Under the plant health system approach of Plantwise, links are strengthened between pluralistic advisory services (public, private and civil sector organisations) and the National Plant Protection Organisations (NPPOs), who have a key responsibility for reporting the occurrence, outbreak and spread of pests in the area for which they are responsible³ under the International Plant Protection Convention (IPPC). Plantwise focuses on plant health problems, particularly those caused by crop pests (any plant, animal or pathogenic agent that is injurious to cultivated plants). Plantwise therefore supports local agricultural services to establish and run plant clinics in order to provide diagnostic and management support to smallholder farmers for crop health problems. Plant doctors diagnose samples brought by farmers.

Problems unknown to plant doctors are sent to diagnostic or identification service providers, preferably in-country diagnostic laboratories. If no in-country diagnostic services are available, or the relevant taxonomic expertise is not available in-country, specimens may be sent to a laboratory outside the country, with concurrence of the NPPOs in the country of origin and in the receiving country. In such cases, Plantwise facilitates the reporting of potential new pests to the official IPPC contact point within the NPPO, following the IPPC pest reporting procedure. If CABI or its national partners wish to submit a peer-reviewed scientific paper on a new pest, CABI will advise and consult with the NPPO before doing so.

The global knowledge bank of Plantwise is regularly updated with the latest information on new pest reports published in the public domain (i.e. official reports, peer reviewed literature and other scientifically valid reports from the internet). Plantwise offers NPPOs and other interested parties an alerting service which sends subscribers information on their country or the world. The NPPO may challenge a pest report at any time and its status on the Plantwise knowledge bank will be changed (deleted or otherwise updated) in the light of supporting evidence, referencing the NPPO correspondence.

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^{3.} International Standard for Phytosanitary Measures 17: 2002 (Pest reporting)