

# Stand by what you sell

## PIC RECONCILIATION

Thursday 8 September 2022



## How to do a PIC reconciliation

### Webinar question and answer transcript

Thursday 8 September 2022, 8pm AEST

Hosted by Integrity Systems Company

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## PIC reconciliation

### **Q: How do I do a PIC reconciliation?**

A: A PIC reconciliation compares the tags you have on your property with what the NLIS database has recorded for your property. Any differences must be reconciled so the database accurately reflects what animals (devices) are on your property.

Situations where a PIC reconciliation is useful include:

- If the owner of a property you have purchased has not done a transfer of their stock off the property when you took over.
- Stock have died over time or during a natural disaster.
- NLIS tags have been lost.
- You have never done a PIC reconciliation for your property and so need to tidy up what animals are on your property.

Conducting a PIC reconciliation involves scanning all animals on your property and the spare NLIS tags you have to generate a file of tag numbers which you can upload to your account in the NLIS database. These tags are 'active'. This enables the system to compare the tags assigned to your PIC on the NLIS database and what is active in animals on your property.

A PIC reconciliation will identify two groups of animals – those that are on your NLIS account but not physically on your property (either lost tags or animals that have not been transferred off). These can generally be set to 'inactive'. The other group are animals (devices) that you do physically have but are not appearing on your NLIS account. Tracking down where this group came from to complete the transfer may be easy or difficult – the visual tag that has the PIC number of the animal's place of birth may help you when going through your NVD records.

Access ISC's NLIS how-to guides for [conducting a PIC reconciliation \(by file upload\)](#) and [conducting a PIC reconciliation \(by typing in details\)](#) for assistance with conducting a PIC reconciliation.

Contact [ISC Customer Service](#) for further assistance or contact your [state agricultural department](#). ISC recommends conducting a PIC reconciliation at least once per year.

### **Q: What should I do if it shows in the NLIS database that my PIC already has tags/devices, but they are not mine? Or they are no longer mine because I sold them?**

A: Doing a PIC Reconciliation will set all devices/animals no longer on the property to Inactive.

### **Q: What do I do with animals that are not on my property even though the database says they are? I don't even have any information about them.**

A: Doing a PIC Reconciliation will set all devices/animals no longer on the property to Inactive.

### **Q: When doing a PIC reconciliation, how do you handle spare tags that are not yet in animals and might be in a bag in the shed, cupboard or ute?**

A: Ensure all unused devices/tags are also scanned and part of the list to be reconciled, the process will take care of these. If you are unsure of the tag numbers you have purchased but not yet used, you can use the 'devices purchased' function in your NLIS account to view the list of tag numbers you purchased on a certain date.

### **Q: Do I need to do a PIC reconciliation for mob-based sheep movements? If so, how?**

A: No, there's no need to do a PIC Reconciliation for mob-based movements, it only works for individual electronic tags. However, you can upload any movements of sheep ON or OFF your property even if the movement occurred a while ago.

Q: When doing a PIC reconciliation, how do you enter large numbers of stock into the NLIS database?



A: The system caters for large numbers of stock and by doing a PIC reconciliation, it will set all devices/animals no longer on the property to Inactive.

**Q: If you complete a PIC reconciliation and missed animals turn up later, how hard is it to have them reinstated?**

A: To re-activate animals on your PIC, you will need to set the devices/animals to Active in the NLIS database through the 'Device status' function. You can scan the devices and upload the file to change those devices from inactive to active.

**Q: If I've done a PIC reconciliation, how do I correct a mistake?**

A: If you do another PIC reconciliation, this will correct the data.

**Q: How does doing a PIC reconciliation improve lifetime traceability?**

A: A PIC reconciliation will allow you to transfer devices/tags onto your PIC which will ensure lifetime traceability is retained.

**Q: Can you reconcile without scanning animals or using individual animal management software?**

A: You cannot do a PIC reconciliation without having every tag number. If your tag data is current, you can monitor or check every time there is a movement ON or OFF your property to ensure all transactions are recorded and your data is up-to-date.

**Q: Can you complete a PIC reconciliation using an phone/tablet/iPad or do you need a computer or laptop?**

A: You can use an iPad or tablet. Download all the tags from the reader onto your iPad/tablet and login to NLIS. Then run the PIC reconciliation using the 'I want to [type in the details](#) manually on-screen' function and copy the tag numbers from the iPad/tablet.

**Q: How do you complete a PIC reconciliation with old or damaged NLIS tags?**

A: If these tags are not scanned, then the PIC reconciliation will archive these tags as Inactive.

**Q: I have unsuccessfully attempted a PIC reconciliation a couple of times. I can log on and bring up my tag list but can't progress.**

A: This could be due to a number of issues so please contact ISC Customer Service on 1800 683 111 or review the NLIS How-To Guides at [www.integritysystems.com.au/nlis-how-to/](http://www.integritysystems.com.au/nlis-how-to/) for guidance on how to do a PIC reconciliation.

**Q: Can I upload the NLIS number into the PIC reconciliation file?**

A: Yes, you can either manually enter the tag numbers or upload a file of the tag numbers to the NLIS database.

**Q: Can I use the NLIS number, not the RFID?**

A: Yes you can use either the NLISID or the RFID when entering the tag numbers.

