

# PISCES

# CLIENT USER MANUAL

## Getting Started

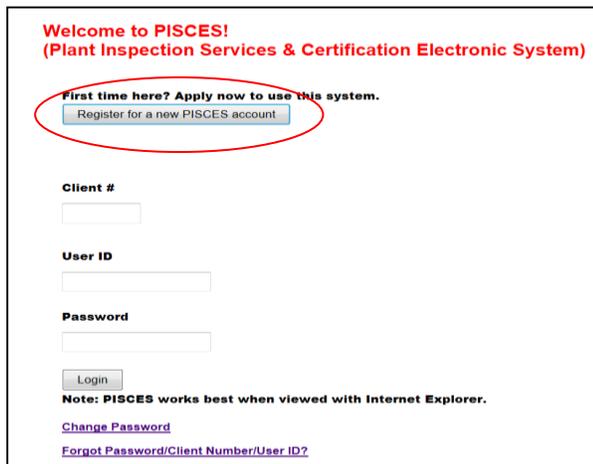
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Welcome!

This guide will show you how to utilize the WSDA Plant Services Program's online system, PISCES, to submit requests for phytosanitary certificates, compliance agreements, Plant Certification Program applications, Christmas Tree Grower's License applications and other forms. We will also show you how to view all of the documents associated with your account and how to make changes to your business profile.

First, the PISCES system can be found at <https://fortress.wa.gov/agr/pisces/PlantServices/login/login.aspx>

To set up a new account click the 'Register for a new PISCES account' button on the login screen.



Welcome to PISCES!  
(Plant Inspection Services & Certification Electronic System)

First time here? Apply now to use this system.  
Register for a new PISCES account

Client #

User ID

Password

Login

Note: PISCES works best when viewed with Internet Explorer.

[Change Password](#)  
[Forgot Password/Client Number/User ID?](#)

Review terms of the account. Click the checkbox stating that you have read and agree to the above statements.

Click Next.



**PISCES Program Agreement Application**  
Page 1 of 2

### New/Modify Agreement

**PISCES** is the online portal to the Washington State Department of Agriculture, Plant Services Program. Using PISCES, you can apply for services, check on the status of compliance agreements, and view or print documents that have been issued to you.

**This Agreement** will authorize your business to apply for services and view documents online. This agreement must be renewed on a yearly basis.

By agreeing to **This Agreement**, you authorize that all personnel entering applications on behalf of your business are "Digitally Signing" the application when they submit the application.

Any un-authorized usage of the PISCES system can result in a suspension of your account. Any damage as a result of un-authorized usage of the PISCES system can result in legal action.

While the use of the PISCES system is free, some applications are associated with a fee for that particular service. Those fees will be invoiced once every two weeks. By accepting this Agreement you agree to the following conditions:

1. All accounts are due and payable upon billing.
2. When provided in statute or rule, a late fee of 1.5% per month (with a minimum charge) will be assessed on all unpaid balances more than 30 days in arrears.
3. Accounts over 90 days in arrears will be placed on "cash only" basis. No certificates or other documents will be provided until payment for that service has been received. Monthly billings will be restored only when the account is paid in full.
4. Accounts over 90 days in arrears twice in a five year period will be subject to a permanent "cash only" status.
5. Accounts over 90 days in arrears are subject to collection through the Attorney General's office and/or a collection agency.
6. WSDA reserves the right to require payment at the time of service when total charges are less than \$20.00 and there is not the expectation of additional billable services during the billing period.
7. Checks returned by the bank will be charged a handling fee of \$25.00. ([RCW 62A.3.515 \(a\)](#) and [RCW 62A.3.520](#)).

I have read and agree to the above statements

Fill out business and contact information as completely as possible. The more specific information you provide the better we will be able to serve you.

If there will be multiple people allowed to submit applications on behalf of your business, you can enter their names under the main contact's name and email address. Don't forget to click "Add" to make sure that they are added to the application. We will then set up a separate login and password for each person.

