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Purpose of this document

This reference outlines how to use PEMS to record Horticulture Inspections.

Note: An overview of PEMS and general functions can be found in the Reference: Plant Exports Management System (PEMS) Authorised Officer User Guide – Overview and general functions.

Initiating the horticulture inspection

To initiate a horticulture inspection, click on the Home\(^1\) PEMS menu tab, and then click the Horticulture\(^2\) button.

The Create Horticulture Inspection window will display.

Enter the RFP number\(^3\). The RFP number will be seven digits long.

Enter the Establishment number\(^2\) (only mandatory for third party AOs). The establishment number should be three to four digits long.

Click Create\(^3\).

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1 Where a change is made to the RFP in EXDOC, you can select the Reload RFP from EXDOC\(^4\) checkbox to update the relevant RFP and inspection record in PEMS. For more information see Section 4.1 Reload RFP from EXDOC of the PEMS AO user guide – Overview and General Functions.
PEMS extracts RFP information from EXDOC to populate the *Horticulture Inspection* page. The inspection page will display by default.

The inspection record will remain **Active** until the record is withdrawn, submitted, or cancelled.

> ! While the record is active, the date provided at the top of the horticulture inspection record is the date the inspection record was initiated.

### Horticulture Inspection page

The *Horticulture Inspection* page will display the following key sections:

- **RFP details** – populated based on RFP information extracted from EXDOC.
- **Flow path details** – allows you to record or change the flow path inspection result.
- **Outcome details** – allows you to select the inspection sampling rate and trade description results and provides a summary of the inspection outcomes.
- **Results** – where you record the inspection results.
- **Comments** – where general comments, such as additional requirements for protocol markets, can be recorded, see *Section 3.8 Adding comments to a record* of the PEMS AO user guide – Overview and General Functions.

Step-by-step instructions on how to record or change data on this page is provided below.
Opening the Request for Permit (RFP) details

To open the RFP details, click the **Inspection** tab and then click **Open** under the RFP details section.

The **Request For Permit** page will display.

The **Request For Permit** (RFP) page will display a **Summary** of the RFP from EXDOC, as well as the **Request for permit lines** that make up the inspection record (for more information on the **RFP tabs** see **Section 4 RFP functions in PEMS (commodity inspections)** of the PEMS AO user guide – Overview and General Functions.

Click **Open** beside any RFP line to view the details of that line.

For departmental AO’s only, click **Change** beside **Comments** to record comments at the RFP level.
The RFP line window will display the details of the commodity line as provided on the RFP in EXDOC. Click Previous and Next to navigate between the RFP line windows.

Click Close to exit the RFP line window at any time and return to the Request For Permit page.

Returning to the inspection page

To return to the Horticulture Inspection page, click the Inspections tab. The full list of inspections relating to the RFP will display. For more information see Section 4.3 Navigating to related inspections/calibrations from the RFP of the PEMS AO user guide – Overview and General Functions.

Click Open beside the ‘Active’ inspection record.
The *Horticulture Inspection* page will display.

![Image of Horticulture Inspection page]

**Recording Place of Origin and Additional declaration**

Place of Origin and Additional declaration (if applicable) information is to be recorded for the consignment.

To record the Place of Origin and Additional declaration for the consignment, click the **Inspection** tab and then click **Change** under the RFP details section.

![Image of RFP details with Place of Origin and Additional declaration highlighted]
The *Change Details* window will display.

Where applicable, you must **View** the *Link to Micor*. This will open another window and link you to the Micor case for the commodity and country. Then select the **Additional declaration Verified** checkbox in the *Change Details* window. You will not be able to click the checkbox if you have not verified the Micor case.

Enter the **Place of Origin** information and click **Save**.

![Diagram of Change Details window with annotations](image_url)
The *Horticulture Inspection* page will display the updated **Place of Origin** information and **Additional declaration**¹ information.

![Horticulture Inspection page](image)

¹ Inspection results grid will be enabled only when the additional declaration is set either to ‘No’ or ‘Verified’ and Place of Origin information recorded.

**Edit Exporter name (if applicable)**

There is a field length limitation of 35 characters when the exporter name is extracted into PEMS from EXDOC (system constraint). This means that in some instances the entire exporter name will not appear in PEMS. This change can no longer be made by the AO.

You must check that the exporter name that appears in the inspection record in PEMS matches the exporter name on the RFP.

If the exporter name is not correct, you need to contact [PEMS@awe.gov.au](mailto:PEMS@awe.gov.au) to have the name corrected in the PEMS reference table. Once this is corrected you will not need to request the change again for future inspections/calibrations, as PEMS will save the corrected version of the exporter name for all future records.

