

## **Interactive Voice Response (IVR) Guide – MFL HOLDER**

There are two modes to IVR:

1. MFL Mode used by an MFL Holder
2. Master Mode used by the Master of an authorised lobster boat.

If you are an MFL holder and the Master of the authorised boat for that MFL, you will have two separate IVR accounts, one for each mode. Each mode is activated using its own account number and PIN.

### **MFL Mode of IVR**

MFL Accounts are restricted to using IVR to nominate a Master so that they can record fishing activity against the MFL using the “Fisher Mode” of IVR. The Nominated CFL holder (master) may be yourself, or it may be someone acting for or on your behalf but you **MUST** nominate a CFL holder to fish your MFL in order for that master to record their fishing activities through IVR

To use IVR in MFL Mode you will need to Login to IVR using your MFL Account and PIN.

### **To Log in to IVR (MFL Mode)**

1. Dial 1300 340 135
2. When prompted, enter your account number followed by the Hash (#) Key
3. When prompted, enter your PIN followed by the Hash (#) Key.

### **To Nominate a Master to record fishing activity in IVR**

1. Ensure you have a pen and a piece of paper handy and the CFL number of the Master.
2. Log in to IVR using your MFL Account Number and PIN
3. Select “1” from the main menu.
4. When prompted, enter the current CFL number of the Master you nominate to fish for or on your behalf followed by the hash (#) key.
5. Listen to the read back and press “1” if the details are correct, or “0” to change them.
6. Record the temporary PIN issued by IVR and press “0” to confirm that you have done so.
7. IVR will confirm the CFL number you have just nominated – you have now nominated a Master and are returned to the main MFL menu.
8. You must remember to give the temporary PIN to your nominated Master in order for them to record their fishing activities through IVR.

### **Notes:**

\*Nominating a new Master will automatically disable the previous nominated Master’s access to IVR. You will not be able to nominate a new Master until the previous Master has completed all IVR nominations for a fishing trip.

\*You need to nominate a Master in IVR even if you are using Fish Eye online services to submit nominations because if you do not have Fish Eye connectivity at the time you need to make a nomination then you need to revert to using the full paper CDR and IVR process.

**Remember you are responsible for monitoring and keeping records of your catch against your entitlement. The only official way to view your catch balance is through the Reports section/tab in FishEye Online Services.**

## Interactive Voice Response (IVR) Guide – MASTER (Master of the authorised boat)

### Master Mode of IVR

Only the nominated master of the authorised boat can use Master Mode of the IVR and can make the following 6 types of call:

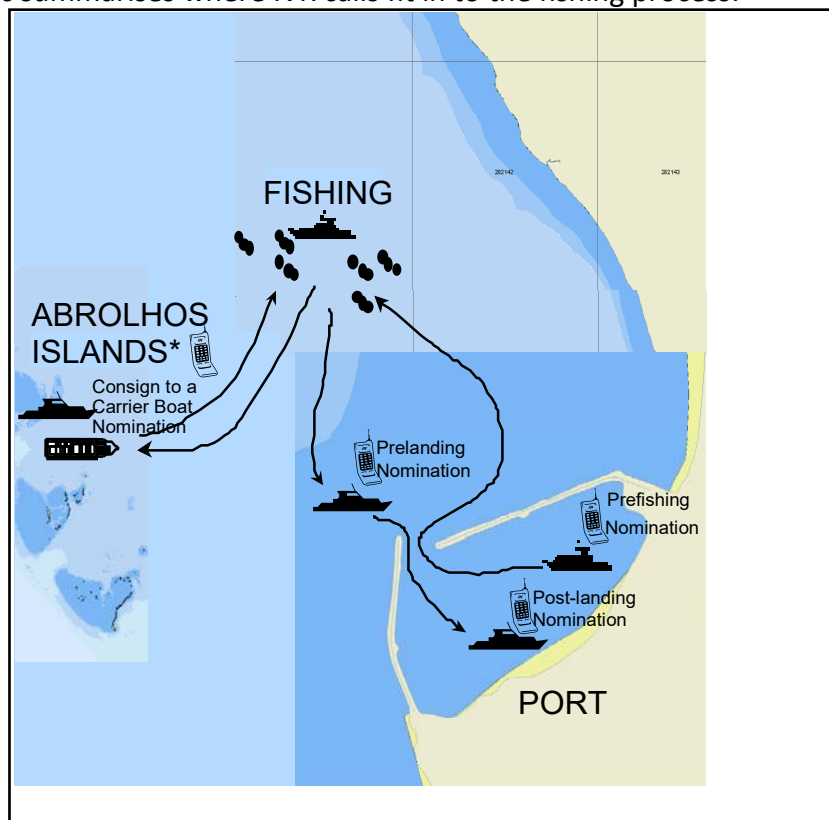
1. To make Pre-fishing Nominations
2. To make Pre-landing
3. To make Post-landing Nominations
4. To Consign to a Carrier Boat (to be used by A zone fishers only)
5. To vary or cancel an existing Pre-fishing Nomination
6. Nominate to change fishing zones (found within the Pre-fishing Menu)

