Citrus Information Sessions eCert,PhytClean &AgriOps System Update 2026/2027

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Support and Testing Manager

eCert Platform Overview

- eCert is now part of PPECB (PPECB is the **new service** provider to NPPOZA)
  - **NOTE: Our contact details, support details and email addresses have not changed.**
- eCert Platform
  - Export Controls: (All plant-based certification exports > perishable goods)
    - ePhyto
    - TUM (Trade Unit Manager)
    - AgriOps (New business, facility & farm management system)
    - eInspect (Orchard & Phytosanitary Inspection)
    - PhytClean Platform (Farm Management & Orchard Compliance)
- Import Controls
    - Import Permits for Plant Health & Veterinary Services
    - Import Clearance, Declaration & Booking

Main Goals - eCert Project

- **Go Paperless**
- Electronic Proof of Compliance
- **Electronic Certification & Inspection Results**
- Pre-Verification Process
- **Improve Process Efficiency**
- Application Processing through Systems
- **Resource Management**
- Passing of Phytosanitary Data to the IPPC HUB (Export)
- **Monitoring & Evaluation (Traceability, EU and other)**
- **Systems Integration (Public & Private)**

Industry Newsletters

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Registration Update AgriOps
2026/2027 Season

PHC Registration

- Opens : 02 November 2026 at 09:00
- Closes : 30 November 2026 at 16:30

PUC Registration

- Opens : 02 November 2026 at 09:00
- Closes : 30 November 2026 at 16:30

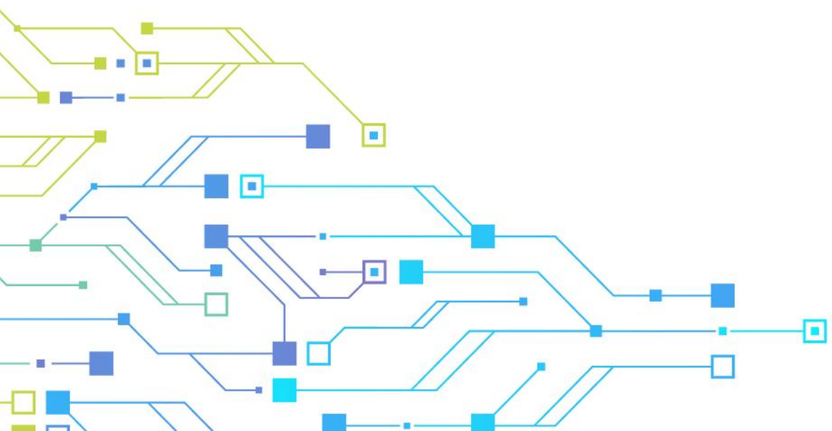
Verification

- Jan – Feb 2027

Registration Update AgriOps
2026/2027 Season

Available Special Markets

- CITRUS EU
- CITRUS JAPAN
- CITRUS USA
- CITRUS CHINA
- CITRUS SOUTH KOREA
- CITRUS THAILAND
- CITRUS PHILIPPINES
- CITRUS VIETNAM



Cost Per Market : R160.00

System for Users and Purpose

AgriOps https://agriops.ecert.co.za

- PUC's will create their business and link the FBO
- PUC's will then grant permission to PHC's/Admin staff to manage the FBO on their behalf.
- Registrations and Verification

eCert https://app.ecert.co.za

- PUC's will be booking Orchard Inspections.
- Users will be booking Phytosanitary Inspections.
- Exporters will apply for Phytosanitary Certificates.

Phytclean V2 https://app.phytclean.co.za

- PUC's will manage their orchards (Harvest Date, De Registration, Orchard Complete)
- PUC's will capture their Fruit Infestation to ensure compliance.
- PUC's will Update their Sanitation GAP.
- PHC's Will capture FMS and FFMS PDI's.

TUM V3 – VENDOR SYSTEM

- PHC's will create/update pallets.

