



**Australian Government**

**Australian Quarantine and Inspection Service**

# INFORMATION FOR DAIRY EXDOC USERS

Last updated October 2010

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This document is information for EXDOC users who prepare dairy export documentation.

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## **1. EXDOC and EXDOC compatible software**

EXDOC is the computer program used by AQIS to provide export certification for “prescribed goods”, including dairy products.

There are a number of EXDOC compatible software programs currently used by the export industry. These software packages, including details of **current suppliers**, are listed on the AQIS [website](http://www.daff.gov.au/aqis/export/exdoc/software-contact) at <http://www.daff.gov.au/aqis/export/exdoc/software-contact>. You will need to contact the individual software suppliers to ascertain if they are accredited for dairy commodity.

Please be aware that your software is not the same as that used by AQIS. We use the AQIS EXDOC computer program. Although, for exporters, the data in the fields is identical, the layout, the area in which the data is entered and the field names are different to those in the AQIS EXDOC computer program. This is why we occasionally ask for clarification of data. It is also why we are often unable to help you when you ask for assistance regarding using your software. We usually advise to ask a supervisor or a co-worker, to check your software manual or call your software helpdesk if you are unsure how to progress or amend an RFP.

When your software provider is unable to help you can call us for advice, however we may be unable to help and we may advise you to call the EXDOC helpdesk if needed.

## 2. Contact Details

Contact Details	
Name	Email
AQIS dairy EXDOC email address (processing requests and queries)	<a href="mailto:dairy.exdoc@aqis.gov.au">dairy.exdoc@aqis.gov.au</a>
AQIS dairy export certification queries	1300 723 241
AQIS Melbourne postal address	PO Box 1006 TULLAMARINE VIC 3043
AQIS Melbourne physical address	255 Melrose Drive, TULLAMARINE, VIC 3043
AQIS Regional Office addresses and contact details (note that all dairy export staff are located at the Melrose Drive address listed above)	<a href="http://www.daff.gov.au/aqis/about/contact/regional">www.daff.gov.au/aqis/about/contact/regional</a>
AQIS website	<a href="http://www.daff.gov.au/aqis">www.daff.gov.au/aqis</a>
AQIS dairy website	<a href="http://www.daff.gov.au/aqis/export/dairy">www.daff.gov.au/aqis/export/dairy</a>
<b>Dairy Program staff:</b>	
Faye McLarty	03 8308 5084
Shayne Daniels	03 8308 5045
Jalal Dean	08 8201 6121
Phil Golledge	03 8308 5052
Anita Vojtek	03 8308 5010
AQIS dairy program email address (inspection queries)	<a href="mailto:dairy@aqis.gov.au">dairy@aqis.gov.au</a>
<b>Dairy Documentation staff:</b>	
Craig Pyle	03 8308 5046
Sharon Wing	03 8308 5047
Melbourne documentation fax	03 8308 5005

### **3. General Enquiries Line**

A 1300 general inquiries line is available for anyone needing assistance with dairy export documentation (1300 723 241). This phone will be answered between 8AM and 5PM, weekdays. This number should be dialled in the first instance to ensure prompt response to your query. Dairy inspection issues can be forwarded to [dairy@aqis.gov.au](mailto:dairy@aqis.gov.au).

### **4. EXDOC Help Desk**

The EXDOC help desk in Canberra provides IT support to all clients using the EXDOC system for the creation and processing of RFPs.

The helpdesk is contactable 24 hours a day 7 days a week. In-office support is available between 7:30AM and 6PM (Eastern Standard Time) with an on-call officer providing support outside these hours only for urgent airfreights and emergencies.

Clients should send requests to the EXDOC help desk by email or (if email not working) by fax.

The AQIS EXDOC Section is at <http://www.daff.gov.au/aqis/export/exdoc>.

### **5. Printed Material**

Please contact AQIS regarding ordering AQIS printed material such as official AQIS forms. Orders from dairy exporters are likely to be for EX28s and AQIS security paper.

### **6. Printer Specifications**

Health Certificates can be printed at any EDI user's office provided that the EDI user is set up for remote printing. Health certificates may be printed remotely i.e. in your office, for destinations that accept facsimile signatures. Countries that require a manual signature will need to be printed in an AQIS office.

The printer specifications are:

- LaserJet printer
- Capacity to read PCL4 printer language or above
- Duplex ie. capacity to print double-sided

Please contact the AQIS EXDOC Helpdesk and your software supplier for further information about printer specifications.

### **7. AQIS seals**

In order to receive AQIS seals, the relevant establishment must have an approved self sealing arrangement as part of the occupier's Approved Arrangement. Please contact the dairy export program at [dairy@aqis.gov.au](mailto:dairy@aqis.gov.au) if you require information on requirements and assessment. See the AQIS dairy website, Dairy Export Program Operations Manual, Section I, I5.20 AQIS Seals, at <http://www.daff.gov.au/aqis/export/dairy/depom/section-i>, for further information about AQIS seals.

When the establishment has an AQIS approved self sealing system they can order AQIS seals from their AQIS Regional Office. Please note that this information is different from DEPOM I 15.20 as the Dubbo store has closed.

It is advisable to re-order seals well before an establishment uses their on-hand supply, to reduce the risk of running out of seals.

If you need an AQIS officer to apply an AQIS seal to a container of dairy product you need to contact AQIS at least 3 days in advance. Please advise them the nature of the product, the destination country, the establishment number and date and time of inspection/sealing needed.

Please check importing country requirements for which country requires AQIS seals to be applied to containers of dairy products. Currently AQIS seals are required to be applied to containers of liquid milk to Fiji and all dairy products to USA. The USA has particular requirements regarding high security seals. Please see <http://www.daff.gov.au/aqis/export/dairy/country-requirements>, United States, for more details.

## **8. Samples (10 kg or less)**

If a proposed shipment of dairy product weighs less than 10 kilograms it is exempt from the Australian legislative requirements for dairy export. However, importing country requirements may dictate otherwise, and therefore, please check the importing country requirements carefully and check with your customer before exporting the product.

AQIS can provide health certificates for shipments under 10 kilograms providing all export requirements are met. This may be the best course of action if the exporter is unsure of the importing country requirements.