**Q: I am logged into myMLA and only have sheep (mobs) but cannot see the function for PIC reconciliation.**

A: The PIC reconciliation can only be done for electronically identified cattle or sheep and not for mobs or visual tags.

**Q: I just ordered 500 tags for the upcoming calving season that are sitting in the cupboard. It's not practical to sit down and scan all the ones in the cupboard. Is there an easier way?**

A: Yes, simply download the list of tags from the 'Devices Purchased' report and add them to the tags you have scanned.

**Q: I have not recorded any numbers on tags in three years, is this a problem?**

A: No, you can scan all the tags now and do the PIC reconciliation.

**Q: Can you manually do the PIC reconciliation each year?**

A: ISC highly recommends doing a PIC reconciliation each year to ensure all of your NLIS records are accurate and up to date.

**Q: Should I be doing a PIC reconciliation after each transfer or each time calves are scanned to keep the system up-to-date?**

A: As long as you are recording each movement of livestock coming onto your property in a timely manner, you only need to do a PIC reconciliation once or twice a year. However, if you suspect your records are not accurate, you can do it more frequently.

**Q: Can you complete a PIC reconciliation when mustering of paddocks occur instead of a whole PIC? This of course is impossible on large places.**

A: The PIC reconciliation works best when you can get all animals scanned. You could scan what is in the paddock at muster and then compare that against the active devices on your PIC in the database to make sure they are all active.

**Q: What about cattle going to be sold. Do they go in the PIC reconciliation?**

A: All tags that are currently on your PIC need to be included in the PIC reconciliation. These will then be removed from your PIC once the receiver has recorded the transfer in the NLIS database.

**Q: Can you import a CSV file instead of Excel?**

A: Yes, the csv file can be uploaded.

**Q: It might be worth explaining how to get CSV from excel, or other tool. (save as)**

A: You should be able to choose the format when saving the file (save as). You can also refer to the 'Help' section in your NLIS account to look at the PIC reconciliation Tech Tips.

**Q: Is it recommended to have sheep and cattle in two separate csv files and do two separate PIC reconciliations for the different species? Our sheep and cattle both have EID tags.**

A: Yes, it is best to do them separately to ensure your records are accurate.

**Q: Are you saying that if I can't scan it during this reconciliation then it is deemed inactive?**

A: If you don't scan the tag and it is listed as active on your PIC on the database, then it will show in the result as a device to be made inactive BUT you can make it active again if you find it/the animal at any time.

**Q: With tags that have been purchased but not yet used, do I mark them as 'inactive' until they are used?**

A: No, you leave these as active so that when you apply them to your livestock there is no need to change the status in the database. Inactive is only applicable to tags that are no longer on your property (not on any of your animals and not on hand ready to use).

**Q: What do I do for my 12,000 sheep?**

A: You can do a PIC reconciliation if your sheep have EID tags, but if they only have visual tags you will not be able to do a PIC reconciliation (each movement is recorded as mob-based).

**Q: Can you confirm, if I change any status type to OFF (e.g. lost, inactive), then it reverts to ACTIVE?**

A: Changing any status type to OFF will reverse the initial change. Lost to not lost, inactive to active etc.

**Q: What is the best order to work through the reconciliation status files?**

A: A recording of this webinar along with all questions and answers will be sent to your registered email address. You can re-watch this if required.

**Q: The tags held and not yet used, are they still regarded as active as you have to scan them? So they will show those numbers are on your PIC even though they haven't been put on any cattle?**

A: That is correct, they are all active even if not on animals.

**Q: Can you associate your own cattle tag numbers or cattle nicknames in the NLIS spreadsheet next to the electronic tag numbers?**

A: You can only have 2 columns in the spreadsheet. Your PIC number in Column A and the tag numbers in Column B.

**Q: Does the scan have to happen in one session?**

A: No, not in one session. Just don't clear the memory or keep the scan file safe and keep adding to it until all the tags are scanned.

**Q: For tags in unopened bags, do we have to scan every tag? Can we scan the barcode on the bags?**

A: You can use the 'devices purchased' function in your NLIS account to view which tag numbers you purchased on a certain date.

**Q: I only have the option of working with sheep (mobs) on my NLIS account. Does this mean I won't be able to do a reconciliation?**

A: Yes, you can only do a PIC reconciliation for sheep if they have EID tags.

**Q: I can only select sheep (mobs), how do I select sheep (individual)?**

A: You can use the 'change my types of livestock' function to select the appropriate option.

**Q: With purchased tags, do you have to make them active or are they automatically made active? Is there a report you can run that will show what tags are in the drawer and not in a beast?**

A: Devices you purchase will automatically be made active against your PIC. You can use the 'devices purchased' function to generate a report of these.

**Q: Can you advise how to do a reconciliation for sheep with only visible tags?**

A: There is no option for this.

**Q: If the sheep ear tags are not EID then how do I update if an ear tag has been damaged or lost or if I want to sell the sheep?**

A: A PIC reconciliation is only applicable for EID tags, otherwise the movements will be recorded as mob-based.

