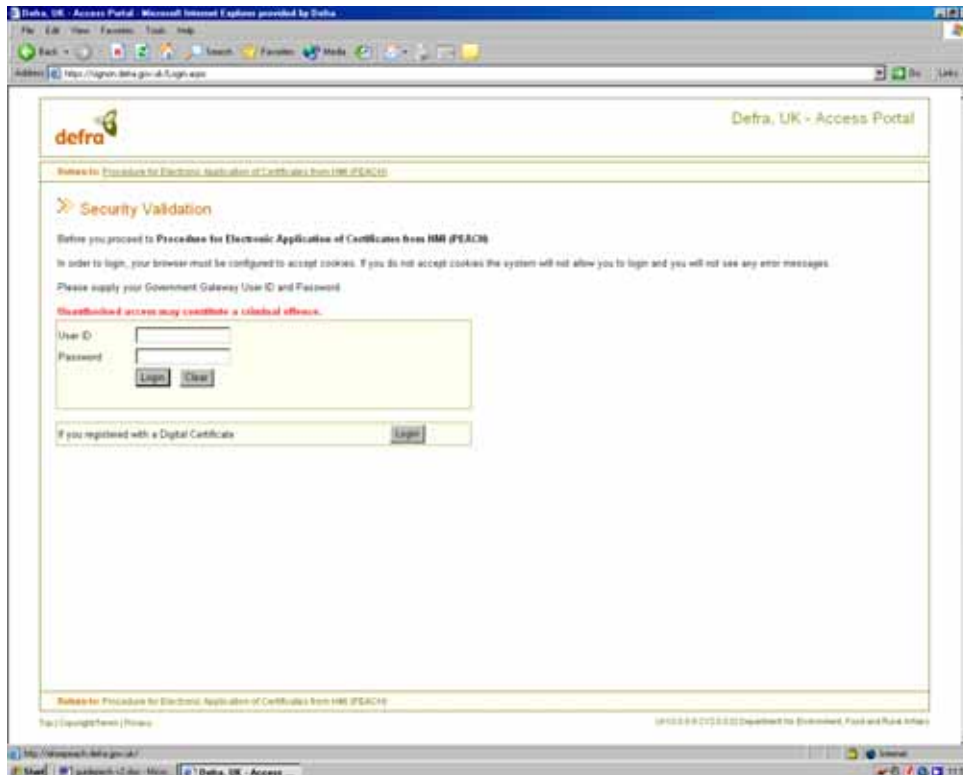


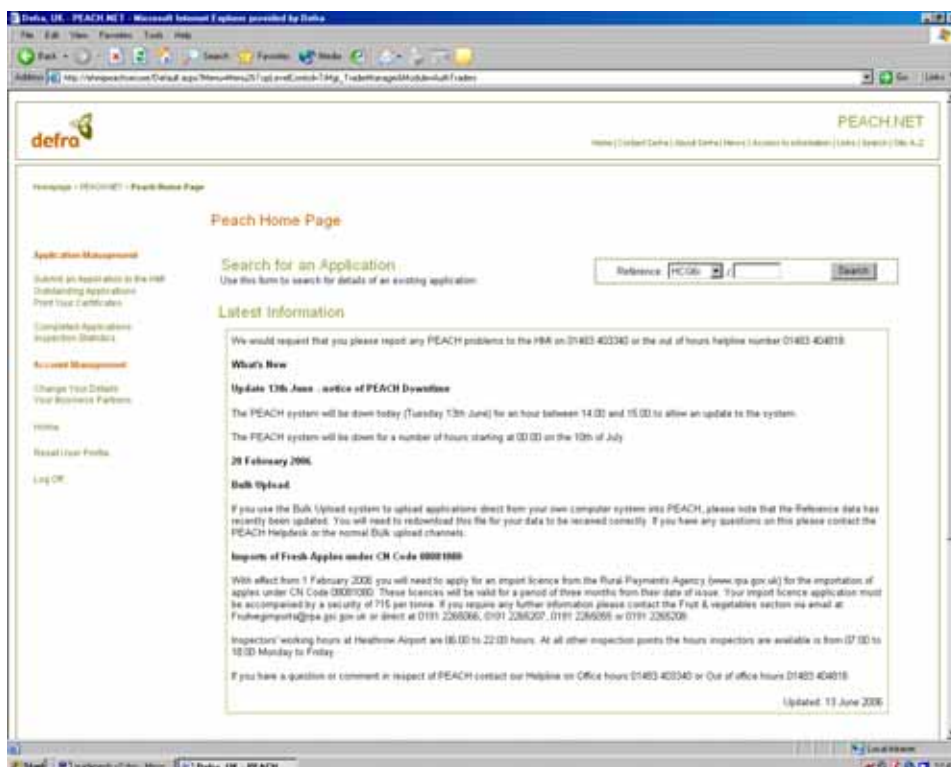
# A Guide to how to use the PEACH system

This guide shows you how to submit an application for a conformity certificate

First Log on using the Username issued and Password devised by you.



On logging in to the system for the first time, you will see the screen below.



To enter an application for a new Inspection and certificate, click on the link 'Submit an application to the HMI', then click on the drop down list next to the '**Start a New Form**' and then choose the form that you want to complete. Produce for both the fresh market and the processing market will need an appropriate certificate.

