

EXDOC

Export Documentation System

JUNE 2007

Welcome to the latest edition of the EXDOC Newsletter. The purpose of this newsletter is to keep EXDOC clients informed of relevant issues and also to inform clients of future EXDOC system developments

Help-Desk Support

The EXDOC Help-Desk provides system advice for ALL clients that are using EXDOC to provide certification for their exports, as well as advice on messaging and system performance. Help-Desk staff are able to provide advice regarding problems encountered by clients during the creation and progression of Requests for Permits (RFPs).

The Help-Desk provides support to EXDOC users 24hrs a day, 7 days a week.

In-office support is provided to clients between 7:30am and 6:00pm (Eastern Standard Time) Monday to Friday, emergency support outside of these hours is provided by an on call officer. Please see Out-of-Hours Support for availability.

The Help-Desk can be contacted using the following methods;

Clients requiring advice regarding **Fish, Dairy, Grain** or **Horticulture** RFPs should call **02 6272 4700**

Clients requiring advice regarding **Meat, Wool** or **Skins & Hides** RFPs should call **02 6272 4800**

Clients who wish to make a written request for assistance or advice should contact **02 6272 5773** for facsimile or exdoc.helpdesk@aqis.gov.au for email requests.

Out-of-Hours Support

Clients are reminded that the EXDOC Out-of-Hours support is restricted to

- **AIRFREIGHTS** departing between 6:00pm and 9:00am (Eastern Standard Time) Monday to Friday
- **AIRFREIGHTS** departing on a Saturday or Sunday. Support during these times is strictly limited to systems advice or assistance with EXDOC messages.

If you contact the Out-of-Hours support for non-airfreights departing between 6:00pm and 9:00am, or non-airfreights departing on a Saturday or Sunday, you will be advised that the out-of-hours officer will not be able to assist you and you will have to contact the EXDOC Help Desk during business hours.

Policy support cannot be provided by the out-of-hours officer and clients seeking this type of advice will need to contact the Help-Desk during regular business hours for referral to the relevant AQIS Export Program.

Production Promote in May 2007

In May there was a production promote updating new requirements for European Union (EU) countries. Some of these new requirements are as follows:

- **Border Inspection Port** is mandatory for all meat and fish RFPs with a destination country in the EU. The border inspection port is the first port that the goods are inspected for clearance into the EU.
- **Durability Dates** are required for all meat RFPs with a destination country in the EU. If you are uncertain what dates should be entered please contact your AQIS regional office.
- **AHECC codes must be same class level when destination is EU.** All fish and meat RFP lines must contain an AHECC code and all listed AHECC codes in the RFP must relate to a single AHECC class level. The class level is made up of the first 4 numbers of the AHECC code. Please contact your AQIS regional office or program for more information.
- **Supplementary Code is required for all Fish RFPs going to the EU.** The supplementary code identifies whether the exported product is of aquaculture origin or wild-caught and whether it is live product. The new supplementary codes are:

AQ - Aquaculture
WO - Wild Origin
LA - Live Aquaculture
LW - Live Wild Origin

You will find the supplementary code field in your software where the product details are (eg. product type, pack type and cut type etc.).

Request to Delete EDN

If you wish to delete an RFP and EDN linked to that RFP you must request the EXDOC Help-Desk to delete the EDN before deleting your RFP.

Remember to include your RFP number, EDN Number and your EDI User Number in your request.

If your EDN was not obtained through EXDOC you will need to contact Customs directly.

EDN Transfer

If you wish to transfer an EDN from one RFP to another you must manually insert the EDN into the new RFP and make sure the Customs Agent Indicator is on.

When the new RFP has progressed to COMP status, contact the Helpdesk via email or fax requesting the EDN be transferred. Include the original RFP Number, new RFP Number and the EDN number.

To request an EDN be deleted or transferred send a fax or an email to the Helpdesk – fax 02 6272 5773 or exdoc.helpdesk@aqis.gov.au

Customs Idle Messages

Clients are reminded of their obligations to Customs regarding idle EDNs. An EDN will go idle 14 days after the date of departure if the EDN has not appeared on a manifest or sub-manifest.

Once the EDN has gone idle the client must update Customs of the status of the EDN or the EDN will be revoked 30 days after the date of departure.

Clients can update Customs of the status of the EDN (If obtained through EXDOC) in the following ways;

- **Withdraw the EDN.** This can be requested by sending written notification to the EXDOC Helpdesk to withdraw the EDN if it is no longer required.
- **Amend the Departure Date.** If the departure date for the goods has changed a request should be made to your AQIS regional office to amend the departure date. This updated information will then be sent to ICS
- **Enter EDN on a manifest or sub-manifest.** If the product has left then ensure that the manifest or sub-manifest has the EDN listed and has been reported to Customs.

