

# Traceability webinar

## PIC reconciliation

Question & answer transcript

PRESENTED BY:



## PIC reconciliation webinar Q&A Transcript

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### FILE FORMAT

**Q: I can no longer use Microsoft due to subscriptions. Can we get the files another way?**

A: Yes. Most scanners can export files as a .csv, which can then be opened in a range of free or low-cost spreadsheet programs such as Google Sheets. You can also manually copy and paste the data into the PIC reconciliation fields if needed.

**Q: Do headings or headers in a .csv file cause issues when uploading to NLIS?**

A: Yes. Header rows or column headings can cause the upload to fail or generate errors, so the file should contain only the NLIS device numbers. Before uploading, make sure any headings, extra columns, or formatting have been removed.

**Q: Is there a guide showing the correct Excel or .csv column order for NLIS uploads? The different file formats can be confusing.**

A: Yes. ISC has a step-by-step guide called the [“Prepare a file for upload” how-to guide](#), which explains the required file structure and formatting for NLIS uploads, including the correct order and layout of data fields. If you’re still unsure, you can also call the NLIS Helpdesk 1800 683 111 who can assist with preparing and troubleshooting upload files.

**Q: Can I use a Word document instead of Excel to create NLIS upload files?**

A: No. NLIS uploads must be submitted as a .csv file format, which is designed for structured data uploads. While you don’t need Microsoft Excel specifically, you will need to use a spreadsheet-style program (such as Google Sheets or Apple Numbers) that can save or export files as .csv. If you are having formatting issues, you can contact the NLIS Helpdesk 1800 683 111 for further assistance.

## PIC RECONCILIATION PROCESS

**Q: I would like to be able to assign a cow ID number to an NLIS button in the system. I would then know which buttons have been used in animals still in the paddock and which buttons are unused in a box. This would make reconciliation much easier.**

A: The PIC reconciliation will require you to include both devices that have been physically tagged in the animal, as well as any devices that you have purchased but not yet used. We consider all these devices to be active on your PIC in the NLIS database.

**Q: When uploading a file for PIC reconciliation, does it replace the existing NLIS devices already recorded on my PIC?**

A:

No. A PIC reconciliation doesn’t simply overwrite all existing records, it compares the devices you upload against what is currently recorded on your PIC in the NLIS database. You should upload all devices currently associated with your property, including livestock physically on farm and any unused spare tags still in your possession. The reconciliation process will then help identify extra or missing devices so discrepancies can be reviewed and corrected.

**Q: We completed a PIC reconciliation a few years ago and I recently tried to use a replacement tag that showed as inactive. What happened, and how do I fix it?**

A: It’s likely the unused tags were marked as inactive during the PIC reconciliation process because they weren’t included in the uploaded records at the time. If you later try to use one of those tags, the NLIS database will reject it until it is reactivated. You can reactivate the device in your NLIS account using the “Device Status” function by turning the inactive (IA) status off before using the tag.

**Q: Can I run a PIC reconciliation across multiple PICs at once?**

A: No. PIC reconciliations must be completed separately for each PIC, as the NLIS database records livestock and devices against individual property identification codes. Each

reconciliation needs to reflect the livestock and unused devices associated with that specific PIC.

**Q: As a small producer, can I just obtain a list of NLIS devices linked to my PIC and complete the reconciliation myself later?**

A: Yes. You can request the original “bucket file” when purchasing tags, or download a list of devices linked to your PIC from the NLIS database using the “Devices Purchased” report. This can then be used later to help complete your PIC reconciliation and check which devices should still be associated with your property. More information on how to run that report is available here: [NLIS Devices Purchased How-to Guide](#).

**Q: Why can't I just reconcile the livestock currently on my property? I can't trace many older tags or animals.**

A: You can take that approach. Many producers choose to scan all livestock currently carrying eIDs and reconcile based on what is physically on the property. Any remaining devices still linked to your PIC can then be marked inactive if they can't be accounted for. If those devices are later used or move through the system again, they can be reactivated in the NLIS database if required.

**Q: If NLIS tags are already uploaded to my PIC when I buy them, why would I need to upload an Excel/.csv file for PIC reconciliation? In my reconciliations, I am generally only ensuring that all transfers have occurred or updating any NLIS devices that are no longer active.**

A: When you purchase NLIS devices, they are automatically recorded against your PIC as active devices. The purpose of uploading a file during PIC reconciliation is to confirm which devices are still physically associated with your property, including livestock currently on farm and any unused tags still in your possession. The reconciliation process then helps identify discrepancies, such as missing transfers, inactive devices, or tags that can no longer be accounted for.

