



USER GUIDE

NEXDOC: Create your NEXDOC Exporter Account

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Purpose of this document

The below information will guide you through how to create your NEXDOC exporter account. Applying to be an exporter in the NEXDOC system is a two-step process.

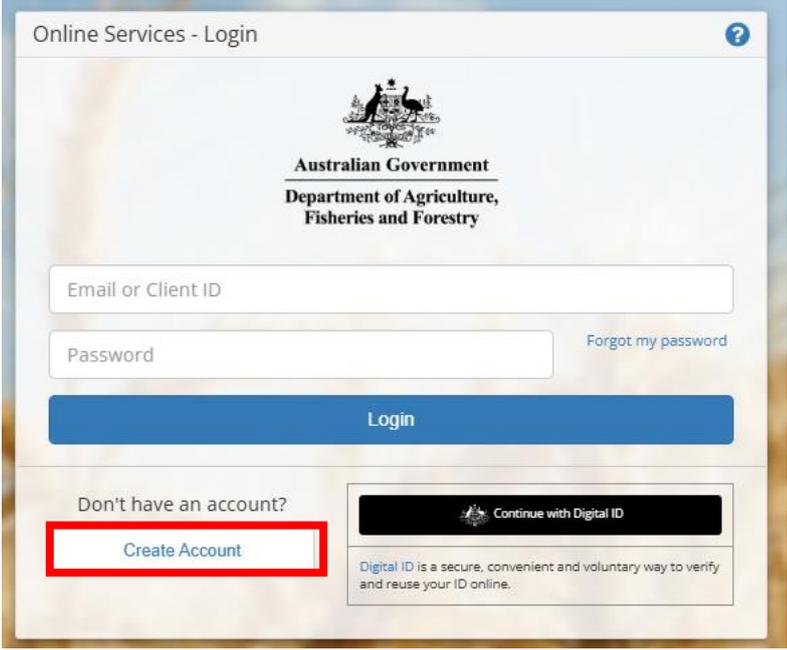
Register for Online Services portal

If you're not registered in the Agriculture Online Services Portal, you will need to create an account.

You can create an account two ways:

- with a Digital ID - an electronic authentication tool used by the Australian Government for organisations seeking to access a number of Government online services.
- Directly with the department.

To register directly with the department for the below.

| | |
|---|--|
| <p>Step 1</p> <p>Log in to the Online services portal</p> <p>Select Create Account</p> |  |
| <p>Step 2</p> <p>Enter your email address</p> |  |

Step 3

Read the terms and conditions and if agreed, select the tick box.

Select **Verify Email**

Online Services - Create Account

Australian Government
Department of Agriculture,
Fisheries and Forestry

Email Address
User.guide@aff.gov.au

I have read and accept the Terms and Conditions

Verify Email

- To create a new account enter your email address and accept the Terms and Conditions
- Enter the confirmation code emailed to you
- Complete your registration

Step 4

A confirmation code has been sent to your email.

Type the confirmation code into the into the box.

A new confirmation code has been sent to your email.

Online Services - Create Account

Australian Government
Department of Agriculture,
Fisheries and Forestry

Confirmation Code

Validate Code Resend Code

- To create a new account enter your email address and accept the Terms and Conditions
- Enter the confirmation code emailed to you
- Complete your registration

Step 5

Select **Validate Code**

A new confirmation code has been sent to your email.

Online Services - Create Account

Australian Government
Department of Agriculture,
Fisheries and Forestry

Confirmation Code

Validate Code Resend Code

- To create a new account enter your email address and accept the Terms and Conditions
- Enter the confirmation code emailed to you
- Complete your registration

Step 6

Type in your password.
Retype the same Password.

Online Services - Create Account ? Login

Australian Government
Department of Agriculture,
Fisheries and Forestry

- 1 To create a new account enter your email address and accept the Terms and Conditions
- 2 Enter the confirmation code emailed to you
- 3 Complete your registration

Email
User_guide@aff.gov.au

Password (required)

Passwords must be a minimum of 10 characters, and contain at least one uppercase character, one lowercase character, one special character and one number.