You will have five options. They are:-

- 1 Conformity Certificate for Importation into the European Community (HCG 6i)
- 2 Conformity Certificate for Exportation from the European Community (HCG 6e)
- 3 Import Processing Certificate into the European Community (HCG 18i)
- 4 Export Processing Certificate from the European Community (HCG 18e)
- 5 The Undertaking form, (HCG 4). To be used to give the HMI an undertaking of action you will take to bring any defective consignment back into conformity.

These are used respectively for import or export of fresh produce subject to the regulations or the import or export of fresh produce subject to the regulations which is destined for processing or industrial use. For a list of the products please see the log on page.

The following examples relate to completion of the HCG 6i. Other forms are completed in a similar manner.

To enter the information in, select the HCG 6i certificate and then click on Proceed. This will bring up the following screen.

The screenshot displays the PEACH.NET web application interface. The browser window title is 'Defra, UK - PEACH.NET - Microsoft Internet Explorer provided by Defra'. The address bar shows 'http://www.peachscs.co.uk/Default.aspx?Menu=Menu&Module=FormLaunch'. The page header includes the 'defra' logo and 'PEACH.NET' with navigation links: 'Home | Contact Defra | About Defra | News | Access to information | Links | Search | Site A-Z'. The main content area is titled 'Conformity Certificate for Importation into the EC (HCG6i)' and is labeled 'Screen 1 of 5 - Application Details'. The form is organized into four sections:

- Importer Details:** Includes fields for Importer Name (Training Importer Test), Address (Room X), Government Buildings, Town (Guildford), County (Surrey), Postcode (GU1 2LD), and Email (sam.gray@gsa.gov.uk).
- Contact Details:** Includes fields for Name, Telephone, and Agent (No Agent Involved).
- Transport Details:** Includes fields for Country of Origin, Method of Transport (Air), Airway Bill No., Further Transport Details (e.g. Further consignment identification), Customs Office, and Customs Import Reference No.
- Packer Details:** Includes a field for Name (As it appears on the consignment).

The browser's taskbar at the bottom shows the Start button, several open applications (including 'peachscs v2.0.0 - Mozilla', 'Defra, UK - PEACH...', 'Inbox - Microsoft Outlook', and '2 Friends'), and the system clock showing 12:37.

Fields which are mandatory, i.e. must be completed, are coloured in a peach colour. Those which are white indicate that the information is voluntary but will greatly assist the inspector to inspect and certificate the consignment and make a judgement as to whether the consignment requires an inspection. If mandatory fields are not completed the system will not allow you to move to the next page.

You can see that the Importer name and address is already completed. This is because when you log in, the system knows who you are from the records held in the system and populates these fields immediately.

The following information is needed for the following fields: This completes the first page of the form, Click on '**Next**' to move to the second page. If an error is found in the screen or if a mandatory field has not been completed an error message will appear.

Contact name	Enter the name of the person who will be responsible for the consignment within your company
Contact Telephone	Their telephone number

Method Of Transport	Please select the method of transport through which the consignment will be arriving in this country, i.e. Air, electing the appropriate method means that the following field changes to the appropriate entry
Airway Bill no., Bill of Lading No., or CMR Form No.	Enter the information as appropriate depending upon the method of transport.
Further Transport Details	Please enter here any other information which will help the inspectors to be able to identify the consignment concerned.
Customs Office	Please enter the Customs office that the consignment will be entered through.
Customs Reference Number	Please enter here the Customs reference number.
Packer Name	Please enter here the name of the packer of the goods as it appears on the side of the packages concerned. Where this is not known you may need to contact the exporter of the consignment
Packer Address, including Town, County Post Code	Enter the Address of the Packer as on the consignment filling out the fields as appropriate, but giving as much information as is available to help the inspectors identify the consignment concerned.
Date / Time of Inspection	Please enter the date and time that the consignment will be available for the inspectors to inspect the consignment. Please enter in the format dd/mm/yyyy for the date and hhmm for the time. Accurate completion of this Date / Time field will help the inspectors to plan their workload and work to the benefit of all companies entering consignments.



You will see that at the top the table headings are present but that no consignments are present. To add the first consignment, click on '**Add new consignment details**'. This will bring up the following screen:

The screenshot shows the 'Consignment Details' form in a web browser. The form contains the following fields and options:

- Quality Class: A dropdown menu.
- Commodity: A dropdown menu.
- Mark of consignment (e.g. Brand Name): A text input field.
- Container number(s): A text input field.
- Size: A text input field.
- Number of packages: A text input field.
- Type of Packaging: A dropdown menu.
- Individual weight per package box (kg): A text input field with a unit dropdown set to 'kg'.
- Total Net Weight: A text input field.
- Is the consignment being transported in a Controlled Atmosphere Container?: A checkbox.
- Buttons: Home, Conditions, Help, Cancel, Save.

At the bottom of the form, there is a footer with the text: 'Copyright Terms | Privacy (AV1) 0.3.05 C:\0.3.05\ Department for Environment, Food and Rural Affairs'.

This should then be completed as fully as possible. The fields should be completed as below.

Quality Class	Click on the Quality Class drop down box and you will be able to enter the quality class that the consignment is claiming. Where no quality class is known or none is present on the package, please select 'None'. As quality class is a requirement for all consignments, an inspection <b>will</b> take place on this consignment. Please make every effort to ensure that your exporters are aware of the requirements for a quality class to be present on the package and for this information to be passed to you.
Commodity	Please select the commodity that you are entering from the drop down list.

