



EXPORT DOCUMENTATION SYSTEM (EXDOC)

The Australian Quarantine and Inspection Service's (AQIS) electronic documentation system (EXDOC) allows exporters to obtain clearance of goods for export from Customs and AQIS in one transaction.

If you are an EXDOC client, you must be aware of the business changes and rules for exporters that were introduced with the exports component of the Integrated Cargo System (ICS) in October 2004. Clients who only communicate with Customs through EXDOC may not need to make changes to their business processes.

However, some clients may wish to communicate directly with Customs in addition to their EXDOC connection. For example, as a contingency plan if EXDOC is unavailable, or to check the status of export cargo. These clients should read the relevant fact sheets listed at the end of this document.

CLIENTS WHO LODGE EXDOC AND OTHER EXPORT DECLARATIONS

EXDOC is not 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 EDNs.

Clients who report export declarations through both EXDOC and directly to Customs for goods not subject to an AQIS permit, are required to change the way they do business.

REQUEST TO DELETE EDN

If you wish to delete an EDN linked to a request for permit (RFP), you must receive information from the EXDOC help desk that the EDN has been deleted before deleting your RFP.

CUSTOMS REQUIREMENTS

Customs no longer accepts faxed or mailed documentary (manual) export declarations. However, documentary (manual) declarations can be lodged at Customs counters as well as at authorised Australia Post outlets.

Each time you present a documentary declaration, you must provide 100 points of evidence of identity (EOI).

Further information about this process can be found on the Cargo Support website at www.cargosupport.gov.au.

If you communicate directly with Customs using EDI software, you should speak to your software provider. You should also read the fact sheets listed below:

- Communicating electronically with Customs
- Digital certificate and client registrations
- Client roles in the Integrated Cargo System – Exports

EXDOC Help Desk

The EXDOC help desk provides system advice to 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 with clients during the creation and progression of RFPs.

Further information about EXDOC may be obtained from the AQIS EXDOC help desk at exdoc.helpdesk@aqis.gov.au; by phoning (02) 6272 4700 (non-meat products) and (02) 6272 4800 (meat products).

For more information

Go to www.cargosupport.gov.au

Email cargosupport@customs.gov.au

Phone 1300 558 099.