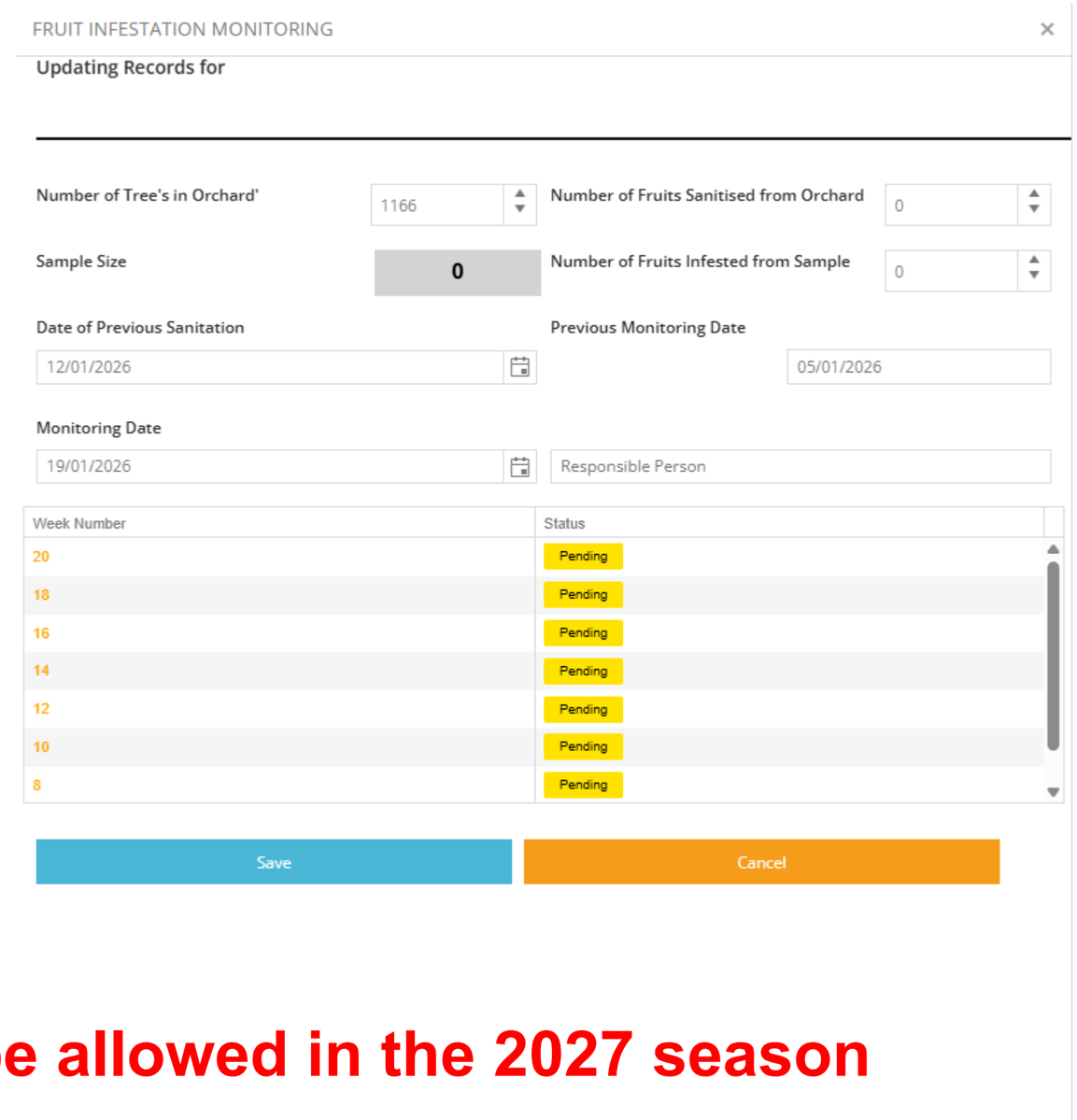


Phytclean Fruit Infestation

PHYTCLEAN >CITRUS > FRUIT INFESTATION TAB

The producer is required to perform sanitation every 7 days (weekly) and monitoring every 10-18 days. This means that there cannot be more than 7 days between sanitation dates and there cannot be more than 18 days between monitoring dates.

Ensure that Fruit Infestation is captured correctly
Weeks are now displayed in Two weeks Intervals
IE If your monitoring is scheduled for **Week 7**, you should record the **monitoring date in Week 7** while using the **sanitation date from Week 6**. Once submitted, **Week 7** will reflect as "submitted.“



Backdating will not be allowed in the 2027 season

Fruit Infestation Statuses

Submitted This status will indicate whether the user has recorded fruit infestation data for the relevant week.

Not Required This status indicates that the week in question is before the citrus season begins, so there's no need to capture data on Phytclean for that week.

