

Wildlife Trade Online Service Application Form Prototype

Consultation Guide



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1 Application form flow

The following diagram illustrates the differences between the current application form and the Online Services prototype application form.

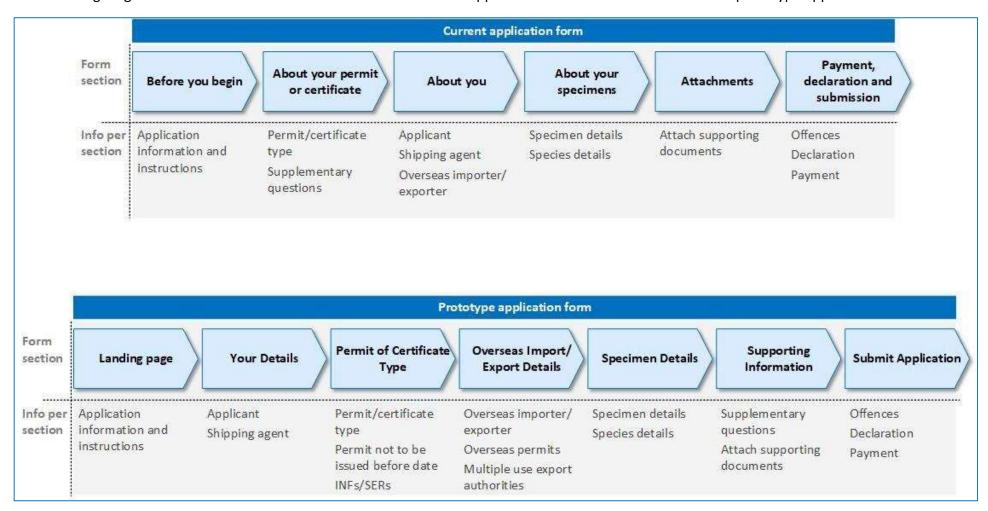


Figure 1 – New application flow

2 Navigating the form

The prototype application form provides multiple ways to navigate through the form. These are outlined below.

2.1 Progress bar

The prototype application form provides a progress bar which allows applicants to navigate from section to section by clicking on a progress bar section heading.



Figure 2 – Progress bar

The prototype application form is not linear, which means that the sections do not need to be completed in any specific order. Applicants can jump between sections at any stage of the application process.

The progress bar also indicates the status of each section as follows:

Section status	Progress bar
Incomplete	Grey line and numbered circle
	3 Overseas Import/Export Details
Complete	Green line and circle with tick symbol
	Your Details
Current section the applicant is working on	Blue line and numbered circle
	2 Permit or Certificate Type

2.2 Action buttons

At the bottom of each section up to four action buttons are provided which enable navigation through the form.



Figure 3 - Action buttons

The buttons provide the following functions:

- **Exit** exit the application and return to the dashboard.
- Save draft save a draft of the application to which the applicant can return later. Saved applications are stored in *My applications*.
- Save and Go Back save data in the current section and go back to the previous section.
- Save and Continue save data in the current section and go to the next section.

3 Registration and Log in

To utilise the Department's Online Services portal the applicant must register for an account.

1. Click the Register for Online Services link below the Email and Password fields.

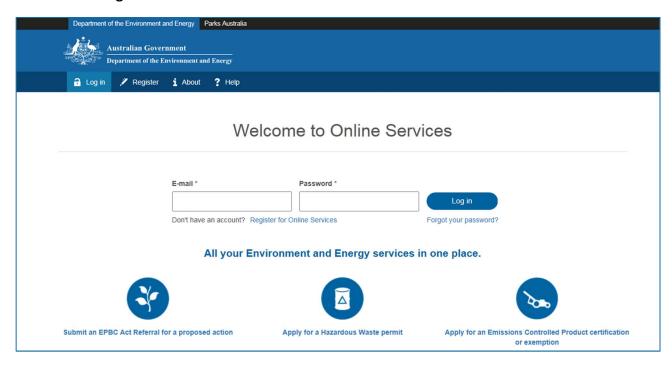


Figure 4 - Log in screen

2. The registration screen will be displayed.



Figure 5 - Registration screen

- 3. Enter the First Name, Last Name, Email Address, create a password and accept the terms and conditions. All fields are mandatory.
- 4. Click Register.
- 5. An email requesting the account be activated will be sent to the email address entered as part of registration.
- 6. Follow the instructions in the email.
- 7. Once registration is complete the applicant can log into the Online Services portal and use the Wildlife Trade application form.

4 Access the Wildlife Trade application form

Upon initial entry to the Online Services portal a dashboard that enables access to a range of the Department of Environment and Energy's services will be presented.

To access the Wildlife Trade permit application form **click the Wildlife Trade Permit Application tile**.