**Q: A PIC reconciliation on a station with thousands of animals is very hard to do as takes a very long time to muster and read all animals on the station.**

A: Please contact ISC operations team for assistance [operations@integritysystems.com.au](mailto:operations@integritysystems.com.au)

## Other NLIS database functions

**Q: How do I transfer cattle from my PIC to someone else's?**

A: For information on how to do a property to property transfer in the NLIS database, use the NLIS How To Guides at [www.integritysystems.com.au/nlis-how-to/](http://www.integritysystems.com.au/nlis-how-to/)

**Q: What happens if the buyer of the livestock or the agent does not do the transfer?**

A: Doing a PIC reconciliation will set all devices/animals no longer on the property to Inactive. If you are aware of all the details, you can use the 'livestock moved off my property' function to register the transfer yourself. Otherwise, you will need to contact the receiver to ensure they update the NLIS database accordingly.

**Q: What happens when a sale is done through AuctionsPlus? Who does the transfer to a PIC?**

A: The receiver or buyer of the livestock is responsible for doing the transfer of the livestock. AuctionsPlus does not do the transfer for you but your agent might if you speak with them. The agent will need to provide you with the UploadID to confirm it has been completed.

**Q: If you haven't done the transfer in time, can you add the detail later? Or backdate it?**

A: Yes, you can upload a transfer with a past date.

**Q: How do you reactivate a tag?**

A: The same way you set it to Inactive. You turn Inactive status 'off' in the NLIS database.

**Q: When and how do you add tag details to the database?**

A: There is no need to add details in NLIS. When you buy tags, the supplier registers the devices to your PIC so they already are listed on your PIC.

**Q: How do you remove animals from the database if they have either been lost or died?**

A: Doing a PIC reconciliation will set all devices/animals no longer on the property to Inactive. You can separately use the 'device status' function to make it Inactive.

**Q: What do you do in the database if you don't know what happened to tags?**

A: Doing a PIC reconciliation will set all devices/animals no longer on the property to Inactive.

**Q: What do you do if cattle lose their tags?**

A: If the animal is still on the property of birth, you can use another white breeder device. If the animal is no longer on the property of birth, you will need to use an orange post-breeder tag. If you are aware of the original tag number, you can then use the 'replace tag' function in your NLIS account to link the original tag number to the new tag number.

**Q: What should I do if I've sold my property ... how can I transfer tags to my new PIC without affecting lifetime traceability?**

A: ISC suggests contacting your state department of agriculture. There's a list of contacts on [the ISC website](#).

**Q: Who is responsible for doing the transfer in the NLIS database?**

A: The receiver or purchaser is responsible for uploading the information in the NLIS within 48 hours of the movement occurring.

**Q: What do I do if I make an error with a transfer?**

A: You can correct transfers by using the 'Transfer correction' function within NLIS

**Q: What if the sex of the beast is incorrect in the database?**

A: Animal details such as sex, age, breed etc. are not recorded in the NLIS database.

**Q: How do I remove inactive devices?**

A: You do not have to remove inactive devices. Marking them as inactive is all that is required if they are not able to be used.

**Q: What do I do when I introduce livestock to my property that were not born on my property? How do they change to having my PIC?**

A: You will need to complete a property to property transfer in the NLIS database to transfer the introduced livestock onto your PIC. For more information, use the NLIS How To Guides at [www.integritysystems.com.au/nlis-how-to/](http://www.integritysystems.com.au/nlis-how-to/)

**Q: Once you have done a PIC report and identified a number of tags that are no longer on your property, how do you update the system to remove them?**

A: If you have tags on your NLIS account that are no longer on your property, you can either transfer them off your property using the 'livestock moved off my property' function or set them as Inactive using the 'device status' function.

**Q: What do you do with livestock coming on to your property on agistment? Do they need to be transferred onto your PIC?**

A: Yes, you need to record each movement of livestock coming onto your property in the NLIS database.

**Q: I recently purchased cattle at a sale, I manually entered the PIC transfer numbers received from the agent, however I received an error on the transfer. What do I do?**

A: Contact ISC Customer Service on 1800 683 111. If the 'error' was stating the tags are already on your PIC, this means the saleyard has done the transfer. It's great that you tried to do it but no need to take any more action as the tags were transferred.

**Q: What do I do with tag numbers that were not moved off my property on the database when a former tenant ceased their lease? Do I make them inactive or something else if I don't know the PIC the former tenant moved them to?**

A: If you know the transfer details, you can record the transfer yourself using the 'livestock moved off my property' function. Otherwise, you can just set them as Inactive.

**Q: If you buy stock through a stock agent, do they transfer animals to PIC?**

A: The stock agent can record the transfer on your behalf, but ultimately it is the receiver of the livestock who is responsible for recording the transfer and ensuring all NLIS records are accurate and up to date.

**Q: What about 'rent' a bull. Do you need to record on your property?**

A: You need to record each movement of livestock coming onto your property. If the bull then leaves your property, the receiver will then record the transfer back off your property.

**Q: What does NLS,N mean on the Status column on the devices on my property?**

A: It is the EU status = Not for EU market

**Q: Is there a report to summarise all sheep on hand per PIC?**

A: Only for electronic sheep. The report is 'current livestock'

**Q: We do use EID tags. However, as we only have the mobs option, we can't even view the devices purchased. How do we change this?**

A: From the NLIS Homepage, go to 'Change my types of livestock and add 'Sheep individual'.

**Q: How do I record mob-based movements? What is mob-based anyway?**

A: Mob-based movements refer to moving a number of livestock instead of individual animals identified by individual devices. For example, you would move 100 sheep from one PIC to another in a mob-based movement. Only sheep and goats may be moved as a mob-based movement.