Pending This status will indicate when the week number is in the future, and fruit infestation data has yet to be captured..

Due This status is assigned when the related week is more than 18 days in the past, and no data has been submitted for that week.The status will turn orange as a critical warning, indicating missed data entry that requires immediate attention.

Missed This status is assigned when the relevant week/s data has not been captured resulting in NON COMPLIANCE

Phytclean EU Market Deregistration

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eCert

PhytClean

PPECB

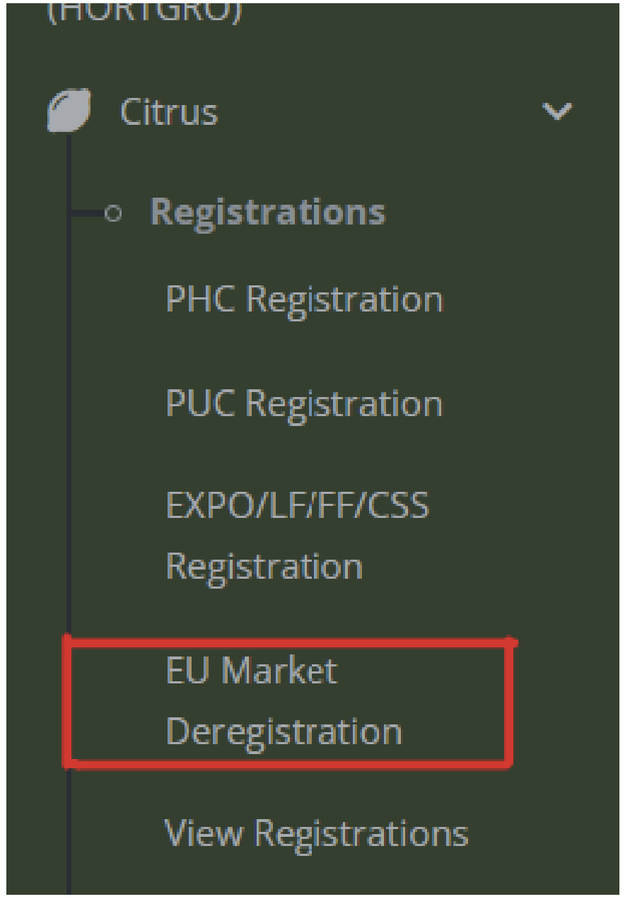
PHYTCLEAN >CITRUS > EU MARKET DEREGISTRATION TAB

Eu Market Deregistration

Export to Excel | Orchard Deregistration

FBO Code	FBO Name	Orcha...	Fruit ...	District	Province	Orchard Applied	Orchard Verified	Orchard Status
A0008	AUGRABIES FALLS FARMS PTY LTD	21	BENNIE	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0008	AUGRABIES FALLS FARMS PTY LTD	20	BENNIE	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0008	AUGRABIES FALLS FARMS PTY LTD	16	STAR RUBY	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0008	AUGRABIES FALLS FARMS PTY LTD	17	STAR RUBY	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0008	AUGRABIES FALLS FARMS PTY LTD	18	STAR RUBY	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0008	AUGRABIES FALLS FARMS PTY LTD	1	STAR RUBY	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0008	AUGRABIES FALLS FARMS PTY LTD	15	STAR RUBY	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0008	AUGRABIES FALLS FARMS PTY LTD	19	STAR RUBY	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0008	AUGRABIES FALLS FARMS PTY LTD	2	STAR RUBY	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0236	LOVEREN VAN ZYL	T21	ARCCIT 9 (Nadorcott LS)	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0236	LOVEREN VAN ZYL	T22	ARCCIT 9 (Nadorcott LS)	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0236	LOVEREN VAN ZYL	LD1	NADORC...	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0236	LOVEREN VAN ZYL	LD2	NADORC...	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0236	LOVEREN VAN ZYL	LE1	STAR RUBY	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0236	LOVEREN VAN ZYL	LE2	STAR RUBY	KENHARDT	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0385	DUIWELSNEK BOERDERY (KAKAMAS) PTY LTD	9B	ARCCIT 9 (Nadorcott LS)	KAKAMAS	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0385	DUIWELSNEK BOERDERY (KAKAMAS) PTY LTD	9A	STAR RUBY	KAKAMAS	NORTHERN CAPE	APPLIED	PENDING	NO LISTING
A0605	BYNABO BOERDERY	14A	STAR RUBY	AUGRABIES	NORTHERN CAPE	APPLIED	PENDING	NO LISTING