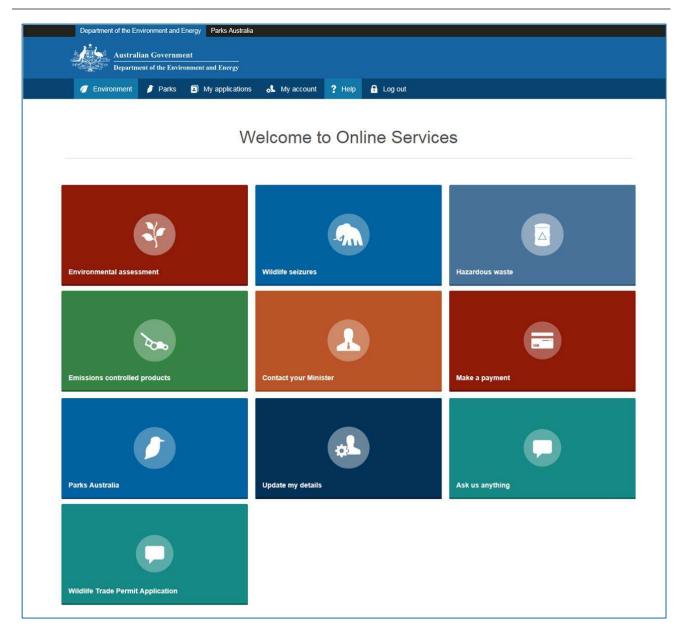


Figure 6 – Dashboard

4.1 What's coming?

4.1.1 Landing page

A landing page containing information pertinent to completing the permit application.

5 Your Details

The first section of the prototype application is Your Details. The Your Details section defines for whom the permit application is being lodged.

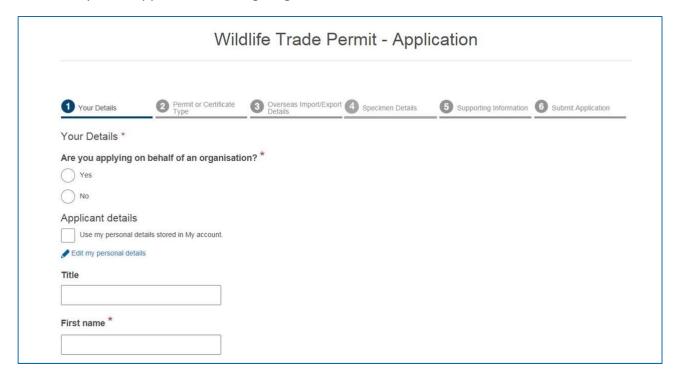


Figure 7 - Your Details

5.1 What's new?

The Online Services permit application form enables an applicant to use their personal account and/or saved organisation details to complete the Your Details section. This means the applicant will not be required to re-enter the individual and/or organisation details every time they submit an application.

5.2 Apply as an individual

To apply as an individual:

1. Under the Are you applying on behalf of an organisation? question select No.



Figure 8 – Apply as an individual

5.2.1 Use account details

To use the currently logged on user's personal account details:

- 1. Select the Use my personal details stored in My account checkbox.
- 2. The applicant details will be populated with the logged on user's account details.

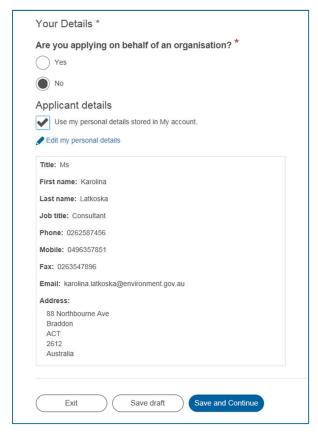


Figure 9 – Use personal account details

5.2.2 Manual entry

If the logged on user does not wish to use their account details, for example a Shipping Agent applying on behalf of an individual:

- 1. Leave the Use my personal details stored in My account checkbox empty.
- 2. Enter the applicant details manually.

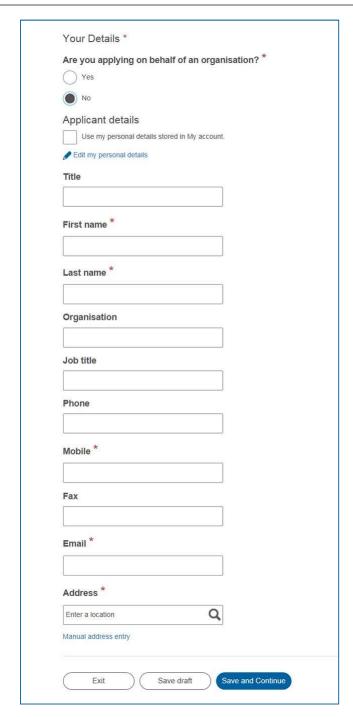


Figure 10 – Manual applicant entry

5.3 Apply as an organisation

To apply as an organisation:

1. Under the Are you applying on behalf of an organisation? question select Yes.

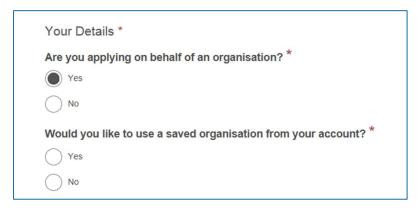


Figure 11 - Apply as an organisation

5.3.1 Use a saved organisation

To use a saved organisation:

- 1. Under the **Would you like to use a saved organisation from your account?** question **select**Yes.
- 2. A drop down list displaying all the saved organisations for the logged on user will be displayed.
- 3. **Select an organisation.** If the organisation required is not in the list it can be added by clicking on the *Add a new organisation to your account* link.
- 4. The organisation fields for the saved organisation will be displayed.

