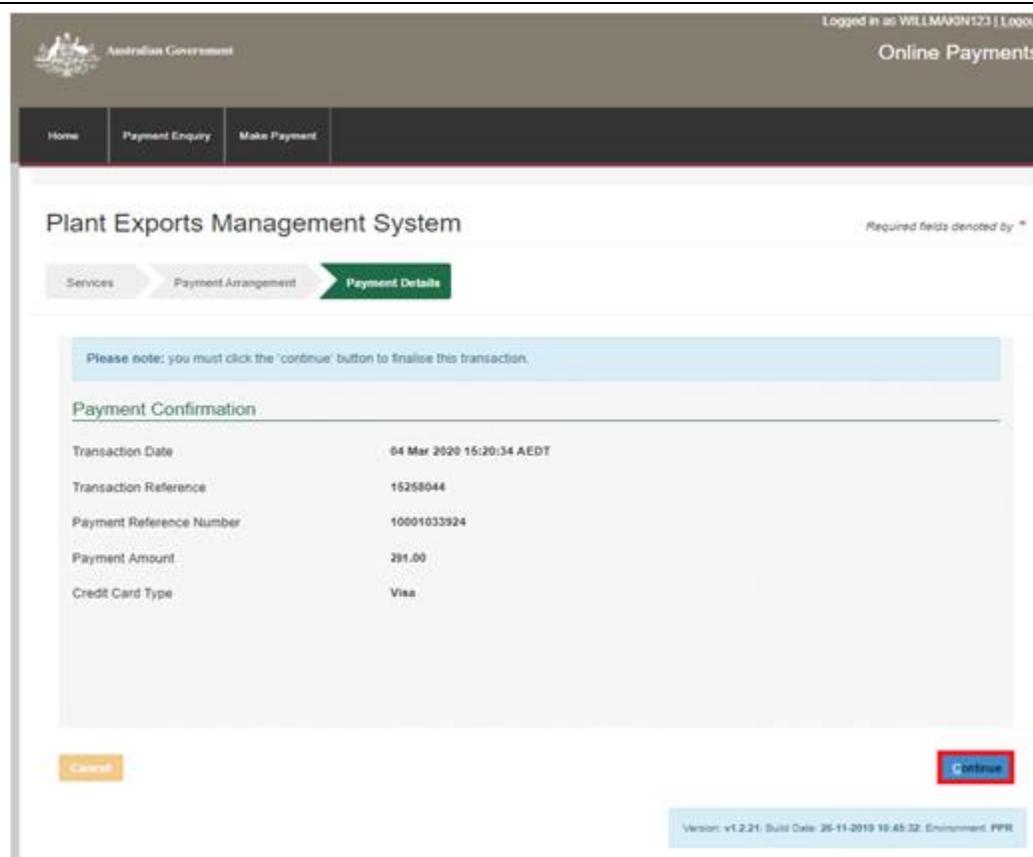
**Security Code**

**Pay Now**

**Cancel** **Continue**

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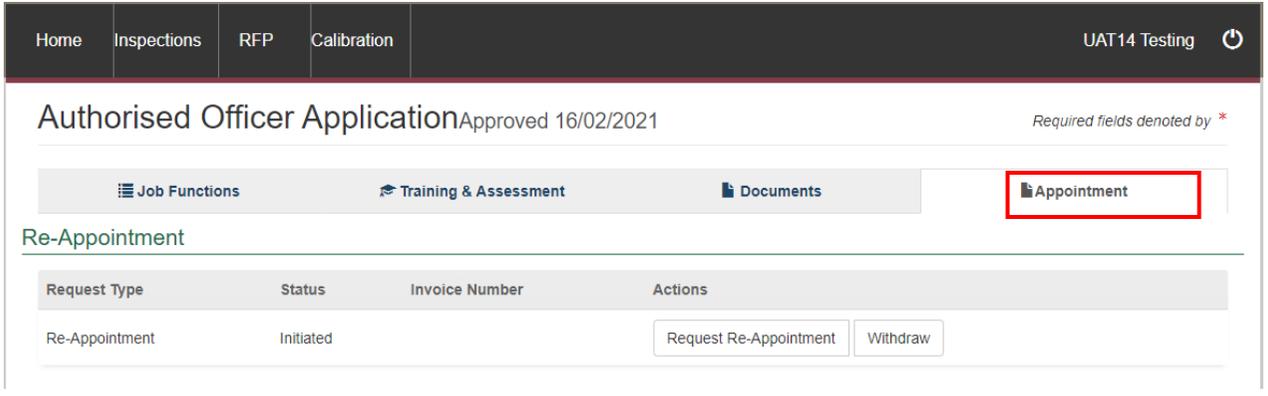
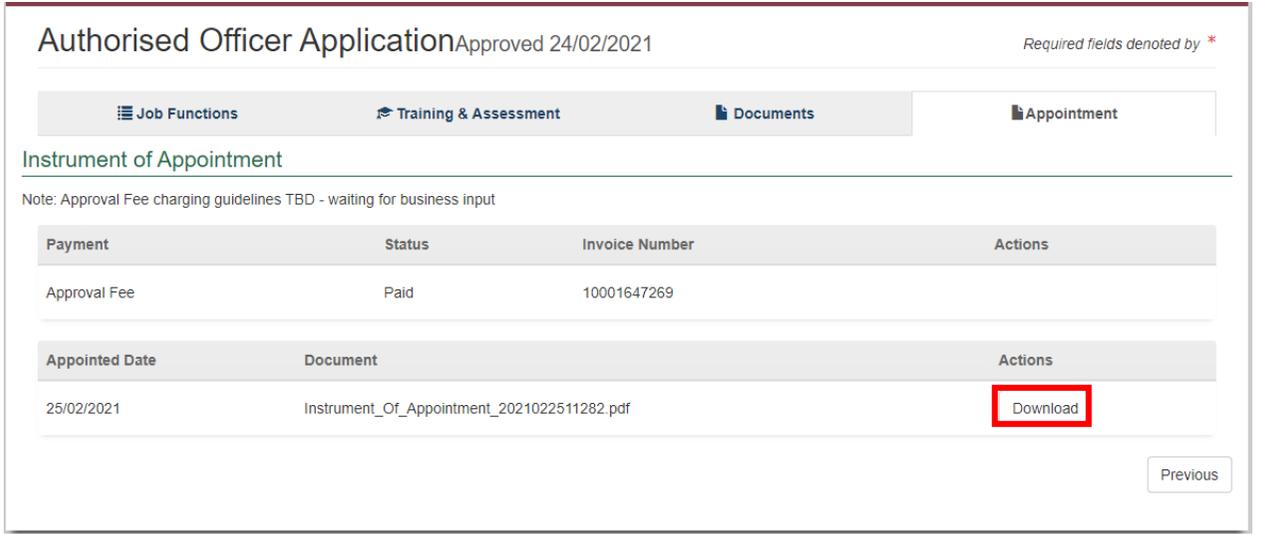
- 6.
- Note the *Payment Confirmation* screen.
  - Click 'Continue'.
  - Go to '[Download the Instrument of Appointment](#)'.



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## Download the Instrument of Appointment

The following table outlines how to download the instrument of appointment.

Step	Action	Graphic
1.	Select the <i>Appointment</i> tab.	 <p>The screenshot shows the 'Appointment' tab selected in a navigation menu. The main content area displays 'Re-Appointment' with a table containing one row: 'Re-Appointment' with status 'Initiated'. There are buttons for 'Request Re-Appointment' and 'Withdraw'.</p>
2	<ul style="list-style-type: none"> <li>Click on 'Download'.</li> <li>Note your Instrument of Appointment.</li> </ul>	 <p>The screenshot shows the 'Instrument of Appointment' page. It includes a table for 'Payment' with one row: 'Approval Fee' with status 'Paid' and invoice number '10001647269'. Below this is another table for 'Appointed Date' with one row: '25/02/2021' with document name 'Instrument_Of_Appointment_2021022511262.pdf'. A 'Download' button is highlighted in red in the 'Actions' column of this table. A 'Previous' button is also visible at the bottom right.</p>

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## Related material

The following related material is available online:

- [Authorised Officer webpage:](#)
  - Exports Policy: *Management of third-party plant exports authorised officers*
  - Exports work instruction: *Requesting Authorised Officer training using the Plant Exports Management System*
