



June 2026

NEXDOC

NEXDOC Error messages

This guide is to be used when you get a NEXDOC message, who to contact if you need assistance, and what information you need to gather before you request help.

Understand the message type

Message type	What it means	What you should do
Error	Request failed. Nothing saved.	Fix the issue before resubmitting
Warning	Something needs checking	Review and confirm details
Informational	Something you need to consider	Action if required

Quick decision guide

Use this to decide who to contact for some of the common errors.

If the message shows...	Likely cause	Quick fix	Contact
There is already an active request for this REX	NEXDOC rule	If your REX is with the department for review, pending authorisation, or you have already submitted an amendment or replacement request, you will need to wait for that action to be completed and returned before you can amend any fields.	N/A
Message is cut off, unclear, or looks wrong	Software display issue	Refresh your screen.	Software vendor
Missing field after you have entered data	Data not passed correctly	Double check that the field is populated correctly.	Software vendor
Client group or AEPD issue	NEXDOC permission	Ensure your software is set up with the correct client token, client group ID and client group token. Ensure you have applied for AEPD for the establishment you have entered in the REX.	NEXDOC Helpdesk

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Confirmation or reference number	Normal system response	N/A	No action needed
Amendments to this REX are not permitted after the Date of Departure	Submitting wrong type of amendment	Ensure you are submitting a replacement request.	Software vendor
Duplicate data	Outdated data not removed	The incoming message must instruct NEXDOC to remove old data at the same time as adding replacement data. Each software provider has built this function differently.	Software vendor
Approved Islamic Organisation code must be provided if Halal product is provided	Approved certifier not provided	When ticking the 'Halal product' indicator, it will now be mandatory to provide the Approved Islamic Organisation. This is required even when a halal certificate is not requested.	N/A
Remote printing of template not allowed	Remote printing selected on REX	The only changes from EXDOC are the following certificates which can now be remote printed: - All certificates to China - EX184 to Singapore and French Polynesia	N/A

What to check before seeking Software Vendor or NEXDOC Helpdesk support

- Read the full message.
- Double check the data you have entered.
- Confirm:
 - All required fields were entered.
 - Data format is correct.
 - There is not a submission already with the Department for reviewing
- Check the following document to see if it assists in resolving the issue:
 - [NEXDOC – What's Changing](#)

⚠ If the message wording looks wrong or incomplete, it is usually a software vendor issue.

Key tips

Many errors are expected system rules, not faults.

Contact your software vendor if:

- The message looks wrong.
- Data you entered is not recognised.

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Contact the NEXDOC Helpdesk if:

- The message reflects a rule or restriction.
- Always provide the exact message text or screenshot.

👉 If it looks like a display or data issue → Contact your Software Vendor first.

👉 If it looks like a system rule → Contact the NEXDOC Helpdesk.

More information

Food Exports: Phone 1800 900 090 or email foodexports@aff.gov.au

NEXDOC Helpdesk: Phone (02) 6272 4700 or email nexdoc@aff.gov.au

Acknowledgement of Country

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