Instructions for how to complete a mob-based or device transfer is available at

[www.nlis.com.au/NLISDocuments/MBM%20between%20PICs%20\(Jun%2015\).pdf](http://www.nlis.com.au/NLISDocuments/MBM%20between%20PICs%20(Jun%2015).pdf)

**Q: If a sale has been transferred via a mob transfer, how will we know what individual numbers were?**

A: If the livestock were identified with EIDs, you can scan them to retrieve the list of EID numbers. If they are identified with a visual tag there is no number to record.

## Other NLIS queries

**Q: Does the listing in my NLIS database account show all the tags purchased whether they have been attached to cattle or not?**

A: Yes.

**Q: Can the NLIS integrate with on-farm data, i.e., kilograms of production?**

A: No. The NLIS database is designed for traceability

**Q: When will the clunky system be updated?**

A: ISC is continuing to monitor user feedback in relation to the NLIS website to make ongoing improvements to the database. When logged into your NLIS account, you can click on the blue 'feedback' button on the right-hand side to provide your feedback for review.

**Q: How is MLA looking at making the NLIS more interactive and user-friendly, e.g. PIC searches for property lookup by name, property?**

A: ISC is currently undertaking a review of the user interface to ensure it can be more interactive and user friendly. The NLIS only has certain information available in it for searching on the PIC register so property name isn't always available to search on.

**Q: In 'Device Summary' in the NLIS database, what does Active Devices Amt and the LT Devices Amt mean?**

A: Active devices refers to all tags registered to your PIC in the NLIS database (both physically in the animals and the ones you have purchased but not yet used). LT refers to lifetime traceability, Y means they are lifetime traceable, N means they are not lifetime traceable due to one or more missing transfers in the NLIS database.

**Q: I am in myMLA ... but I see no reference to any NLIS database. Obviously, I am in the wrong place!**

A: You can also access the NLIS database by going to this link [www.nlis.com.au](http://www.nlis.com.au) and selecting the 'login' option.

**Q: How do you deal with historical PICs on the database that haven't been removed in the initial introduction of the scheme, either after slaughter or deaths?**

A: If you have sent animals to slaughter, the abattoir will record these tags as deceased in the database. If these tags are still appearing on your NLIS account, you can either contact the abattoir directly or set them to Inactive using the 'device status' function in your NLIS account.

**Q: Please explain why an eNVD doesn't automatically update the NLIS database?**

A: The long-term plan is for eNVD and NLIS to integrate with each other, but at the moment the receiver of the livestock will still need to login to their NLIS account and record the transfer.

**Q: If you are still using paper declarations, does that mean this movement will not be on the reconciliation?**

A: Neither paper declaration nor electronic declarations automatically upload to NLIS. All NLIS transfers must be entered separately.

**Q: We have an animal on our property that you say is not but you can't tell us what property you think it's on?**

A: If an animal isn't on your PIC in the database, it means the transfer wasn't completed when they were moved on. If you don't know the PIC of where they came from you can call your state department and they can tell you.

**Q: Are you supposed to list the NLIS number on the NVD when selling cattle?**

A: There is no need to record the tag number on the NVD, the receiver of the livestock will record the tag numbers (either manually or scanning) and will then be able to record the transfer in the NLIS database.

**Q: Can your neighbour make your tags active? So, if I am missing cattle in a muster and I suspect they have wandered off the property, I should not make them inactive in case my neighbour accidentally finds them and does not return them?**

A: Yes, if you make tags inactive but these are then involved in a transfer later on, the NLIS database automatically re-instates these tags as active. You can mark any tag that is not on your property as Inactive. If your neighbour finds them and then moves them, they will be reinstated as active when the movement is recorded in NLIS.

**Q: How do we stop theft with the NLIS system?**

A: NLIS is for traceability so it can assist by indicating if livestock should be on a PIC which they are no longer there.

**Q: I am in [www.nlis.com.au](http://www.nlis.com.au), I have inserted my MLA user ID however [www.nlis.com.au](http://www.nlis.com.au) is not accepting my MLA password. Does this integrity NLIS platform require a separate password?**

A: You need to enter your NLIS USER ID and NLIS password. If you can't remember them, click on the blue hyperlinks 'forgot my USER ID' or 'forgot my password' to retrieve your details.

**Q: I have a batch of orange tags that show up on a 'devices purchased' report but are not showing up on an 'active devices' report. How do I make them active?**

A: The 'devices purchased' are all the tags you have purchased, many of these would have been moved off, sold, killed etc. If not, from the Homepage in NLIS, go to 'Device Status' and enter the tags in, select Inactive and OFF.

**Q: We purchased a bull in 2019 and, due to not knowing this system properly, he was never transferred to our PIC. They say it should be done within 48 hours of receiving the beast. Can this still be transferred? We have the NVD details etc.**

A: Yes, you can do it now.

**Q: Can you have two email addresses on an NLIS account, e.g., one for owner one for manager?**

A: Unfortunately, you can only have one email address on your NLIS account.

**Q: Thousands of devices do not get transferred when animals are received by producer to producer sales which causes many Warning Messages. How many people look into these Warning Messages?**

A: Your state departments frequently monitor the NLIS database for missing transfers. Fines can be applied for missing transfers.

**Q: If the saleyard transfers sold cattle off our PIC, why do we get an email saying that the cattle have lost their lifetime traceability?**

A: The cattle may have not been transferred onto your PIC when you bought them/introduced them onto your property. If you do not transfer them on and the saleyard transfers them off then it will lose lifetime traceability.