The 6 types of call are explained on the following pages, with step-by-step instructions on how to make each call type. For options 1-5, the IVR system will automatically offer you the correct option depending on the zone selected and where you are up to in your fishing trip. You will find it easier to use IVR if you have completed the relevant sections of your CDR before you make a call.

**Note: Calls to IVR are not valid unless you confirm that you have recorded the confirmation number at the end of the call by pressing “0” when prompted to do.**

This schematic summarises where IVR calls fit in to the fishing process:

\* When commencing a trip at the Abrolhos Islands you must still make a Pre Fishing call before you go fishing.





### 1. Pre-fishing Nomination Menu

Within the Pre-fishing Menu you are provided with four options:

- Option 1 - Pre-fishing Nomination
- ~~Option 2 - Check Catch Balance (see page 6)~~ \*This option is no longer valid/active\*
- Option 3 - Change Fishing Zone (see page 7)
- Option 4 - Set Pots in New Zone (see page 7)

#### Pre-fishing Nomination

You must always make a Pre-fishing Nomination before you move your fishing vessel to pull your pots. You must record the IVR Pre-fishing Confirmation Number issued at the end of a successful call in your CDR book and confirm you have recorded the number to IVR. You may make a Pre-fishing Nomination up to 24 hours prior to commencing fishing. Pre-fishing Nominations tell Departmental staff whether you intend to land catch or hold-over on your next trip and where you intend to do so. This helps the Department’s Fisheries and Marine Officers plan where to locate to, should they want to inspect your catch. You may change a Pre-fishing Nomination simply by calling IVR and varying or cancelling the Nomination.

Please listen to all prompts **\*\*\*Start of the Season: Set your starting Zone\*\*\*\***

You should not cancel your pre-fishing nomination if you have pulled pots on that trip. You will need to make pre-landing and post-landing nominations and submit a completed CDR with a zero catch. Our research division still requires the information in regard to the pots pulled even when no catch is landed.

**Note: you must ensure the correct fishing zone is selected in the pre-fishing nomination.**

#### To make Pre-fishing Nominations (Part 1A of CDR)

1. Ensure you have a new blank CDR and a pen handy.
2. Log in to IVR using your Master Account Number (your CFL No.) and PIN
3. Check your fishing Zone is correct.
4. Press “1” at the main menu.
5. Press “1” for today or “2” if nominating for tomorrow
6. Press “1” if you intend to land catch, “2” if you intend to hold catch over on your boat, [ **ZONE A Only:**“3” if you intend to hold catch in your Abrolhos DHA, “4” if you intend to consign to a Carrier boat].
7. Listen to the read back, press “1” to confirm your choice, or “0” to change it.

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#### 1 - Landing catch

- a. Enter the expected Landing Area Number followed by the hash (#) key.
- b. Enter the estimated Time of Landing in 24 hour format followed by the hash (#) key.

#### 2 - Holding over on a boat

- a. Enter the block number the boat will be located in followed by the hash (#) key.