Variety / type	Only certain commodities require a variety to be entered. In addition only commodities claiming certain classes require a variety to be present. By entering the commodity and the quality class the system will then decide whether a variety is required. Where it is the field will become mandatory and will turn Peach coloured.
Mark of Consignment	This field is voluntary but obviously any information which helps the inspector to find the correct consignment will be useful and will speed up inspection times and production of certificates.
Container Number or unique identifier	Please enter any number that is specific to the consignment and will help locate it. E.G. the container number or the airway bill number.
Size	Enter the size range of the produce where this is known, e.g. 40-47mm for tomatoes.
Number of Packages	Please enter the number of packages in the consignment, i.e. the number of boxes that make up the consignments. This must be a whole number up to a maximum of 99999. Where there are a number of pre-packs within each box we do not need to know the number of total pre-packs but only the number of 'outers'.
Type of Packaging	Please select one of the categories from the drop down list or the nearest equivalent on the list.
Individual weight per package	This should be the weight for each package not the total weight. Again for prepack consignments, please enter the weight of the outer, not each individual prepack. In addition you can put decimals in here but the field is only five characters including the decimal point, e.g. 123.5
Total Net Weight Field	This is a calculated field based on a multiplication of the above entries

Does the consignment have an existing Conformity Certificate (Control Certificate)	Please indicate by selecting Yes or No whether an existing certificate is present. This may have been issued by an Approved third country, approved by the European Commission. A list of approved countries is available on the HMI Web site, <a href="http://www.rpa.gov.uk">www.rpa.gov.uk</a>
Phyto-sanitary Certificate Number	Certain commodities require a Phytosanitary certificate. If this box is visible once you have entered a commodity then the Phytosanitary certificate number should be entered

Where you are amending a consignment and wish to resave then a check box will appear for this purpose.

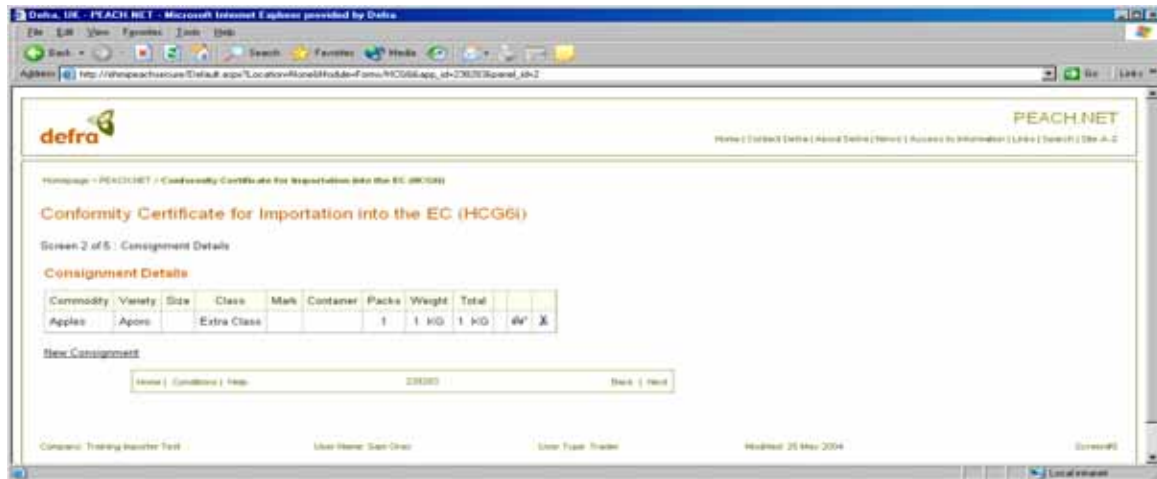
When you have finished completing the screen it may look like this:

The screenshot displays the 'Consignment Details' form in a web browser. The form contains the following fields and values:

- Quality Class: Extra Class
- Commodity: Apples
- Variety Type: Apples
- Mark of consignment (e.g. Brand Name):
- Container number(s):
- Size:
- Number of packages:
- Type of Packaging: Bags/Netts
- Individual weight per package box (net): 1 KG
- Total Net Weight: 1 KG
- Phyto-sanitary certificate number(s) required by Plant Health: 0234667090
- Is the consignment being transported in a Controlled Atmosphere Container? No

At the bottom of the form, there is a 'Save' button and a 'Cancel' button. The user information at the bottom of the page is: User Name: Sam Gray, User Type: Trader, Modified: 07 June 2008.

When you are happy with the consignment, click on the Save command at the bottom of the screen and the consignment will be saved and you will be returned to the previous screen which will now look like this:



You will see that there is now a consignment present under the headings at the top of the screen. You have an option to delete the consignment concerned or to amend the details of the consignment.

You can have more than one consignment in each application. The maximum number of consignments is four for the HCG 6i's and e's and one for the HCG 18i and 18e. In addition the consignment definition below must be met.

**A consignment / lot is defined as:**

**One regulated product, of one variety and one quality class, received on one day, from one source, with the same lot mark.**

Once all the consignments have been entered and you are happy with your entry for receipt of the certificate, you can then click on the 'Next' command to move you through to the legal declaration.

**Legal Declaration.**

Please take the time to read the declaration and the conditions. Once you have read please check the tick box at the bottom of the screen then click on 'Next' and you will move to the final page.

N.B. throughout the system the conditions are on all the pages on the title bar, if you need to check.