If your main focus is checking livestock movements, reports such as the “Livestock transferred onto/off my PIC” report can help confirm whether transfers have been completed correctly. More information on how to run that report is available on the ISC website: [NLIS how-to guides](#).

**Q: When completing a PIC reconciliation for the first time, do I need to separately identify animals that died on-property, or can I simply mark all unaccounted-for tags as inactive?**

A: If you know the correct NLIS device numbers for animals that died on your property, it's best to use the “Livestock died on my property” function so the database accurately reflects those deaths. However, if you can't confidently identify the devices, you can simply mark the remaining unaccounted-for tags as inactive during the reconciliation process.

**Q: Why do I need to upload all active devices during PIC reconciliation if they're already recorded on my PIC?**

A: The upload is used to confirm which devices are still physically associated with your property at the time of reconciliation. If active devices aren't included in your uploaded list, the system may assume they can no longer be accounted for and prompt you to mark them as inactive.

Including all current livestock devices and unused tags ensures they remain correctly recorded as active on your PIC.

**Q: Can I complete a PIC reconciliation for just one species on the property, such as cattle, if I also have sheep and goats with eID tags?**

A: Yes, but the reconciliation needs to be completed separately for each species. Cattle, sheep, and goats are managed differently within the NLIS database, so each species requires its own PIC reconciliation process and upload file.

**Q: I completed a reconciliation and found a ram purchased a few years ago isn't recorded on my PIC, even though he has an eID tag. What should I do?**

A: Scan the ram's eID and check whether the device is currently recorded on another PIC or hasn't been transferred correctly. If the animal is physically on your property and not linked to your PIC, you should complete an NLIS transfer to move the device onto your PIC so the records are accurate.

## ACCOUNT AND SYSTEM NAVIGATION

**Q: On the NLIS/MLA home page it says I have 2000+ active devices. When I click 'More info' it goes to a report page that says there is 6000+. I cannot choose between working with sheep or cattle. The page seems to be glitching.**

A: Thanks for letting us know. Doing a PIC reconciliation can help and you should be able to filter based on species. If you know the name of the report you ran, we can help you directly. You can contact our NLIS Helpdesk 1800 683 111 for further assistance.

**Q: Why can't I look up an RFID number and see which PIC it's currently on?**

A: Access to NLIS device information is restricted for privacy, biosecurity, and ownership reasons under the way the system was established by government and industry. Producers can view whether a device is currently on their own PIC, or see movements onto and off their PIC, but they cannot generally see which other PIC a device is linked to.

**Q: What happens if you don't have PIC reconciliation in your list?**

A: If you do not see the PIC reconciliation option available in your NLIS account, you will need to contact the NLIS Helpdesk 1800 683 111 and they will be able to assist.

**Q: How do I switch between the new NLIS view and the original version?**

A: : In the top right-hand corner of the NLIS screen, open the profile or account menu and select the "Return to Original" option. This will switch you back to the previous version of the interface.

**Q: Will you cover how to delete old records from the NLIS database?**

A: NLIS records are generally not deleted, as the system is designed to maintain long-term traceability history. Instead, devices can be marked as inactive when they are no longer in use or

associated with your PIC. Very old historical data is also managed through ISC archive processes where required.

**Q: If I want to record the electronic ear tag numbers allocated to our calves manually, and the property numbers are all on the PIC register, what do I select in the dropdown box? (transfer on?)**

A: You want the type in option (enter manually) from the dropdown menu. That will let you copy and paste or type in the NLIS-ID numbers from the calves.

**Q: Can you tell the system that you automatically assume recently purchased tags are still all active?**

A: You can use the 'devices purchased' report to obtain a list of these tag numbers and then include them in your PIC reconciliation. More information on how to run that report is available here: [NLIS Devices Purchased How-to Guide](#).

**Q: What do the (lt) (ReasonTypeID) (Tag EUStatus) (Status) columns mean along with the code used in each category?**

A: (lt) = Lifetime traceability

ReasonTypeID is the reason it's changing

Tag EU Status is specific for EU cattle

Status = status you are setting the tag to (inactive/active/deceased)

**Q: Is there a plan to make this system more user friendly in the future? I can see that I will have a whole lot of farmers as clients who will put this in a too hard basket.**

A: Yes, work is underway to rebuild the NLIS database. The NLIS Uplift Project is underway to refresh the NLIS Database to make it easy to use, more secure and able to meet any future changes quickly and easily. It will be ready soon. The new NLIS database will offer a more streamlined user experience. It will integrate with the eNVD livestock consignment system ensuring a simpler process for producers and other users. For more information on the NLIS Database Uplift project, and to sign-up for email updates, please visit NLIS Database Uplift Project.