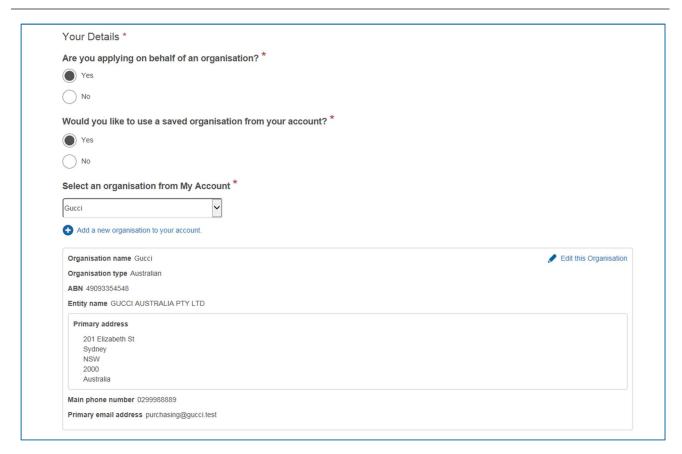


Figure 12 – Use a saved organisation

5.3.2 Manual entry

To manually enter the organisation:

- 1. Under the Would you like to use a saved organisation from your account? question select No.
- 2. Enter the organisation details manually.

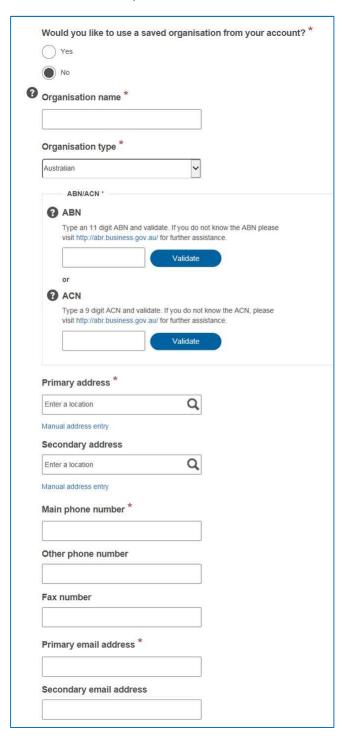


Figure 13 - Manual organisation entry

5.4 What's coming?

5.4.1 Shipping agent

As per the current form, applicants will be able to nominate a shipping agent to move goods on their behalf.

A new feature regarding shipping agents is the ability to nominate which documents and/or requests are to be sent to the shipping agent for a permit application. The options available will be:

- All documentation and requests.
- Final documentation (this includes the permit and any other documentation regarding the outcome of the application).
- Requests for information (if insufficient information is provided with the permit application the Department will send a request for information).
- Requests for payment (if additional payment is required to process a permit application the Department will send a request for payment).
- None of the above.

5.5 Refined applicant address details

The prototype currently does not differentiate between physical and postal addresses for applicants. This will be refined to ensure that a physical and postal address can be entered for both organisations and individuals.

6 Permit or Certificate Type

The Permit or Certificate Type section of the application enables applicants to specify the type of permit for which they wish to apply.

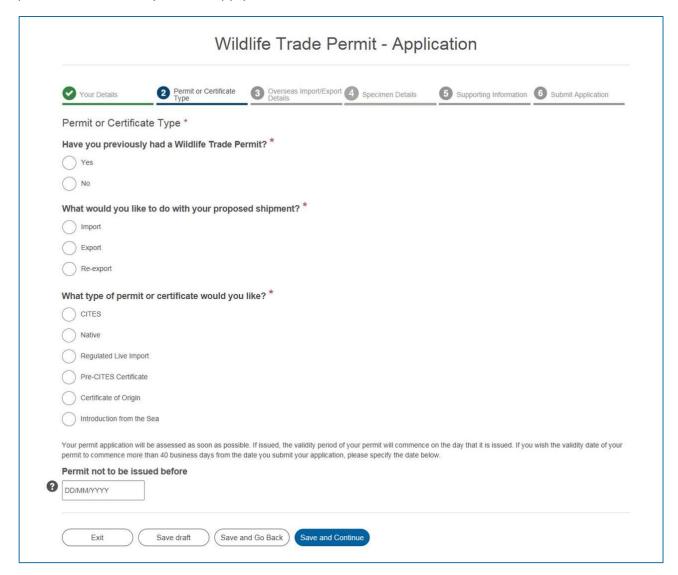


Figure 14 - Permit or Certificate Type

6.1 What's new?

There are several new features when it comes to specifying the type of permit. The Department has streamlined the way information is collected to assist applicants and improve data quality.

