



Bundesamt für  
Ernährungssicherheit  
**BAES**

## **User Manual for BAES e-Service "Plant Protection Products & Active Substances"**



ARNE SCHMIDT

[Veröffentlichungsdatum]

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# 1. General information

The e-Service "Pflanzenschutzmittel & Wirkstoffe" ("Plant Protection Products and Active Substances")

facilitates communications between applicants and BAES.

It can be used for plant protection products (new applications, renewal of applications, changes of applications) as well as for new active substances and renewal of active substance procedures.

All current applications are listed with some specific data, and for each application requests are displayed. Responses to these requests can be submitted in an easy way.

Using the e-Portal is currently not mandatory, BAES will however rely on this tool increasingly.

## 1.1 Login

<https://eservices.baes.gv.at/>

To access enter your username and your password.

The image shows a screenshot of the LOGIN form. The form is titled "LOGON" and contains two input fields: "Username" with the value "planteos.test@ages.at" and "Password" with a masked password represented by dots. Below the password field, there is a link "Password forgotten?". A "Submit" button is located at the bottom right of the form.

*Note:* The password needs to be changed every 3 months. The login system will automatically ask you to do so.

Click "Pflanzenschutzmittel & Wirkstoffe"

organisation: planteos.test | Security Class: 1 | Department: 100003 (Testfirma AGES Pflanzenschutzmittel) | BAES

Application	Description	Status
Benutzer Administration	Bearbeiten von Benutzern durch den Organisations-Administrator	BAES
Pflanzenschutzmittel & Wirkstoffe	Zulassung	BAES


*Note:* If you have permission to act for multiple companies please use the drop down menu on the top left to choose.

## 2. Current Applications

You will now see a table with all your current applications at BAES

GERMAN | ENGLISH Back to Portal | Contact | Imprint | Support | Logout

Austrian Federal Office for Food Safety  
Department for Plant Protection Products  
Spargelfeldstraße 191  
1220 Wien




Austrian Federal Office for Food Safety  
BAES

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logged in as planteos.test@ages.at, AGES Pflanzenschutzmittel

**Current Applications**

Edit View Full Screen

Has open communications?	Application Number	Procedure Number	Name	Submission Date	Procedure Type	eMail addresses for notifications
	4744/19	12461308	Test - 2019-10-28T13:42:38+0100	28/10/2019	Art. 33 New authorisation zRMS	
	4786/19	12469411	Unkraut Tod - Forte Power Max	04/11/2019	Art. 33 New authorisation zRMS	planteos.test@ages.at

### Email addresses for notifications (application specific)

One or more individual email addresses can be entered for each application.

Select one row and click the menu bar "Edit". A window will open, where you will be able to enter/change an email address.

Notifications will be sent if a new communication is available and at the closing of an application.

If more than one email address is used, the addresses must be separated by a semicolon (;)



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logged in as planteos.test@ages.at, AGES Pflanzenschutzmittel

## Current Applications

Edit eMail addresses for notifications						
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## Current Applications

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eMail addresses for notifications for procedure 12461308

OK Cancel

## 2.1 New communication (procedure-specific)

Click the blue coloured number(s) in the column "Procedure Number". The field "Communications" then opens. If applicable, procedure-specific documents as provided by the BAES are shown. You can submit documents to the BAES (e.g. responses to requests) as well.

An envelope symbol in the column "Has new communications" means that you have received a new communication. To open please click the procedure number in the respective row.



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logged in as planteos.test@ages.at, AGES Pflanzenschutzmittel

## Current Applications

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Click the menu arrow that appears at the very left of the row.

Details of the new communication are then shown. To download the file, click the on the document name.