**Q: What is the best way to keep a track of NLIS devices I have in the cupboard? My main issue with doing a PIC rec is keeping an accurate record of spare tags that I don't want to accidentally remove.**

A: When you buy new devices, you can request the bucket file or run a report on the NLIS to show you the numbers and then track which ones you use. Making a device inactive doesn't delete it and it will move back to active once it moves again.

**Q: Is there a glossary/explanation for each code and column?**

A: You can click on the 'help' section across the top of the main bar on the NLIS homepage to view the PIC reconciliation help guides.

**Q: My NLIS account was cancelled years ago due to an error, and I was told I couldn't recover my old records or devices. Is that correct?**

A: It will largely depend on whether the same PIC was reinstated to your property. If the original PIC was retained or reissued, many of the devices may still be linked to that PIC in the NLIS database, even if some historical records are no longer easily accessible. The best next step is to ensure you have an active NLIS account linked to your PIC and run reports such as the “Devices on my PIC” report to check what devices are still recorded against the property.

**If livestock transfers and purchased tags are already recorded against my PIC in the NLIS database, why do I still need to create a list of active and unused devices during PIC reconciliation?**

A: The reconciliation process is designed to confirm which devices can still be physically accounted for on your property at that point in time. This includes both devices currently in animals and any unused spare tags you still hold. You don’t need to separate them into different categories, they can all be included in the same uploaded list, but including them ensures the database correctly reflects which devices should remain active on your PIC.

**Q: When I wish to look at tags on my property, I am unable to separate sheep and cattle. At times I’m only wishing to view the cattle.**

A: You can use the ‘active devices on PIC’ report and this will allow you to also choose which species you need to view. More information on how to run that report is available here: [Active devices on PIC report](#).

**Q: Can the existing NLIS Database system allow a user to add their animal’s ID tag as part of the NLIS and RFID numbers? If not, will the new NLIS Database system allow this?**

A: The Current NLIS does not have this feature, but we are looking to add this to the updated NLIS.

**Q: Are there any discussions about upgrading the website?**

A: There is a project underway to uplift the NLIS Database. For more information on the NLIS Database Uplift project, and to sign-up for email updates, please visit NLIS Database Uplift Project.

**Q: Can I change the number of livestock recorded against my PIC, and do horses or camelids need to be included?**

A: The livestock/device numbers associated with your PIC can change over time through transfers, reconciliations, and by marking devices as inactive where appropriate. Requirements for horses and camelids can vary by state or territory, so you should check with your relevant Department of Agriculture or Primary Industries for advice specific to your location.

**Q: Are there any plans for NLIS/PIC reconciliation processes to integrate directly with scanning software, rather than requiring manual file creation and uploads?**

A: Improving integration and reducing double handling is a common area of feedback from producers and service providers. ISC continues to explore opportunities to improve interoperability between the NLIS database and third-party scanning or livestock management software, including simplifying upload and reconciliation workflows. As systems and industry requirements evolve, further integration options may become available.

**Q: Many NLIS reports include a “VisualID” field. I used to be able to update it, but can’t find where to do that anymore. How can I change it?**

A: The VisualID field is generally populated by the tag manufacturer when NLIS devices are ordered and uploaded against your PIC. Producers typically can’t directly edit this field within the NLIS database after purchase. If the VisualID information appears incorrect, you may need to contact the tag supplier or the NLIS Helpdesk for assistance.

## DEVICE / TAG MANAGEMENT

**Q: Do I need to make lost tags ‘inactive’?**

A: You can use the ‘device status’ function within your NLIS account to mark the devices as inactive. You will need to turn the inactive status ON to mark them as inactive.

**Q: What do I do with lots of orange tags that we ordered many years ago but have never needed them?**

A: You can keep them on hand in case you ever need them and they will still work. If you prefer, you can mark them inactive on your PIC and they will reactive automatically if they ever move.

**Q: eID tags are recorded against my PIC when purchased, so the number of active devices won’t always match the number of sheep on the property. Should unused tags be marked inactive until they are applied?**

A: Not necessarily. Unused tags can remain active on your PIC while they are being stored for future use. Some producers choose to mark unused devices as inactive to keep their active device numbers closely aligned with livestock on hand, but this is optional. Just keep in mind that any inactive devices would need to be reactivated before being applied to animals.