If the exporter name is different due to another reason (e.g. legal change of entity name) then these changes must be made in EXDOC through the appropriate process.
Recording reinspection of a consignment

To record that the inspection is a reinspection, click the **Inspection** tab and then click **Change** under the RFP details section. You can use this function to link product to be inspected under a new RFP with the original RFP.
The *Change Details* window will display.

Select the *This is a Reinspection* checkbox and the reinspection section will expand.

Enter the *Original RFP number*. The number must be seven digits long and can be the same as the current RFP number.

Click *Save*. 

![Image of the Change Details window with annotations]

1. This is a Reinspection
2. Original RFP number
3. Save
The *Horticulture Inspection* page will display the updated **reinspection details**.

Verifying import permit details

Import permit details must be verified for the consignment. To verify the import permit details, click the **Inspection** tab and then click **Change** under the RFP details section.
The *Change Details* window will display.

You must verify the *Import Permit* details relevant to the consignment.

Click *Save*. 

![Image of Change Details window]

1. Verify *Import Permit* details.
2. Click *Save*. 

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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.
Verifying treatment details

Treatment details must be verified for the consignment. To verify the treatment details, select the **Inspection¹** tab and click **Change²** under the RFP details section.
The Change Details window will display.

You must verify Treatment details relevant to the consignment. Click Save.

1. Treatment details
2. Save
Recording flow path inspection results

Flow path inspection results must be recorded before entering the commodity inspection results and can be changed at any time until the record is submitted, cancelled, or withdrawn.

To record flow path inspection results, click the Inspection\(^1\) tab and then click Change\(^2\) under the flow path details section.

The Flow Path Details window will display (next screenshot).

Select a flow path Inspection result\(^1\) of ‘Passed’ or ‘Failed’. The flow path details window will expand and you must enter the Authorised Officer\(^2\), Result date\(^3\) and Result time\(^4\).

> All AOs assigned to the inspection will be available to be chosen against a flow path result.

If the flow path is failed, you then have the option to change the flow path inspection result to Passed after rectification\(^1\), if applicable. If the flow path fails, you should not submit the inspection record. The flow path must be passed after rectification (see Section 3.3 Recording a passed after rectification flow path result of the PEMS AO User Guide – Overview and General Functions) before submitting the inspection.

If ‘Passed after rectification’ is selected, the Flow Path Details window will expand and you can select the Authorised Officer\(^2\) and will show the Failed date\(^3\) and Failed time\(^4\) from when it was failed. You must enter a Result date\(^5\) and Result time\(^6\).
If applicable, provide Comments on the flow path inspection (mandatory when the flow path fails or is passed after rectification).

Click Save.

| ! | The flow path date/time must not be in future and must be equal to or greater than the start time/date and equal to or less than the end time/date of the inspection. |
| ! | If you fail the flow path initially and then provide a ‘Passed after rectification’ result, rectification date/time must be after the flow path failed date/time. |

| ! | The whole consignment presented for inspection will fail if the flow path receives a ‘Failed’ result. Do not continue with the commodity inspection as you will not be able to add results against RFP line. |
| ! | You must enter an appropriate time entry record (see Section 3.4 Time Entry of the PEMS AO user guide – Overview and General Functions) before the inspection record is submitted on PEMS. |
The Horticulture Inspection page will display the updated flow path Inspection result¹ and PEMS will populate the name of the Authorised Officer² who recorded the flow path inspection results in PEMS.

¹ Inspection result
² Authorised Officer
Recording trade description result

You can enter the trade description results for the inspected consignment by clicking the **Inspection** tab and then click **Change** under the Outcome details section.

![Horticulture Inspection screenshot]

The **Outcome Details** window will display.

The trade description result field is mandatory. Select the **Trade description matched** checkbox and then click **Save** (the trade description and sampling rate must be entered before saving the **Outcome Details** window).

![Outcome Details screenshot]

The **Horticulture Inspection** page will display the **Trade description** result.
Selecting sampling rate

To select a sampling rate for the consignment, click the **Inspection** tab and then click **Change** under the Outcome details section.

The **Outcome Details** window will display.

Select an appropriate **Sampling rate** of 2% (two percent) per line, 2% (two percent), 600 units, 600 units per line, or Other (for more information see below). Click **Save**.
If the **Sampling rate** is set to *Other* the **Outcome Details** window will expand.