**View and Submit.**

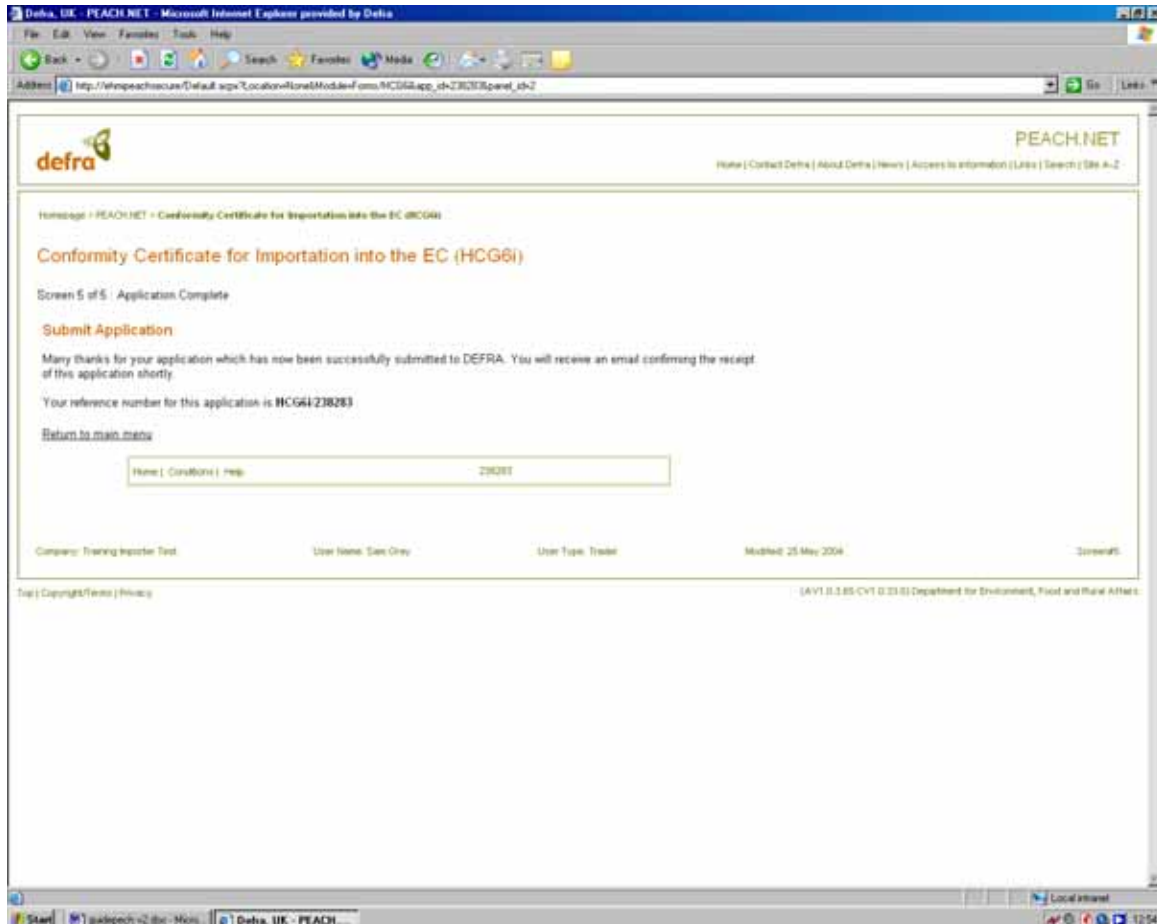
Prior to either viewing or submitting the information, you have the option to save the details entered so that you can use them as the basis for a future application. The system defaults to any submissions being saved.

The View button on this page gives you the option to see all the data that you have entered. You can also then print off this record as a paper copy of the application that you have made. Once you are happy with the consignment details you should submit the consignment by pressing the submit button. If you are not happy you can press 'Prev' and return to the area that you wish to change, alter it and then

return.

On pressing the submit button, no further changes can be made to the application form. The following screen will then appear:

This screen confirms that a successful application has been made and tells you the application number. In this case the application no is HCG 6i/238283.



**Please keep a record of the application number for each consignment submitted as this will be the primary reference method throughout the inspection procedure.**