E-cert Update

E-cert provides secure access for importing authorities to view and download electronic versions of export certification for meat, dairy, fish, grain, horticulture, wool and skins and hides.

A number of countries are already actively engaged in trialling the system with Canada and Singapore having adopted E-cert for meat certification and Jordan have adopted for meat and dairy certification.

The interest in E-cert continues to grow, particularly in the current climate of increased border security. The EXDOC development team is currently working with Indonesia who commenced a trial for meat and horticulture products on 8 May 2007.

Initial indications show that Indonesia is very happy with the way that E-cert is operating as part of their clearance procedures. It has proved useful in combating fraud. The trial will run for 6 months at the end of which it is hoped that Indonesia will adopt E-cert for verification purposes. Discussions have also begun with the European Union who have expressed interest in trialling E-cert in the future.

If you would like further information on E-cert please visit our website www.aqis.gov.au and follow the links to EXDOC and EXDOC Developments or contact the E-cert Administrator at ecertadministrator@aqis.gov.au

Deleting and Amending RFPs

You are able to delete an RFP in your software as long as the RFP hasn't been authorised. Once the RFP has been authorised AQIS will need to delete the RFP for you.

If you require an authorised RFP to be deleted contact your AQIS regional office or send an email to exdoc.helpdesk@aqis.gov.au.

Amendments to RFPs can be made by clients depending on the commodity and field that requires amending.

If you do require an amendment but the field is greyed out in your software or you receive an error "field not allowed to be amended" your AQIS regional office is able to make the amendments for you.

If you are unsure please contact the EXDOC help desk for advice.

EXDOC Service Status Page

EXDOC clients are now able to get electronic updates on any current known problems and any planned upgrades with EXDOC, X400 or Internet communications, or the link between AQIS and Customs, which may affect EXDOC service.

When a significant unscheduled disruption occurs, AQIS will aim to post information onto this page within 20 minutes of being notified and provide regular updates until the service is restored.

To access the new Web link – <http://www2.aqis.gov.au/ExdocServiceStatus>

Current Status

- X400 Communications
- Internet Email Communications
- AQIS & Customs Link
- EXDOC System
- Inspector Interface
- Customs

Legend

- A green light means there is no known problem.
- An orange light means there is a known problem affecting some users.
- A red light means there is a major or widespread problem.

Planned Upgrades

- X400 Communications
- Internet Email Communications
- AQIS & Customs Link
- EXDOC System
- Inspector Interface
- Customs

Additional detail can be obtained by clicking onto the [View Details](#) which will bring up a more detailed explanation of status.

To check on any upcoming scheduled outages click onto [Planned Upgrades](#). This will bring up the status of each link.

Next EXDOC Production Promote JULY 4 2007

Exporter Declaration of Compliance:

As of 4 July 2007 there will be a new requirement for an exporter Declaration of Compliance to be made when raising Fish RFPs. You will be asked the following two questions which will need to be answered either Yes or No.

The questions are:

1) Is the exporter in possession of either:

- (a) a declaration that complies with clause 6 of Schedule 9 of the relevant Orders; or
- (b) a written verification by an authorised officer made under clause 8 of Schedule 9 of the relevant Orders?

2) Is all the information given in this application for an export permit true and complete?

An upgrade to your EXDOC software system will need to be conducted before you raise your first RFP on 4 July 2007.

Until all software has been upgraded, all RFPs for fish product in the EXDOC TEST environment will have to be authorised by the EXDOC Fish Administrator. Please note this is for **EXDOC TEST only**.

EU Health Certification - Bivalve Molluscs:

As of 4 July 2007, if a harvest area is supplied in either a fishery or live bivalve molluscs health certificate, the harvest area name and code will print in box I.8.

Due to the format required by the EU for health certificates, only one harvest area and one harvest area code can appear on any given health certificate.

Products that do not require a harvest area to appear on the health certificate cannot be certified on the same certificate as bivalve molluscs, which do require a harvest area.

These rules affect all bivalve mollusc exports to the EU. Live, chilled and frozen product is all affected.

Languages on EU health certification for Fish:

The new EU health certification has two languages printed on it with English being one. The EXDOC system is set up to generate a health certificate for the **destination country**.

If you are sending product to the EU that has a different **discharge** and **destination country** you must get clarification from your importer with regards to which language is required on the health certificate.

If you require a language that differs from the destination country you will need to contact the EXDOC Fish Administrator so that a health certificate template can be set up for you.

Please do not get **transit country** and **discharge country** confused.