## **9. Total Electronic Documentation (TED)**

TED stands for Total Electronic Documentation. When on TED, EDI users can process and progress RFPs themselves without AQIS assistance. Some countries don't allow the full use of TED (eg. they may require that a government body sign the Export Permit). Current examples of such countries are the EU member states. An EDI message to this effect will be sent to you if trying to progress an RFP from FINL to HCRD if the importing country doesn't allow it.

The advantage of TED is that it minimises the time that EDI users need to allow for processing RFPs (it negates the need to email AQIS and wait for a response) and EDI users can progress RFPs out of AQIS work hours (eg. public holidays, weekends, before 8AM and after 5PM).

To apply for TED, please either email or contact the DRU for further details on how to become approved. Essentially you need to have procedures in place to ensure that export documents are correct and all requirements are met. A checklist used for assessment is in the [Information Kit for Exporters](#), pages 17 and 18, at [http://www.daff.gov.au/data/assets/word\\_doc/0006/318741/information-kit-for-exporters.doc](http://www.daff.gov.au/data/assets/word_doc/0006/318741/information-kit-for-exporters.doc).

## **10. Establishment Register**

You may receive an error message from EXDOC indicating that a product line in your RFP is "not registered for the relevant operations" in the AQIS Establishment Register. This message will advise the line number and indicates that the product in that particular line wasn't registered for the correct operation at the time that the product was made. For example cheddar cheese is categorised as HCH (hard cheese), so if you get an error message saying "product in line 3 is not registered for all required operations" it means that the establishment where the goods were made was not registered for "producing hard cheese" at the time of processing of the cheese. It may be that the establishment is not registered for hard cheese or it may be that the establishment is registered for hard cheese but not at the time of processing of the cheese. If you get one of these messages the first step to take is to confirm with the processor of the product that the establishment had an approved export program (called an Approved Arrangement) for that product at the time that it was made. There is a possibility that you have used the wrong product or DC code. You may need to change the product code and/or the DC code. If this is the case you'll need to create a new RFP. Please check the [DC code list](#) at <http://www.daff.gov.au/aqis/export/dairy/category-codes> for the correct product and DC code. If you are still unsure please contact AQIS for advice on what to do. AQIS will discuss the issue with the processor and, if needed, the relevant AQIS (State Regulatory Authority) inspector. We will advise you of the outcome.

## **11. Contingency Arrangements**

Please contact AQIS if you can't prepare electronic documents and we will advise whether contingency arrangements apply. If contingency arrangements apply, manual documents should be prepared and presented to the relevant regional office. Export Permits and Health Certificates should be printed on

plain paper. [AQIS Health Certificates](http://www.daff.gov.au/aqis/export/dairy/certificates) are available in the password protected area of our website, at <http://www.daff.gov.au/aqis/export/dairy/certificates>.

Contingency arrangements should be included in the company's export documentation procedures. At all times an Export Permit must be issued before dairy product can depart from Australia.

See Section 14. Dairy Export Program Operations Manual, regarding the document A6.6 "Work Instruction Processing Dairy RFPs through Manual Documentation" for details on AQIS processing of manual documentation. After 1/11/10 no manual EX46 Health Certificates will be issued by AQIS, the equivalent EXDOC Health Certificate (for that country) will be issued.

## **12. Training**

EDI users should ensure that staff engaged in preparing dairy RFPs are adequately trained and supervised. Staff should have easy access to procedures and should be assessed as to their competency. Training should be ongoing and provided on an as needs basis.

## **13. Dairy Industry Notices**

Dairy Industry Notices are published in the AQIS website. A notification that a new Dairy Industry Notice (or DIN) has been added to the AQIS website, containing issues that affect the export dairy industry, is distributed to subscribers via email. You can subscribe to [DINs](#) by following the instructions in the AQIS website, at <http://www.daff.gov.au/aqis/export/dairy/din>.

The DRU can re-issue previous DINs if needed. Please quote the number, date of issue or topic that you are interested in.

## **14. Dairy Export Program Operations Manual**

The Export Dairy Program operates within a Quality Assurance environment. The Dairy Export Program Operations Manual documents procedures, work instructions and policies for the Dairy Export Program to follow. The following procedures, work instructions and policies are relevant to dairy export certification. At times it may be useful for EDI users to refer to the [Dairy Export Program Operations Manual](#) at <http://www.daff.gov.au/aqis/export/dairy/depom>. This area is password protected. If you wish to access the Dairy Export Program Operations Manual, please contact the DRU for the username and password.

A6 Dairy Export Certification

A6.2 Work Instruction Processing Dairy RFPs through EXDOC

A6.4 AQIS issued Declaration of Compliance

A6.4.1 Work Instruction Issue of Declaration of Compliance

A6.5 Expanded application of the Milk Orders

A6.6 Work Instruction Processing Dairy RFPs through manual documentation

A11.3 Prohibited Goods List

A11.3.1 Work Instruction Prohibited Goods List

Section I Industry Information (various information sheets on importing country requirements)

P8 Export Certification

## **15. Dairy Export Fees and Charges**

Details of fees for dairy export documentation, auditing, inspection, load out inspection and other services provided by AQIS can be found on our [website](#) at <http://www.daff.gov.au/aqis/export/dairy/fees-charges>.

## **16. Top 10 Mistakes**

The following are the 10 most common mistakes made by EDI users:

1. DC code doesn't match the Health Certificate product description (see section 26)

2. NATA test results are not provided or, if they are, they are not compliant (see section 20)
3. Weight errors (see section 23)
4. Abbreviations or acronyms in the Health Certificate product description (see section 26)
5. Exporter declarations don't meet importing country requirements (see section 29)
6. Not including the correct information in the "Declaration of Compliance", "Info True and Complete" and "Imported Product" drop down boxes (see section 29)
7. Not enough detail is provided in requests to amend RFPs (see section 22)
8. The print indicator is set to A when the RFP is only required to go to HCRD (see section 36)
9. Full consignee details (name, address, city and country) are not included (see section 28)
10. Incorrect wording in letters (see section 37).

## **17. Processing RFPs**

All RFP processing requests should be sent by email to the dairy EXDOC email address. Please include the RFP number, the processing you need, any other relevant information and your name, company name and phone number (so that we can easily contact you if needed). Please ensure that the RFP number is correct and check that the RFP number in the heading matches the RFP number in the body of the email (if you have included it in both places). RFPs are 7 digits.