Confirm password (required)

First Name (required)

Last Name (required)

[Complete Registration](#)

Step 7

Retype the same Password in Step 6.

Online Services - Create Account ? Login

Australian Government
Department of Agriculture,
Fisheries and Forestry

- 1 To create a new account enter your email address and accept the Terms and Conditions
- 2 Enter the confirmation code emailed to you
- 3 Complete your registration

Email
User_guide@aff.gov.au

Password (required)

Passwords must be a minimum of 10 characters, and contain at least one uppercase character, one lowercase character, one special character and one number.

Confirm password (required)

First Name (required)

Last Name (required)

[Complete Registration](#)

Step 8

Type your first name

Online Services - Create Account

Australian Government
Department of Agriculture,
Fisheries and Forestry

1 To create a new account enter your email address and accept the Terms and Conditions
2 Enter the confirmation code emailed to you
3 Complete your registration

Email
User_guide@aff.gov.au

Password (required)

Confirm password (required)

First Name (required)

Last Name (required)

Complete Registration

Step 9

Type your Last name

Online Services - Create Account

Australian Government
Department of Agriculture,
Fisheries and Forestry

1 To create a new account enter your email address and accept the Terms and Conditions
2 Enter the confirmation code emailed to you
3 Complete your registration

Email
User_guide@aff.gov.au

Password (required)

Confirm password (required)

First Name (required)

Last Name (required)

Complete Registration

Step 10

Select Complete Registration

Online Services - Create Account

Australian Government
Department of Agriculture,
Fisheries and Forestry

1 To create a new account enter your email address and accept the Terms and Conditions

2 Enter the confirmation code emailed to you

3 Complete your registration

Email
User_guide@aff.gov.au

Password (required)

Confirm password (required)

First Name (required)

Last Name (required)

Complete Registration

Apply to register as an exporter

Once you've logged into [Online services](#), you will need to connect to NEXDOC.

Step 1

Select Connect to a service

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Welcome to Agriculture Online Services

This portal provides access to online services within the Department of Agriculture, Fisheries and Forestry.

Connect to a service to:

1. Register your company as an exporter
2. Register as a Client group administrator (external software users)
3. Request to be an AEPI (Automated Export Permit Issuer)
4. Create web service users for your software

If your company is already registered as an exporter – the person in your company who manages your NEXDOC access will be able to add your online account to the exporter

If you want to update your personal details, go to the 'My Details' tab and update your contact details

Connect to a new service

Step 2

Select **Register as an Exporter**

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Services

All Services Available

[Register as an Exporter](#)
Select this option if you are a new exporter and need to **register for the first time** with the Department; or, if you are an existing exporter in the EXDOC system and need to **re-register** to move to NEXDOC.

[Client Group Administrator for External Software Users](#)
Select this option if you have purchased 3rd party software from an approved software vendor company. This registration will provide you with Client Group Administrator access that allows you to request new client group identifiers (formerly EDI number) and administrate users for these groups.

[Request to be an Automated Export Permit Issuer \(AEP\)](#)
Request to be an Automated Export Permit Issuer (AEP) declaration of understanding. For exporters, occupiers of registered establishments or their employees/agents to declare their eligibility to become Automated Export Permit Issuers (AEPs) and to demonstrate their understanding of export eligibility requirements.

[Create web service users for your software installations](#)
Web services are secured and require user accounts to be used by your software.

Service Request History

[View Service Request History – You have no active requests](#)
View the status of all current and completed service requests.

Commodities

Step 1

Select the tick box next to the commodity/ies you will export.

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Progress

0 of 6 steps completed

- In progress **Commodities**
- Not started Company Details
- Not started Contact Details
- Not started My Printer
- Not started SEW Integration
- Not started Submit

Register to be an Exporter Commodities

What commodities do you want to export?

- Dairy
- Eggs
- Honey

[Save and next](#)

Step 2

When certain commodities are selected you may be given an option to share your export data with relevant industry bodies.