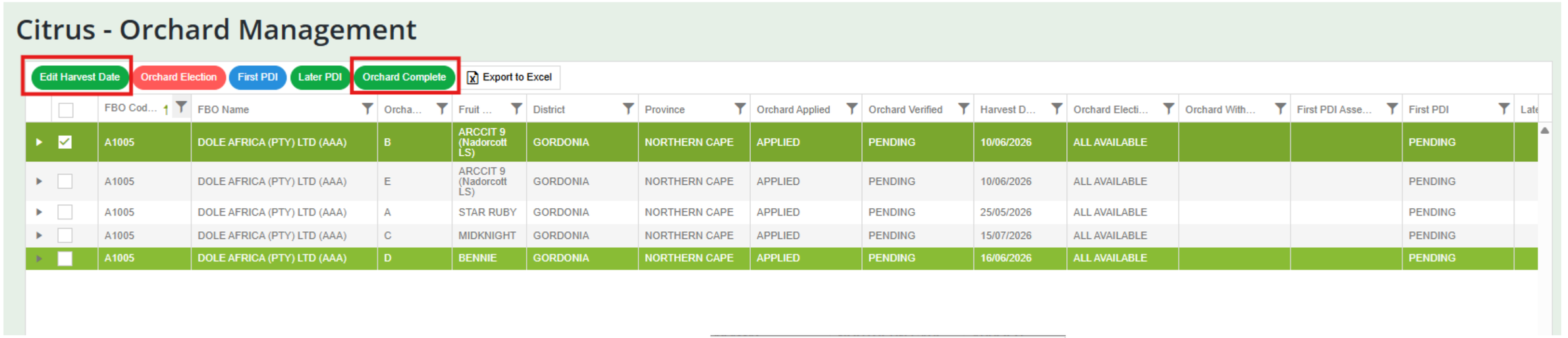
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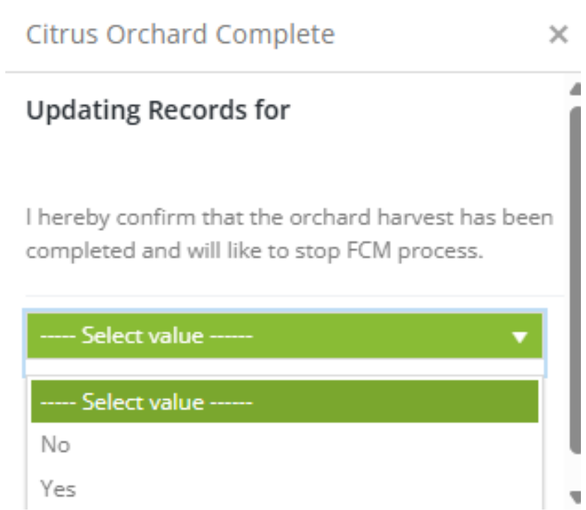


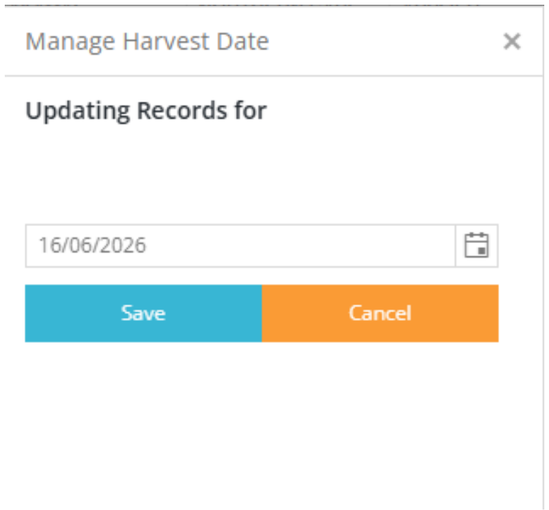
Phytclean Harvest date & Orchard Complete

PHYTCLEAN >CITRUS Orchard MANAGEMENT TAB

The User can update their harvest dates or mark their orchards as complete.