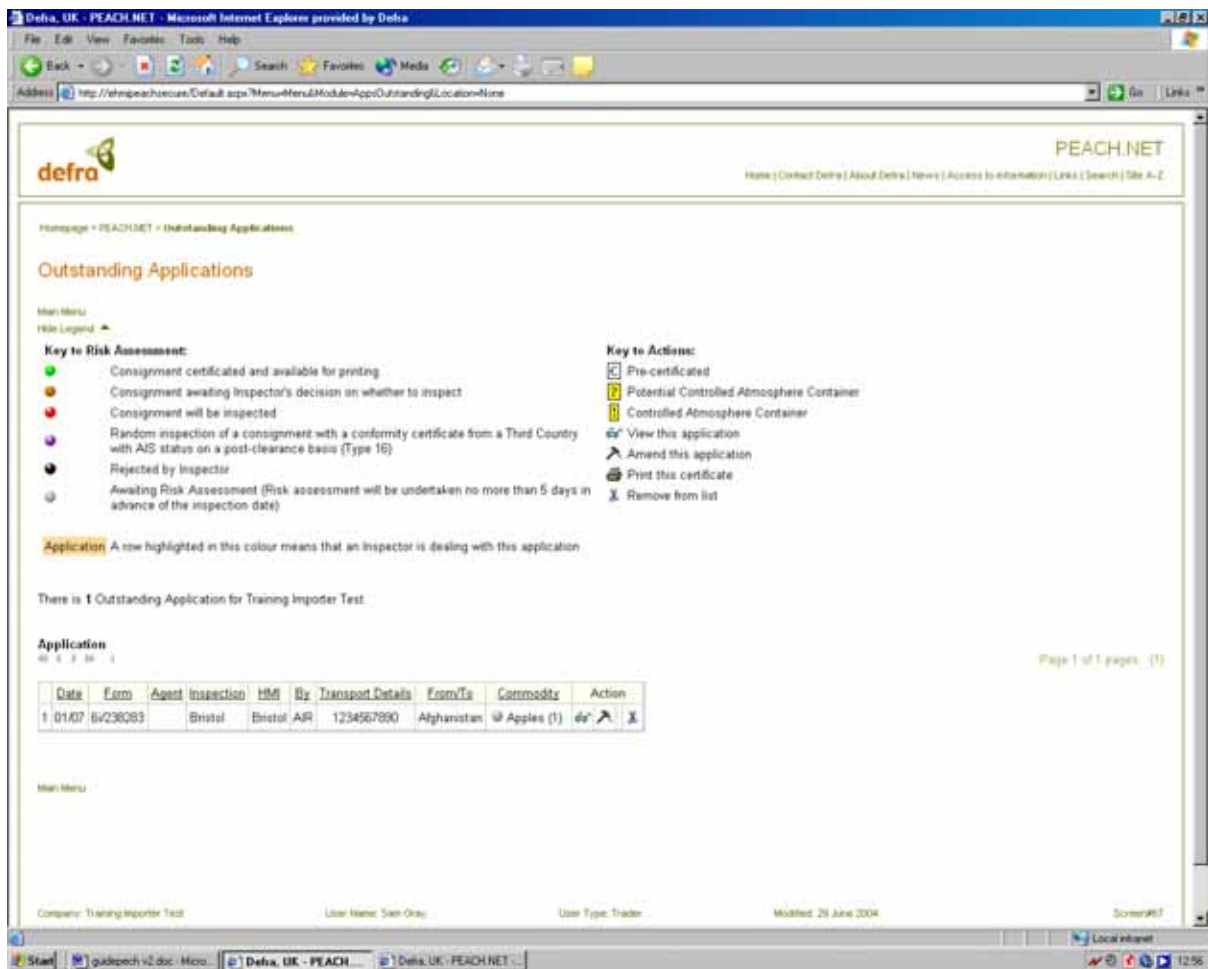
You will also receive an e-mail confirming all the essential details of the place of inspection, including the application number.

This is the end of the basic application procedure.

### **View Outstanding Applications:**

Once you have submitted an application you can view the progress of your application by clicking on the View Outstanding Applications button. When you do so the following screen appears: This shows a summary of your applications, and what risk has been placed on that application by the Peach system. To see what the

various symbols mean, click on the text Show Legend at the top of the screen. This brings up the following legend:



### The risk assessment process:

Each application will pass through a risk assessment process. If the application contributes a risk on any of the criteria it will receive an amber or red assessment.

The risk criteria through which the application must pass takes account of the following criteria:

- If an application is from an Approved country, and if so, if it has a certificate?
- If an application falls below a minimum weight?
- If previous problems have been found with the product or origin?
- If the product is being marketed at the beginning or end of it's season?
- The mode of transport?
- If it is selected to meet the small number of random applications required for inspection?
- The history of compliance of the trader.

If the application contributes a low risk on all of the above it will receive a green assessment and the certificate will be immediately available for printing.

For applications receiving an amber assessment of risk the inspector will decide whether to inspect. The inspector will either alter the application to red meaning an

inspection will take place or to green which will then allow you to print off the certificate.

For applications where a physical inspection check is carried out by the inspector and satisfactory quality confirmed, the certificate will be generated manually and made available by the inspector.

### **Step 3: - Print your certificate:**

When an application has been approved as low risk either by the inspector or the risk assessment process, you can print off the certificate yourself using the Print Application Certificates screen. On this screen you will find a list of certificates available for you to print off.

When you click on the Print Application Certificates option the following screen appears:

The screenshot shows a web browser window displaying the PEACH.NET application. The page title is "Print Application Certificates". Below the title, there is a "Main Menu" and a "Show Legend" dropdown. A message states: "The following records have had a certificate issued following risk assessment where the inspection Date falls within the last 1 Week, or is today or is a date in the future." Below this, it says "1 certificate issued".

The main content area features a table with the following columns: Date, Firm, Agent, Inspection, Submitted, Packer, Certificate, By, Transport Details, From/To, Commodity, and Action. The table contains one record:

Date	Firm	Agent	Inspection	Submitted	Packer	Certificate	By	Transport Details	From/To	Commodity	Action
15/05	Iv/236005		Over	11/06	yyyyyy	333345	APR	B9898988	Kenya	Asparagus (90)	View

Below the table, there is another "Main Menu" and a footer area containing user information: "Company: Training Inspector Test", "User Name: Sam Gray", "User Type: Trader", "Modified: 29 June 2004", and "Screen#5".

When an inspector or the risk assessment process has passed your application a summary will appear on this screen. Click view to see a summary of the consignment details. Click PRINT to download the certificate. You can then print the certificate and place it with the other documents relevant to the consignment.