  - Exports work instruction: *Requesting Authorised Officer training using the Plant Exports Management System*
  - Exports work instruction: *Requesting an Authorised Officer Instrument of Appointment using the Plant Exports Management System*
  - Exports reference: *Requesting additional job functions in the Plant Exports Management System*
- [Plant Exports Management System](#)
- [Plant Export Operations Manual:](#)
  - Exports reference: *Plant Exports Management System Authorised officer user guide*
  - Exports reference: *Table of authorised officer job functions*
- [Authorised Officer declaration of boarding experience.](#)
- [Fees and charges](#)
- [Privacy Policy](#)
- [Australian Federal Police](#) webpage (police checks)

## Document information

The following table contains administrative metadata.

<b>Instructional Material Library document ID</b>	IMLS-12-4927
<b>Instructional material owner</b>	Director, Authorised Officer Program
<b>Risk rating</b>	[Low]
<b>Review period</b>	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	21/11/2022	21/11/2022	New document	First publication of this Exports work instruction.
2	29/02/2024	29/02/2024	Major Change	<ul style="list-style-type: none"> <li>• Updated department branding and contact information.</li> <li>• Converted to new exports templates.</li> </ul>

## Appendix A: Definitions

The definitions related to this Exports work instruction can be found in the Exports Policy:  
[Management of third-party plant exports authorised officers.](#)

## Appendix B: Legislation and related policy frameworks

The legislation related to this Exports work instruction can be found in the Exports Policy:  
[Management of third-party plant exports authorised officers.](#)