**Q: Moving forward, is it possible to have the from PIC person's name/address showing on the reports next to the NLIS? My husband comes in and wants to know how many animals we have left from Joe Blogg. They came from East Gippsland. To answer him, I have to look up every PIC No to find out who and where.**

A: That function is currently not possible.



## State-specific

**Q: What happens for sheep from Victoria with EID tags where movement onto a NSW property was recorded as a mob-based movement?**

A: Nothing to report happens. The tags remain in the ears and the NSW producer can do either a property to property or a mob-based transfer.

**Q: We have properties in both NSW and VIC. If we need to transfer our sheep from NSW to VIC, how would we do that? They don't have EID tags.**

A: The transfer from NSW to VIC will be recorded as a mob-based movement. The sheep then need to be tagged with EID before moving elsewhere from the Victorian property.

**Q: Do you intend to have an electronic version of the stock transport statement? I.e. for when moving stock, not selling?**

A: In NSW, Transported Stock Statements must be obtained from a Local Land Services office.

**Q: In Victoria, what are the requirements around having multiple PICs on one farm (i.e. one for cattle and one for sheep due to different ABNs)**

A: You can have multiple PICs on one parcel of land in Victoria. Parcels of land with multiple PICs are monitored by Agriculture Victoria to ensure the PIC system is not being misused.

**Q: Is there any update on when sheep NLIS tags will be mandatory? And will they have to match year colours or can you run a single colour?**

A: The decision to move to mandatory electronic identification tags for sheep was recently made and all state jurisdictions are currently working through requirements and timeframes. For more information, contact your state department.

**Q: We have a large number of sheep with non-electronic ear tags. Is there any way to track these? Or is there a requirement for electronic ear tags to replace the existing? We are in both Victoria and NSW.**

A: You will only be able to do a PIC reconciliation for EID tags.

**Q: We have sheep from Victoria with EID tags. We recorded their arrival on our property in NSW in NLIS as mob-based transfers. Can we play catch up and record their EID tags on our property now? Or will it make a problem of looking like we have twice as many sheep?**

A: Yes, you can transfer the sheep tags onto your PIC. You could do a correction of the mob-based movement onto your PIC so it is only the EIDs listed. If you need help doing the correction, get in touch with ISC Customer Service team.

**Q: When will NSW get on board?**

A: You can contact your state department for further updates about sheep EID in NSW.

**Q: The main concern that we have is the ability to transfer data from the wand scanner into the NLIS database. It is a sheep mob sold via AuctionsPlus so 560 lambs into NSW .. where they have no EIDs!**

A: Sheep that are not identified with EID can only be transferred as a mob. That means if you have 100 sheep you move '100 sheep from one PIC to another' there is no EID numbers to transfer like there is for cattle. The mob number is the total head count being moved.

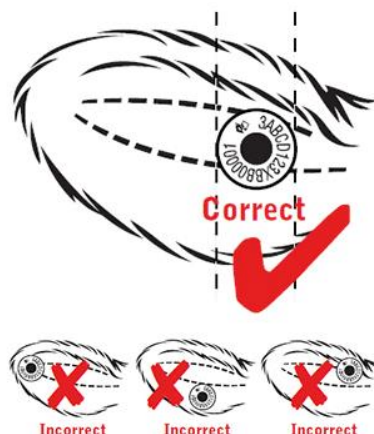
## Scanning, tagging and animal identification

**Q: What is the easiest way to put multiple sessions from an EID reader into one to reconcile?**

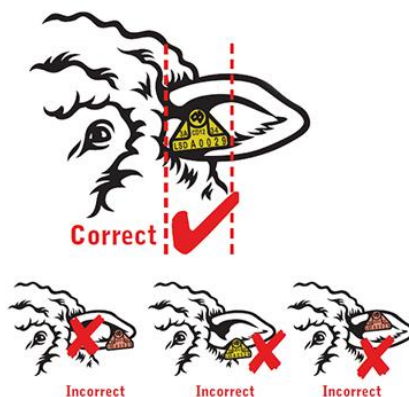
A: Either do not clear the memory on the reader or transfer the EID numbers onto your computer after each scanning session and copy and paste all of the EID numbers into the one spreadsheet/file after you have finished all of the scanning.

**Q: I use the triangular NLIS tags to easily differentiate from my neighbours but find there is a high incidence of lost tags. Any ideas?**

A: Livestock should be tagged so that the tag is applied in the middle of the animal's ear, in accordance with the tag manufacturer's instructions. A correctly applied cattle tag should be applied to the animal's right ear, as shown below:



A correctly applied sheep tag should usually be applied to the animal's left ear, as shown below. Please refer to your [state/territory NLIS authority](#) for any other specific requirements.



For an RFID tag to obtain full NLIS accreditation, it must complete a three-year field trial on several different properties across Australia and demonstrate loss rates across all trial properties below 3.5%. If any producer is experiencing high tag loss rates then you are urged to contact the tag manufacturer directly and notify them of the problem. If you are unhappy with the manufacturer's response to their problem, then a complaint can be lodged with ISC and we will further investigate the matter. Complaints can be sent to [operations@integritysystems.com.au](mailto:operations@integritysystems.com.au) using an [NLIS Cattle Device Complaint Form](#) or [NLIS Sheep and Goats Device Complaint Form](#) or by phoning ISC Customer Service on 1800 683 111.