6.1.1 Order of permit type questions

The order in which the permit type questions appear has changed. Applicants will first be asked in which direction specimen(s) are to be shipped and then specify the type of permit required. The current application form combines these two questions. The applicant will then be asked to provide the purpose and whether a single use permit or a multiple consignment authority is required.

6.1.2 Requesting INFs and SERs

If applying for a Multiple Consignment Authority that requires lodgement of Import Notification Forms (INF) or Specimen Export Records (SER), the applicant will be asked to specify the initial number of INFs or SERs required as part of the permit application process.

The How many Import Notification Forms do you require? or How many Specimen Export Records do you require? question will be displayed following entry of the permit/certificate details.

Please note, further INF/SERs will still be able to be requested from the Department if required.

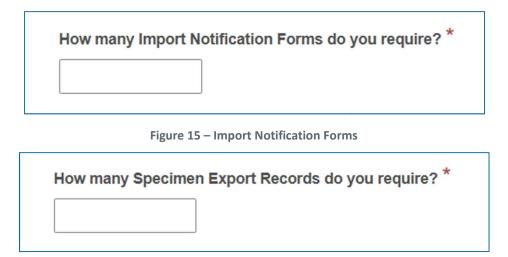


Figure 16 - Specimen Export Records

6.1.3 Multiple use export authority

If applying for a CITES import multiple consignment authority the applicant will be asked, as part of the application process, if they have a multiple use export authority from the country of export. If yes, they will be required to provide the details of the multiple use export authority as part of the Overseas Import/Export Details section of the form.



Figure 17 - Multiple use export authority

6.1.4 Request permit for a later date

Applicants will be able to request their permit be issued at a date that is greater than the 40 business day statutory assessment timeframe.

Your permit application will be assessed as soon as possible. If issued, the validity period of your permit will commence on the day that it is issued. If you wish the validity date of your permit to commence more than 40 business days from the date you submit your application, please specify the date below.

Permit not to be issued before

DD/MM/YYYY

Figure 18 - Permit not to be issued before date

6.1.5 Supplementary questions moved to a later section

The supplementary questions usually provided at this stage of the application have been moved to the Supporting Information section of the application.

6.2 Specify permit type

To specify the type of permit for the permit application:

- 1. Under the **What would you like to do with your proposed shipment?** question **select the shipment direction** (ie. import, export or re-export) for your specimen.
- 2. The values available for selection in the next question will filter to only display the allowed permit types depending on whether import, export or re-export was selected in the previous question.

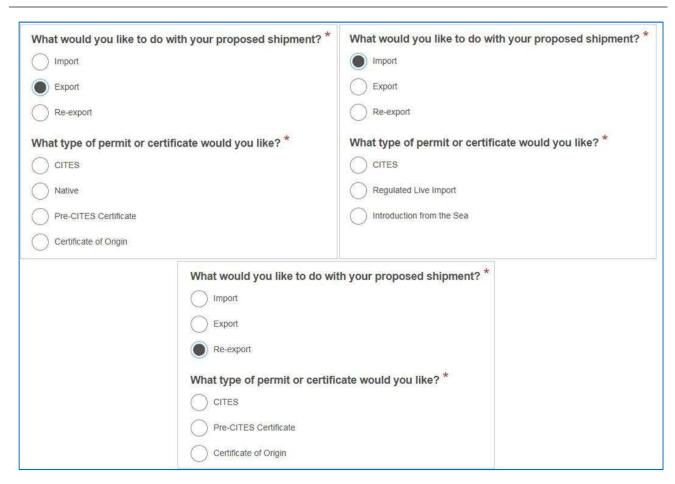


Figure 19 - Filtered permit types

- 3. Select the permit type.
- 4. The values available for selection in the next question will filter to only display the allowed purposes depending on permit type selected in the previous question.

What type of permit or certificate would you like? *	What type of permit or certificate would you like? *
● CITES	CITES
Regulated Live Import	Regulated Live Import
Introduction from the Sea	Introduction from the Sea
What is the purpose of your proposed shipment? *	What is the purpose of your proposed shipment? *
Household Pet	Household Pet
Personal Item	Commercial
Commercial	Research
Research	Conservation Breeding or Propagation
Conservation Breeding or Propagation	Education
Education	Exhibition
Exhibition	Travelling Exhibition
Travelling Exhibition	Testing

Figure 20 - Filtered permit purposes

5. Select the permit purpose.

6. The Would you like a Single Use Permit or Multiple Consignment Authority? question will be displayed. Please note, this question will only be displayed if the type of permit allows for either a single use permit or multiple consignment authority. If the type of permit can only be a single use permit or can only be a multiple consignment authority this question will not be displayed.

