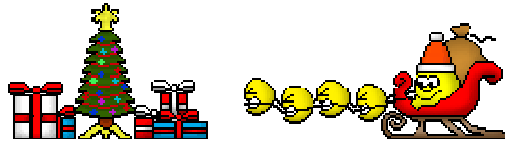




EXDOC Newsletter – December 2004



Welcome to the EXDOC Newsletter for December 2004. This newsletter is designed to keep EXDOC clients up to date with new developments within the EXDOC system and inform them of relevant issues.



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

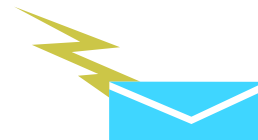
Clients requiring advice regarding Meat, Wool, Skins, and Hides RFP's should call:

(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.

Helpdesk Support Over Christmas and New Year

During the two weeks over the festive period there will be changes to normal helpdesk support available to clients. The following support will be available:





Helpdesk Support Over Christmas and New Year

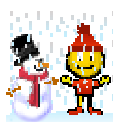
During the two weeks over the festive period there will be changes to normal helpdesk support available to clients:

Thur 23 Dec 2004	Helpdesk in office support between the hours of 7.30am and 6.00pm. <u>On call support outside these hours.</u>
Fri 24 Dec 2004	Helpdesk in office support between the hours of 7.30am and 6.00pm. <u>On call support outside these hours.</u>
Sat 25 Dec 2004	On call support for urgent airfreights only.
Sun 26 Dec 2004	On call support for urgent airfreights only.
Mon 27 Dec 2004	Helpdesk in office support between the hours of 8.30am and 5.00pm. <u>On call support outside these hours.</u>
Tue 28 Dec 2004	Helpdesk in office support between the hours of 8.30am and 5.00pm. <u>On call support outside these hours.</u>
Wed 29 Dec 2004	Helpdesk in office support between the hours of 8.30am and 5.00pm. <u>On call support outside these hours.</u>
Thur 30 Dec 2004	Helpdesk in office support between the hours of 8.30am and 5.00pm. <u>On call support outside these hours.</u>
Fri 31 Dec 2004	Helpdesk in office support between the hours of 8.30am and 5.00pm. <u>On call support outside these hours.</u>
Sat 1 Dec 2004	On call support for urgent airfreights only.
Sun 2 Jan 2005	On call support for urgent airfreights only.
Mon 3 Jan 2005	Helpdesk in office support between the hours of 8.30am and 6.00pm. <u>On call support outside these hours.</u>
Tue 4 Jan 2005	Helpdesk in office support between the hours of 7.30am and 6.00pm. <u>On call support outside these hours.</u>



From all of the staff on the EXDOC Helpdesk we would like to wish everyone a Very Merry Christmas & all the best in the New Year.





System Updates

Latest Software Versions:

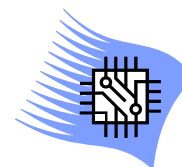
All software packages used to communicate with EXDOC have been updated to accommodate new AQIS requirements, EDS have contacted all software suppliers to confirm that software packages have been updated and to seek the version numbers that accommodate these changes.

OZDOCS - Ozdocs International 2003 and Ozdocs International 2004.

MEATCOM/EXPORTIT - Q16A

EDISOFT - 3.40.04

TRIDENTGLOBAL - V7.3.0 or higher



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



AQIS role in CMR

Customs' CMR (Cargo Management Re-engineering) was implemented on 6 October 2004 for exports. AQIS worked with Customs to ensure that the Single Electronic Window (SEW) was maintained.

Clients should be experiencing very little difference in the way the SEW operates now that it is communicating with Customs' ICS (Integrated Cargo System) that replaced EXIT with the implementation of CMR. However there have been a couple of changes as listed below:

Changes to SEW functionality with the implementation of CMR

- **Transferring RFPs**

With the introduction of the ICS, EXDOC will be able to effectively report the change of Exporter to Customs, which occurs during a transfer of an RFP. The ICS will accept the change in the Exporter (which translates to the Goods Owner in the ICS) and amend the EDN details accordingly.

- **FOB Values**

EXIT used to return an ECN in error if the FOB value fell outside the parameters set by the Australian Bureau of Statistics (ABS). This had to be either amended or verified in order to clear the ECN.

The ICS will only issue a warning message if the FOB value falls outside the parameters. This will not affect the status of the EDN and the onus is on the exporter to update the FOB value if it changes.





- **Contingency Arrangements**

If an EDN has been obtained using SEW, the EDN cannot be updated through the Customs Interactive or using EDI software direct to Customs, in the event that the SEW link is unavailable. A new EDN will need to be obtained for urgent shipments via the Customs Interactive or through EDI software. For non-urgent shipments the ICS will be updated when the SEW link is restored.

This is also the case if an EDN is obtained through the Customs Interactive or using EDI software direct to Customs, the EDN cannot be updated via SEW if all other access to the ICS is unavailable.

AQIS encourages clients to have contingency arrangements in place, so that in the event the SEW is unavailable, clients are still able to communicate effectively with the ICS.

If clients have any queries regarding CMR and SEW please contact the EXDOC Helpdesk at exdoc.helpdesk@aqis.gov.au



Development Information

Electronic Certification

New E-cert Functionality:



New functionality is now available in E-cert that allows overseas authorities to update the status of a certificate via the web view. This functionality is known as Interactivity.

Searches can be filtered to show only current certificates, making it easier to manage replacements.

For more information on Interactivity, please see the General User Manual on the EXDOC Development page on the website at <http://www.daff.gov.au>



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 Lincoln on lincoln.rose@affa.gov.au