**Q: Do I need a stick NLIS reader? Or can I do this on my phone? If you do not have a tag reader, how can you identify an electronic tag?**

A: Electronic tags will need to be read manually by reading the NLISID on the outside of the device or by using a scanner or a wand. If you don't have one, you can ask to hire or borrow one from an agent. All cattle will have an EID.

**Q: Is there a way that tags can be made active once inserted rather than just showing on account once they are purchased?**

A: No, tags will automatically be made active upon purchase. This ensures no status change is required when you place them in the animal for transport.

**Q: If a tag is lost, what colour is the tag to replace it with, even if the beast is from your property?**

A: If the animal is still on the property of birth, you can use another breeder device. For cattle, this is a white tag and for sheep it can be yellow or the year colour of birth. If the animal is no longer on the property of birth, you will need to use a post-breeder tag. Post breeder for cattle is orange and for sheep and goats are pink. If you are aware of the original EID tag number, you can then use the 'replace tag' function in your NLIS account to link the original tag number to the new tag number.

**Q: What are the tagging requirements for goats?**

A: Goats have the same tagging requirements as sheep, with one exception that rangeland goats that transit registered goat depots may be eligible to be moved tag-free if going direct to slaughter. Refer to your [state department of agriculture](#) for further information.

**Q: I'm interested to hear about the need for a reader for the electronic tags, such as the best type, cost and how to use.**

A: ISC cannot make recommendations on which reader to use. We suggest getting insights from your neighbours or your local agent, both of whom may allow you to borrow or test one for suitability. You can contact any of the manufacturers to discuss as well.

**Q: How do you deal with poor tag retention?**

A: Ensure you are using the correct applicator with the device being applied and also following the instructions. If you would like to make a complaint about poor tag retention, you can send an email to ISC Operations [operations@integritysystems.com.au](mailto:operations@integritysystems.com.au) and complete an ISC device complaint form. These are available [online here](#) for cattle and [online here](#) for sheep and goats.

**Q: The very first NLIS tags we put on, very few were retained - most were lost in the paddock somewhere. How do we remove them?**

A: You can mark lost tags as inactive in the database during your PIC reconciliation as they will not show up in your scanned list.

**Q: We have a number of unused electronic ear tags for cattle but are no longer running cattle. Do we just hold onto these tags?**

A: If you never intend on using them on cattle again you can change them to inactive on the NLIS Database and then dispose of the tags.

**Q: If electronic NLIS tags are made inactive on my account as the purchaser of the livestock hasn't done the property to property movement, are they made active again when they are scanned at the saleyard/abattoir or when a new purchaser does the movement transfer?**

A: Yes, if you record tags as Inactive but they are involved in another transfer later on, the NLIS database will automatically re-instate these tags as active.

**Q: I do not have a scanner so how can I check the numbers of cattle I have bought?**

A: If you have a few head, you can transcribe the number on the outside of the tag. Otherwise you may be able to borrow one from your agent or neighbour.

**Q: Do I need to replace the white tags with orange tags on the cattle we bought?**

A: It is illegal to remove a tag from an animal (unless it is severely damaged or dysfunctional). You only use an orange post-breeder device if the animal has lost its original tag.

**Q: Can we please have a brief on the use of orange and white tags?**

A: White tags are known as breeder devices (applied to animals when they are born on a PIC). Orange tags are known as post-breeder devices, these are used on animals who have lost their original tag and are no longer on their property of birth.

**Q: So if they are home bred, lose their tag - we can replace with white ... if we bought them, they lose their tag - use orange?**

A: Yes, that's correct.

**Q: Where do I get orange post-breeder tags?**

A: You can either contact your local stock and station agent or your state department to order orange post-breeder tags. State department contact details can be found on the [ISC website](#).

**Q: Are the orange tags shown separate or all together with the other active devices?**

A: All together.

**Q: What is the easiest wand scanner that uploads directly into an NLIS account?**

A: ISC does not use wands and so cannot make suggestions. It would be best to have the seller show you firsthand.

**Q: Some of steers have lost their ear tags. What can I do to replace them?**

A: If the animals are still on their property of birth, you can use another white breeder device. If they are not on their property of birth, you will need to use an orange post-breeder tag.

**Q: We only really tag our cattle just before we're going to sell them. I guess we just count them?**

A: You are only required to tag animals before they leave your PIC. If these are going to be sold, the receiver will record the transfer, and these will no longer be registered to your PIC in the NLIS database.

**Q: Should we fit EID tags to stock bought from NSW?**

A: This depends on where you are, best to speak to your local state department of agriculture.

**Q: I have found some old, unused tags. What is the advice with these? Can they be applied, or is there a cut-off age where they should be listed as inactive in the system?**

A: There is no expiry for NLIS tags, you are free to use these if required.

**Q: Our scanner will not scan ear tags unless they are connected in the ear of the animal ... it won't scan an unused tag that is loose in the bag ... is this common?**

A: No, this is not common. If you are having issues with particular tags you can send an email to ISC Operations [operations@integritysystems.com.au](mailto:operations@integritysystems.com.au) and also complete an NLIS Device Complaint Form using the [NLIS Cattle Device Complaint Form](#) or [NLIS Sheep and Goats Device Complaint Form](#).