## Historical Information.

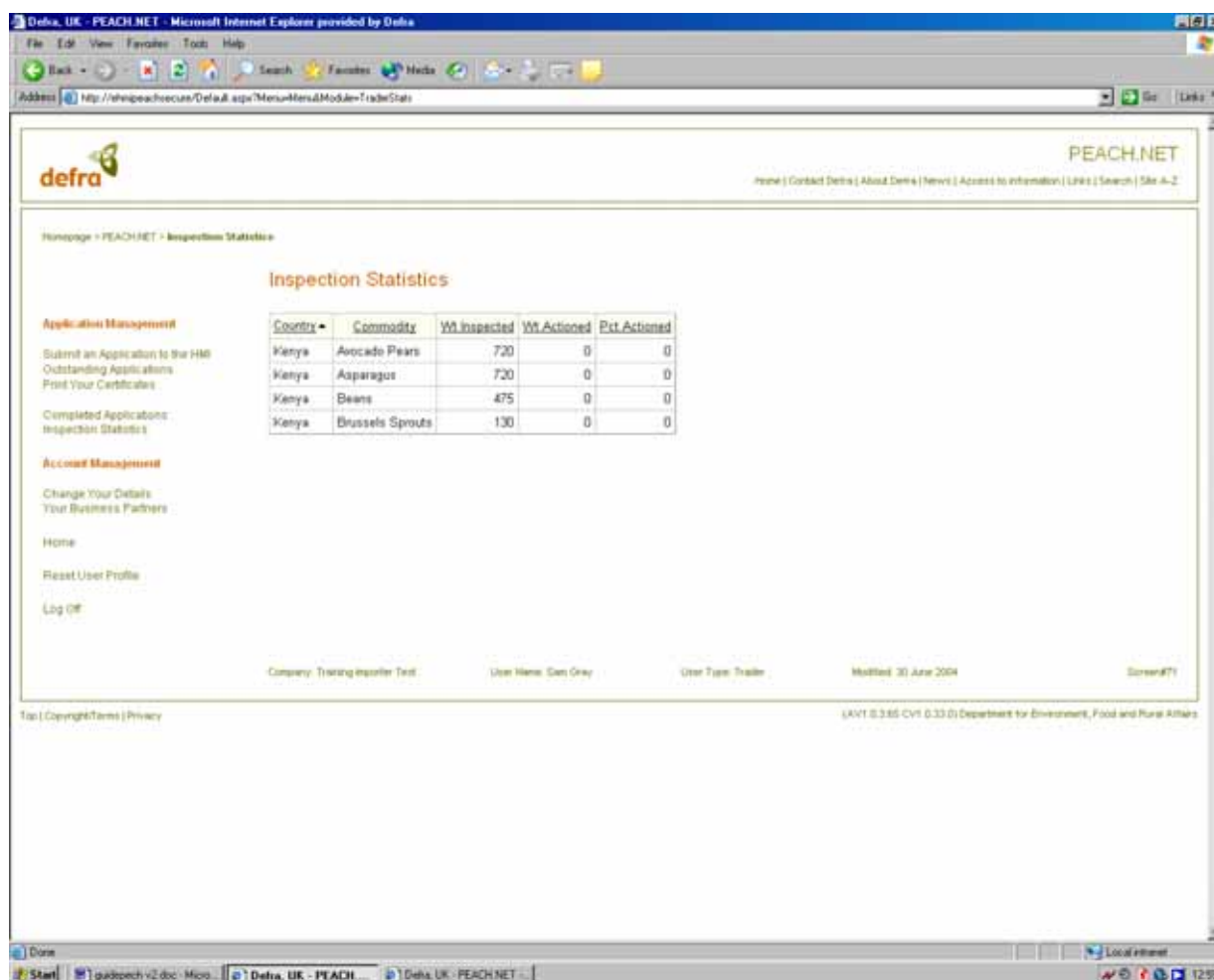
### View Completed Applications.

The screen allows you to view consignments for which a certificate has been made available in the last week. If you wish to view older certificates, click on the drop down box to set the default to a longer period and pick this from the list.

Clicking on the 'View Completed Applications' screen will show their completed applications for the last three months.

### View Inspection Statistics.

In addition importers and agents can see the statistical data that is helping to determine the risk for their particular consignments in the system. This is the data based on the returns to the HMI' data base by both the PEACH system and the inspectors returns to that data base from physical inspections carried out. An example of the data can be seen below.



The screenshot shows a web browser window displaying the PEACH.NET website. The page title is "defra UK - PEACH.NET" and the URL is "http://hmi.peachecouk/Default.aspx?Menu=Menu&Module=TradeStats". The page content includes a navigation menu, a breadcrumb trail "Homepage > PEACH.NET > Inspection Statistics", and a main section titled "Inspection Statistics".

**Inspection Statistics**

Country	Commodity	Wt Inspected	Wt Actioned	Pct Actioned
Kenya	Avocado Pears	720	0	0
Kenya	Asparagus	720	0	0
Kenya	Beans	475	0	0
Kenya	Brussels Sprouts	130	0	0

The page also features a sidebar with "Application Management" and "Account Management" sections, and a footer with user information: "Company: Training Importer Test", "User Name: Dan Gray", "User Type: Trader", "Modified: 30 June 2004", and "Screen#71".

Traders can view their own data. Inspectors can view the data for all traders in their own local area. This could be particularly useful to check if you feel it is not clear why a particular consignment has been risk assessed as higher risk.

## **Using Previous forms and Current forms to enter details more quickly.**

### **What else can I do in the PEACH system?**

You will have seen on the Front Screen that there are two other form headings, one marked 'Use Current' and one marked 'Use a previous form'.

#### **Use a previous form.**

Previous submissions where the check box has been ticked will appear in this section.

Instead of having to complete a new form every time, you can open a previously submitted form, and change a few details and then resubmit it with these changed details. This will then become a fresh application. This should greatly speed up the application procedure as over time you will build up a series of applications which you can refer to and can use as the basis for a new application.