Login > New Agreement Page 2



**PISCES Program Agreement Application**  
Page 2 of 2

**Business Name \***

**Type of Business (Hold the CTRL key down to select multiple items)\***

- Certified Caneberry Program
- Certified Fruit Tree Program
- Certified Grapevine Program
- Certified Hops Program
- Certified Mint Program
- Certified Seed Garlic Program
- Certified Seed Potato Program
- Certified Strawberry Program
- Christmas Tree Grower
- Educational Organization

[View Type of Business definitions](#)

**UBI Number (Please enter without spaces i.e.:123456789):**

**Email:**

**Person authorized to receive and accept notices of all kinds:\***

**First Name:**  **Last Name:**

**Additional Person(s) authorized to apply for applications on behalf of the business:**  
Note: Do not re-enter the authorized name above as they will automatically also be authorized to apply for applications. \*

First Name	Last Name	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>

**Main Office Address**

**Address \***

**City \***  **State \***  **Zip Code \***

**Phone Number (xxx-xxx-xxxx):\***  **Fax Number (xxx-xxx-xxxx):**

Once the application has been submitted you will need to wait for WSDA to review it. This may take up to 2 business days.

When your application is approved you will receive a confirmation email with the details of your account and the login information you'll need for each of the users you listed on your application. You may now return to the log in screen and use PISCES.

## Home Screen:

Once you have successfully logged in you will be looking at your **Home Screen**.

In the center of your screen you will see any expiring licenses on your account and the most recently submitted applications shown as a hyperlink which you can click on to quickly view in PDF.\* The current status of the document is listed after each doc #.

Don't worry if your home screen doesn't have the Expiring Licenses and Submitted Licenses/Applications sections like the image below – that just means that you haven't submitted any applications recently and you don't have any expiring licenses!

On the left side of the screen is your **Menu** which you will use to maneuver through the system. Using the menu will allow you to submit all of your applications, view samples sent to the lab, perform searches, view reports, and manage your account information. The menu will be viewable no matter where you go in the system. If you find yourself in the wrong area just click somewhere else in the menu to go to a different area.

If you find yourself wanting to return to the home screen, just click on the **Home** link near the top of the screen.

### Document Status

#### Definitions

PEND	(Pending/Submitted) Inspector had not yet begun working on this document.
ACTV	(Active) Inspector has seen this document and begun working on it.
COMP	(Completed) Inspector has completed all work related to this document.
CNLD	(Cancelled) This document has been cancelled by the Inspector.

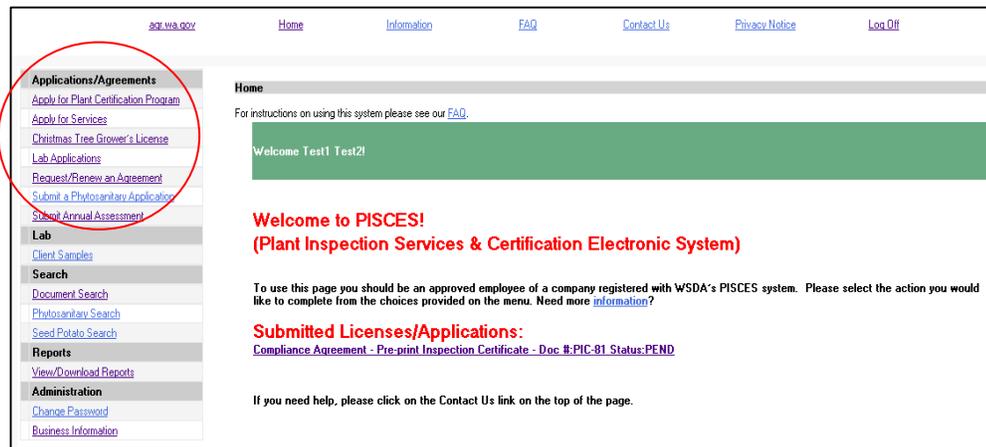
*\*Note – after a document has been submitted it can only be edited by an inspector or the Olympia Head Office. Feel free to contact either your inspector or the office if you need something on your application changed.*

# Menu Items

## Applications/Agreements

On the left-hand menu, under 'Applications/Agreements', you will see a list of different options available to you.

Each of the links will take you to a group of different forms. Feel free to click on each of the forms to take a look at them. This menu will stay on your screen at all times so if you click on the wrong one you can always just click on a different menu option. If you are unsure which form you need you can either contact your local inspector or our head office in Olympia for assistance.