**Q:**

**We are hobby farmers with a small cattle herd and have had several animals lose NLIS tags. Is this common, and what should we do when it happens?**

A: Tag loss can occasionally occur, particularly if animals are tagged at a young age or tags are caught on vegetation or infrastructure. For cattle born on your property, breeder tags only need to be applied before the animal leaves the PIC, so some producers choose to tag later to improve retention. If a tag is lost, you should apply a replacement breeder tag (if the animal was born on your property), mark the old device as inactive in the NLIS database, and update your records accordingly.

**Q: Where can I purchase replacement tags for animals bought from another producer that have lost or broken their original tag?**

A: Replacement tags can be purchased the same way as standard NLIS devices — through rural retailers, online resellers, or directly from approved tag manufacturers. For animals not born on your property, you should request post-breeder tags (e.g. orange cattle tags or pink sheep/goat tags), as these are the correct replacement devices for purchased livestock that have lost their original tag.

**Q: I purchased 250 orange NLIS tags but can't see them in my NLIS account. Where should I look?**

A: First, check that your report or device list is set to display all records, as some screens default to showing only a limited number of lines. You can also run the "Devices Purchased" report to check whether the tags have been uploaded against your PIC. If the tags still don't appear, they may not yet have been supplied to the database by the retailer or manufacturer, so it's worth checking with the supplier or contacting the NLIS Helpdesk.

**Q: What happens to unused NLIS devices? If I purchase 100 tags, do they all show as being on my PIC even before they're applied?**

A: Yes. When you purchase NLIS devices, they are automatically recorded as active against your PIC, even before they are applied to animals. This is normal and expected. You can choose to mark unused devices as inactive until they are used, but this is optional and creates additional administration, as the devices would then need to be reactivated before application or future movement.

**Q: How do I deal with cattle tags that are more than 17 years old and still in the database? I haven't had cattle in a long time and I'm not getting back into them any time soon. Some are attached to animals that have no doubt long passed away.**

A: You can assign a status of Inactive to old tags using the function 'Device status' in your NLIS Account. Select the option 'choose from the list' and select the tags that have been on your PIC for 17 years.

**Q: What happens if you make a tag inactive and that animal gets sold to abattoirs?**

A: If an inactive device is scanned through the supply chain, the NLIS system can reactivate the tag as part of the movement or processing transaction. The animal can then continue through the normal traceability process, including being recorded as processed at the abattoir.

**Q: Are newly purchased NLIS tags automatically linked to my PIC? I've received error messages when selling cattle with recently purchased tags.**

A: Yes. NLIS devices should be uploaded and linked to your PIC by the supplier before the tags are dispatched to you. If you receive error messages indicating the devices are not recognised against your PIC, it may mean the upload has not occurred correctly or has not yet synced through the system. In these situations, you should contact the tag supplier or the NLIS Helpdesk for assistance.

**Q: Are new orange eID lamb tags uploaded under sheep (individual) or sheep (mob)?**

A: For sheep and goats, pink tags are the designated post-breeder tags used for replacement tagging or animals no longer on their property of birth. Orange is not a designated post-breeder colour for sheep and goats — it is one of the optional year-of-birth colours used in the breeder tag colour system, which is only mandatory in Western Australia.

Electronic sheep and goat tags (eIDs), including pink post-breeder tags, are managed under sheep (individual) in the NLIS database because they are individually traceable devices. The

sheep (mob) system relates to the older mob-based traceability system used with visual-only tags and mob movements.

**Q: If I'm unsure about the status of an animal or tag, is it better to mark the device as inactive rather than deceased?**

A: Yes. If there is any uncertainty, marking the device as inactive is generally the safer option. Devices should only be marked as "dead" if you are confident the animal has died on your property, as deceased devices are intended to permanently reflect that outcome. If an animal later turns up after being marked deceased, you would then need to correct the records — and only re-tag the animal if it has also lost its original tag.

**Q: What happens if I mark a tag as inactive, but the animal is actually still alive on another property?**

A: If the device is later scanned through the supply chain or moved again, the NLIS system can automatically reactivate the tag through that transaction. However, marking a tag inactive when the animal's whereabouts are unknown can create gaps in traceability history, so it's best to only inactivate devices when they genuinely can no longer be accounted for.

**Q: Aren't the new tags automatically assigned to the PIC from the supplier and show on the NLIS?**

A: Yes, these will be automatically marked as active against your PIC. To ensure they are continually marked as active, you will need to include them in your PIC reconciliation.

**Q: How long does it take after the tags are generated by Nutrien and mailed to us for them to upload to our PIC?**

A: Nutrien order them for you, they don't manufacture them. It can take 2-6 weeks to get them once you order.