7. Select Single Use Permit or Multiple Consignment Authority.

If the application is for a multiple consignment authority the *How many Import Notification* Forms/Specimen Export Records do you require? question may be displayed.

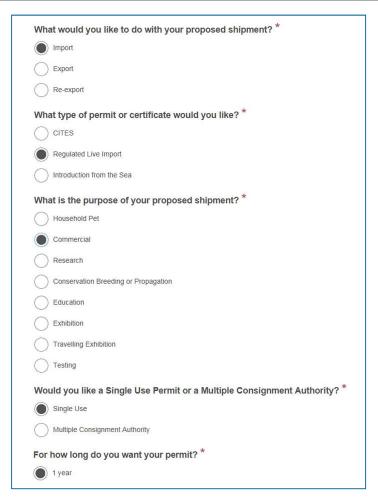


Figure 21 – Permit type selections

8. The permit validity periods allowed for the permit type will be displayed under the *For how long do you want your permit?* question. The validity period may be restricted to 6 months or 1 year depending on the type of permit and whether or not the applicant has previously been issued a Wildlife Trade permit.



Figure 22 – Permit validity periods expanded

9. Select a permit validity period.

7 Overseas Import/Export Details

The Overseas Import/Export Details section allows entry of all details pertaining to the overseas importer or exporter and overseas permit details.

To enter the overseas importer or exporter details:

1. Enter the overseas importer or exporter's name, address and contact details.

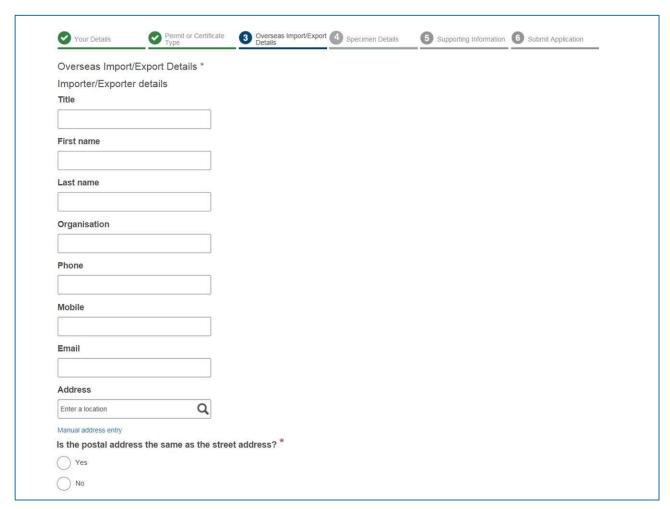


Figure 23 - Overseas Import/Export Details

7.1 What's new?

7.1.1 Enter overseas permit details

As per the current application form, if applying for a CITES import or re-export permit the applicant will be asked if overseas permits have been issued for the specimens to be shipped. The prototype application form continues to do this but also requests the details of each overseas permit be entered.

To enter an overseas permit:

1. Click the Add overseas export/re-export permit link.

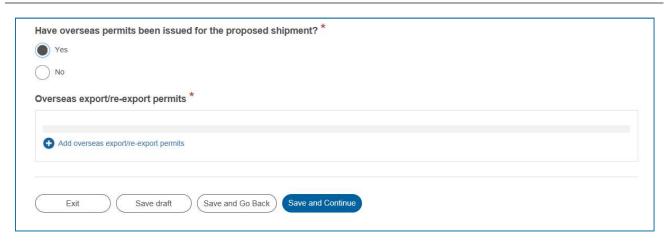


Figure 24 – Add overseas permits

- 2. The Overseas Export/Re-export Permit sub-form will be displayed.
- 3. **Enter** the overseas **permit number**, **date issued and the issuing country**. All fields are mandatory.
- 4. Click Submit.

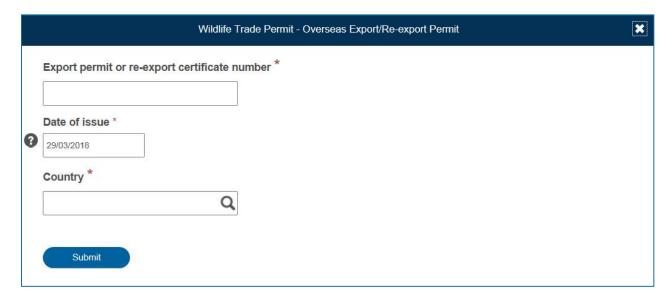


Figure 25 – Overseas permit sub-form

- 5. The overseas permit details will be displayed in the Overseas export/re-export permits grid on the application and made available for cross-referencing against species in the Specimen Details section of the application (refer section 8.3).
 - Multiple overseas permits may be entered.
 - Please note, this feature is still under construction and the details of the overseas permits are not yet displayed.