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Final EU status Checklist

PHYTCLEAN >CITRUS > SUMMARY DASHBOARD TAB

If your EU Orchard status is “FALSE” under Phytclean summary dashboard this indicates that one or more of your pest management monitors is negative (Either not completed or not compliant).
Please be advised that the below statuses all need to hold a positive value to achieve a “TRUE” EU Orchard status:

- CBS Status (Must be True)
- Orchard Applied (Must be Applied)
- Orchard Verified (Must be Approved)
- BD Removal Permit (Must be Not Required or True)
- Symptom Expression Test (Must be NA or True)
- Orchard Inspection status (Must be NA or True)
- CBS Listing (Must be No listing)
- Original FMS Status (Must NOT be CX or NP)
- Current FMS Status (Must NOT be CX or NP)
- FFMS Orchard Status (Must be FY)



eCert Update

ePhyto – EDITING Enhancement

This enhancement will allow users to edit their submitted phytosanitary certificate to make changes without having to do a replacement phyto.

Fields that can be updated:

- Step 2: Documents
- Step 4: Exchange Document.
  Consignee Details
- Step 6: Additional Information
  Departure Date

Please note that once an inspector has processed the phyto changes will not be allowed and a replacement phyto will be required.

ePhyto – Draft Phyto

Draft phytos older than 2 weeks will be deleted from the system

AgriOps and Phytclean Challenges

Challenges	Resolution
Data issues have been reported and Identified on Market reports	Bulk data fixes were applied and preventative measures has been put in place to ensure data integrity.
System and Database misalignment	Fixes has been implemented to ensure that users will not experience any issues in the upcoming registration and verification.
Late Special Market Registrations has caused a delay with Final Market reports to DOA and multiple reports send.	Users are urged to ensure that they complete and submit their registrations within the allocated time frame.
PUC and PHC wanting to update FBO details on system without an updated FSQA GREEN FBO form.	Update details with FSQA prior to registration. Send the updated form to support to update.
Fruit Infestation records not being captured on phytclean due to various reason causing a delay in processes as backdating can only be authorised by DOA.	Backdating will not be allowed for 2026/2027 season. DOA will Authorize on a case by case basis.

TUM V3 Challenges

Challenges	How to Resolve
PHC's capturing wrong orchard details/quantities on TUM and then they request amendments from Titan without updating TUM, This causes problems with documentation having mismatched information	Update TUM to align with the amendment request as soon as PPECB Titan approval has been received
Packhouse Pre Verification Failed not allowing submission to Titan - Incorrect Marketing Indications - Non Compliance – EU False status - Marketing Indication not linked to commodity	Contact our support team to investigate the error , based on our investigation we will rectify the specific issue or advise the user the to update Phytclean/TUM AN UPDATE TO TUM WILL BE REQUIRED BEFORE RESUBMITTING TO TITAN
PHC's not updating TUM when dispatching pallets to give all relevant parties such as cold stores and exporters access to the pallets. This cause delays when Reinspection's are required	PHC must UPDATE TUM with the relevant BusinessesID when Dispatching Pallets - LogisticalProviderId : IE COLDSTORE - ProcessedForId: IE EXPORTER/FREIGHT FORWARDER

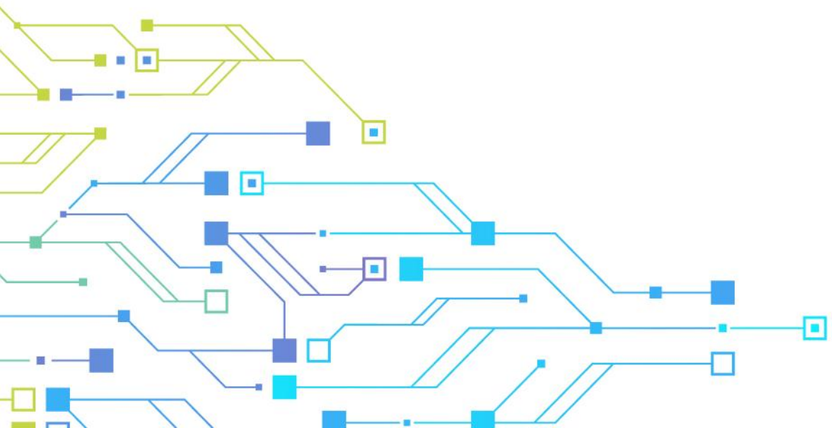
Contact Us

Please contact the Support Team for any questions you might have.

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Email: support@ecert.co.za

Support Platform: https://support.ecert.co.za



Thank you
Any questions…