#### 3 - Holding over in a DHA

(No further IVR Entry is required for this option)

8. Listen to the readback and press “1” if the details are correct, or “0” to change them.
9. **Record the IVR Pre-fishing Confirmation Number in Part 1A of the CDR, and press “0” to confirm you have done so.**



## **2. Pre-landing Nominations (Part 1C of CDR)**

If you are going to Land Catch, you must make a Pre-landing Nomination before you enter a landing area. You must record your Pre-landing Nomination Number issued by the IVR in your CDR book.

Once you have made a Pre-landing Nomination your next call **MUST** be a Post-landing Nomination where you declare your catch. You cannot cancel a Pre-fishing Nomination once you have made a Pre-landing Nomination.

### **To make a Pre-landing Nomination**

1. Ensure you have your current CDR or Holding Over Book and a pen handy.
2. Log in to IVR using your Master Account Number and PIN.
3. Select "1" from the main menu.
4. Select
  - "1" to land lobsters (Pre-landing Nomination),
  - "2" for a Holding Over Nomination nominating your boat as the holding location\*,
  - "3" for a Holding Over Nomination nominating your Abrolhos Designated Holding Area (DHA) as the holding location \*.
5. Listen to the read back, press "1" to confirm your choice, or "0" to change it.
6. Enter the Landing Area Number followed by the hash (#) key.
7. Enter the estimated Time of Landing (in 24 hour format) followed by the hash (#) key.
8. Listen to the read back and press "1" if the details are correct, or "0" to change them.
9. If you are nominating by number of containers, press "1", or press "2" to nominate the number of lobsters you will be landing.
10. Enter the number of containers or number of lobsters followed by the hash (#) key.
11. Listen to the read back and press "1" if the details are correct, or "0" to change them.
- 12. Record the IVR Pre-landing Confirmation Number in Part 1C of your CDR, and press "0" to confirm you have done so.**

**\*Please note, while there is a call flow option to make a Holding Over Nomination after fishing for each night you are holding over, it is not a mandatory requirement to make this call.**

### **3. Post-landing Nominations (Part 1D of the CDR)**

**Only make this call after you have weighed ALL of your consignments and completed all of your CDR(s) - except the Post-landing Confirmation Numbers.** You must make a Post-landing Nomination when you land catch on the mainland to declare the details of each consignment (CDR). You must record the Post-landing Nomination number issued by IVR in your CDR book.

**\*\*\*Postlanding nomination must be made**

- (a) within 10 minutes of weighing the last consignment of rock lobster; or**
  - (b) immediately upon returning to a pen or mooring within the same landing area as the rock lobster were removed from the authorised boat on that trip,**
- whichever is the earliest.**

#### **To make Post-landing Nominations**

1. Ensure you have completed Part 1D of the CDR(s) and have a pen handy.
  2. Log in to IVR using your Master Account Number and PIN
  3. Select "1" from the main menu
  4. Enter the number of containers of lobsters for this consignment followed by the hash (#) key.
  5. Listen to the read back and press "1" if the details are correct, or "0" to change them.
  6. Enter the Gross Weight of the consignment followed by the hash (#) key.
  7. Enter the Net Weight of the consignment followed by the hash (#) key.
- NOTE: To cater for the decimal place in the Gross and Net weight, a weight of 102.0 kg must be entered into IVR as "1020".***
8. Listen to the read back and press "1" if the details are correct, or "0" to change them.
  9. Enter the Receiver Number for this consignment followed by the hash (#) key or press "0" followed by the hash (#) key if the consignment is for Personal Consumption.
  10. Listen to the read back and press "1" if the details are correct, or "0" to change them.
  11. If you have another consignment to declare, press 1 to repeat steps 4 to 10, when you have no more consignments to declare press "0".
  12. **Record the IVR Post-landing Confirmation Number in Part 1D of each applicable CDR, and press "0" to confirm you have done so.**