You must specify the sampling rate used in **Sampling Description**. Click **Save**.
Compliance Labelling

If there is at least one commodity on the RFP for a protocol market the Compliance labelling verified checkbox will be displayed. You will have to verify compliance labelling in the Outcome Details window before proceeding with inspecting the consignment.

After you click save, the Horticulture Inspection page will display the chosen Sampling rate.

Based on the sampling rate, PEMS will populate the Target quantity to be inspected. As inspection results are entered, PEMS will automatically keep a Progressive count of the numbers of units sampled and record the Total passed and Total failed for the consignment. If Compliance labelling is applicable to the record it will be indicated in this field.
The inspection record can be submitted in PEMS when the progressive count does not meet the target quantity. However, PEMS will display a warning message and confirm that you wish to proceed with the submission where the target quantity is not met.

**Warning message**¹ for 600 units or 2% sampling rates.

![]

**Warning message**¹ for per line sampling rates.

![]

¹ If the Other sampling rate is selected you must manually enter the ‘Total passed’ and ‘Total failed’ into the inspection record, as shown in the screen shot above. ‘Total passed’ and ‘Total failed’ must be equal to the ‘Total quantity’.
Splitting lines on the inspection record

For Horticulture Inspection records, you can split the parent RFP lines of the record where key information regarding the inspected consignment is not provided on the RFP in EXDOC, or does not extract into PEMS, but is important for the traceability of goods.

RFP lines should be split where it is possible to differentiate between a unique and identifiable source of the goods for the RFP line, such as:

- grower
- lot
- packhouse.

To split lines in the inspection record, click **Split line** beside the appropriate parent RFP line. Any parent RFP line presented for inspection can be split any number of times.

The inspection Results window for the new line will display (see second screenshot in the Recording inspection results for horticulture section below and continue to record the results for each line).
Recording inspection results for horticulture

PEMS will provide different sample guide columns\(^1\) to assist you with tracking the number of units sampled from each RFP line during inspection (next three screen shots). The sample guide provided will depend on the sampling rate you originally selected.

PEMS requires that certain inspection data is entered before an inspection record can be successfully submitted:

- For ‘600 units per line’ and ‘2% (two per cent) per line’ sampling rates, an inspection result must be entered against every RFP line.
- For ‘600 units’ and ‘2% (two per cent)’ sampling rates, an inspection result does not have to be entered against every RFP line.
- For Other sampling rates a result does not have to be entered against every RFP line.

To enter or change inspection results on PEMS click Open\(^2\) beside the appropriate RFP line.

Sampling rates for 600 units per line or 2% (two percent) per line:

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\(^1\) 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.

\(^2\) Plant Exports Management System (PEMS) Authorised officer user guide – Horticulture Inspections

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Sampling rates for 600 units or 2% (two percent):

<table>
<thead>
<tr>
<th>Line</th>
<th>Commodity</th>
<th>Packages</th>
<th>Packaging</th>
<th>Sampled</th>
<th>Result</th>
<th>Authorised officers</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>APPLES</td>
<td>400</td>
<td>CARTONS</td>
<td>0</td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>APPLES</td>
<td>30</td>
<td>CARTONS</td>
<td>0</td>
<td></td>
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<tr>
<td>3</td>
<td>LEMONS</td>
<td>1</td>
<td>CARTONS</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The *Inspection Result Line* window will display.

For each line inspected, the system will display the mandatory fields for the inspection:

- If applicable, enter the **Accredited Farm Block Number**\(^1\) and click **Add**\(^2\). This will validate the Farm Block Number. For each new number, multiple block numbers can be added by clicking the **Add** button again.
- If applicable, enter the **Accredited Packhouse Number**\(^3\) and click **Add**\(^4\). This will validate the packhouse number. For each new number, multiple packhouses can be added by clicking the **Add** button again.
- If applicable, enter the source of the product into the **Line ID**\(^5\), such as grower line and/or lot number.
- Enter the **Number of packages**\(^6\) presented for inspection if the information is not prepopulated (where split line is used, you will need to amend the number of packages specified in the parent RFP line).
- Enter the **Sampled number**\(^7\) of units during the inspection (sampled number must be entered before a result can be selected).
- Select a **Result**\(^8\) of either ‘Pass’ or ‘Fail’ for the line.
- If applicable, select one or more **Remarks**\(^9\) checkboxes (mandatory if the line fails the inspection).
- Select the checkbox(es) of all **Authorised officers**\(^10\) who inspected the line. See [Section 3.1 Assigning authorised officers (inspection records only)](#) of the PEMS AO user guide – Overview and General Functions for more information.
- Click **Save**\(^11\) to save the inspection record and exit the Inspection Result Line window.