**Q: If an eID tag doesn't scan, do I have to replace it with a tag that does scan?**

A: Yes. If an eID device is no longer readable or functioning correctly, it should be replaced with an appropriate replacement NLIS device to maintain traceability and compliance requirements. You should also update the NLIS records where required to reflect the replacement tag.

**Q: If older cattle lose their tags and we can no longer identify which devices belonged to which animals, are those inactive tags eventually removed from the system?**

A: NLIS has data archival processes for devices that have had no activity or movements for an extended period of time. Generally, records with no movements for around 12 years may be archived under these rules. However, where possible, producers should still aim to keep records accurate by marking unaccounted-for devices as inactive during PIC reconciliation or record reviews.

**Q: If I buy tags from Agriculture Victoria, they transfer them to my PIC yet if I don't re-upload them as George just did they are inactive. Is that correct?**

A: If you buy tags via Ag Vic, they place an order with the supplier who upload them to your PIC before they post them to you. When tags arrive, they will be registered to your PIC and set as active and ready to use.

**Q: If I have unused orange cattle tags sitting in a drawer, should they be included in my PIC reconciliation?**

A: Yes. Ideally, unused tags that are still in your possession should be included in the reconciliation upload, as they are still active devices recorded against your PIC. Including them helps ensure the reconciliation accurately reflects all devices associated with your property.

**Q: What is the difference between 'lost' or 'inactive' and what is the scenario for each?**

A: Lost means the tag or animal has been lost and you aren't sure where it is.

Inactive means it's hidden but not deleted. It will reactivate automatically if moved or if you want to reactivate it.

**Q: How do you know if a tag has been lost, dead or sold?**

A: Enter the tag number in the report 'Beast enquiry' and it should show you. More information on how to run that report is available here: [NLIS Beast Enquiries Report](#).

## LIVESTOCK TRANSFERS

**Q: How can I transfer an eID onto my PIC if I only have the device number and don't know which PIC it came from? What if it was an older interstate purchase from before mandatory sheep and goat eID transfers?**

A: The best starting point is to check the original NVD or livestock paperwork, which should include the vendor's PIC and movement details. If the movement was never completed, which can occur with older interstate or pre-eID movements, you may still be able to transfer the device onto your PIC once the originating PIC is identified.

ISC also has NLIS livestock movement transfer guides that explain how to complete transfers involving both individually traceable eIDs and mob-based movements within the same transaction. If you are unable to identify the originating PIC or continue to receive errors, the NLIS Helpdesk can assist further 1800 683 111.

**Q: How do I know if the business who received my stock has registered the transfer?**

A: Log into the NLIS Database and run a report 'Livestock transferred off PIC (device report)'. This will display all the NLIS Devices that have been recorded as moved off your PIC in a data range.

**Q: My understanding is that the stock agent is responsible for transferring the NLIS ID from the seller PIC to the buyer PIC. They certainly charge a fee for scanning the NLIS Tag, which should be reported to the NLIS Database.**

A: It is the receiver's responsibility for ensuring the NLIS transfer has been recorded. A livestock agent may do it on your behalf, but we highly recommend obtaining the corresponding NLIS Upload ID from them or viewing the 'livestock transferred onto my PIC' report to ensure the

transfer has been recorded accurately. If you are buying livestock through a saleyard, they will record the transfer for you, but you can still use the 'livestock transferred onto my PIC' report to ensure this has been done properly.

**Q: How could we transfer animals if we don't know the PIC that they are from? In real life it's not that easy to look up paperwork when you don't know which one is which.**

A: If you cannot confirm the correct PIC from your NVD paperwork, you can contact the NLIS Helpdesk 1800 683 111 for further assistance.

**Q: What if the agent doesn't do the NLIS update and you get notice of a movement months later?**

A: Those animals will have lost lifetime traceability. That is why it's important to check every movement on and off has happened with your agent.

**Q: From time to time I want to check where animals moving off my PIC (i.e. through saleyards) end up (i.e. destination PIC). Is that possible? Totally aware of RFIDs on my PIC have been "lost" and/or died. I'm unaware as to what to do to tidy up the database.**

A: Log into the NLIS Database and run a report 'Livestock transferred off PIC (device report)'. This will display all the NLIS Devices that have been recorded as moved off your PIC in a data range and will show the 'Destination PIC'.

**Q: What is the process if an animal has left your property and has been sold by another person?**

A: Where an animal leaves your property it must be moved from your PIC to the PIC it is going to in the NLIS. Not checking or recording this will cause the animal to lose lifetime traceability when is sold/moved again. It is the receiver's responsibility to ensure the NLIS transfer has been recorded accurately.