RFPs which are received in our email in-box before 5PM on weekdays will be processed on that working day. RFPs which are received in our email in-box after 5PM on weekdays or on weekends will not be processed until the following working day. We aim to process airfreight RFPs within 4 hours of receipt. Please include the word "airfreight" in the subject heading of the email so that we can quickly see that they are airfreights and give them priority.

Finalisation of the certification may require a manual veterinary signature, so it is in your interest to contact the AQIS officer responsible for signing export dairy documents in the relevant regional office if you have queries regarding when the Health Certificate will be ready for pick up. (see the [Regional Office Contacts](#) at <http://www.daff.gov.au/aqis/about/contact/regional>).

If you have an enquiry or request, please indicate this in your e-mail and we will address it asap. Calling the 1 300 phone number (answered between 8AM and 5PM) is the best action to take if you have an urgent query. It is the exporter's responsibility to ensure that an Export Permit is issued prior to departure from Australia and to meet all importing country requirements (including that the Health Certificate is issued before the date of departure if this is a country requirement).

Please be careful that all importing country requirements are met and check well in advance of shipment departure date. If an export permit hasn't been issued and the product is leaving soon and the exporter cannot verify that the importing country requirements are met, then the shipment may need to be delayed. Some issues, such as whether or not imported ingredients are used, can be verified quickly, but other issues such as product testing, may take 10 days or more. Manual documents and manual signatures of official inspectors and vets are organised by an AQIS officer responsible for signing export dairy documents (see the [Regional Office Contacts](#) at <http://www.daff.gov.au/aqis/about/contact/regional>) in each AQIS regional office. You should confirm with the specific regional office as to how long it takes to process manual signatures of official inspectors and vets. Please check with the AQIS officer responsible for signing export dairy documents if you wish to know whether your documents are ready for pick-up.

If you don't receive an automatic email reply to your email to the dairy EXDOC email address, there is a possibility that the Dairy Review Unit haven't received it. Please call the DRU during business hours to check if the email was received or alternatively fax the DRU in Melbourne and we will process the RFP on receipt of the fax.

## **18. Importing Country Requirements**

Importing Country Requirements for exporting dairy product can be viewed at <http://www.daff.gov.au/aqis/export/dairy/country-requirements>. This area is password protected because bilateral market access agreements can contain sensitive material and therefore a degree of confidentiality is necessary. If you wish to access the requirements, please contact the DRU for the username and password.

User access is restricted to persons or parties who have an AQIS approved risk management program in place (eg. an Approved Arrangement under the Milk and Milk Products Orders), exporters, Department of Agriculture, Fisheries and Forestry staff and recognised persons and agencies.

The Importing Country Requirements section of the website provides general information and information about exporter declarations needed, labels, product testing, certificate template codes, endorsement numbers, endorsement wording, sealing requirements and any other relevant information about exporting dairy product to that particular country.

Some importing countries classify goods as dairy goods where the Export Control (Milk and Milk Products) Orders 2005, don't. Examples of such goods are sheep's milk cheese, goat's milk cheese, buffalo cheese, ice cream, colostrum and products which contain a minor component of dairy product to the EU. These

goods must be coded as DBD (dairy goods by definition) in EXDOC to ensure that they get the correct health certification for that country. The processing establishment must be registered with “producing dairy goods by definition”.

Some fields in EXDOC will not print on all templates. For example use-by dates and batch codes only print on particular country templates, where that country has requested the information to be included on a Health Certificate. Please contact AQIS if you wish to confirm whether a particular field will print on a particular template.

## **19. Endorsements**

EXDOC endorsements are the additional wording that is required by the importing country on Health Certificates, are programmed into EXDOC as defaults or options and print on the Health Certificate (usually underneath the product description). In your software they usually appear near the template code, eg. template code ZD035 endorsement 450 is the Health Certificate with optional endorsement 450 for soft cheese for Japan. The wording of endorsements is available at <http://www.daff.gov.au/aqis/export/dairy/country-requirements>. You should search on the particular country. If you want to know the wording of an endorsement but don't know the country it is programmed for please contact AQIS.

For all RFPs, you should ensure that the correct endorsement is used, and that it can be substantiated. Mostly, the default endorsement can be used, and it will be included in the RFP automatically, however if an EDI user wishes to include an optional endorsement they need to include this endorsement number in the RFP for all relevant lines. EXDOC allows processing of different template/endorsement combinations in the same RFP and it will print as many health certificates as required. For example if there is a shipment of yoghurt and ice cream in the same RFP for Singapore the yoghurt will be included in a ZD035 Health Certificate and the ice cream will be included in a ZD001 Certificate as to Condition.

Optional endorsements are available through EXDOC depending on the importing country and the product type. Please refer to the importing country requirements on our website for full details of default and optional endorsements. When endorsements are provided on Health Certificates (either by default or optional selection) the exporter should be able to substantiate them. An example of this would be that if particular product standards are quoted then the exporter should have advice that the standards are met and should have a copy of the relevant test results. It is in the EDI user's interest to ensure that the exporter is in possession of all the required documents, however the EDI user may not need to be in possession of all of the documents.

Endorsements containing generic statements such as “Australia is free from ... diseases” and “as a result of the Australian Milk Residue Analysis Survey ...” etc are able to be substantiated by AQIS. If you are unsure whether substantiation is needed for a particular endorsement you should contact AQIS.

You can only have one endorsement for each line. If you need a combination of two endorsements you may need to contact us and we may be able to provide it, depending on the importing country requirements. Bear in mind that AQIS certification aims to ensure that importing country requirements are met as a minimum. However we may be able to provide additional wording regarding animal disease status, milk residue survey, radiation levels etc, as long as they can be substantiated.

## **20. NATA test results**

Sometimes AQIS requires NATA test results to be provided before export certification can be issued. Examples of this are; when the product is on the prohibited goods list and AQIS need assurance that the goods meet the microbiological product standards required in the *Export Control (Milk and Milk Products) Orders 2005*, when the importing country requires NATA testing and when there is a statement regarding microbiological product standards in the Health Certificate being requested. The *Export Control (Milk and Milk Products) Orders 2005*, Schedule 6, 2.1 states that milk and milk products need to meet the microbiological limits of the [Food Standards Code](http://www.foodstandards.gov.au) at <http://www.foodstandards.gov.au>, particularly Standard 1.6.1.