This is an **optional** tick box.

Select **Save and next**

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Progress
0 of 6 steps completed

- In progress **Commodities**
- Not started Company Details
- Not started Contact Details
- Not started My Printer
- Not started SEW Integration
- Not started Submit

Register to be an Exporter
Commodities Saved to J. Drive

What commodities do you want to export?

- Dairy
- Eggs
- Honey

Dairy Australia

Do you give approval for your export data to be provided to Dairy Australia?

Save and next

Company Details

Step 1

Enter the **name** and **contact details** of the organisation.

- Exporter/ company ABN

- Company name

Please note that the 'Company Name' is the name of the export business.

- Company email
- Company phone number
- Company physical address
- Exporter number
- TRACES exporter number
- Postal address: tick box if it is the same as physical address

Most of the above details will appear on documentation.

Select **'Save and Next'**.

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Progress
1 of 6 steps completed

- ✔ Completed
Commodities
- In progress
Company Details
- Not started
Contact Details
- Not started
My Printer
- Not started
SEW Integration
- Not started
Submit

[← Back](#)

**Register to be an Exporter
Company Details**

Exporter ABN (optional)
You are not required to have an ABN to register as an exporter, however, you do require an ABN or equivalent if you wish to integrate with the Single Electronic Window (SEW) as part of the customs clearance. If you intend to integrate with SEW and don't have an ABN, the NEXDOC Help Desk will be in contact to discuss once you have submitted this registration.

Company name you wish to register

Company email

Company phone

Company physical address

Address line 1

Address line 2

City

State

Postcode

Country

Exporter number (optional)
If you are currently registered in EXDOC, provide your exporter number

TRACES exporter number (optional)
This is only required if you are planning on exporting to the EU

Postal Address

Same as physical address.

Contact Details

Step 1

The system will default for you to be the contact person.

If this is correct select **Save and next.**

Proceed to My Printer section.

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Progress
2 of 6 steps completed

- Completed Commodities
- Completed Company Details
- In progress Contact Details
- Not started My Printer
- Not started SEW Integration
- Not started Submit

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Register to be an Exporter Contact Details

Who should we contact in relation to this exporter registration? (Required)

I am the contact person

Someone else is the contact person

Back Save and next

Step 2

If you are not the best contact, you will need to:

- enter the email or Client ID of the contact person
- select 'Search for existing client'.

NEXDOC will search our records for an existing client record.

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Progress
2 of 6 steps completed

- Completed Commodities
- Completed Company Details
- In progress Contact Details
- Not started My Printer
- Not started SEW Integration
- Not started Submit

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Register to be an Exporter Contact Details

Who should we contact in relation to this exporter registration? (Required)

I am the contact person

Someone else is the contact person

Contact person email or Client ID

Search for existing client

Back Save and next

Step 3

If the client record is found, you can select from two options:

use this existing client as the contact person. Selecting this option will use the contact details stored on NEXDOC for this person. **don't link the existing client, enter details manually.** Select this option to

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Progress
2 of 6 steps completed

- Completed Commodities
- Completed Company Details
- In progress Contact Details
- Not started My Printer
- Not started SEW Integration
- Not started Submit

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Register to be an Exporter Contact Details

Who should we contact in relation to this exporter registration? (Required)

I am the contact person

Someone else is the contact person

Contact person email or Client ID

User.Guide@aff.gov.au

Link Contact

Existing client has been found. Update email address or client id to change contact person.

Use this existing client, 'User' as the contact person.

Don't link to the existing client, enter details manually.

Back Save and next

manually insert the contact details.

When the contact is correct select **Save and next**.

My printer

Step 1

You can request to use My Printer to print your certificates outside of the department's offices.

To enable remote print in your office, select **Yes** and proceed to Step 2.

If you select **No**, then select **Save and next**.

Step 2

Tick the box of which commodity/ies you would like to enable remote print for.

Select **Save and next**.

Your request for My Printer permissions will then be sent to the department for decision.