### **4. Consign to a Carrier Boat (Part 1D of the CDR) –used for A-Zone Fishing Only**

After the conclusion of fishing, Masters fishing in A-zone may choose to Consign to a Carrier Boat instead of holding over or landing their catch on the mainland. Only choose this option when you are ready to consign ALL your catch to a carrier boat and ALL your CDRs for that trip have been completed. This call is an IVR shortcut: if you select this option, you will then be prompted to enter the details of your catch consignment(s) in the same way as you would for a Post-landing Nomination. You must record the Post-landing Nomination number issued by IVR in your CDR book. You can forward your white CDR copy with your consignment without the confirmation number, however you **MUST** then immediately make the Post-landing call and record the number on your yellow copy of the CDR.

#### **To consign to a carrier Boat**

This is to avoid Masters at the Abrolhos Islands having to make a Pre-landing call when consigning to a carrier boat.

- Select "1" from the main menu and you will be transferred straight into the Post-landing Nomination call flow (see above).

## 5. Cancellation and Variation Calls

Until you decide to Consign to a Carrier Boat, or you make a Pre-landing Call prior to entering a landing area, you may notify the Department of any changes to the fishing activities submitted in your Pre-fishing Nomination. You may cancel a Pre-fishing Nomination altogether, switch from holding over to landing catch (and vice versa), or vary a nominated landing area or time. You must record your cancellation or variation receipt number issued by the IVR legibly on your CDR above the pre-fishing confirmation number.

### To vary (or cancel) a previous Nomination (Option 3 from the Main Menu)

If during your fishing trip you change your plans from your Pre-fishing Nomination you must call IVR to submit a variation or cancellation. You can:

- Vary a landing area or landing time (Option 1)
- Change from Holding Over to Landing (Option 2)
- To change from Landing to Holding Over (Option 3)
- Cancel a Pre-fishing Nomination (Option 4)

Listen carefully to the read back and follow the prompts the IVR gives you. IVR will issue you a receipt number for the variation, ensure you write this on your CDR to the right of Part 1A.

Once you have made a Pre-landing Nomination - you must land your catch and call IVR to make a Post-landing nomination.

## 6. ~~Catch Balance~~ \*This option is no longer valid/active\*

**Remember you are responsible for monitoring and keeping records of your catch against your entitlement. The only official way to view your catch balance is through the Reports section/tab in FishEye Online Services.**

## **7. Change Fishing Zone or Set Pots in New Zone**

### **7A. Change Fishing Zone**

You are able to change your fishing zone during the season as long as you have entitlement in a particular zone. If you are switching zones, you must nominate which zone you will be fishing prior to commencing a fishing trip through the IVR prompts in the Pre-fishing Menu (prior to commencing a Pre-fishing nomination).

#### **To change your Fishing Zone**

1. Log in to IVR using your Master Account Number and PIN
2. Press “3” from the Pre-fishing Main menu (prior to commencing a Pre-fishing Nomination)
3. To nominate your next fishing zone,  
press “1” for Zone A,  
press “2” for Zone B, or  
press “3” for Zone C
4. Listen to the read back and press “1” if the details are correct, or “0” to change them.

You must land and consign all lobsters taken in one zone before you can pull pots or take lobsters in another zone.

### **7B. Set Pots in New Zone**

You must nominate to the Department if you intend to **set** pots in a different zone within a trip. You cannot pull pots in two zones or have pots set in two zones at the same time in any trip. For example, if you are commencing a trip in Zone B, but will be setting your pots in Zone C at the end of the trip and then your next trip would commence in Zone C, you must nominate this through IVR. This nomination must be made prior to commencing fishing.

#### **To nominate to set pots in a different zone within a trip:**

1. Log in to IVR using your Master Account Number and PIN
2. Press “4” from the Pre-fishing Main Menu (prior to commencing a Pre-fishing Nomination)
3. To nominate to set your pots in a zone during a trip  
press “1” for Zone A,  
press “2” for Zone B, or  
press “3” for Zone C
4. Listen to the read back and press “1” if the details are correct, or “0” to change them.