Information regarding importing country requirements is elsewhere in this document.

The information required in NATA test results is:

1. Establishment number of origin (this should match the RFP)
2. The name of the product (this should match the RFP and not be in code)
3. The date of processing of the product (this should match the RFP and not be in code)
4. Required microbiological parameter/s
5. Name of laboratory who did the testing
6. NATA stamp

An exception to point 3 is that it is acceptable not to include the date of processing of the product and instead include a batch code – as long as the batch code is in the RFP.

## **21. Organic Produce Certificate**

If the product is described as “organic” in the Health Certificate product description then an Organic Produce Certificate must be supplied to AQIS. The Organic Produce Certificate must contain details such as product description, processing establishment number and date of processing that match the RFP details. When the Organic Produce Certificate is compliant AQIS will issue export certification indicating “organic” in the Health Certificate product description.

When the EDI user is on TED and product is organic, halal, kosher etc there should be an appropriate explanation in the exporter declaration field, including reference to the appropriate substantiation document. If the information is not added prior to COMP status please email AQIS and we will add it at no charge.

## **22. Amendments (including forms 22a, 22b and 22c)**

There are 3 forms available for use when RFP amendments are requested. They are the “Change of exporter” document (see section 22C), the “Amendment to RFP” document (see section 22B) and the “Change of Destination Form” document (see section 22C). These documents can be provided upon request to AQIS Dairy Documentation Section.

For all amendments except **Change of Destination** and **Change of Exporter**, complete the **Amendment to RFP** form. Should there not be an appropriate area for all of your required changes on any of the forms, please include these changes at the end of the form. Should your changes involve a change to the Destination Country, please complete the **Change to Destination** form and again, should there not be an appropriate area for all of your required changes on this form, include these changes under the area on this form titled: “Any other details which vary from original Certificate requiring alteration”.

As per the documents nominated above please ensure, where applicable, that you include:

- the RFP number
- the field to be changed
- the current data
- the new data
- comments (if needed)
- a statement that all legislative and importing country requirements have been met
- substantiation information if it is needed (eg. NATA results, copy of label etc)
- if the person requesting the change is not an employee of the company that produced the product a statement is needed by an employee of the company that produced the product if the change relates to the product (eg. product type, DC code, date of production and establishment of origin)
- the date the amendment is needed by if it is urgent eg. it is an airfreight or product is held up overseas
- the current status and status to be progressed to (eg. “please progress from INSP to HCRD”) (only if you want us to progress the RFP status)
- advice if you want a replacement health cert issued.
- the name and contact number of the person requesting the change
- advice from the exporter and EDI user (note that this may be the same company) that they require the change to be made
- the line number

Including all required information in the email will help ensure that the DRU don't have to clarify issues, that the instructions are clear and that the amendment made is correct. This information should be emailed to the dairy EXDOC address. All replaced health certificates must be returned to the DRU in Melbourne.

If you require us to change the port of discharge (eg. from Rotterdam to Hamburg), please also advise the change in discharge country (eg. from The Netherlands to Germany).

AQIS can only include ports of discharge that are included in the UN code list and that are programmed into EXDOC. The UN code list is available at <http://www.unece.org/cefact/locode/service/country.htm>. If you require a code that is in the UN code list to be created in EXDOC please contact the dairy program.

A charge may apply when a replacement health certificate is issued. Dairy charges are at <http://www.daff.gov.au/aqis/export/dairy/fees-charges>. Unanticipated changes to voyage details not in control of the exporter, AQIS errors are not charged, when importing country requirements have changed but the dairy export industry have not yet been advised of the change and if the Health Certificate is lost by AQIS or in the mail.

If you need changes to be made to an RFP at HCRD status when the print indicator is at A you need to have "Health Certificate Review" rejected. You need to email the dairy exdoc email address and ask for "Health Certificate Review to be rejected and the print indicator set to M". You can then make the changes to the RFP. Some changes are unable to be made by the EDI user and you will then need to ask AQIS to make the changes. You can then progress the RFP in the normal manner (ie. either progress it to COMP if you are on TED or ask us to progress it to COMP if you are not on TED).

Ensure on every form that the required signatures are obtained where applicable. Alternatively, if signatures are not obtained then evidence will be required that the email is from the relevant party. The Electronic Transactions Act requires that the electronic attributed to a person and this is identifiable by "context and surrounding circumstances". To meet this aim the emails needs to be received from an email address that is identifiable as coming from the relevant company/organisation/individual.

For the Change of Exporter form, the first/top section is to be completed and signed by the current exporter. Where it refers to "release the certificate/s" this refers to the replacement certificate for the new exporter. The second section is to be completed and signed by the new exporter.

22A. Change of exporter form

**CHANGE OF EXPORTER**

TO.....

RFP No.....

**ORIGINAL EXPORTER NAME**.....

.....

Dear Sir/Madam,

Please release the certificate/s related to the above mentioned RFP to

.....  
.....  
.....  
.....

Printed name of original Exporter.....

Signature of original Exporter..... Date.....

**NEW EXPORTER DETAILS**

**NAME**.....

.....

**EXDOC EXPORTER NUMBER**.....

I .....the person furnishing the information herein

a) give notice as requested under the restrictions prescribed in Regulations or Orders under the Export Control Act 1982 of intention to export prescribed goods described in RFP

No..... and

b) declare that:

i) the conditions and restriction prescribed in Regulations or Orders under the Export Control Act 1982 and applicable to the goods have been complied with, and

ii) the information supplied on this form is true and correct in every particular.

Name of new exporter representative .....Signature of new exporter representative..... Date.....

**22B. Amendment to RFP form**

**AQIS - DOCUMENTATION SECTION - REQUEST FOR AMENDED RFP (OTHER THAN FOR CHANGE OF DESTINATION) (EXDOC)**

Please complete in full – all fields must be completed unless otherwise indicated

**THE EXPORTER (NAME ON THE HEALTH CERT) MUST PROVIDE AUTHORITY FOR AMENDMENT**

<b>Completion of this section is mandatory</b>	
RFP No: .....	Health Certificate No: .....
.....	.....
RFP Status: .....	Est Date of Arrival .....
.....	.....

