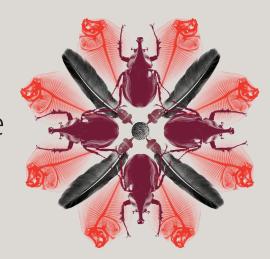**May** 2017

**QRG** 07

# Waste Removal Service Request
## MARS quick reference guide

Biosecurity

Biosecurity waste from international vessels poses a significant risk to Australia's biodiversity. Strict control measures are imposed on the collection, storage, transportation and treatment of biosecurity waste.

## What must you do

The vessel master or agent must notify the department when **Waste Removal** is required. This notification may be submitted in the biosecurity section of the Pre-Arrival Report (PAR) when this document is completed prior to arrival or the department may be notified by submitting a Service Request post arrival. This guide covers the Waste Removal Service Request.

## When to do it

A Service Request can only be submitted in MARS if a port visit exists for that voyage. A port visit is created when a PAR or NFP application is submitted.

## How to do it

From the MARS home screen, notify the department of the requirement for waste removal by submitting a Service Request. Service Requests may be submitted through the **Request a Service** menu or by clicking on the **Waste Removal Request** icon. *For detailed steps refer to the* ***MARS User Guide**.*

1   Access the department's online web services at online.agriculture.gov.au/selfservice/

2   Sign in with the User ID and Password. The MARS Terms of Use must be accepted to complete the sign in.

3   Click on the MARS icon.

4   Click on the **Waste Removal Request** icon on the MARS home screen.

Waste Removal Request

5   Type in the vessel name or IMO number (you can also use Call Sign, Registration/Official Number of the vessel) and select the vessel.

6   Select the voyage number.

7   Select the port and arrival date.

8   Add the following waste removal details:

- Add the proposed removal date
- Add the estimated volume of waste in cubic metres
- Add an additional row if waste removal will take place on different dates at the same port.



9   Click **Submit**.

10  A confirmation message will be displayed if the Waste Removal Service Request was submitted successfully.

**Any changes in circumstances must be reported to the department as soon as practicable.**

## What now?

1   The Waste Removal Service Request will be assessed by the arrival port. Where there are no identified high risk factors, you will receive a Biosecurity Status Document (BSD) by email which communicates the department's biosecurity conditions. The BSD will be emailed to the agent. The vessel's email address must be included in the **Vessel Details** section for the vessel master to receive a copy of the BSD.

2   You can search for and check the status of the service request in MARS through the **Application/ Service Request** function.



Application/
Service Request

3   For urgent issues, you can follow up on the application by phoning the Maritime National Coordination Centre (MNCC).

4   The department's service responsibilities and standard of service commitment are detailed in the Client Service Charter available at agriculture.gov.au/about/commitment/client-service-charter

NOTE: Screenshots provided in these guides are accurate at the time of printing and may look different in MARS.

**Contact** 1300 004 605
(free call in Australia and is in English)

**Outside Australia** +61 8 8201 6185

agriculture.gov.au/biosecurity/avm/vessels
maritimencc@agriculture.gov.au

**Facebook:** Australian biosecurity
**Twitter:** @DeptAgNews