\*At the completion of the current trip, IVR will register that a zone change is required and will automatically amend the zone being fished, for the next trip, to the zone you have nominated. Please ensure the correct zone has been set during your next pre-fishing nomination.

## Helpful Hints:

- You must have weighed all your consignments and completed your CDRs before make your Post-landing IVR confirmation call.
- A Master must have completed a fishing trip by making **and confirming** a Post-landing nomination before they can be nominated as a Master on a different MFL.
- A headset or hands free unit will make it easier to enter information using a mobile phone.
- You must confirm that you have recorded a confirmation number when IVR issues you with one. If you do not confirm the confirmation number, the IVR system will not store your call details. This is especially important with the Post-landing Nomination call.
- The time of landing in your Pre-fishing Nomination should be your best estimate at the time.
- You will often be prompted to “press the hash key” after entering information. The hash key looks like # and is usually located below the “9” on your phone keypad.
- You may key ahead before read back is complete if you know the menu options you require. This will help keep calls short.
- Remember to include the number for the 10<sup>th</sup> of a kg when you key in weights. Eg, a weight of 102.0 kg must be entered into IVR as “1020” and a weight of 42.2 kg must be entered into IVR as “422”. You are only permitted to record one decimal place in your weights for both IVR and CDR.
- Note different mobile phone plan providers charge different call rates for 1300 numbers.
- If you press the wrong number in the menu option or if a call drops out, you cannot always go back to the menu to correct your choice.
  - Errors made or a call dropout on a pre-fishing and pre-landing nomination may not always be able to be corrected, if you cannot correct the error, please call the Rock Lobster Helpline and advise.
  - For errors made on a post-landing nomination it might be easier to hang up and then call again – IVR will take you back to the same menu step you were at when you made your last call (until you confirm you have recorded an IVR confirmation number).
- You cannot use your telephone keypad to correct a number! If you make a mistake keying in a number, press hash. Whenever the IVR prompts you to enter a number followed by the hash key, you will get a second chance to correct the submitted information after the read back. You must wait until the read back is complete to get the opportunity to make a change to your submitted information.
- Any other issues, please call the Rock Lobster Helpline, leave a message if you are unable to speak to a staff member.



## IVR Glossary:

TERM	MEANING
Block Number	Blocks of ocean each identified by a unique number according to latitude and longitude. For the West Coast Rock Lobster Fishery, a map showing block numbers is in the front of your CDR book.
CFL Number	Commercial Fishing Licence eg CFL15118
DHA	Abrolhos Designated Holding Area – Listed in Schedule 12 of the West Coast Rock Lobster Managed Fishery Management Plan
Department	Department of Primary Industries and Regional Development (DPIRD)
FBL Number	Fishing Boat Licence eg FBL1020
Fishing Status Variation	A call made to IVR that allows you to vary what you nominated to do in your Pre-fishing Nomination.
Holding Over Nomination	A call made to IVR at the end of your fishing trip where you declare the amount of held over catch in your boat’s holding tanks or in your designated holding area.
IVR	Interactive Voice Response
Landing Area Number	Each approved landing area in the fishery has a unique number which must be recorded in the CDR in and IVR. A table of approved landing area numbers is available on the cardboard Striker Card in your CDR book.
LFB Number	Licensed Fishing Boat eg LFBF123
Master Nomination	A call made to IVR by the MFL Holder to nominate a Master to enable them to fish on behalf of the MFL.
MFL Number	Managed Fishery Licence eg WCLL1001
PIN	Personal Identification Number, used in conjunction with an account number to prevent other people from accessing that account.
Post-landing Nomination	A call made to IVR after you have weighed your catch that declares the gross and net catch weights, who will receive the catch and the number of containers for each consignment.
Pre-fishing Nomination	A call made to IVR before you start your fishing trip that states your intentions for the end of that trip.
Pre-landing Nomination	A call made to IVR before you enter a landing area that states the amount of catch you will land and where and when you will land it.
Receiver Number	The certificate number that is allocated to each Registered Receiver by the Department’s Licensing Branch.