For instance if you are importing consignments of grape from a particular sender, and the only change in the applications is the number in the consignment and the date and time of entry, you can access a previous form, change the date, time and quantity only and resubmit. This will take only a very short period of time.

Alternatively you may be importing grapes from two different senders. You can open up the previous form, change the packer details and quantities and date and time for submission and then resubmit the form.

Every time you submit a form it is saved and can then be used as the basis for a future submission.

You may want to keep a record of which applications contain which information so that you will know quickly and easily which form you need to open to most quickly resend an application in.

#### **Use Current.**

The Use Current form is useful in that any partly completed form can be saved and then reopened later completed and sent.

This facility may be particularly useful to you.

Once the company is registered to the PEACH system each company can then give permission to anybody, and not just members of their own company to log in as a registered user of that company. **However you should be aware that this gives the user access to all previous forms partly created and submitted by your company.**

With this system being Internet based, it means that any body in the world will be able to access the system, log on, start a new form, and partially complete the details about a consignment. They can then exit the form. The importer can then access the same form from the UK, complete the final details, with for example, the Date and Time of inspection and then submit the application.

This would mean that the exporter in the exporting country can complete the majority of the details - which they will know anyway as the exporter of the goods, with the Importer within the UK then completing the final details and submitting the final application.

This will help to speed up the completion of the application and lead to less workload falling on the importer and more work on the exporter of the goods.

### **The Importer Undertaking Form (HCG4)**

If a consignment fails to conform with the Standards it is refused entry. In this case the importer/agent will have to arrange what will happen to the consignment. If the consignment is to be moved elsewhere to be brought into conformity with the Standards under Customs control the importer/agent will need to submit an undertaking form through Peach.

This form is available from the Front screen, in the Start a New Form drop down list. Complete this form as follows.

Screen 1:

- Adding your position in the company and the HCG3 number (this is the number at the top of the (HCG3) refusal of entry form you will have received from the inspector.

Screen 2:

- Enter the destination of the consignment and postcode. Also enter a contact name and telephone number at this address. Also enter the date and time the consignment will be ready for re-inspection

Screen 3:

Read the undertaking and tick that you agree to the conditions. Screen 4:

View your application and submit to Peach. After submission you will receive a Peach reference number HCG4/\*\*.

Once your application for HCG4 has been submitted, and the destination is acceptable you will receive the document from the inspector.

### **Search for a Submitted Application.**

Over time you will build up a significant number of applications in your area of the server. The search facility will help you to be able to track down a previous application and recover details from it. If you know the number of the application, you can enter this and submit. If no number is found a red text message will appear next to the box telling you that the form of that number cannot be found.

### **How does an Agent submit consignments on behalf of an importing company.**

In the lower part of the logon screen is a section dealing with the interaction between Agents and Importers. Clicking on the link brings up the text below.

"It is possible for companies that specialise in clearing consignments of goods through clearance procedures at point of entry to carry out this facility within the PEACH system as well. It means that a company can act as the clearing agent for an importer and carry out procedures on their behalf.

In order not to compromise commercial contracts or confidentiality or to indicate what agents or companies are available to carry out this work, the following method has been devised to enable an agent to work on behalf of another company.

The Agent company will apply to their local Regional inspector to be registered as an Agent on the system and that they work on behalf of Importers. They would then provide a list of companies that they work on behalf of. Separately the importing company will indicate to the Regional Inspector that they wish to work with a series of agents and provide a list of the agents concerned.

Only the local Regional inspector has access to both sets of information. The Regional inspector will be responsible for creating the links between the various companies. and this will ensure commercial confidentiality.

Once access has been granted and the link set up between the agent and the importer, the agent will be able to enter details of consignments that the importer wishes the agent to clear, but only those consignments.

When looking to clear a consignment the agent will have access on the importers account to those consignments that the agent previously dealt with on behalf of that importer, but no access to any consignments entered on behalf of that importer by any other agent.

To contact your Regional Inspector with the appropriate list, please click the attached e-mail link. "

Once this link has been created it will be maintained by the Regional Inspector. If either party wishes to withdraw from the arrangement, the RHMI will require confirmation by e-mail from both parties that the arrangement or linkage should be discontinued and the link will then be lost.

With the link in place, it means that when the Agent logs on as themselves, they see a list of all the companies that they work on behalf of to clear consignments. They select the importer concerned and are then shown the normal application form. If they wish to print off the certificate themselves, they select ' Trader or Agent to print certificate ' as the means of delivery.

On receipt of the application the inspector concerned will then decide whether to inspect the consignment or not. If they decide not to, they will 'Approve the Certificate '.

Instantly the certificate will become available for either the Agent or the Importer to Print off. This means that there is no need for the certificate to be sent either by the inspector or the importer as the agent has the certificate which is required for entry.

To Print off the certificate the Importer or Agent logs on and then clicks on 'Certificate Print Screen'. They then see all the certificates which they can print off. They select the one they want, click on 'PRINT' and after printing add it to the other papers required for clearance.

However if the Agent logs on by borrowing the log on of the importer, or if the importer themselves enters the consignment details this means that only the importer will be able to print the certificate off and not the agent. This would mean that the importer would have to either post or transit the document to the agent concerned for the

consignment to clear.

We will be working on an amendment to the system which will allow an importer to complete the application concerned and on approval from the inspector, be able to select which of their agents can print off the certificate. However, this amendment is not a simple one and we do not expect it to be in place before the New Year.