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Progress
3 of 6 steps completed

- ✔ Completed Commodities
- ✔ Completed Company Details
- ✔ Completed Contact Details
- 🔄 In progress **My Printer**
- Not started SEW Integration
- Not started Submit

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Register to be an Exporter
My Printer

[🔍 What is My Printer? ▾](#)

Requires My Printer

Yes

No

My Printer available for following commodities

Select the commodities you wish to use with My Printer

- Honey
- Dairy
- Eggs

By clicking the Next button below, I hereby agree to and accept the following:

- I declare that the information I have provided is true and correct. I understand that it is a criminal offence under the *Criminal Code Act 1995* to knowingly give false or misleading information to a Commonwealth officer exercising powers under Commonwealth law. This offence carries a maximum penalty of 12 months imprisonment.
- I, and/or the company where I am employed, may be audited by authorised department officers regarding any interaction I have had with NEXDOC, and as part of this process may be asked to provide evidence to substantiate any information I entered into the NEXDOC system.
- I have read and understood the Privacy Notice and Privacy Policy.
- I consent to the collection, use and disclosure of my personal information, including disclosure to overseas authorities, as set out in the Privacy Notice.

Privacy Notice:

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

The Department collects your personal information (as defined in the *Privacy Act 1988*) in relation to this form for the purposes of issuing export permits and/ or certificates in relation to goods to be exported from Australia where relevant requirements are met under the *Export Control Act 2020*, and related purposes. The Department may also use your personal information for the purposes of reporting on tariff rate quotas managed by the department. If you fail to provide some or all of the personal information requested in this form, the Department will be unable to issue certificates in relation to goods to be exported from Australia.

The Department may disclose your personal information to Australian Government agencies, including the Department of Home Affairs, other Australian agencies, persons or organisations where necessary for the above purposes, provided the disclosure is consistent with relevant laws, particularly the *Privacy Act*. Your personal information will be used and stored in accordance with the Australian Privacy Principles.

Your personal information may also be disclosed to overseas governments and relevant authorities in an importing country where this is required for importing country requirements. The Department has not taken steps to ensure that the relevant authorities in the importing country do not breach the Australian Privacy Principles. This means that:

- overseas recipients may not be accountable under the *Privacy Act*;
- you may not be able to seek redress under the *Privacy Act*;
- you may not be able to seek redress in the overseas jurisdiction; and
- overseas recipients may not be subject to any privacy obligations or to any principles similar to the Australian Privacy Principles.

See the Departments Privacy Policy web page (<https://www.agriculture.gov.au/about/privacy>) to learn more about accessing or correcting personal information or making a complaint. Alternatively, telephone the Department on +612 6272 3933.

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Save and next

Single electronic window (SEW) integration

Step 1

If you intend to integrate NEXDOC with the single electronic window (SEW) select **Yes**

If you don't intend to integrate NEXDOC with the single electronic window (SEW) select **No**

Select **Save and next**.

The screenshot shows a progress bar with 6 steps. The first five steps (Commodities, Company Details, Contact Details, My Printer, and SEW Integration) are marked as 'Completed'. The 'SEW Integration' step is currently 'In progress'. Below the progress bar, there are two radio button options: 'Yes' and 'No'. The 'Yes' option is selected and highlighted with a red box. Below the radio buttons are 'Back' and 'Save and next' buttons, with the 'Save and next' button also highlighted with a red box.

Submit

Step 1

Read the declaration and privacy notice.

If you agree, tick the box next to I agree.

Select **Submit**.

The screenshot shows the 'Register to be an Exporter Declaration' page. The progress bar indicates 5 of 6 steps completed, with 'Submit' being the current step. The main content area contains a declaration text, a 'Privacy Notice' section, and a list of privacy-related points. At the bottom, there is a checkbox labeled 'I agree' which is checked and highlighted with a red box, and a 'Submit' button also highlighted with a red box.

The department will review your application. Once your application has been assessed you will be notified of the decision through the NEXDOC inbox within the NEXDOC portal.



Contact the NEXDOC help desk

For more information or assistance, please contact NEXDOC@aff.gov.au