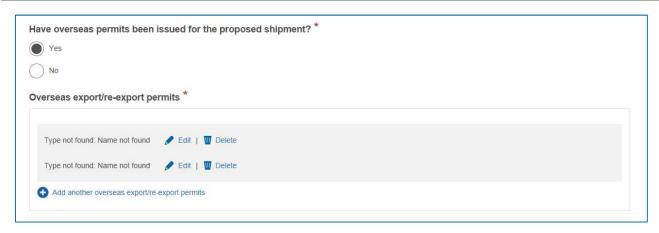


Figure 26 - Overseas permit grid

7.1.2 Enter overseas multiple use export authority details

As mentioned in section 6.1.3, if an applicant has indicated they hold a multiple use export authority from the overseas exporting country they will be required to provide the multiple use export authority details as part of the Overseas Import/Export Details.

To enter the multiple use export authority details:

1. Click the Add multiple use export authority link.



Figure 27 - Add multiple use export authority

2. The multiple use export authority sub-form will be displayed.

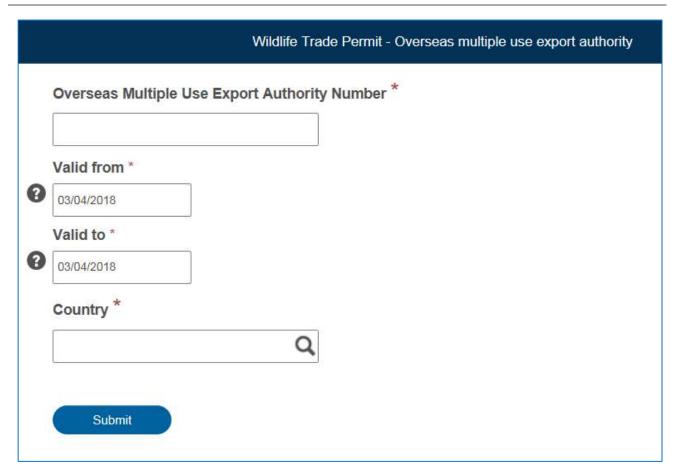


Figure 28 – Overseas multiple use export authority sub-form

- 3. **Enter** the Overseas multiple use export authority **number**, **valid from and valid to dates**, **and the issuing country**. All fields are mandatory.
- 4. Click Submit.
- 5. The multiple use export authority details will be displayed in the multiple use export authority grid on the application.

Multiple overseas multiple use export authorities may be entered.

Please note, this feature is still under construction and the details of the multiple use export authorities are not yet displayed.



Figure 29 – Multiple use export authority grid

8 Specimen Details

The Specimen Details section of the prototype application enables an applicant to define the specimen(s) proposed for shipment.

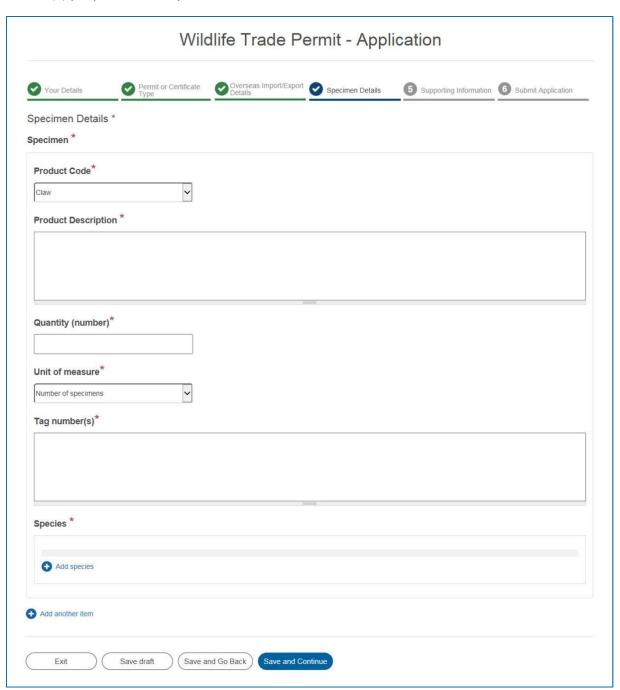


Figure 30 – Specimen Details

8.1 What's new?

8.1.1 Multiple species per specimen

The way specimens and their associated species are entered has changed significantly in the prototype application form. The most significant change is the ability to enter multiple species per specimen.

For example, if a specimen is made up of two species, such as a handbag made of crocodile and snake skin, using the current application form the applicant must create a separate specimen for each species. In the case of the handbag, one specimen for the crocodile skin and one specimen for the snake skin. Totalling in two specimens, when there is only one specimen.

The prototype application enables the applicant to create one specimen and select multiple species for that one specimen. This streamlines the process for the applicant as it prevents rekeying of specimen details and improves data quality for the Department.

8.1.2 CITES product codes

Currently, during assessment of an application a Wildlife Trade permit officer will enter the CITES product code for the specimen. The prototype changes this by asking the applicant to select the CITES product code with the aim to reduce application processing time and expedite permits to clients.