New Consignee .....

New Departure Date ..... New Destination City .....

New Discharge Country..... New Loading Port.....

New Discharge Port..... New Vessel .....

New Voyage..... New Notify Party details.....

New Additional Information .....

**The following changes must be confirmed by RFP inspector/validating officer.**

Line number (if more than one line copy and paste for each line):.....

New Health Certificate/RFP Description .....

New Container No. .... New Seal No: .....

New Package quantity ..... New Individual weight amount.....

New Net Weight ..... (kg) New Gross Weight ..... (kg)

New Establishment details: Est number.....Start date.....End date.....

New Product Type..... New Pack Type..... New Shipping Marks.....

New Cut Type..... New Preservation Code ..... New Supp Code.....

Has the health certificate been collected?                      YES                      NO

Amendment requested by; Print Name and Position.....

Signature .....Date.....

Signing the section above is a written undertaking that issued Health Certificates will be returned to AQIS

**Exporter AUTHORITY/APPROVAL for amendments :**

**Name.....**

**Position ..... Date .....**

**Signature..... Ph no .....**

**I confirm that the above details are correct and the product meets the requirements of the country of final destination.**

.....

<b>Export Permit Issuer name</b>	<b>Signature</b>	<b>Date</b>
----------------------------------	------------------	-------------

FOR REGIONAL OFFICE USE

Details checked (incl. Validity of inspection/validating officer)

Documentation Officer \_\_\_\_\_ Date/Signature: \_\_\_\_\_

**22C. Change of destination form**

**AQIS - DOCUMENTATION SECTION - REQUEST FOR AMENDED DAIRY RFP**

**CHANGE OF DESTINATION (EXDOC)**

**Please complete in full – all fields must be completed unless otherwise indicated**

RFP Number: ..... Health Certificate No: .....  
 Date of Departure ..... Est Date of Arrival .....AIR/SEA  
 Name of Exporter .....

**Current Shipping Details**

Destination Country ..... Destination City .....  
 Discharge Country ..... Discharge Port .....  
 Border Inspection Country ..... Border Inspection Port .....

**New Shipping Details**

Destination Country ..... Destination City .....  
 Discharge Country ..... Discharge Port .....  
 Border Inspection Country ..... Border Inspection Port .....

Any other details which vary from original Certificate requiring alteration: .....

Amendment approved by (EDI user); Print Name and Position.....

Signature.....Date.....

**Has the health certificate been collected from AQIS? YES NO**

Exporter signature indicates that the Health Certificate will be returned to the AQIS regional office. Exporter should be in possession of a Declaration of Compliance indicating that product is eligible for the final country of destination (if the requirements of that country are over and above the general AQIS export standard)

(If the Exporter is not the EDI user) Amendment approved by Exporter: Print Name and Position

Signature.....Date.....

I confirm that this shipment meets the requirements and is eligible for ..... (country).

.....  
**Print Name of Inspector/RFP Validator Signature Date**

FOR REGIONAL OFFICE USE		
Details checked (incl. Validity of inspection/validating officer)		
Documentation Officer _____	Date/Signature: _____	
FOR CENTRAL OFFICE USE		
Issue of replacement Certificate		
Approved _____	New Health Certificate No _____	Date/Signature: _____

## **23. Explanation of weights error message**

**If you receive an EXDOC generated warning/error message** stating “ATT QTY x WEIGHT DOES NOT MATCH NET WEIGHT” for line(s) in an RFP this means that, in a particular line, the “number of packages” multiplied by the “weight of each package” doesn’t equal the “net weight” of the line.

**If the weights are as correct as possible** you should advise the DRU in your RFP processing email request or progress the RFP if you are an AQA user. This warning/error message may be caused by the limitations of only 3 decimal places in EXDOC. You should be satisfied that the weights are as accurate as possible within the 3 decimal place limitations of EXDOC.

**If the weights are incorrect** you should amend the “net weight”, the “number of packages” or the “weight of each package” for the relevant line. If you cannot make the amendment please request the DRU to do this by email to the dairy EXDOC address. Approved Export Permit Issuers are able to make amendments to “number of packages”, “weight of each package” and “net weight” up to HCRD status. Non Approved Export Permit Issuers are able to make amendments to “number of packages” up to FINL status and changes to “net weight” and “weight of each package” up to HCRD status. If you are unable to make the amendments, please advise us the amendments needed via email and we will do this on your behalf. If the weights are ok please advise us of this and we will process the RFP if it is as accurate as possible within the limitations of EXDOC.

**If the DRU receive one of these warning/error messages** when processing RFPs we will send you an email with wording such as:

“An information message occurred when attempting to progress your RFP. It read “PRODUCT OF OUTER PACKAGE AMT AND QTY SHOULD BE EQUAL TO NET AMT”. Could you please check, for each line of product on the RFP, that the “number of packages” multiplied by the “weight of each package” equals the “net weight” of the line. If the weights are not correct, please correct them and send an email to us advising that you have amended the weights and ask us to process the RFP. If you cannot make the changes please ask us to make the changes. If the weights are as accurate as possible please advise us of this and we will process the RFP”.

## **24. Manufacturing Grade product**

If product is manufacturing grade (not fit for human consumption, but able to be processed to make it fit for human consumption) it should be labelled as such and the health certificate description should reflect that the product is manufacturing grade. The supplementary code DM (manufacturing grade) should be selected in EXDOC. When this code is selected, EXDOC automatically provides the RFP with the appropriate manufacturing grade certification for that country. Occasionally, there are instances where product is described (labelled) as manufacturing grade, however it is fit for human consumption. In these instances AQIS may be able to provide “fit for human consumption” certification ie. ZD035, as long as there is accurate supporting documentation.

Supporting documentation that is needed in an RFP when product is described (labelled) as manufacturing grade, is fit for human consumption and a “fit for human consumption” certification ie. ZD035 is requested:

1. A statement should be included in the exporter declaration such as “This product is labelled and described in the RFP as manufacturing grade, however it is fit for human consumption and eligible for a (name of certificate template indicating fit for human consumption) certificate”. This wording can be included in an email if a replacement health certificate is requested.
2. NATA test results indicating that the product is fit for human consumption should be provided. The NATA test results should match the Food Standards Code microbiological testing requirements. If there is no applicable Food Standards Code microbiological standard, then relevant NATA test results should be provided that indicate that the product is fit for human consumption.
3. If a replacement health certificate is requested, the exporter should also provide an explanation to AQIS, in the amendment request email, indicating why the RFP was prepared initially with a request for a ZD015 and why the exporter is now requesting a fit for human consumption certificate.

