Australian Government
Department of Agriculture, Fisheries and Forestry

FAQ

External Software Users

In this document

This document contains the following topics:

Australian Government
Department of Agriculture, Fisheries and Forestry

Purpose of this document

This document provides general information and answers to frequently asked questions from External Software Users.

How to register in NEXDOC

You can apply for different levels of access in NEXDOC depending on how much of the export documentation process you want to complete yourself.

- The exporter
- A client group administrator
- A client group member

Exporter

Your name and address will be included as the exporter/owner on any documents generated for you.

You will need to:

- Create an account with Online services
- Select Register as an Exporter (trading/company name).

If you currently use software to lodge export documentation, refer to Client Group Administrator.

Client Group Administrator

If you currently use software to lodge export documentation, follow the client group registration pathway and register as a Client Group (formerly EDI User).

You will need to:

Create an account with Online services (if you haven't done so previously)

- Select Client Group Administrator for external software Users

The individual that registers the company initially as a client group, will automatically be the client group administrator. This will allow you to manage the client group and the group members.

Once your registration request is approved, you can create more client group administrators and add client group members to your client group.

Group Member

You can submit export requests on an exporter's behalf using software.

You don't need to register; a client group administrator (for the company) can add your name and email address to their client group in NEXDOC. You can access the system through your software.

If you require assistance on how to register email EnhancedTraceabilityProject@agriculture.gov.au

Software vendors - If you are considering developing a software package solution to integrate with the NEXDOC's web services, email the EnhancedTraceabilityProject@agriculture.gov.au

Follow our step-by-step portal guides to:

Create and manage your NEXDOC account

To access the NEXDOC system you must:

- create an Online services account
- register as an exporter in NEXDOC (if you exporter/owner of any documents generated for you)
- lodge a client group administrator request (if you use software or are a representative who manages the export process for an exporter).

Online Services

There are two ways to create an Online Services account:

- with a myGovID
- without a myGovID account

myGov is an electronic authentication tool used by the Australian Government for organisations seeking

to access a number of Government online services.

Once you have created an account in Online Services, you can connect to other services.

1. Select Connect to a service or select the Services tab.

A list of services available are displayed.

Register as an exporter in NEXDOC

Your name and address will be included as the exporter/owner on any documents generated for you.

The application questions can differ depending on your circumstances.

When you start the request, you will be guided through the application workflow.

Exporter details

Enter the name and contact details of the organisation. These details will appear on your documentation.

Exporter contact

1. Who the best person is to contact about your account.

2. If you are the contact person, select the relevant option. Your details will be copied from the Exporter details tab. If someone else is the contact, you can enter an email address and NEXDOC will undertake a search to locate an existing client.

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

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

My Printer

You can apply to use your own printer to print documentation from NEXDOC.

Commodities

You must select which commodities you will be exporting.

Single electronic window integration

Complete if you intend to integrate NEXDOC with the single electronic window (SEW):

> The single electronic window (SEW) in NEXDOC gives exporters a single data entry point for export clearance from the Department of Agriculture, Fisheries and Forestry and the Department of Home Affairs. Through SEW, you can apply to link your NEXDOC entries to the Integrated Cargo System (ICS) and receive ICS clearance as part of your NEXDOC Request for Export Documentation (REX).

Submit

Your request will be sent to the department.

Application review

The department will review your application and contact you if there are any questions.

Once your application has been processed, you will see new options in online services.

This includes option such as:

- Go to NEXDOC Homepage
- Lodge a Request for Export (REX)
- Manage Client Groups (software users).

Maintain your details

You can now use Online Services to:

- update your details
- access NEXDOC services

Update your details

Your personal details can be edited in the 'My details' screen. The email and numbers supplied in this section will be used by us to contact you.

Access NEXDOC services

NEXDOC Services allows you to access:

- Clients Groups
- Exporter Management
- Manage MY Printer
- Export Commodities

To locate NEXDOC services, go to the NEXDOC homepage.

On the NEXDOC homepage you will have an Account option.

From the Account option you can access:

- My details
- NEXDOC services
- Address books.

Client groups

For software users only. Manage your groups and group members.

Exporter Management

For software users only. Allows you to add exporter records to your account.

Manage My Printer

You can print some documentation outside of our offices. In these cases, a client can print on their premises once the department has reviewed your request.

Manage Export Commodities

Apply to export other commodities as they become available on NEXDOC.

Create client group administrator for external software user

You will need to register as a client group administrator if you have purchased software from an approved software vendor and have been requested to create client group identifiers and group member identifiers.

1. Open Online services
2. Select the Services tab.
3. The Services screen displays.
4. Select *Client Group Administrator for External Software Users.*
5. The Register to be a Client Group Administrator screen displays.

Register to be a Client Group Administrator

When you start the request, you will be guided through the application workflow:

Exporter/Business details

1. Business Name: Enter your business name.
2. ABN (Australian Business Number): Enter the Business' ABN
3. Your client group reference: This is for your records and can be in any format.
4. Address: Enter the physical address of the client group. This address is verified by google maps.
5. Contact Number (if known): Enter a phone number for the contact person.
6. EDI (Electronic Data Interface) number (if known): Enter the EDI number.

Export Commodities

Select the commodities you intend to export.

If you are exporting Dairy, you will be asked if you give approval to share your export data with Dairy Australia.

Contact Person

1. I am the contact person: Select if you are the contact person for this client group. Your details are associated with the administrator role for this group.

2. Someone else is the contact person: Select to nominate another person to be the contact person for this client group. Enter a valid email or NEXDOC client ID (if existing NEXDOC user) for the contact person. Select Search for existing client. NEXDOC will search for the contact person record.

   a. If a match is found it will display.
   b. If there is no client match you can enter the contact person details.

My Printer

Select this option for the client group to be able to print from their office location. This triggers a request that is sent to the department for review.

Manage Client Groups

When the department approves your request to be a client group administrator, a new service called Manage Client Groups displays on the Home tab and the Services tab.

Several functions can be performed in this service you can access:

- client groups
- contact person
- My printer
- export commodities
- client group members

Proceed to add your group members, this will generate identifiers for each of your users.