**Q: Wondering if we record a damaged tag as inactive?**

A: Yes, if you have damaged tags that are not functional you can set them to Inactive.

**Q: What is the default time from date of manufacture that electronic NLIS devices are made inactive? It used to be 10 years, is it still the same time period?**

A: EIDs remain active on your PIC indefinitely until they are transferred off or you mark them as inactive.

**Q: If we find a tag that has fallen out, what should be done with it?**

A: You should mark it as inactive/or damaged in the database and dispose of it.

**Q: The sheep I have bought have electronic tags when I got them. Am I meant to add an additional tag?**

A: No, you don't need to apply an additional NLIS tag if they are already identified with one.

**Q: I do not have EID.**

A: PIC reconciliations can only be done with EID tags, not visual tags.

**Q: I bought 100 tags but I have only used 40 but the PIC says 100 are active ... why don't we just activate the tag when we actually put them onto cattle?**

A: Active tags refer to both tags in the animals and tags you have purchased but not yet used. This is so you don't have to make status changes every time you use a new tag.

**Q: What do I do if the former owner put a sheep EID tag in a cow that I purchased?**

A: It is best to talk to your state department on what to do in this case.

**Q: What do you do if you do not have electronic tags?**

A: You can only do the PIC reconciliation with EIDs. You can check the number of sheep/goats registered on your PIC on the database however to check your transfers are correct or matching your movement records.

**Q: Why can't I upload straight from the scanner?**

A: Some scanners and software might do this but scanners simply collect the tag numbers so the upload to the database is needed if your scanner and software does not do this.

**Q: How do I tell if my sheep ear tags are EID or not?**

A: Look at the report "Devices Purchased" if they are there then they are EID, or ask the person you purchased them from.

**Q: We took over a property that had a bag of unused orange tags and we have used them on calves born on the property ... do we need to fix this and if so, how?**

A: You should use white tags for animals born on your property. You cannot fix this, just use white tags moving forward and keep the orange tags for later.

**Q: I can print out NLIS devices list and correlate NLIS tags with my cattle ear tags. I can also list unused NLIS buttons.**

A: Yes, you can.

**Q: I have found a tag in the paddock that has torn out of the ear. How do I treat this tag?**

A: You will need to mark this as Inactive in the NLIS database.

**Q: If the sheep ear tags are not EID, then how do I update if an ear tag has been damaged or lost or if I want to sell the sheep?**

A: A PIC reconciliation is only applicable for EID tags, otherwise the movements will be recorded as mob-based.

**Q: How do I tell if my sheep ear tags are EID or not?**

A: If in Victoria, they will be EID, otherwise ask the person that sold them to you.

**Q: For visual tags on goats, is it essential to follow the colour codes for year of birth? Using different colours is handy for identifying nannies vs wethers during drafting etc (all tags have the same PIC number of course).**

A: Goats can be tagged with yellow or the year colour of birth device. Check with your state or territory if there are any differences for your state. You can also apply a management tag of any colour in addition to the NLIS tag if you wish.

[www.integritysystems.com.au/identification--traceability/animal-identification](http://www.integritysystems.com.au/identification--traceability/animal-identification)

**Q: How important is it to scan left over tags? My reader won't scan the tags that are left over because they are too close together. If I pull them apart to scan them they won't feed through the rapid tagger when I want to use them.**

A: You could record the NLISID on the outside of the tags instead of scanning them if your scanner isn't picking them up. Alternatively, when you receive the PIC reconciliation results, the leftover unscanned tags will be on the "Devices to be made Inactive" so you can keep them as active tags if you have the numbers on hand.

## PICs and animal identification

**Q: With calves born on property due to rogue cattle of neighbours ... do they put my PIC number or their own?**

A: Animals are required to be tagged before leaving their property of birth when moving to a property with another PIC. If they were born on your PIC you need to use your own tags.

**Q: What are the requirements around PIC amalgamation?**

A: The requirements may be slightly different in each state so it is recommended to contact your [state department of agriculture](#) for more information.

**Q: What happens if NLIS tags are lost on the property of origin?**

A: If the animal is still on the property of birth, you can use another breeder device. For cattle, this is a white tag and for sheep it can be yellow or the year colour of birth. If the animal is no longer on the property of birth, you will need to use a post-breeder tag. Post-breeder for cattle is orange and for sheep and goats are pink. If you are aware of the original EID tag number, you can then use the 'replace tag' function in your NLIS account to link the original tag number to the new tag number.

**Q: What happens when a cow is purchased and its NLIS tag does not register when you try to add it to your PIC?**

A: If scanning the tag number does not work, you can manually take note of the tag number and enter it into the NLIS database using the manual option.

**Q: We operate a closed herd. The only introduced animals are bulls. None of our breeder cows have NLIS tags.**

A: Animals are only required to be tagged before leaving their property or when moving to a property with another PIC.

**Q: How do you manage cattle with different owners on the same property?**

A: Some jurisdictions allow for different PICs, otherwise all cattle on the one PIC must be treated as managed/owned by the one entity.