Also, upon selection of a CITES product code the Unit of Measure field will default to the CITES preferred unit of measure.

The introduction of this change will improve the quality of data for the Department and, in turn, streamline the Department's reporting requirements for CITES.

8.1.3 Enter overseas permits for each species

As mentioned in section 7.1.1 applicants will be required to associate an overseas permit to a species. The current form requires the applicant to enter overseas permit details at the specimen level only. The prototype application requires the overseas permit details (including country of origin permit details) to be entered against each species.

8.2 Enter specimen details

To enter the specimen details:

1. Select a Product Code.

If 'Live' is selected as the Product Code additional questions will be displayed.

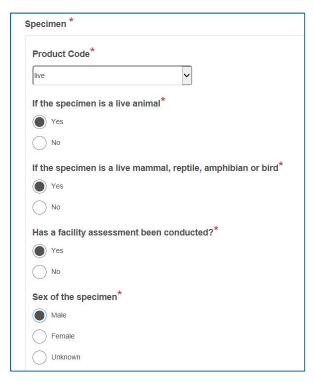


Figure 31 - Specimen - Product Code = Live

- 2. Enter the Product Description.
- 3. Enter the number of specimens in the Quantity field.
- 4. If required, select a different Unit of Measure.

Please note, the Unit of Measure field defaults to the preferred unit for the selected Product Code. If the specimen cannot be measured using the preferred unit the unit can be changed.

5. Tag Number(s) may be entered if applicable.

8.3 Enter species details

To add one or more species to a specimen:

1. Click the Add species link.



Figure 32 – Add species

- 2. The Species sub-form will be displayed.
- 3. Click in the Scientific Name to search for and select a species.

Please note the following:

• Only a subset of species are available as part of the prototype.

- Currently only search on Scientific Name is available.
- Auto-populating the Common Name upon selection of a scientific name is under construction.
- 4. Select a Source Code.
- 5. If applying for a CITES permit, select the CITES appendix.

As mentioned in section 7.1.1 applicants will be required to associate an overseas permit to a species. This feature is still under construction and unavailable in the prototype.

6. Click Submit.

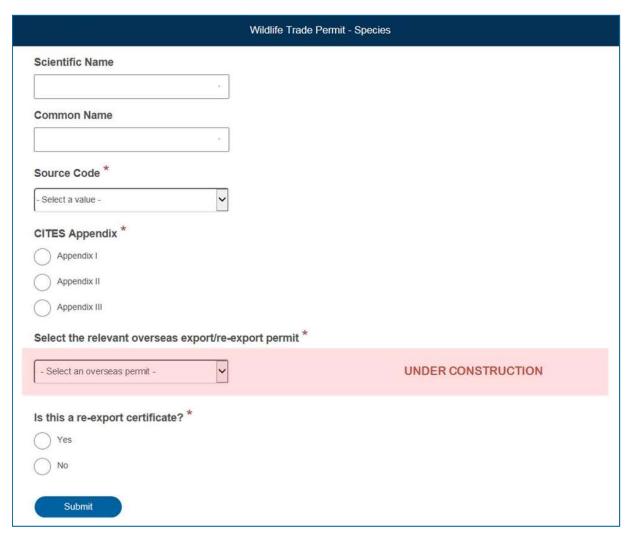


Figure 33 - Species sub-form

7. The species details will be displayed in the Species grid on the application.

Multiple species may be entered.

Please note, this feature is still under construction, therefore the details of the species are not yet displayed.

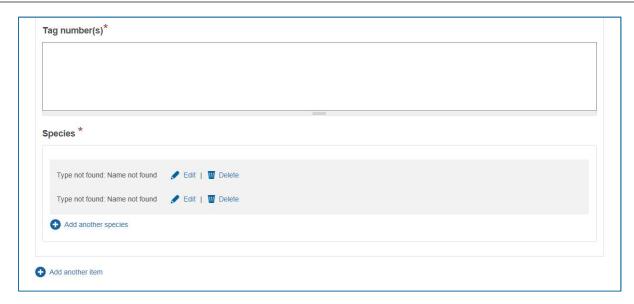


Figure 34 – Species grid

9 Supporting Information

The Supporting Information section enables the applicant to answer any supplementary questions regarding their permit application and upload the required supporting documentation.

The supplementary questions and required supporting documents will vary depending on the type of permit application. Some permit types do not have any supplementary questions.

Please note, the prototype application currently only includes supplementary questions for Exhibition permits and CITES commercial import single use permits.

