



rain & Horticulture



**EXDOC**  
Export Documentation

ISSUE #17 Oct 2007

# Staff Contacts

For assistance with electronic certification for Grain & Horticulture exports, both Production and Test, or other EXDOC program related issues please contact us on:

Bev Beacham	EXDOC Administrator (Grain/Hort)	<a href="mailto:bev.beacham@qis.gov.au">bev.beacham@qis.gov.au</a>	02 6272 5728
-------------	----------------------------------	--	--------------

Facsimile number 03 8318 6944

EDI Users / Exporters are reminded that the hours of support / contact for the team will be **8.00am to 4.30pm Monday to Friday (EST)** and, where possible, all contact with the team is done in writing either by e-mail or facsimile.

## EXDOC Outage - December 2007

The Australian Quarantine and Inspection Service's Canberra office will relocate during November/December 2007. The Horticulture & Grain Export Programs will commence operations at the new office on 26 November 2007, with minimal disruption to clients expected at that time.

The Department's information technology infrastructure will be relocated to the new building during the Christmas/New Year holiday period. As a consequence the EXDOC system will not operate on **26 and 29 December 2007**.

AQIS recommends all documentation (export permits, export certificates & extracts) be raised prior to 24 and 28 December for any planned shipments over the Christmas holiday period. The contingency arrangements for all Horticulture and Grain export shipments where this is not possible is manual documentation. For more information on requirements please contact your regional (i.e. Perth, Adelaide, Melbourne etc) office or Bev Beacham (details listed above).

AQIS recommends that all clients review their contingency plans to ensure that their systems are adequate whenever EXDOC is unavailable.

Contingency arrangements will be in place during the EXDOC outage on the **26 and 29 December 2007**. For emergency exports during this period Bev Beacham is contactable on telephone number - 0409 904 241.



Australian Government

Australian Quarantine and Inspection Service

Further reminder notifications will be issued by the Horticulture & Grain and Plant Product Export Programs during December 2007.

# General Country Enquiries

Exporters and EDI Users are reminded that for general enquiries relating to importing country requirements, they should first check the restrictions listed in the PHYTO database on the AQIS web at [www.aqis.gov.au](http://www.aqis.gov.au)

If unable to find the information you require, or you need clarification / assistance with the importing country requirements, please contact your local AQIS office first - contacting the EXDOC Grain / Horticulture team in these matters adds to our work load and reduces that time we can commit towards electronic certification issues.

# Export of Plant Products to Thailand

Recent changes by the Thailand Department of Agriculture to their import regulations has resulted in a number of commodities being prohibited or requiring a Phytosanitary certificate.

The PHYTO database has been updated to reflect these current requirements and clients are encouraged to check the PHYTO database before raising an RFP or presenting consignments for inspection.

Previously when exporting fresh fruit and vegetables to Thailand, when part of the consignment required a Phytosanitary Certificate, it was necessary to raise 2 RFPs - one for the products requiring a Phytosanitary certificate and one for the products not requiring a Phytosanitary certificate.

Now only one RFP needs to be raised with all products being exported and upon authorisation of the RFP, a Phytosanitary Certificate will be generated for only those products that require a Phytosanitary certificate.

# Export of Prescribed Goods to Non-Phyto Countries

Industry Advice Notice 2006/45 was issued in November 2006, advising exporters that unless it is a requirement by the National Plant Protection Organization of the importing country, AQIS is unable to issue a Phytosanitary Certificate as a 'commercial' document or to fulfil other government agency needs. This relates particularly to fresh fruit & vegetables to Thailand and Grain & Plant Products to Malaysia and Thailand.

However, when exporting 'prescribed' goods, an RFP must be raised and the Export Permit issued by AQIS to meet Australian Export legislation.



**Australian Government**

**Australian Quarantine and Inspection Service**

If exporting prescribed grains, the consignment must be inspected in accordance with Australian export legislation, namely the *Export Control (Plant & Plant Product) Orders 2005* and the RFP authorised to enable the Export Permit to be issued.

If exporting fresh fruit & vegetables, other than those that do require a Phytosanitary certificate as detailed in the PHYTO database, an RFP was must raised and actioned to enable the Export Permit to be issued.

## Use of Variety Names on Phytosanitary Certificates

Industry Advice Notice 2005/27 was issued in August 2005, advising exporters that unless a protocol agreement, the use of variety names on Phytosanitary certificates was not permitted.

EXDOC was updated accordingly to remove all products with a variety name from all country links except those countries with which Australia has a protocol agreement in place and only specific types of produce are permitted to be exported.

Exporters are reminded that except for the following, only the generic name of a product is to be used in an RFP.

Japan	Oranges	All regions except the Riverland	Valencia and Washington Navel varieties
Japan	Mandarins	All regions except the Riverland	Imperial, Murcot, Ellendale & Mineola varieties
Japan	Mangoes	All regions	Kent, Keitt, Palmer, R2E2 and Kensington varieties
Korea South	Oranges	All regions	Navel and Valencia varieties

## Transit Country field

Clients are reminded that the Transit Country field in an RFP is not applicable to Horticulture and Grain exports and the population of this field is not a requirement for Horticulture and Grain exports and the field is to be left blank.

## Border Inspection Country fields

Clients are reminded that the Border Inspection Country fields in an RFP is not applicable to Horticulture and Grain exports and the population of these fields is not a requirement for Horticulture and Grain exports and the fields are to be left blank.



**Australian Government**

**Australian Quarantine and Inspection Service**

# Time Delays with Receiving Messages from EXDOC

Clients who believe they are experiencing delays with receiving messages, which includes print files, from EXDOC are encouraged to contact either the EXDOC Administrator (Grain / Horticulture) or the EXDOC Helpdesk.

EXDOC processes messages as they are received, the average processing time for messages is 1 minute and clients should expect to be able to receive a response message within 5 - 15 minutes from when the message was transmitted to EXDOC.

Times vary with the amount of communication with EXDOC and also with the type of communication being used (email versus x400 mailboxes), traffic on the systems, delays or problems with communication providers.

If clients do not receive a reply to the initial message do not resend the RFP message, be it the 'lodge' or 'amend' message, but contact either the EXDOC Administrator (Grain / Horticulture) or the EXDOC Helpdesk for further assistance.

## EDNs - Withdrawal & Transfer

If you need to have an EDN withdrawn, email or fax either the EXDOC Administrator (Grain / Horticulture) or the EXDOC helpdesk with the RFP number and EDN with a request to withdraw the EDN.

Please do not send in a '**delete**' message for the RFP until you have received confirmation that the EDN has been withdrawn.

If you want to transfer an EDN from 1 RFP to another, you must insert the EDN into the new RFP and ensure that the Customs Agent Indicator is activated. If your Customs Agent Indicator is not activated, no message will be sent to Customs to update the EDN with the new permit details.

You will have to inform the EXDOC helpdesk via email or fax of your request to transfer the EDN and include details of the original RFP and new RFP and the EDN. The transfer of EDNs between RFPs can not take place until the new RFP has attained a status of *COMP*.

Please do not **delete** the original RFP until you have received confirmation from the EXDOC helpdesk that the EDN transfer has been successful.



**Australian Government**

**Australian Quarantine and Inspection Service**



**Australian Government**

---

**Australian Quarantine and Inspection Service**