**Q: What do I do if a purchaser does not transfer purchased animals?**

A: You can transfer them yourself in NLIS or assign a status of Inactive to the NLIS devices using the function 'Device status' in your NLIS Account.

**Q: A consignment came onto our PIC and was not scanned on (we were away so a friend took delivery). A majority of individuals left before scanning. How do I record this**

A: You can refer to the NVD paperwork to ensure you have the correct information for the NLIS transfer. If you receive any error or warning message notifications, you can contact the NLIS Helpdesk 1800 683 111 and they will be able to assist you further.

**Q: Will correcting NLIS transfer errors be covered in another session? I've had cattle transferred incorrectly off one of my PICs by a saleyard agent.**

A: Correcting transfers and resolving NLIS discrepancies is a common area of interest, so this is something ISC may cover in a future webinar or training session. In the meantime, if livestock have been transferred incorrectly, the NLIS Helpdesk can assist with the correction process and advise the best way to rectify the records. ISC also maintain comprehensive support resources

that outline this process, including this video on conducting a transfer correction: [How to conduct an NLIS Transfer Correction](#)

**Q: Some cattle seem to have “gone missing” from my NLIS records. If I add them back onto my PIC now, will it look like I failed to transfer them within the required timeframe?**

A: If the animals haven't been transferred off your PIC in the NLIS database, you may be able to correct the records by completing the appropriate transfer or reconciliation process. The important thing is to correct the records as soon as discrepancies are identified so your PIC information remains accurate and up to date.

**Q: How do you transfer off the property if the buyer didn't have a PIC after all? This was confirmed by DAF whose response was that the buyer is keeping livestock without a registered PIC..... How do I move that ear tag out of my list of devices?**

A: If the buyer does not have a PIC number, you will need to contact your state department of primary industries and they will advise you on how to proceed. For the animals - mark them as inactive to remove them from your PIC.

## EQUIPMENT / SCANNERS

**Q: Which scanner do you recommend?**

A: We don't recommend any - it depends on your operations, size, budget and features you would like. Panel readers are good if you have a crush or races, handheld is good if you like mobility. You can reach out to the NLIS approved device suppliers of the eIDs and have a look at some different options before buying one. They all read the eIDs the same.

**Q: How can you efficiently do a PIC reconciliation without a scanner (small producers often do not have scanners)?**

A: You would have to manually record the NLIS-IDs printed on all devices in animals and the spare ones you have on hand to generate the list to begin the PIC reconciliation. It is not very efficient so you could seek to borrow a reader if you cannot buy one.

**Q: With only a small cattle herd, and no NLIS scanner, it is not possible to check tags unless you physically check tags in a head bale. Is that correct? Is there a scanner that can be attached to a mobile phone?**

A: Yes, you can visually read the NLIS-ID printed on the ear tag, but it is not easy unless they are secured. Smart phones cannot read NLIS eIDs, you can connect some stick reader to your phone using an app and Bluetooth.

**Q: Are readers for both cattle and sheep available in one unit?**

A: Yes they are the same thing – sheep and cattle tags contain the same type of microchip and are read using the same type of readers.

## PIC REGISTRATION AND PROPERTY CHANGES

### **Q: How do I find the PIC when you buy a property?**

A: PICs are issued by your state or territory department of primary industries and not automatically transferred with the property sale. When you purchase a property, you should contact your state department to either transfer the existing PIC into your name or apply for a new one if needed. Your solicitor or agent may also have the PIC details from the sale but you'll still need to ensure it is correctly registered to you. A list of state contacts is available here: [State Department Contacts](#).

### **Q: I have logged in a few times and tried to update my business name. It shows as my business name, but when you search the PIC and when others transfer, it comes up as the old owner's name.**

A: This may be due to how your trading name is listed in the PIC register. You will need to contact your state department of primary industries to ensure the correct trading name details are listed in the PIC register.

### **Q: After acquiring property and cattle from family, the old consolidated property PIC got cancelled and my property got its original PIC. How do I get the list of cattle from the disused consolidated property PIC to my PIC? The cattle remained on the same land.**

A: You would need to contact your state department of primary industries who needs to complete a Tags Trans - they should have done it when the PICs changed for you.

### **Q: How do I register for a new PIC after moving from one property to another?**

A: To obtain a new PIC for a new property you must apply to your state department of primary industries: [State Department Contacts](#).