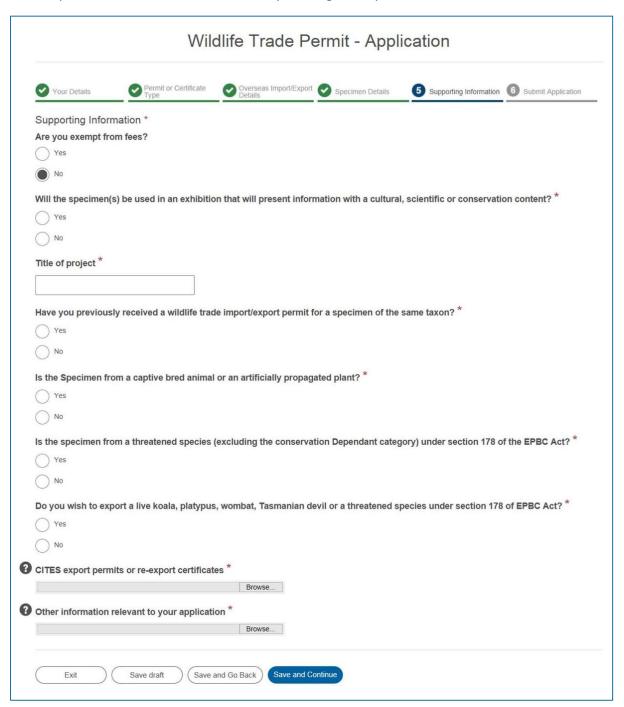


Figure 35 - Supporting Information

To upload a document:

- 1. Click the Browse button for the document to be uploaded.
- 2. A directory browser will be displayed.

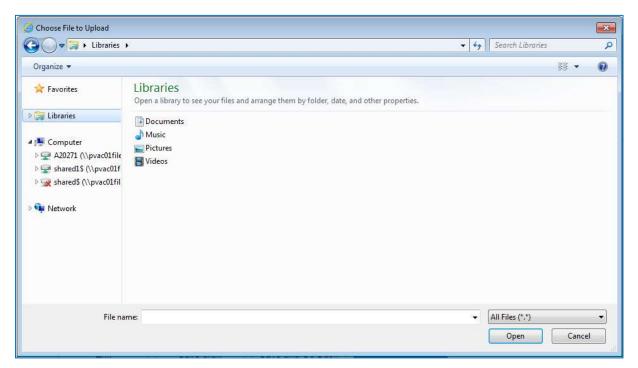


Figure 36 - Directory browser

- 3. Locate and select the document to be uploaded.
- 4. Click Open.
- 5. The document file path and name will be displayed in the document upload field.
- 6. Click Upload.

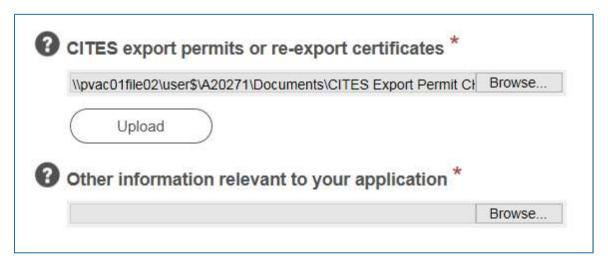


Figure 37 – Selected document to upload

7. The document will be displayed in a table beneath the document upload field.



Figure 38 - Uploaded document table

9.1 What's new?

9.1.1 Commercial Personal Baggage Permit applications

The prototype allows commercial Wildlife Trade clients to request Personal Baggage permits for specimens without needing to submit a separate permit application.

If the application is for a CITES import commercial single use permit the applicant will be asked if Personal Baggage permits are required to re-export the specimens. If yes, the applicant will be charged for both the Commercial and Personal Baggage permits upon submission of the Commercial application.



Figure 39 - PBP required for CITES Commercial Import

10 Submit Application

The Submit Application section allows the applicant to declare any offences and that all information is true and correct.

To submit the application:

- 1. Answer the offences question.
- 2. Select the declaration checkbox.
- 3. Click Submit.

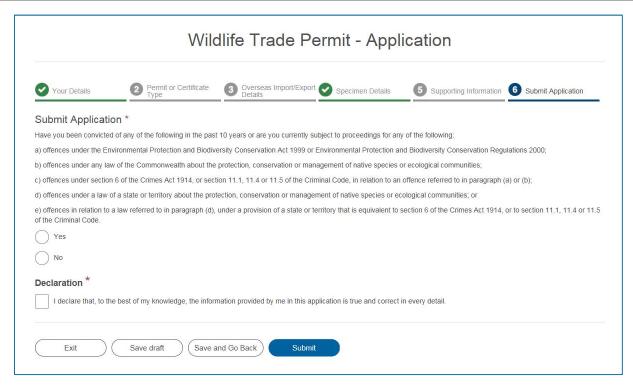


Figure 40 - Submit Application

4. If any required information is missing from the permit application an error summary will be displayed advising in which sections the information is required.



Figure 41 – Submission error summary

10.1 What's coming?

10.1.1 New payment gateway

The Department is looking at changing the way payments are received Department-wide. This means different payment options may be available to Wildlife Trade clients. Final details of the new payment gateway are yet to be confirmed.

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