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! Additional remarks for protocol markets must be entered into general comments. See [Section 3.8 Adding comments to a record](#) of the PEMS AO user guide – Overview and General Functions.

! When accredited property validation is available you must enter details in the relevant fields so the system can perform the validation. If you discover an error, you **MUST NOT** add or correct details in the comments field – this will not pass at authorisation. You must create a new inspection record to perform the validation.

! Accredited property validation is currently available for the following protocol markets: citrus, avocados, mangoes

! Accredited property validation is not yet available for all horticulture to protocol markets – for these commodities without validation functionality you will need to record accredited property information in the Comments field.
Inspection Result Line 1 - ORANGES - CARTONS - Target 20

Accredited Farm Block Number

Accredited packhouse number

Line ID

Number of packages

1000

Sampled number

Result

Remarks

- Animal faeces
- Contaminant
- Contaminants - Live or Dead rodents
- Dead Insect
- Disease (discoloration)
- Diseases - Virus/Viroid
- Ergots
- Frass
- Inadequate or inaccurate trade description
- Inert material
- Insects - Egg/Moths/Caterpillar (Lepidoptera)
- Insects - Live injurious (Grain and seed inspections only)
- Insects - Moths (Lepidoptera)
- Lesions
- Live Insect
- Live pest
- Mites
- Mould
- Positive ARGT result
- Soil
- Stings
- Weed seeds
- Ants
- Contaminants - Datura spp
- Contaminants - Rodent droppings
- Dead rodent
- Diseases - Bacteria
- Eggs
- Fly
- Fungus
- Incorrect/unclean packaging
- Insect damage
- Insects - Fruit Fly - Egg/Larvae/Adult (Diptera)
- Insects - Live non-injurious (Grain and seed inspections only)
- Larvae
- Live field species
- Live insect pest
- Live rodent
- Moth
- Nematodes
- Rot
- Spider
- Thrips

Authorised officers

- Vendor Test2

Previous  Next

Save
An error will appear if the incorrect accredited farm block number or accredited packhouse number is being added to the inspection record. This will not allow the inspection result to save.

To resolve this, contact the exporter to confirm the accredited farm block or packhouse numbers are correct. If errors continue with the correct information, contact the PEMS Administrator.

Once the inspection result is saved, the Horticulture Inspection page will display the new split lines\(^1\). You can Remove\(^2\) the split line(s) up until the inspection is submitted, withdrawn, or cancelled.
New Zealand Inspector details (if applicable)

When the destination country is New Zealand, the Inspection Result will ask for the Inspector Details\(^1\). Enter the name of the inspector in this section.

1 The Inspector Details is a free text box and the information entered in this section will appear on the Horticulture Inspection report under Compliance Comments.
**Fumigation required (for Citrus only)**

When entering an Accredited Farm Block Number, it may trigger a warning that states **Fumigation Required**.

If fumigation is required, you will not be able to submit the inspection until a treatment certificate has been attached to the inspection record. For more information on how to add this certificate see [Section 3.5 Communications – attaching files to a record](#) of the PEMS AO user guide – Overview and General Functions.

![Inspection Result Line 1 - ORANGES - CARTONS - Target 26 - 3003](image)
Pest Concern

When applicable, the remark/s selected in the *Inspection Result* section, may trigger a pest concern for potential fruit fly contamination. The *Pest Concern* section will appear.

You must select **Change**¹ to update the information.

Depending on the remark and/or market, one of the *Pest Notification Details* windows will appear. Select the **relevant answer**¹ within the window, then click **Save**².

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¹ Change
² Save
When **Notify HEP** is selected, the system will automatically generate an email to advise the program of the pest concern.

### Setting the line ID for the inspection results

Where the line ID for all RFP lines for the consignment will be same, you can set the line ID across all the RFP lines. Click **Set line ID**.

The **Line ID** window will display.

Enter the appropriate **Line ID**. Click **Save**.
The *Line ID* will display in the *Inspection Result Line* window for each RFP line.
Navigating between line inspection windows
You can navigate between the line inspection windows by clicking Previous or Next at the bottom of the window. The inspection result for each line will automatically save when you navigate between windows in this manner.

Completing and submitting the inspection record
The inspection record can only be submitted in PEMS after:
- all inspection results and data are recorded appropriately, unless the flow path failed inspection
- a Time Entry is provided for all AOs who recorded inspection results
- if applicable, attachments and correspondence relating to the inspection are added under the Communications tab.