For the moment then, if you are an importer, ensure that there is a link existing between yourselves and the agents that you use at the Ports or Airports, and similarly if you are an agent, ask your importers to mail their local RHMI to create a link between them and you. Agents will then be able to enter any consignments on behalf of the importer concerned.

### Submit data via text file.

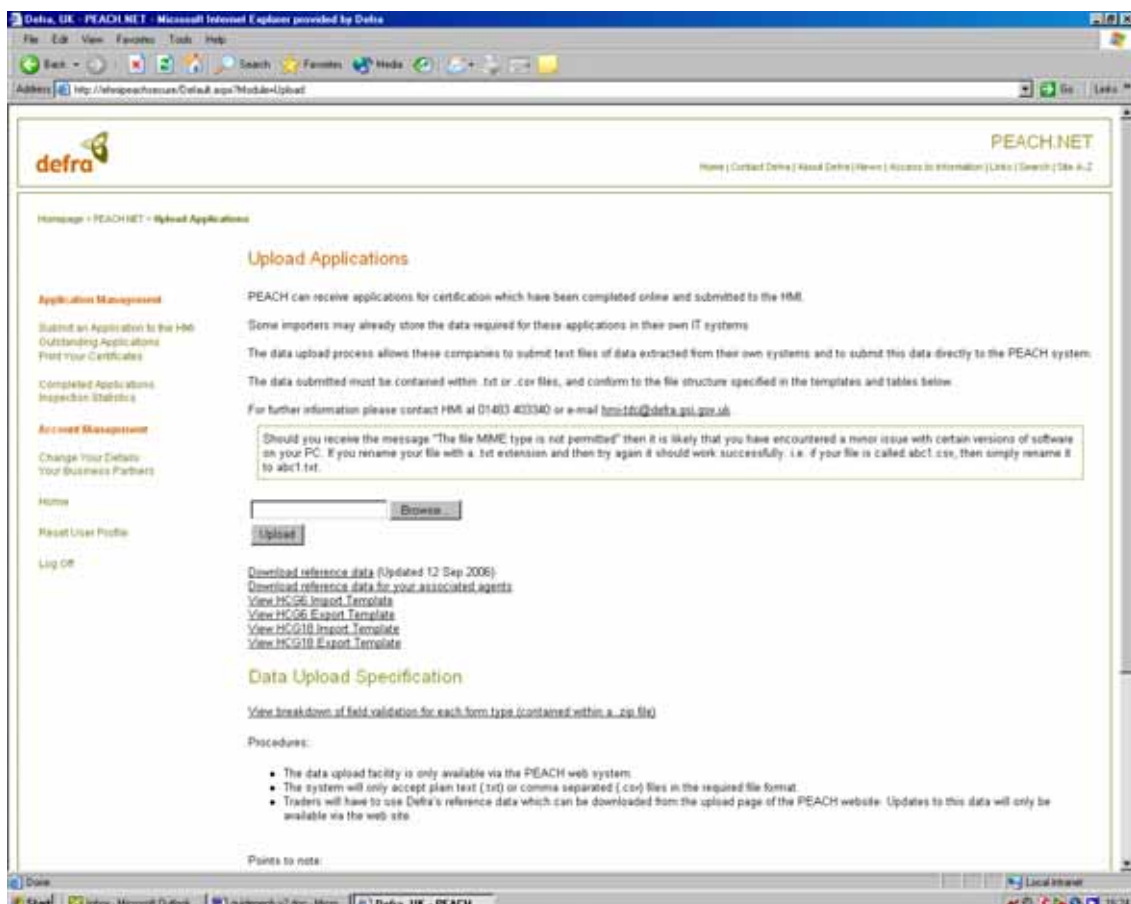
Most major importing companies have their own dedicated import systems. This facility in PEACH is intended to take advantage of any system which such companies may want to put in place to enable them to submit a file in a particular format to enable a bulk entry of information directly into the PEACH system.

Traders should click on the Data Upload Screen link in the part of the Front screen shown below:-

#### Perform Bulk Uploads

If you wish, data can be submitted to the PEACH system using text or csv format files. Please see the [Data Upload screen](#) for more information.

This will then bring up the following screen:



## **Click here to upload a file**

This will enable you to browse your computer or local network to be able to find the file that you wish to upload into the PEACH system. Information must be set out using the reference data below and in a format set out in the templates below.

## **Download reference data.**

Clicking on Download reference data will download a file to your computer which shows the reference data that the system will be expecting for you to incorporate into your system.

## **The Templates.**

Click on any of the templates will show which fields are required to be completed and the order in which the information must be presented.

Further technical information about this process is available on request by telephoning 01483 403340 or e-mailing your local Inspections Delivery Manager.

## **View Data Upload Specification.**

Defines attributes required for successful upload of data.

## **Problems and Queries.**

If you have any queries about how the PEACH system works, or if you are unsure about how to enter particular consignments into the PEACH system, please initially contact your local inspectors. If they are unavailable please then contact the Inspections Delivery Manager for your region. Alternatively there is a national HMI Helpline number of **01483 403340** office hours and **01483 404818** out of office hours which you can call.

If there are technical problems and you are unable to log into the system, please call your local Inspections Delivery Manager who will forward the call through to the appropriate part of Defra.

If you forget your password please send an e-mail to the Inspections Delivery Manager who will be able to let you know what it is. Alternatively please contact by phone and an e-mail will be sent to your registered mail account reminding you of your password.

The PEACH system is still in it's early stages and further updates will be made to the system over the next few months. These will be announced in the message boxes that appear when you log on to the system.