### **Q: When you purchase a property with cattle on it, should the stock have NLIS tags? Whose responsibility is it? If I place tags in the cattle they will lose traceability. I thought it was mandatory when selling stock to have tags in them.**

A: Typically they will already have an NLIS tag applied. If they do not, you need to apply breeder devices for those born on your PIC, or post-breeder devices for those that were born on a different PIC. If you purchase cattle they should definitely have an NLIS eID applied already. If they don't you, should chat to your state government so they can investigate. Legally you need to apply your orange tags to any that have not been identified.

### **Q: How to get rid of prior cattle on database from previous owner? It should be their responsibility when they sell the place to clear the stock off it instead of being left with pages and pages of non-existent stock.**

A: Yes, it is the legal responsibility of the person receiving to do a transfer but as the sender you can as well. Completing a PIC reconciliation will mark any animals that have left but not been transferred as inactive so it will tidy up your account.

## AGISTMENT

### **Q: What are my responsibilities when agisting cattle for another owner?**

A: You should always have an agistment agreement in place to define which party is responsible for doing what - NLIS transfers, tags and NVDs as well. Legally, the receiver is responsible for the transfer but if you own the cattle you should ensure they retain lifetime traceability.

### **Q: When transferring stock to another PIC on agistment, I have found that the other PIC owner isn't happy as this appears to look like they have purchased the stock? How do we show that the stock are on that land for agistment, not owner transfer?**

A: NLIS doesn't record change in ownership, it is only the location to be able to find them and trace them in the event of a disease outbreak. NLIS doesn't currently identify stock on agistment vs not, just the location.

### **Q: What are the PIC requirements for agistment? I would like to know the actual details.**

A: Livestock on agistment need to be transferred to the PIC they are being agisted on in the NLIS within two days of arrival. You should have an agistment agreement in place that details which party will do what in relation to the agistment especially in relation to NLIS transfers and NVDs when moving stock.

### **Q: I'm currently having trouble finding 117 head cattle transferred onto our PIC by an agent on behalf of an agistment consignment.**

A: Log into the NLIS Database and run a report 'Livestock transferred onto PIC (device report)'. This will display all the NLIS Devices that have been recorded as moved onto your PIC.

## ABATTOIRS / SALEYARDS

### **Q: If the abattoir doesn't 'kill off' the tags in a consignment, can I transfer them to the abattoir PIC to get them off my NLIS database account?**

A: Wait for 7 days after the animals have left your property, and if the abattoir has not killed them off, then transfer the NLIS Devices to the PIC of the abattoir.

### **Q: Saleyards take out a non-reader tag and charge to replace it. You then send an email saying that tag was a non-reader when your email gave me the tag number. Why do I pay when the number gets physically read out of the system rather than kept in the system?**

A: You will need to discuss this with the saleyard directly.

### **Q: I want to bring to your attention the fact that abattoirs are not transferring all cattle off the NLIS database, creating discrepancies. RFID verification checks are performed prior to transport but the abattoir feedback sheets constantly show RFIDs are missing.**

A: Please report this to the state department the abattoir is located in.

### **Q: I just had an audit and the back end of the NLIS reports that he showed me had the abattoirs uploading one consignment in several smaller batches instead of one complete**

**lot. This made cross referencing to my eNVDs a bit more time consuming. What is the purpose of them doing that and why can't them move them as one complete transfer?**

A: The abattoir might be uploading the kill files in batches or have spilt up the consignment over different processing lines or times. It depends on how they process and how they do the NLIS recording.

**Q: If you sell lambs to the abattoir, will they automatically be taken off your NLIS?**

A: Yes, the abattoir should record the movement for you. You can contact them directly if you notice they have not completed this properly.

**Q: Does the database automatically update when selling or purchasing at the CTLX yards?**

A: If you are selling via the saleyard, the saleyard will record the movement off your PIC when selling or to your PIC if buying. It is important to check it is done and also obtain the NVD and post-sale summary.

**Q: What is the timeframe for making a tag inactive if it has been sent to the abattoir? (It is not usually our responsibility).**

A: We suggest waiting 7 days after they move off the property.

## SPECIES-SPECIFIC: SHEEP / GOATS

**Q: Will the 'Sheep (mob)' option be removed come July 1?**

A: No. Nationally, mob-based movements are still possible for sheep until 31 December 2026.

**Q: If you have previously purchased ewes with eID tags but moved them as a mob-based movement at the time, can you now scan and add those devices to your PIC or will you be required to retag them with your own NLIS device?**

A: You absolutely should scan them and transfer them onto your PIC. You do not need to apply a second eID.