Details on the Time Entry and Communications tabs can be found in Section 3 General PEMS functions of the PEMS AO user guide – Overview and General Functions.

When you are ready to submit the inspection record, click the Actions tab and then click Submit.

For more information on Downloading, Cancelling or Withdrawing the inspection, see Section 3.6 Actions tab of the PEMS AO user guide – Overview and General Functions.

! Once the inspection record is submitted, the record will become read-only, and you will be unable to make changes to the data provided. If you need to make changes to the record, see Section 3.6. Actions tab – Reactivating a completed record of the PEMS AO user guide – Overview and General Functions.
A pop-up window will ask you to confirm that you want to submit the inspection. It will also ask if you want to email the exporter/EDI user on the submission of the inspection. When selecting this option, the Inspection submit confirmation box will expand.

Enter the email address, this can be multiple email addresses each separated by a comma. Enter in any Comments that are to be included in the email. Click Save.

The Horticulture Inspection record status will display as Completed.
Expiration date for horticulture inspection

Following the submission of the Horticulture Inspection record, an expiry date will be allocated to the goods which have passed assessment. The expiry date is automatically calculated as 28 days from the first date of the first-time entry.

To view the expiration date, click the Inspection¹ tab and the Expiry date² will display under the Inspection validity section.

If the horticulture consignment expiry date is extended, you can view the reason for the expiry date extension by clicking History³ under the Inspection validity section.

The Expiry History window will display.

Click Close¹ to exit the window.

! The date(s) specified on the completed inspection record will be the start date and end date for the inspection. The inspection record date corresponds with the earliest and latest time entry across all AOs for the inspection.
Related material

The following related material is available on the department’s website:

- Micor Plants (importing country requirements, protocols and work plans)
- Protocols, work plans
- Plant Export Operations Manual
  - Reference: PEMS AO user guide – Overview and General Functions
    - Empty container inspections
    - Grain and Plant Product inspections
    - Bulk vessel inspections
    - Bulk into ship hold inspections
    - Quality systems recognition inspection
    - In-transit cold treatment calibration records
- The following related material is available on the department’s Learnhub:
  - Plant Export Management System (PEMS) video tutorials

Contact information

- Authorised Officer Hotline: 1800 851 305
- Authorised Officer Program: PlantExportTraining@awe.gov.au
- PEMS Administration: PEMS@awe.gov.au
**Document information**

The following table contains administrative metadata.

<table>
<thead>
<tr>
<th>Instructional Material Library document ID</th>
<th>Instructional material owner</th>
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<td>IMLS-9-7599</td>
<td>Director, Business Systems Program</td>
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**Version history**

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

<table>
<thead>
<tr>
<th>Version</th>
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<tr>
<td>1.0</td>
<td>08/07/2016</td>
<td>New user guide.</td>
</tr>
<tr>
<td>1.1</td>
<td>12/07/2016</td>
<td>Minor variations for accuracy and clarity.</td>
</tr>
</tbody>
</table>
| 2.0     | 30/09/2016 | Complete document restructure.  
Addition of sections on:  
- Logging into PEMS  
- Calibration records  
- Calibration search. |
| 2.1     | 16/12/2016 | Minor variations for accuracy and clarity.  
Removal of Appendix F – Calibrations and loading  
Removal of Section 2.3 – Calibration search |
| 3.0     | 09/10/2018 | AO user guide updated with PEMS v2.1 enhancements.                                                                                               |
| 4.0     | 23/05/2019 | AO user guide updated with PEMS v3.1 and v3.2 enhancements.                                                                                     |
| 5.0     | 04/11/2019 | Updated with PEMS v3.3 and 3.4 enhancements.                                                                                                     |
| 6.0     | 03/06/2020 | Updated with PEMS 3.5 enhancements.                                                                                                               |
| 7.0     | 28/08/2020 | Removal of appendices from *Plant Exports Management System (PEMS) Authorised Officer user guide* to make each its own user guide.                |
| 8.0     | 30/10/2020 | Update with PEMS v3.8 enhancements                                                                                                               |
| 9.0     | 28/03/2021 | Updated for commencement of the *Export Control Act 2020* and associated Plant Rules.                                                            |
| 10      | 05/07/2021 | Updated ‘edit exporter name’ section of the user guide and removed CGI references in line with the July 2021 release of PEMS                    |
| 11      | 13/09/2021 | PEMS September 2021 update  
- Accredited properties joined the guide  
- Email notification on submission. |