## **25. Extra Certification**

Certificates such as Dioxin Certificate, US Transit Certificate , IMA1 certificates and EU transit certificates should be requested electronically before the RFP has progressed to COMP. These certificates are free of charge and can be either printed at an AQIS office or at approved EDI user’s office (if the importing country accepts facsimile signatures).

Please ensure all country and other requirements are met before requesting any of these certificates. If you require an additional certificate after the RFP has gone to COMP please email the dairy EXDOC address. Some certificates may not be able to be issued after COMP status due to importing country requirements.

The certificates can be viewed in the password protected area of our [website](http://www.daff.gov.au/aqis/export/dairy/certificates), at <http://www.daff.gov.au/aqis/export/dairy/certificates>.

## **26. Dairy Category Codes**

A list of dairy category codes ([DC codes](#)) is on our website at <http://www.daff.gov.au/aqis/export/dairy/category-codes>. If you require a new DC code, please send an email to the dairy EXDOC email address. follow [Dairy Export Program Operations Manual Section F DEP 208](#) at [http://www.daff.gov.au/aqis/export/dairy/depom/depom-forms/dep208\\_application\\_for\\_new\\_dairy\\_category\\_dc\\_code](http://www.daff.gov.au/aqis/export/dairy/depom/depom-forms/dep208_application_for_new_dairy_category_dc_code). Once completed this form should be emailed to [dairy.exdoc@aqis.gov.au](mailto:dairy.exdoc@aqis.gov.au).

Information required to be provided to AQIS in order to create a new DC code is:

Product description (this should match the label, the Declaration of Compliance, the Export Permit and the Health Certificate product descriptions) EXDOC product type (3 letter EXDOC code MIL, BUT etc)

AHECC code (Australian Harmonised Export Commodity Code available at the Australian Bureau of Statistics website)

List of ingredients in descending order (please include this in the email)

EXDOC product types are:

BUT, butter  
CAS, casein  
CCH, canned cheese  
CHP, cheese powder  
CML, condensed milk  
CRE, cream  
DBD, dairy goods by definition  
DES, dairy desserts  
DML, milk powder  
DSA, dairy based sauces  
DSL, dairy stockfood liquid  
DSP, dairy stockfood powder  
FCH, fresh cheese  
HCH, hard cheese  
ICE, ice cream mix (non powder)  
INF, infant powder  
MEM, membrane and ultra filtration product  
MIL, milk  
NPG, non prescribed goods  
PCH, processed cheese  
SCH, soft cheese  
SHC, semi hard cheese  
UHC, UHT cream and cream products  
UHT, UHT milk and milk products  
VHC, very hard cheese  
WEY, whey powder  
WHE, whey  
YOG, yoghurt

## **27. Health Certificate Descriptions**

The product description information on the label should accurately describe the product and match the label. For example cheddar cheese shouldn't be described as "Tasty Cheese" but should be described as "Cheddar Cheese".

The DC code selected should match the label product description. These don't have to be identical but should match. For example if a label has "Vintage Cheddar Cheese" the DC code DC0208 Cheddar Cheese should be selected.

The Health Certificate product description should match the DC code selected. These don't have to be identical but should match. For example if the Health Certificate product description is "Kensington Meadows Condensed Milk (no sugar)" the DC code DC0096 Unsweetened Condensed Milk should be selected. If the Health Certificate product description is "Kensington Meadows Sweet Condensed Milk" then the DC code DC0096 Unsweetened Condensed Milk should not be selected because it doesn't match the DC code selected.

Health Certificate product descriptions should accurately describe the product. For example "Irma's Foods Ice Cream Mix" is an acceptable Health Certificate product description but

"Irma's Foods Blend" is not acceptable. Dairy goods prescribed under the Foods Standards Australia and New Zealand (FSANZ) Food Standards Code sections 2.5 and 2.9 are required to be described as such. These goods are listed at [website](#). Other goods such as dairy desserts should have the Health Certificate product description as per the label and it should accurately and adequately describe the product.

Abbreviations and acronyms are not acceptable in the Health Certificate product description, unless they are also accompanied by a clear description. For example "CNO/butter mix" is not acceptable however "CNO (coconut oil)/butter mix" is acceptable. "SW CON MIL" is not acceptable however "sweetened condensed milk" is acceptable.

## **28. Consignee**

The minimum information needed in the consignee field in EXDOC is the consignee name, address, city and country. It is acceptable to include a bank name as long as the consignee name, address, city and country is included in addition to the bank name.

Letter of credit information can be included in the "Notify Party" field. This data will print in the "Consignee" box in most templates, including the ZD035. Please check with AQIS to confirm other templates.

## **29. Export Declarations**

The EDI user must ensure that the exporter is in possession of the Declaration of Compliance before they apply for an export permit. They must complete the Declaration of Compliance field (indicating that the exporter is in possession of the Declaration of Compliance), the Information True and Complete field (indicating that the information is true and complete) and the Imported Product Flag field (indicating whether there is imported dairy product in the shipment) correctly before they apply for an export permit. They must complete the Exporter Declaration free text field if it is applicable to that shipment. They must check with the exporter that this information is correct before they complete these fields and apply for an export permit.

### **Declaration of Compliance field**

Schedule 9, 3.1 of the Export Control (Milk & Milk Product) Orders 2005 states "... an exporter must have a declaration of compliance for an export permit for milk and milk products ...". This declaration is made by the manufacturer of the product. The exporter must be in possession of this declaration. The possession of this declaration is indicated in the RFP by selecting Y (yes) to the Declaration of Compliance drop-down box. The Declaration of Compliance should describe the product accurately and as per the label. If the product isn't described accurately in the Declaration of Compliance and it doesn't match the label, please contact the manufacturer and ask them to reissue the Declaration of Compliance with a full and accurate product description that matches the label description. If the EDI user is not the manufacturer is not the exporter they legally don't need to be in possession of the Declaration of Compliance, however it is good practice and is a good document to use as a basis for data in the RFP regarding product descriptions, date of manufacture and establishment of origin. Stockfood is not required to be provided with a Declaration of Compliance.