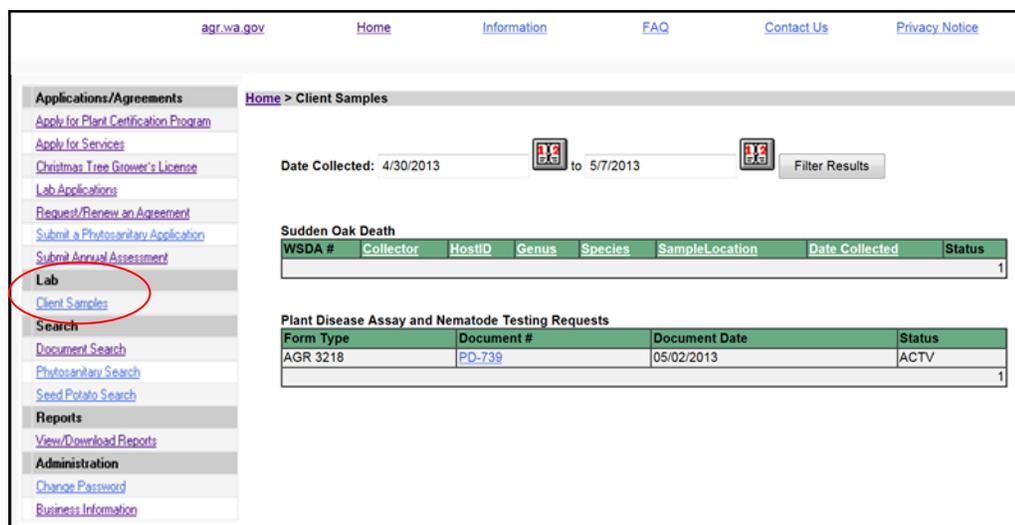
The screenshot shows the agr.wa.gov website. The top navigation bar includes links for Home, Information, FAQ, Contact Us, Privacy Notice, and Log Off. The left-hand menu is expanded, and the 'Applications/Agreements' section is highlighted with a red circle. This section contains the following links: Apply for Plant Certification Program, Apply for Services, Christmas Tree Grower's License, Lab Applications, Request/Renew an Agreement, Submit a Phytosanitary Application, and Submit Annual Assessment. Below this are sections for Lab (Client Samples), Search (Document Search, Phytosanitary Search, Seed Potato Search), Reports (View/Download Reports), and Administration (Change Password, Business Information). The main content area displays a 'Welcome to PISCES!' message and a list of submitted licenses/applications.

## Lab/Client Samples

This screen is used for quickly navigating to any samples you've had sent to either of our labs for Sudden Oak Death, Plant Disease Assay Requests or Nematode Testing Requests.

Enter a date range that you would like to search by and then click the Filter Results button. Any samples submitted in that date range will be listed in one of the two tables below.

Click on the document number to view a PDF of the sample submission form.



The screenshot shows the agr.wa.gov website with the 'Lab/Client Samples' page. The left-hand menu is expanded, and the 'Lab/Client Samples' section is highlighted with a red circle. The main content area displays a search form with 'Date Collected' fields set to 4/30/2013 and 5/7/2013, and a 'Filter Results' button. Below the search form are two tables: 'Sudden Oak Death' and 'Plant Disease Assay and Nematode Testing Requests'.

WSDA #	Collector	HostID	Genus	Species	SampleLocation	Date Collected	Status
							1

Form Type	Document #	Document Date	Status
AGR 3218	<a href="#">PD-739</a>	05/02/2013	ACTV
			1

## Searches

This section of the menu screen will allow you to perform search functions to find different documents associated with your account.

### Document Search:

This screen will allow you to find all of the documents associated with your account. Just choose the application type or the specific document number you are looking for, enter a date range (required), and if you want to narrow the search results by status that option is available as well. Click Search and VOILA!

The screenshot shows the 'Document Search' form in the agr.wa.gov system. The form includes a navigation menu on the left with categories like Applications/Agreements, Lab, Search, Reports, and Administration. The 'Search' category is highlighted. The main form area has the following fields: Application (dropdown menu set to '--All--'), Document Number (text input), Lot Number (text input), Status (dropdown menu set to '--All--'), and Date Range (Document Date) (two date pickers set to 5/13/2015). There are 'Search' and 'Download' buttons at the bottom of the form.

