

EXDOC

Export Documentation System

NEWSLETTER APRIL 2006

The purpose of this newsletter is to keep EXDOC clients informed of relevant issues and future EXDOC system developments.

Help-Desk Support

The EXDOC Help-Desk provides system advice for ALL clients that are 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** should call **6272 4700**

Clients requiring advice regarding Meat 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

SEW Information

Idle EDN's

As per previous correspondence, EXDOC is now able to forward information from Customs relating to the status of an EDN that was obtained through EXDOC. If your EDN was not obtained through EXDOC you will need to contact Customs directly. EXDOC has the ability to send on information from the ICS regarding idle EDN's. After 14 days a message will be sent from Customs to the client via EXDOC notifying them that an EDN has gone Idle

Clients are reminded of their obligations to Customs regarding idle EDN's

- An EDN will go idle 14 days after the date of departure 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 date of departure
- Clients can update Customs of the status of the EDN (obtained through EXDOC) 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 request should be made to your AQIS regional office to amend the departure date. This updated information will then be sent to 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

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 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 permit details

You must inform the Helpdesk via email or fax of your request to transfer and include 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. Non = No

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

Primedocs – AQIS to get EDN = Tick for 'Y'

Trident = AQIS to get EDN = Yes or No

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.

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.

Planned Upgrades

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

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.

E-cert Update

E-cert has been developed to provide a secure electronic version of sanitary/phytosanitary certificates to importing country authorities. E-cert has been a joint initiative between AQIS and the New Zealand Food Safety Authority (NZFSA).

Certificates are delivered directly to importing authorities via secure web view, web download service or direct data delivery mechanisms, according to importing country choice. It is expected that, over time, many of Australia's key trading partners will eventually adopt E-cert as a replacement for paper SPS certificates.

The data and message structure for E-cert is currently progressing through a UN/CEFACT (United Nations Centre for Trade Facilitation and Electronic Business) process for ratification as an international standard. Once achieved, this will help to facilitate improved interoperability between import and export systems and also, broader adoption of E-cert as a more secure and efficient means of transmitting SPS certificates between international regulatory authorities.

E-cert has been live since June 2004 and has provided a stable and robust facility for PSP certificate distribution.

Interest in E-cert from importing country authorities had a somewhat slow period in late 2005, but in recent months interest has sharply increased. Following is a summary of countries either trialling or adopting E-cert into their operations:

- Jordan adopted E-cert for edible meats in September 2005. The success of the adoption encouraged Jordan to start a trial for dairy imports. This commenced in October 2005 and is also proceeding well.
- Singapore also adopted E-cert in June 2005, again for edible meats. The adoption is running smoothly with regular correspondence between AQIS and AVA.
- Canada resumed trials with E-cert for edible meats in August 2005. The trial was successful and CFIA moved adoption in March 2006.
- Mexico commenced trialling for edible meats and dairy products in August 2005 and is finding use of E-cert very worthwhile. SENASICA reported in late 2005 that they would like to move to full adoption but are constrained by legislative limitations. However, they have requested to continue the trial operation indefinitely.
- The USA was an early adopter of trials with the Australian E-cert system and initial trials were very successful. In mid-late 2004 the USA suspended the trial to focus on upgrading their infrastructure and systems, and is also looking to recommence in mid-2006 with a view to adopting E-cert in late 2006.
- AQIS provided advice to Korea and Malaysia in the development of their own E-cert systems and we understand that they are now ready to begin trials for plant products. We also believe that Thailand has developed a phyto-E-cert system and is trial ready.
- Australia and New Zealand as part of our joint initiative in the development of E-cert have recently commenced a two way trial (wheat exports and seafood imports (to Port of Melbourne)). Expectations for positive results are high and we are anticipating being able to extend the trial to other locations and commodities in the near future.

AQIS's implementation strategy is focusing on Australia's major trading partners, but we are happy to work with any country that is willing to trial the E-cert system. In addition to the above, presentations and information on E-cert have been provided to representatives from numerous international regulatory authorities, including China, Hong Kong, Chinese Taipei, Indonesia, India, Russia, United Arab Emirates, Egypt, and the United Kingdom and discussions are continuing with some of these countries.

For more information on E-cert visit our web site www.aqis.gov.au and if you have any questions please email ecert.administrator@affa.gov.au