### **Information True and Complete field**

Schedule 9, 4.1 of the Export Control (Milk & Milk Product) Orders 2005, requires a statement that information in the RFP is true and complete. This declaration is indicated in the RFP by selecting Y (yes) to the "Info True and Complete" drop-down box. This covers whether information provided is true and complete. EDI users who aren't the exporter should have systems in place to ensure that data input into RFPs matches information provided by exporters.

## **Imported Product Flag**

You are required to indicate in your RFP if any of the products in the RFP contain imported dairy ingredients. This is indicated by ticking the "Imported Food Flag".

If there are imported dairy ingredients in the RFP please include in your email or Exporter Declaration the following information:

The line/s in the RFP that contain imported dairy ingredients  
The description of the imported dairy ingredients for each line  
The percentage content of the imported dairy ingredient for each line  
The country of origin of the imported dairy ingredient for each line

When the EDI user is on TED and imported product is in the RFP, there should be an appropriate explanation in the exporter declaration field. If the information is not added prior to COMP status please email AQIS and we will add it at no charge.

## **Exporter Declaration free text field**

Wording may be required in the Exporter Declaration free text field depending on importing country or other requirements. For example, if the product is going to USA it would require additional wording such as "AQIS seals have been applied at establishment ... by ... using an approved self sealing system."

Please check that the wording you use for importing country exporter declarations matches the wording in the AQIS website. See country page, "Exporter Declaration Requirements", "Specific Country Requirements". If you don't do this you may get an EXDOC error message.

If your software/EXDOC doesn't accommodate all the words required for the exporter declaration, please include the remainder in the "Inspector's Comments" field (if you are an export permit issuer) or email the wording to the dairy EXDOC email address when asking for the RFP to be processed (if you are not an export permit issuer).

## ***30. Deleting an EDN and withdrawing an RFP (up to and including FINL status)***

If you want to delete an EDN and withdraw an RFP (up to and including FINL status) where the custom's agent indicator is "Y", first email the dairy EXDOC helpdesk and request that the EDN be deleted, when this has been done you should withdraw the RFP through your software.

If you want to withdraw an RFP (up to and including FINL status) where the custom's agent indicator is "N" you should withdraw the RFP through your software.

## ***31. Deleting an EDN and cancelling an RFP (from INSP status onwards)***

If you want to delete an EDN and cancel an RFP where the custom's agent indicator is "Y" (from INSP status onwards), first email the dairy EXDOC helpdesk and request that the EDN be deleted, when this has been done please forward the email to the dairy EXDOC address and request that the RFP be cancelled. We will then cancel the RFP and ask that you return any associated Health Certificates.

In all requests you should include the RFP number, the EDN number and your EDI User number.

If your EDN was not obtained through EXDOC (ie. in the RFP the custom's agent indicator is not ticked) you will need to contact Customs directly to request deletion of the EDN. You will still need to email to the dairy EXDOC address and request that the RFP be cancelled. We will then cancel the RFP and ask that you return any associated Health Certificates.

### **32. Transferring an EDN**

If you need your EDN transferred from one RFP to an other you must manually insert the EDN into the new RFP and make sure that the custom's agent indicator is on or ticked depending on your software.

Once the new RFP has been progressed to COMP status, please contact the EXDOC Helpdesk via email and request that the EDN be transferred from the original RFP to the new RFP. Please include all RFP and EDN numbers in your email. Once this is done please send the dairy export program an email asking us to cancel the old RFP (please include the advice from the EXDOC helpdesk in your email). All replaced health certificates must be returned to the DRU in Melbourne.

### **33. Prohibited Goods warning message**

If you receive an error message such as "Export of this product is prohibited. Please contact AQIS" you should first contact the manufacturer of the product and confirm the accuracy of the RFP details such as processing establishment number, date of manufacture, product description and product code.

There are various reasons why product may be included in the prohibited goods list; it may be prohibited from export, it may need provision of test results, it may need provision of labels, it may need provision of a Declaration of Compliance, it may need provision of transfer documents, it may need a load out inspection or it may be another reason.

Once you have confirmed that the RFP is accurate ask the manufacturer if they have knowledge of why goods may be on the prohibited goods list. Get as much information from the manufacturer as possible. For example if they advise that there is recalled product for that date range ask for each product description, date of manufacture and batch code implicated in the recall, you can then ascertain whether the product in your RFP is implicated in the recall.

If you believe that the product in the RFP may be eligible for export please email the dairy EXDOC address advising:

RFP number

That you received an error message regarding prohibited goods

The relevant line number/s

The processing establishment number

The date/s of manufacture

The product description/s

The product code/s

The DC code/s

If you know that the goods are export eligible, please include this information, and ask us to temporarily remove the block in EXDOC

If you are not sure whether the goods are export eligible please ask us for further advice.

If the goods are export eligible and no further action is needed, AQIS will temporarily remove the block in EXDOC and advise you by email that this has been done and you can progress the RFP.

If the goods are possibly export eligible but further action is needed then AQIS will advise what this action is, eg. provision of test results, labels or load out inspection needed, and will advise you by email of these requirements. AQIS may require information from the inspector (eg. State Regulatory Authority officer or AQIS officer). Once all requirements are met, AQIS will temporarily remove the block in EXDOC and advise you by email that this has been done and you can progress the RFP.

If the goods are not export eligible, AQIS will advise you and won't remove the block in EXDOC unless the situation changes.

### **34. New Zealand Certification**

Generally, New Zealand authorities do not require health certificates (due to the Trans Tasman Mutual Recognition Arrangement). However, it is important to check the full importing country requirements for New Zealand as in some cases a health certificate is required. For example, there is a specific requirement that animal food is issued with a ZD015 Dairy health certificate for Stock Food. Information regarding New Zealand requirements is available on our website. You may want to obtain a health certificate in case the product is to be onsold to another country where the certificate may then be required.