In the Search Results screen you should see a list of documents that fit your search criteria. You can also see some information about the document as well, such as: the assigned inspector, the current status, and the date it was last modified (Input Date). By clicking on the Doc # you will be able to view a PDF of the document. By clicking on the Download button you will be given the same information in an excel format. There are a couple random documents that can be edited by the customer after it's been submitted. Those documents will have an Edit button available to you so that you can make any necessary changes. Clicking this button will take you back to the original screen that was used to submit the form to begin with.

The screenshot shows the 'Document Search Results' screen in the agr.wa.gov system. The table displays the following data:

Doc. #	Applicant Name	Form Type	Assigned Inspector	Document Date	Status	Files	Input Date
<a href="#">BGS-282</a>	test	CA-BGS	Tobin Gilbert	05/13/2015	SBMT		5/13/2015 2:01:47 PM
<a href="#">EFIR-1701</a>	test	AGR 6411	Kay Oakley	11/14/2014	CNLD		11/14/2014 4:41:26 PM
<a href="#">PIC-81</a>	test	CA-PIC	Lara Massey	05/13/2015	SBMT	<a href="#">MarineHillsGC permit 5-23-15.pdf</a>	5/13/2015 12:11:52 PM
							Total: 3

## Phytosanitary Search:

You can use this screen to find copies of the completed Phytosanitary certificates that were issued to you through PISCES. Any phytos issued through the USDA system, PCIT, or any other way will not be found in PISCES. To look at the phyto application itself you must use Document Search screen.

The screenshot shows the 'Phytosanitary Search' page. On the left is a navigation menu with categories: Applications/Agreements, Lab, Search, Reports, and Administration. The 'Search' category is expanded, and 'Phytosanitary Search' is circled in red. The main content area has a breadcrumb 'Home > Phytosanitary Search' and a link to 'FAQ'. Below this are search filters: 'Template' (dropdown: --All--), 'Phytosanitary Type' (dropdown: --select--), 'Phytosanitary Document Number' (text input), 'Status' (dropdown: --All--), and 'Date Range (Document Date)' (two date pickers: 5/13/2015 to 5/13/2015). At the bottom are 'Search' and 'Download' buttons.

## Seed Potato Search

If you are a participant in the Certified Seed Potato Program you should find this search screen very handy. By choosing the growing year and the status on this screen you will be given a PDF report of all the seed potato applications you've submitted for that year and the basic information relating to them, such as: Field Name, Lot #, Variety, Acreage, etc.

The screenshot shows the 'Seed Potato Search' page. On the left is a navigation menu with categories: Applications/Agreements, Lab, Search, Reports, and Administration. The 'Search' category is expanded, and 'Seed Potato Search' is circled in red. The main content area has a breadcrumb 'Home > Seed Potato Search' and a link to 'FAQ'. Below this are search filters: 'Year\*' (dropdown: --Select--), 'Status\*:' (dropdown: Submitte), and 'Search' and 'Download' buttons.

## Reports

Use the Reports menu item to view any reports that are available to your business. Click on the report you'd like to run, select the criteria you would like to report on and then click the View/Download button. We are always open to creating new reports that would be of use to you so please feel free to send us suggestions.

The screenshot shows a web application interface. On the left is a vertical navigation menu with categories: Applications/Agreements, Lab, Search, Reports, and Administration. The 'Reports' category is circled in red, and the 'View/Download Reports' link is highlighted. The main content area is titled 'Home > Reports' and contains a link to the FAQ and a 'General Reports' section with several report links.

