



FAQ

Printing in the NEXDOC portal

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Purpose of this document

This document provides answers to frequently asked questions to printing certification in the NEXDOC portal.



Do certificates generated in NEXDOC need to be printed on blue security paper?

No, certificates printed out of NEXDOC can't be printed on blue security paper. These certificates must now be printed on plain white A4 paper.

If I use the NEXDOC portal, how do I receive my export certificate?

You still have the option to print your certificate at a regional department office or use My Printer to use your own printer.

Please note: Market access requirements dictate if certificates are required to be printed by the department at a regional office. The NEXDOC system will make this determination.

What is Remote Print?

The NEXDOC Portal allows exporters to print to their own printer – this function is called Remote Print. Remote print is given to clients via the **My Printer permission** when they register as an exporter and/or client group administrator, should they request it in their application. You can review or request Remote Print functionality in the *Account* tab on the NEXDOC Homepage. See the Manage My Details user guide on the NEXDOC Help webpage.

There are conditions that users must agree to when using My Printer. These are:

- The print site is located in Australia
- I have a duplex laser printer with PCL capability
- I will only print one set of export documents for each consignment
- I will not alter, vary or in any way change an export document generated in NEXDOC once it has been printed
- I understand that there are a number of criminal offences under the Criminal Code Act 1995 (Cth) relating to the making and use of a false Commonwealth document.
- The Department reserves the right to at any time suspend, cancel or amend the terms of this print agreement. Inability to demonstrate valid and legitimate use of the printed export document(s) may result in the Department revoking the option to print NEXDOC generated document(s) through the remote print function.

Do I need to request remote print for all my registrations?

Yes, you will need to request remote print permission via My Printer for an exporter registration and/or a client group registration. You must request this for each commodity within each type of registration

The remote print permission sits within each client group – for example, if you have three client groups, you will need to request My Printer within each of the client groups

If you are already registered and add a commodity to your client group, for example meat, you will also need to request remote print via My Printer for the new commodity.

The My Printer permission is unique to each commodity so as registrations are updated to include new commodities for export, the same needs to be done for the printing permission.



What printer can I print to if I use the NEXDOC portal?

You can either print to your own printer or to a printer in a regional department office. *Please be aware you cannot print your certificate to an agent or freight forwarder's printer if you use the NEXDOC portal.*

You will need to ensure that you have a printer that meets the required specifications:

- located in Australia
- duplex laser printer

supports at least 600dpi. My certificate status is 'Printed' but I haven't received my certificate?

Check your print indicator and print destination. You may need to review the certificate and manually select the **Print** button if you lodged with MyPrinter.

What is a print indicator?

The print indicator tells the NEXDOC system how you would like to generate and receive the certificate.

If you select **Automatic**, the certificate will automatically generate and be ready for print once the REX reaches COMP status.

- If you are printing to a regional office, your certificate will automatically print at the office.
- If you are printing to your own printer, your certificate will automatically generate but you will still need to select the **Print** button on the certificate screen to direct it to a printer.

If you select **Hold**, the certificate will remain at Draft status and your REX will remain at 'Certificate Ready' status until you are ready to generate and print the certificate.

To generate the certificate, you will need to select 'Release to Print' on the REX page. This will push your REX from Certificate Ready status to COMP status.

- If you are printing to a regional office, your certificate will be printed at the office.
- If you are printing to your own printer, your certificate will have generated and you will then need to select the **Print** button on the certificate screen to direct it to a printer.

The options for the print indicator and print destination are selected when lodging your REX. These options are contained within the *Additional Details* tab. The NEXDOC system will show the available options based on the requirements of the destination country selected at the start of your REX application.

What is the difference between the 'Print' button and the 'Release to Print' button?

The **Release to Print** button will finalise and generate a certificate within NEXDOC. This button will only appear if you selected **Hold** as your print indicator when lodging your REX.

Once **Release to Print** is selected, the certificate is either sent straight to a regional office or if My Printer was selected, the exporter will be able to select **Print** and print to their own printer.



How do I connect and use my own printer?

Please note these are generic instructions that will work for most printers. You may need to consult the instruction manual for your specific printer or contact your software provider for additional help.

1. Plug in and turn on the printer:
 - Connect the power cable and press the power button.
 - Make sure there's paper in the tray and ink/toner installed.
2. Connect the printer to a device. Choose one method:
 - Wi-Fi:
On the printer screen, go to Settings → Wi-Fi → Connect.
Select your Wi-Fi network and enter the password.
 - USB cable:
Plug the printer directly into the computer using a USB cable.
 - Bluetooth:
Turn on Bluetooth on both devices and pair them.
3. Install the printer (if needed):
 - On your computer or phone, go to Settings → Printers/Devices.
 - Select "add printer" and choose your printer from the list.
 - If prompted, install drivers (usually automatic or via the manufacturer's website).
4. Print a document:
 - Open the file or photo you want to print.
 - Click File → Print (or press Ctrl + P / Cmd + P).
 - Select your printer, adjust settings (copies, colour, etc.), and click Print.
5. Troubleshooting (if it doesn't work):
 - Make sure printer and device are on the same Wi-Fi network.
 - Restart both the printer and the device.
 - Check for error lights or messages on the printer.
 - Ensure paper and ink levels are sufficient.

Need further assistance?

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

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