### **35. Approved Export Permit Issuer**

An Approved Export Permit Issuer is an employee of an EDI user company who is approved by AQIS to sign export permits for dairy product. The advantage of being an Approved Export Permit Issuer is similar to that for TED in that it minimises the time that EDI users need to allow for processing RFPs (it negates the need to email AQIS and wait for a response). RFPs can be progressed to HCRD without AQIS needing to do this work. It can be done out of hours. It is essential that there is an export permit in place before departure, regardless of whether it is issued by an Approved Export Permit Issuer or an AQIS officer.

Some countries (eg. all EU member states) don't allow permits to be signed by an Approved Export Permit Issuer. You will receive an EDI message to this effect if trying to progress an RFP from FINL to HCRD if the importing country doesn't allow it.

To be an Approved Export Permit Issuer, you need to have procedures in place to ensure that export documents are correct and all requirements are met and you need a sound knowledge of these procedures and requirements. If you wish to apply please forward your request to AQIS and we can then arrange a time for you to be assessed.

The [Approved Export Permit Issuer checklist](#) used for assessment is found on the AQIS dairy web page at <http://www.daff.gov.au/aqis/export/dairy/din/2008/DIN2008-08.1.pdf>.

### **36. RFP Status**

Progression: ORDR → INIT → FINL → INSP → HCRD → COMP

ORDR: means the minimum information is in the RFP, it is not yet ready to be processed or progressed by AQIS.

INIT: means that an export permit has not yet been issued and it is ready to have the export permit issued. If it is progressed by AQIS it will go to INSP and can't be progressed to HCRD unless amendments are made (which are advised via the EDI message monitor) by the EDI user. Common reasons for an RFP at INIT may be lack of voyage number or AHECC codes.

FINL: means that an export permit has not yet been issued and it is ready to have the export permit issued. If the export permit is issued by an Approved Export Permit Issuer not on TED and the print indicator is at M or A it will go to HCRD, if the export permit is issued by an Export Permit Issuer on TED and the print indicator is on M it will go to HCRD and if the print indicator is on A it will go to COMP.

If the export permit is issued by AQIS and the print indicator is on M it will go to HCRD and if the print indicator is on A it will go to COMP.

INSP: means that an export permit has been issued and it needs amending by the EDI user before it will progress to HCRD. The amendment needed is advised via the EDI message monitor. Common reasons for an RFP at INSP may be lack of voyage number or AHECC codes. The EDI user needs to email AQIS if they require an RFP to be progressed from INIT to INSP.

HCRD: means that an export permit has been issued and is ready to be reviewed before going to COMP. An EDI user may keep an RFP at HCRD if they are waiting on confirmation of Health Certificate details such as consignee name and address. It is important to note that some countries require an RFP to be progressed to COMP on or before the departure date. The EDI user needs to email AQIS if they require an RFP to be progressed from FINL to HCRD.

COMP: means that an export permit and a health certificate have been issued for the RFP. The EDI user needs to email AQIS if they require an RFP to be progressed from either FINL or HCRD to COMP.

CANC: is an RFP (from INSP onwards) that has been cancelled by AQIS.

SUSP: is an RFP that has been suspended by AQIS.

EXDOC can progress forward through the RFP statuses but not backwards. If you need to set an RFP to COMP (eg. it is the departure date and the country requires a health certificate issued on or before the departure date) but you are unsure of the commercial details such as consignee address you should progress the RFP to COMP on the required date. When the final details are confirmed you can ask for a replacement Health Certificate to be issued. There is a fee for replacement Health Certificates.

You may get an email from us such as "This RFP is at ORDR. AQIS requires RFPs to be at least at INIT or FINL status in order to progress them. Please progress the RFP to INIT or FINL and advise when done. Please update the date of departure field also."

AQIS requires RFPs to be at least at INIT or FINL status in order to progress them. If RFPs are at ORDR status the EDI user needs to progress the RFP to INIT or FINL. If EDI users have problems progressing RFPs from ORDR to FINL (eg. error messages they don't understand) they should call the dairy section. If we are unsure of how to solve the problem (eg. IT issue) we may suggest that you contact your software company or the EXDOC helpdesk.

RFPs can be progressed from FINL to HCRD or FINL to COMP. If the print indicator is set to M (manual prompt to print) and AQIS issues the Export Permit, the RFP will progress from FINL to HCRD. If the print indicator is set to A (automatic print) and AQIS issues the Export Permit the RFP will progress from FINL to COMP.

### ***37. Onsold and other Letters***

Onsold and other letters (eg. product registration) can be issued upon request from the DRU. Please ensure that if you require an onsold letter issued for the European Union or United States, that you include the correct NATA certification. These must be included in the email requesting the onsold letter. The Importing Country Requirements section in the website outlines what NATA results are required for each country. Please contact the DRU if you are unsure what format an onsold letter must be issued in. There are standard templates for each country and circumstances. Letters should indicate the circumstances of each shipment, for example if you state in the letter "this product has been shipped to the US, has been further processed in the US and has been exported to the EU" then this should be the circumstances for the particular shipment. If the product only left Australia 3 days before this letter is requested then AQIS will ask you to re-word the letter to accurately reflect the circumstances.

Letters should be provided to AQIS in Word format and emailed to the dairy exdoc address. Please indicate if it is a previously approved format or if you are seeking approval for a new format. If you are seeking approval for the format we may request evidence that the wording is an importing country requirement.

If a translation is required for a letter (or any other purpose) please provide both the English language and the foreign language version, signed and stamped by the translator and a cover page on translation company letterhead signed and stamped by the translator stating that both versions of the language are the same. This can be scanned and emailed to AQIS. The paperwork is AQIS's evidence of what the foreign language means in English and we keep it for our records.

Letters will be signed, dated, stamped, put on AQIS letterhead and returned to the exporter. An invoice will be issued if appropriate. If the exporter is in Melbourne, the letter will be put in the Documentation cabinet in the AQIS Documentation Section, Melrose Drive Tullamarine, Victoria. If the exporter is not in Melbourne, the exporter should specify how they wish to collect the letter. If required, we can approve the template and forward it to a AQIS officer responsible for signing export dairy documents in the exporter's state. This officer can then arrange signing and stamping and provide it to the exporter. Alternatively, we can sign and stamp the letter in Melbourne and post it directly to the exporter. Some letters may require signing by an AQIS veterinary officer (when there is an animal health statement) and these letters may take 2 days to process, before they are available for collection or posted to the exporter.