**Q: What do I need to do to update my PIC if I share agisting my neighbour's cattle?**

A: If you are agisting cattle for your neighbour then you will need to ensure they are transferred onto and off your PIC when they arrive and leave. If you are sharing/leasing your PIC to a neighbour they will need to get in touch with your state or territory agricultural department to update or register for a PIC [www.integritysystems.com.au/identification--traceability/state-territory-contacts](http://www.integritysystems.com.au/identification--traceability/state-territory-contacts)

**Q: How do I transfer a PIC?**

A: Contact your state or territory agricultural department to update your PIC [www.integritysystems.com.au/identification--traceability/state-territory-contacts](http://www.integritysystems.com.au/identification--traceability/state-territory-contacts)

## Other topics

**Q: How does this relate to small scale hobby farmers or people who are new to farming?**

A: All farmers, including hobby farmers and those new to farming, must register livestock movements on the NLIS database, regardless of the property size or the number of animals on the property.

**Q: Moving cattle to and from agistment poses problems for me.**

A: If the property where animals are being moved to for agistment has a different PIC then the movement must be registered as a transfer on the NLIS database. The producer receiving the animals should transfer them onto their PIC. The owner of the animals should check this has been completed and should move the stock back onto their own PIC when or if they return. If you have livestock on agistment, in some states you can request to link the agistment PIC to your existing NLIS account. A third-party authorisation form will need to be completed and returned to ISC to achieve this. To access this form, call the ISC Customer Service Centre on 1800 683 111 or email [support@integritysystems.com.au](mailto:support@integritysystems.com.au). However, in WA, if you put livestock on agistment you will need to apply for another PIC for that property. It's important to check the requirements for your state.

To meet LPA requirements, the owner of the animals will need to provide an Animal Health Declaration and NVD to the landowner at the agistment property. Landowners need to keep the NVD for a minimum of three years, for the duration of livestock on the property or according to the state's requirements – whichever is longer.

For more information on meeting LPA requirements for agistment, [download the ISC fact sheet](#).

**Q: Why do we need so many separate websites and different logins for this system?**

A: Each platform is administered separately due to its unique function, however you can link all your integrity accounts in one place, with one password, through myMLA. In addition, myMLA is the gateway to accessing a range of MLA products and services and provides a single sign on facility to your NLIS, LPA, NVDs, LDL and MSA accounts. The myMLA dashboard delivers personalised, relevant content that's unique to each user, based on their pre-determined preferences. Find out more information [here](#).

**Q: Do I have to register livestock given to me as a pet?**

A: Yes, all movements of livestock coming onto your PIC must be recorded in the NLIS database. If you have a PIC and an NLIS account, you can find what is registered on your PIC via the "Devices on PIC" report.

**Q: Are there any registered training organisations that do workshops face to face to help producers get their stock records up-to-date?**

A: ISC suggests contacting your state department of agriculture. Some departments run in-person NLIS database workshops or are aware of other groups, such as state farming organisations, which may run workshops. If you have suggestions for further integrity system webinars by ISC, please email [info@integritysystems.com.au](mailto:info@integritysystems.com.au)

**Q: Is it necessary to transfer sheep other than with and NVD?**

A: All sheep movements must be recorded in the NLIS database by the receiver of the livestock. If the sheep have EID tags, you can do a sheep (individual) movement. If they only have a visual tags, you can do a mob-based movement.



**Q: I only own one horse, one cow and one calf ... what does NLIS cover?**

A: National Livestock Identification System (NLIS) is applicable for cattle, sheep and goats. However, under state/territory legislation you will need a PIC for horses well. Cattle, sheep and goats are cloven hoofed and susceptible to Foot and Mouth Disease which is one reason why NLIS exists – to trace these FMD susceptible animals.

**Q: If cattle still on my account are no longer physically on my property, what level of responsibility do I have to understand these?**

A: Ultimately it is the receiver of the livestock who is responsible for completing the transfer in the NLIS database and ensuring all records are accurate and up-to-date. If you are aware of the transfer details, you can use the 'livestock moved off my property' to complete the transfer yourself, or contact the receiver to complete the missing transfer themselves.

**Q: What do I do with deceased stock when NLIS tagging calves?**

A: If an animal has died on your property, you can use the 'livestock died on property' function to mark the animal as deceased. Alternatively, you can also use the 'device status' function to change it to 'Inactive'.

**Q: How do I do a transfer from unknown tags?**

A: If you are trying to complete a transfer and are not aware of all details, you will need to consult the NVD paperwork you received and can also contact the vendor you received the livestock from.

**Q: What if you only have a very small number of cattle (8)?**

A: Hobby farmers must register livestock movements on the NLIS database, regardless of the property size or the number of animals on the property.

**Q: I would like to request follow up training to make sure we all have understood the training. It is a lot of information to take in a short amount of time.**

A: We understand there is a lot of information to take in. A recording of this session along with all questions and answers will be sent to your registered email address. If you still need further assistance, you can refer to the 'Help' section in NLIS and also contact ISC Customer Service on 1800 683 111.

**Q: Did I see you can upload a visual tag number with the RFID to match them? Will this be detailed in the slides sent out?**

A: You can upload either visual or the RFID number, all the steps and information will be sent out post-webinar for you.

**Q: If I struggle to do this with my written notes, can I get help? Can I employ someone?**

A: You can contact your local stock and station agent who may be able to assist you. ISC Customer Service is always available to assist too.

**Q: I think the NLIS system should be redesigned. It is not intuitive, and the system is far from simple, even for those of us who are computer and system literate.**

A: If you would like to provide any feedback about NLIS please send an email to [support@integritysystems.com.au](mailto:support@integritysystems.com.au)