## Open communications of procedure: 12469411

#	Portal Submission Date	Has to be done by	Ext. Communication State
2	04/11/2019	30/11/2019	

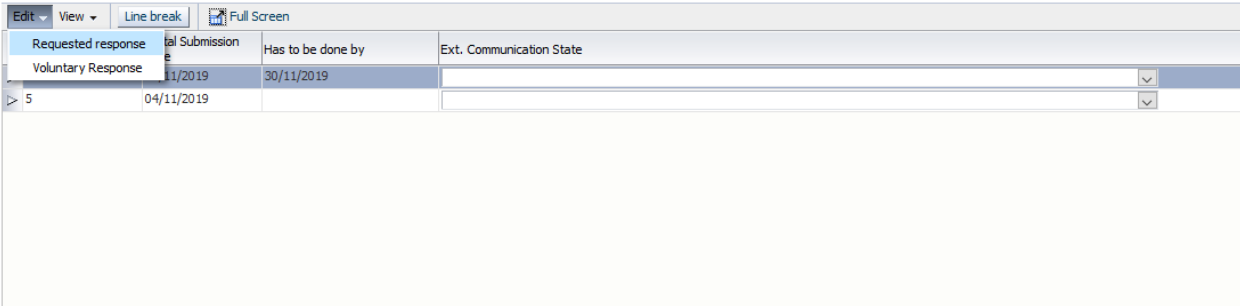
DocID	Document Type	Title	Comment	Create Date
15595325	Request (for further data)	Nachforderung Unkraut Tod.docx		04/11/2019

Official decisions of the Federal Office for Food Safety are not being transmitted to the applicant via the e-Portal. These documents are solely sent by post or via an accredited delivery service, according to Austrian national legislation (Zustellgesetz). Further information can be found on the webpage of the Prime minister's office, under the tag "Elektronische Zustellung" (<https://www.bmdw.gv.at/Services/ElektronischeZustellung.html>).

## 2.2 Reply to a communication

Open the details of the respective communication (as described in section 2.1). First, click the arrow of the menu bar "Edit", then select "Requested Response".

Open communications of procedure: 12469411



Requested response	Initial Submission	Has to be done by	Ext. Communication State
Voluntary Response	11/2019	30/11/2019	
> 5	04/11/2019		

In the newly opened window "Response: Add document", select the respective entries in the drop-down menu:

Click "Select File" and select the respective document (all MS Office and PDF formats are valid).

You are free to submit comments to the assessor in BAES with your document.

*Note:* for detailed statements/information's concerning this communication upload a separate document.

If you click "Append document" your files will be shown in the table.

Now you are able to add further documents as described above. It is possible to add up to 5 documents of the same type.



**Response: Add document**

to Procedure 12469411

\* Document type

\* File

Durchsuchen... Keine Dateien ausgewählt.

Comment

Append Document

Please check your selection in the list below before submitting the form:

Document type	File	Comment
No data available		

[Return to Overview](#) [Continue](#)

When you click the button "Continue" you will be forwarded to the confirmation page. The button "Send" on this page will upload all your documents into the agency's system PLANTeOS. A summary of your submission can be downloaded as PDF. This summary is sent to your email address as well.

The PDF summary is also available in the finished communications section

## 2.3 Finished communications

All finished communications of a procedure are shown in the table "Finished communications of procedure".

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**Open communications of procedure: 12469411**

#	Portal Submission Date	Has to be done by	Ext. Communication State
2	04/11/2019	30/11/2019	Open
5	04/11/2019		Pending

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**Finished communications of procedure: 12469411**

#	Portal Submission Date	Has to be done by	Ext. Communication State
1	04/11/2019		Closed
3	04/11/2019		Closed

For your overview all communications can be marked with the drop-down menu in the column "Ext. Communication State". *Please Note: Marked columns **cannot** be seen by the agents at BAES!*

## 2.4 "Voluntary Response" - Submission of documents without prior communication with BAES/AGES

If you voluntarily want to upload procedure-specific documents without having received a request by BAES, use the menu item "Voluntary Response" in the communications field of the respective procedure.

Then proceed as above ("Reply to a communication").



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