**Q: For goats born before 2026 there should be a single colour eID we can use, rather than having to order small numbers of different coloured eID. Or they should be free.**

A: If the goats were born on your property, these can be tagged with *either* a yellow breeder device or the year of birth colour device. The year of birth colour devices are only mandatory in WA.

**Q: What is the difference between Sheep (mob) and Sheep (individual)?**

A: Sheep mob records a total number of sheep moving. Sheep individual records the list of the eIDs attached to the sheep.

**Q: If I sell sheep that I have purchased in previous years (prior to mandatory eID tagging), do I need to put a pink 'post breeder' tag in prior to movement or can I use surplus other coloured tags that I have on hand?**

A: Sheep eID is currently required for sheep born on or after January 1 2025. Any sheep born before this date can still have a visual tag currently, but they will require eID from the beginning of next year.

**Q: How do I change the number of sheep I have on my property that is all pre eID?**

A: Sheep eID is currently only required for sheep born on or after January 1 2025. All sheep born before this date can still have a visual tag until the beginning of next year. If you have tagged them with an eID, these will be automatically active against your PIC.

**Q: My PIC says I am carrying 'x' sheep but I only have 'y' sheep. How do I change that in my PIC to reflect how many I actually have on my property?**

A: You need to upload all current sheep tags you have. The database will then prompt you to remove the extra ones that are incorrectly on your PIC.

**Q: My tags only have my PIC number on them so how does that help? This is pre eID.**

A: The PIC reconciliation is only done for eID. In your case, it may be best to wait until the beginning of next year when sheep eID is mandated and you can then have them all included.

**Q: If a farmer purchased sheep tags and put them in their goats, can the NLIS database change the species or do they need to have goat-species tags put in and the sheep-species tags removed?**

A: Not yet. The new NLIS database that is being built will be able to do that. You don't need to remove and replace them, just note it when selling.

**Q: I purchased 2 rams last year; is there a chance they don't have eID and are just mob old standard ear tags? Or are rams different? I cannot see where to look for these 2 new rams.**

A: It depends on when the rams were born. These rams may only have visual tags if they were born prior to 1 Jan 2025. If born on or after this date, all sheep must be eID tagged.

**Q: I bought some sheep and the seller did not have NLIS tags in. Can I use the ones I have for cattle?**

A: No, they have to be species specific, so you can only use sheep tags.

**Q: Assuming I sell sheep from the beginning of next year (let's say cast for age or dry ewes that are older than 3 years old). Will they require the pink post-breeder tag, or can I use surplus tags from my PIC?**

A: From the beginning of next year, you can use breeder devices for those born on your PIC, but you will need to use post-breeder devices for those you have purchased from a different PIC.

## COMPLIANCE AND REGULATIONS

**Q: Why do you fine us if one of the cattle lost a tag when we sent it to the market?**

A: Fines are issued by the state and territory governments and not ISC.

**Q: Can you advise the NSW DPIRD Tag trans team phone number?**

A: For NSW TAGTRAN requests you can call NSW DPIRD 1300 720 405 or email [livestock.traceability@dpiird.nsw.gov.au](mailto:livestock.traceability@dpiird.nsw.gov.au)

**Q: What happens when an animal then has lost its lifetime traceability?**

A: It will flag as no lifetime traceability in the NLIS database and it will likely impact market value for the animal.

**Q: What are the consequences if we don't do this? It is just another red tape job with no benefit.**

A: It is to ensure your records on the NLIS database are current and up to date. Any deceased animals are removed and all the transfers have been completed. In the event of tracing of animals on your property, you know it's accurate.

**Q: Where do I check on whether our brand marking is still updated?**

A: Brand registrations are with your state government.

**Q: Who would I contact if I needed help in Victoria?**

A: Phone: 1800 678 779

Email: [nlis.victoria@agriculture.vic.gov.au](mailto:nlis.victoria@agriculture.vic.gov.au).

**Q: Is a PIC reconciliation mandatory?**

A: It is only mandatory if you are an EUCAS-accredited cattle producer. However, it is recommended if you have a lot of devices and you are unsure what's current or missing.

**Q: What is EUCAS accreditation mentioned at the start?**

A: It is the European Union Cattle Assurance Scheme. This is required to send beef to the EU. The scheme is administered by the federal government.

## WEBINAR

**Q: Can we access the previous session via a recording? If so, can you please provide a link?**

A: Yes - all the webinars are recorded and emails are sent to all who registered for each webinar. You can watch the recording of the sheep and goat eID webinar on YouTube:

[https://youtu.be/2Msf\\_IHWoGI](https://youtu.be/2Msf_IHWoGI).