Bundesamt für
Ernährungssicherheit
BAES

User Manual: BAES e-Service "Plant Protection Products & Active Substances"

Content

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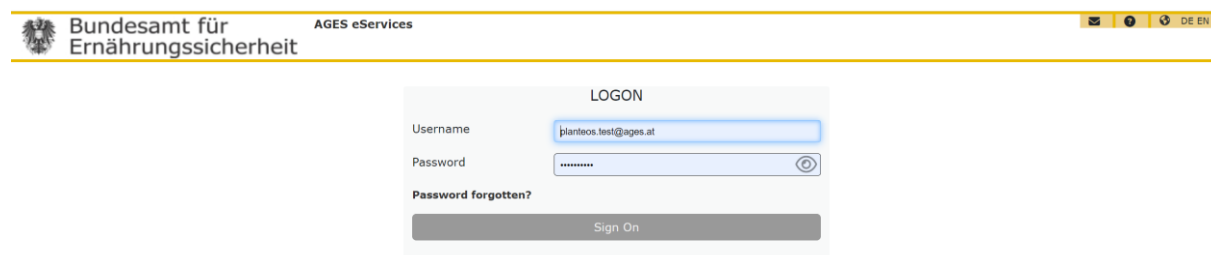
Using the e-Portal is currently not mandatory, BAES will however rely on this tool increasingly.

1.1 Login

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

To access enter your username and your password.

As of June 2024 you will be asked to enter a one-time-password from the Authenticator-App after the Login.

Next, click "Pflanzenschutzmittel & Wirkstoffe"

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

2 Current Applications

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

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 (;)

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.

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

Austrian Federal Office for Food Safety
BAES

04/11/2019 | 1:59 PM

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

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

Edit ▾ View ▾ | Line break | Full Screen

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

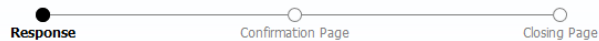| DocID	Document Type	Title	Comment	Create Date
15595325	Request (for further data)	Nachforderung Unkraut Tod.docx		04/11/2019

| ▷ 5 | | 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).

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

| Edit ▾ | View ▾ | Line break | ▣ Full Screen |

Requested response	tal Submission e	Has to be done by	Ext. Communication State
Voluntary Response			
	11/2019	30/11/2019	⌄
▷ 5	04/11/2019		⌄

● Response ――――○ Confirmation Page ――――○ Closing Page

| Please note | * Mandatory Field | ⓘ Information | ❌ Error Message |

Response: Add document

to Procedure	12469411
* Document type	⌄
* File ⓘ	[file upload area]
	Durchsuchen... Keine Dateien ausgewählt.
Comment	[text box]
	Append Document
	Please check your selection in the list below before submitting the form:
Document list	Document type	File	Comment
	No data available

| Return to Overview | Continue |

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.

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".

Open communications of procedure: 12469411

Edit ▾ View ▾	Line break	Full Screen		
# ▲▽	Portal Submission Date	Has to be done by	Ext. Communication State	
▷ 2	04/11/2019	30/11/2019	Open	∨
▷ 5	04/11/2019		Pending	∨

Finished communications of procedure: 12469411

View ▾	Line break	Full Screen		
# ▲▽	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 employees of 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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