



EXDOC

Export Documentation System

Prod Promote

EXDOC has undergone its March Prod Promote for system enhancements.

If you would like more information regarding system upgrades affecting your commodities please contact the helpdesk for your respective programs.

EXDOC Helpdesk – (02) 6272 4700
(02) 6272 4800

System Updates

Latest Software Versions:

Due to the March Prod Promote all software packages used to communicate with EXDOC have been updated to accommodate new AQIS requirements. All software suppliers have confirmed that software packages have been updated and below are the version numbers that accommodate these changes.

OZDOCS - 2005
MEATCOM/EXPORTIT – 7.3Q-16a
EDISOFT - 3.44.00
TRIDENTGLOBAL – 7.3.4
CLEAR ENTERPRISE - V2.6

Crimson Logic do not go by versions but have confirmed that their software can accommodate all new enhancements.

Export Declaration Number

Request to delete EDN

If you wish to delete an EDN linked to an RFP you must receive confirmation from the Helpdesk that the EDN has been deleted before deleting your RFP.

You can request an EDN to be deleted by email exdoc.helpdesk@aqis.gov.au or Fax 02 6272 5773.

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

EDN Transfer

If you wish to transfer an EDN for a new RFP you must insert the EDN in to the RFP and make sure your Customs Agent Indicator is on. If your customs indicator is off no message will be sent to customs to update the EDN with the new RFP details.

You must inform the Helpdesk via email or fax of your request to transfer including the previous RFP Number, your new RFP number and the EDN. exdoc.helpdesk@aqis.gov.au

Customs Agent Indicator for respective software

Crimson Logic Customs Agent Indicator Yes or No

Edisoft AQIS to get EDN = Yes or No

Exportit Confirming/Non-confirming =Yes. None = No

Dpidocs If FOB currency is present = Yes. If not = No

Primedocs AQIS to get EDN

Trident AQIS to get EDN = Yes or No

CMRE Update

Idle EDNs

As in previous correspondence that was circulated early in 2005 EXDOC is now able to forward on information from Customs relating to the status of an EDN. As of 29 March 2005 EXDOC will have the ability to send on information from the ICS regarding idle EDNs. However at this stage due to complications in the ICS Idle EDN messages will not be received. Customs will advised when this function is available again.

Clients are reminded of their obligations to Customs regarding idle EDNs.

- An EDN will go idle 14 days after the departure date 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 departure date.
- Clients can update Customs of the status of the EDN 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 message should be sent to EXDOC amending the departure date. This in turn will be passed onto the 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.

* The EXDOC Helpdesk can be contacted either by email at exdoc.helpdesk@aqis.gov.au or via fax on: 02 6272 5773

Prescribed Goods Indicator

On 18 March 2005 Customs mandated a new field to be included in all EDN messages sent to the ICS. The Prescribed Goods Indicator relates to whether a good is prescribed for Customs purposes (namely alcohol and tobacco). As such and to avoid client confusion between AQIS prescribed goods and Customs prescribed goods EXDOC will default this indicator for SEW clients. Therefore there will be no change to software as a consequence on this new requirement.

Helpdesk Support

The EXDOC Helpdesk is available to support all clients using the EXDOC system. Helpdesk staff are able to provide extensive advice on creating and processing Requests for Permits (RFP's) as well as information on system performance and messaging. Helpdesk support is provided 24 hours a day 7 days a week. In office support is available between the hours of 7.30am and 6.00pm (Eastern Standard Time) with an on call officer providing support outside these hours.

The Helpdesk is contactable using the following methods.

Clients requiring advice regarding Dairy, Fish Grain and Horticulture RFP's should call:

(02) 6272 4700

Clients requiring advice regarding Meat, Wool, Skins, and Hides RFP's should call:

(02) 6272 4800

Clients wishing to send a written request should fax:

(02) 6272 5773

Or

Clients wishing to send a written request should e-mail:

Exdoc.helpdesk@aqis.gov.au

Out of Hours Support

Clients are reminded that Out of Hours Support is restricted to

AIRFREIGHTS departing between 6.00pm and 9.00am (Eastern Standard Time)
Monday to Friday
AIRFREIGHTS departing on Saturday or Sunday.

System advice on the creation and processing of RFP's and messaging can be given. Specific policy advice will need to be sought during business hours and referred to the relevant Commodity Program.

Feedback and Suggestion Welcomed

Should you have any ideas for issues that you would like to see included in future EXDOC Newsletters or have any feedback on this edition, please email Kynan on kynan.brass@daff.gov.au