<b>Applications/Agreements</b>	<b>Home &gt; Reports</b>
<a href="#">Apply for Plant Certification Program</a>	For instructions on using this system please see our <a href="#">FAQ</a> .
<a href="#">Christmas Tree Grower's License</a>	
<b>Other</b>	
<a href="#">Request/Renew an Agreement</a>	
<a href="#">Submit a Phytosanitary Application</a>	
<a href="#">Submit Annual Assessment</a>	
<b>Lab</b>	
<a href="#">Client Samples</a>	
<b>Search</b>	
<a href="#">Document Search</a>	
<a href="#">Phytosanitary Search</a>	
<a href="#">Seed Potato Search</a>	
<b>Reports</b>	
<a href="#">View/Download Reports</a>	
<b>Administration</b>	
<a href="#">Change Password</a>	
<a href="#">Business Information</a>	

**General Reports**

- [Certificate of Compliance - Certified Seed Potatoes](#)
- [Certified Grapevine Registration](#)
- [Certified Seed Potato Complete Field Inspection Results](#)
- [Certified Seed Potato Final Field Inspection](#)

## Administration

### Change Password

The screenshot shows the 'Change Password' form. The left navigation menu is visible, with 'Change Password' circled in red. The main content area has a title 'Change Password' and instructions. It contains four required input fields: Client #, User ID, Old Password, and New Password. A note specifies that the new password must contain at least one letter and one number with a maximum length of 12 characters. There is also a Confirm Password field. A 'Change Password' button and a 'Forgot Password?' link are at the bottom.

<b>Applications/Agreements</b>	<b>Change Password</b>
<a href="#">Apply for Plant Certification Program</a>	Instructions for this section would be here with <a href="#">links</a> to the related Information page.
<a href="#">Apply for Services</a>	
<a href="#">Christmas Tree Grower's License</a>	
<a href="#">Lab Applications</a>	
<a href="#">Request/Renew an Agreement</a>	
<a href="#">Submit a Phytosanitary Application</a>	
<a href="#">Submit Annual Assessment</a>	
<b>Lab</b>	
<a href="#">Client Samples</a>	
<b>Search</b>	
<a href="#">Document Search</a>	
<a href="#">Phytosanitary Search</a>	
<a href="#">Seed Potato Search</a>	
<b>Reports</b>	
<a href="#">View/Download Reports</a>	
<b>Administration</b>	
<a href="#">Change Password</a>	
<a href="#">Business Information</a>	

**Client #\***

**User ID\***

**Old Password\***

**New Password\***

\*Must contain at least one letter and one number with a maximum length of 12 characters

**Confirm Password\***

[Forgot Password?](#)

## Business Information

If you wish to change any information on your business profile (ie: mailing address, type of business, or authorized users) just navigate to this screen and click the Update PISCES Access Account & Billing Terms button. Any authorized user can make changes to the account. You will be taken through the same process as when you first set up your account. You will be asked to agree to the terms of using PISCES and then will be able to edit the current information on your profile. This time you will not have to wait to be approved by headquarters before using the system again.

**Applications/Agreements**

- [Apply for Plant Certification Program](#)
- [Christmas Tree Grower's License](#)
- [Other](#)
- [Request/Renew an Agreement](#)
- [Submit a Phytosanitary Application](#)
- [Submit Annual Assessment](#)

**Lab**

- [Client Samples](#)

**Search**

- [Document Search](#)
- [Phytosanitary Search](#)
- [Seed Potato Search](#)

**Reports**

- [View/Download Reports](#)

**Administration**

- [Change Password](#)
- [Business Information](#)

**Home >View Business Information**

For instructions on using this system please see our [FAQ](#).

<b>Business Name:</b>	<b>PISCES Expiration Date:</b>
Test Business	12/31/2015
<b>Status:</b>	
Active	
<b>Client Number</b>	
2328	
<b>UBI Number</b>	
<b>Type of Business</b>	
<b>Email:</b>	
<b>Person Authorized to receive and accept notices of all kinds:</b>	
<b>First Name:</b>	<b>Last Name:</b>
Test	User
<b>Additional Person(s) authorized to apply for applications on behalf of the business</b>	
<b>First Name:</b>	<b>Last Name:</b>

**Main Office Address**

**Address:**  
test

**City:** test      **State:** te      **Zip Code:** 98504

**Phone Number:** 253-123-4567      **Fax Number:**

**Mailing Address**

**Address:**  
test

**City:** test      **State:** te      **Zip Code:** 98504

**Misc**

**Comments:**

**Licenses, NOIs and NOCs**

[Update PISCES Access Account & Billing Terms](#)   [View History](#)   [Cancel](#)

If you have more questions about how to use PISCES, please call the **WSDA Plant Services Program** at **(360) 902-1922**, and we will be more than happy to help you.