



EXDOC

Export Documentation System



DECEMBER 2006

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 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 **6272 4700**

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

Clients who wish to make a written request for assistance or advice should contact **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

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.

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

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

Planned Upgrades

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

Request to Delete EDN

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

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

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

EDN Transfer

If you wish to transfer an EDN from 1 RFP to another you must insert the EDN into the new RFP and make sure the Customs Agent Indicator is on. If the customs indicator is not on a message will not be sent to Customs to update the EDN with the new permit details.

When 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.

Software Contact Details

For any software related problems please contact your software supplier. To assist with updating contact lists, please see details below:

Silicon Crafts Pty Ltd
Dr Pramod Pandey
R & D Manager
Phone: (02) 9899 2000
Fax: (02) 9659 5360
agisInfo@ozdocs.com.au

Byteload Pty Ltd
Mr Peter Jeacle
Managing Director
Phone: 0417 043 246
Fax: (02) 6292 0073
pjeacle@westnet.com.au

Woodwind Systems
Mr Greg Kemmis
(Maint & Development)
Phone: (02) 9654 1728
Fax: (02) 9654 2486
greg@woodwindsys.com.au

CrimsonLogic
Mr Wayne McMahon
Mr Adrian De Stefanis
Phone: (03) 9832 0810
Phone: (03) 9832 0824
Fax: (03) 9832 0807
customer@crimsonlogic.com.au
www.crimsonlogic.com
<https://agribusiness.tradepalette.com>

Trident Technologies Pty Ltd
Mr Tony Bullock
Marketing Manager
Phone: (08) 8273 0333
Fax: (08) 8273 0344
info@tridentglobal.com.au
www.tridentglobal.com.au

Syscob Pty Ltd
Mr Chris Vawser
Phone: (03) 9731 0762
Fax: (03) 9731 0742
info@syscob.com.au

Ms Kate Hart
(Maint & Development)
kate@woodwinsvs.com.au

Clear Objective
Phone: (07) 3854 1977
Fax: (07) 3854 1827
sales@clearobjective.com.au
www.clearobjective.com.au

ImpexDocs
Phone: (02) 9419 5004
Fax: (02) 9888 1167
support@impexdocs.com.au



Helpdesk Support - Christmas & New Year

Please note the following changes to EXDOC Helpdesk support over the two week holiday period.

On-call support for urgent airfreights only.

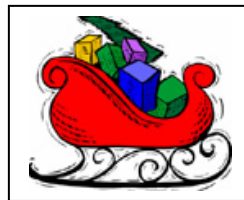
Saturday 23 December 2006
Sunday 24 December 2006
Monday 25 December 2006
Tuesday 26 December 2006

8.30am - 5.00pm in-office support.

Wednesday 27 December 2006
Thursday 28 December 2006
Friday 29 December 2006

On call support for urgent airfreights only.

Saturday 30 December 2006
Sunday 31 December 2006
Monday 1 January 2007



Revert to normal helpdesk operational hours

Tuesday 2 January 2007

E-Cert

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 is interested in using E-cert as a verification tool to combat fraud. 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

**From all of the staff on the EXDOC Help-Desk we would like to wish everyone
A very Merry Christmas & all the best for the New Year.**

Seasons
Greetings