



# USER GUIDE

## NEXDOC: Adding an Exporters TRACES ID for honey

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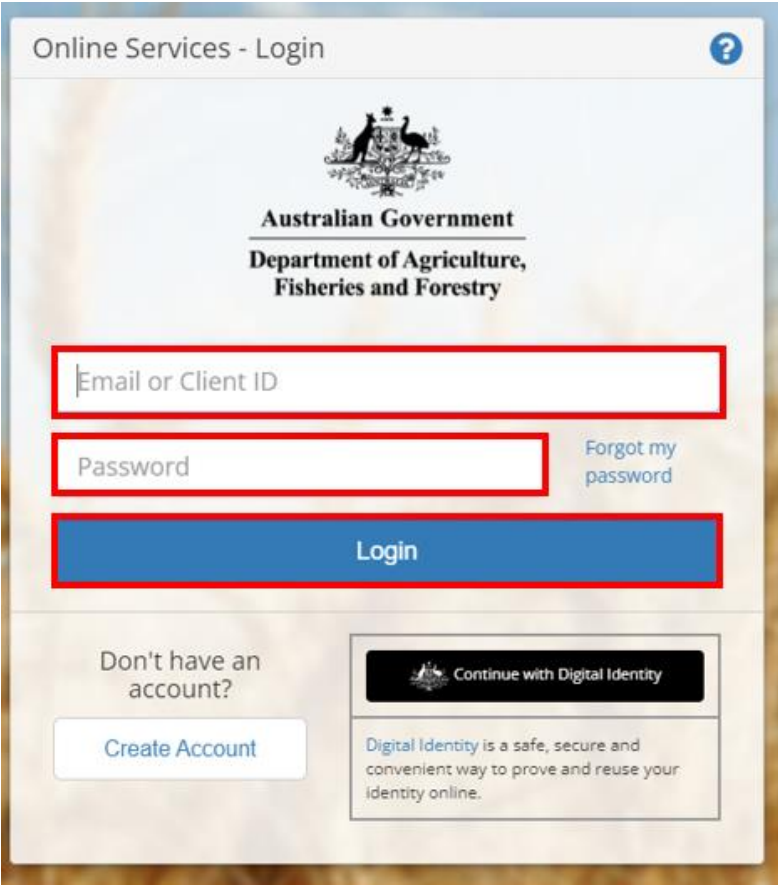
## Purpose of this document

This document will guide exporters on how to update their account to include their Exporters TRACES ID.

**Note:** If you do not already have a user account, please refer to *Create and Manage your account* user guide for instructions on how to complete this registration.

**Note:** For information on how exporters obtain their TRACES exporter number, please refer to *EU TRACES New Technology (NT) - Frequently Asked Questions*

## Adding an Exporters TRACES ID for honey

<p><u>Step 1</u></p> <p>Log in to NEXDOC.</p>	 <p>Online Services - Login</p> <p>Australian Government Department of Agriculture, Fisheries and Forestry</p> <p>Email or Client ID</p> <p>Password <a href="#">Forgot my password</a></p> <p>Login</p> <p>Don't have an account? <a href="#">Create Account</a></p> <p><a href="#">Continue with Digital Identity</a></p> <p>Digital Identity is a safe, secure and convenient way to prove and reuse your identity online.</p>
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## Step 2

Select **Go to NEXDOC Homepage**

Home My Details Services Tasks Inbox 0 UG User Guide

### 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

#### My services

[Go to NEXDOC Homepage >](#)

[Lodge a Request for Export \(REX\) >](#)

[Manage Client Groups >](#)

[Manage web service users >](#)

[Connect to a new service](#)

## Step 3

Select **Account** tab.

Home Exports Certificates **Account** Inbox 0 UG User Guide

### Welcome to NEXDOC

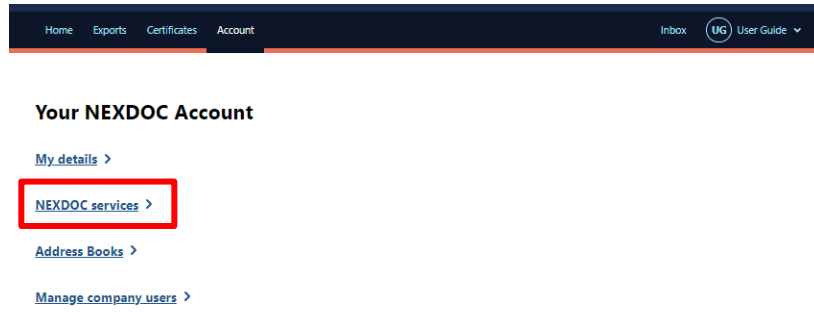
The NEXDOC system is used to generate export documents. This includes export permits and certificates and related documents as required by importing countries. Refer to the Department of Agriculture, Fisheries and Forestry's [Exporting from Australia](#) page for more information about NEXDOC.

[Start new Request for Export](#)

#### Your last five requests

Step 4

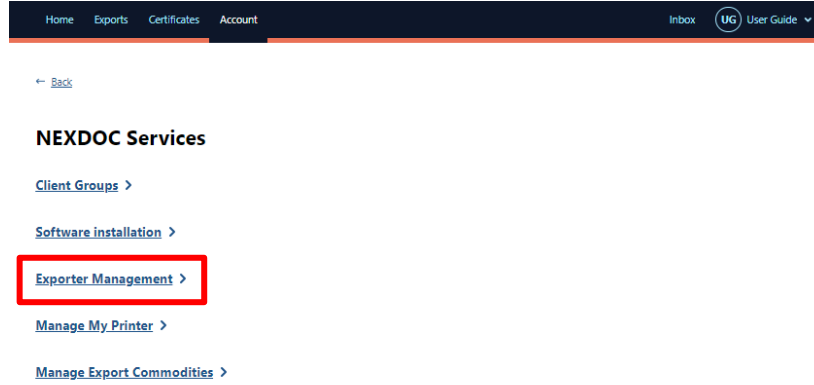
Select **NEXDOC services** tab.



The screenshot shows the top navigation bar with 'Home', 'Exports', 'Certificates', and 'Account' tabs. The 'Account' tab is active. On the right side of the navigation bar, there is an 'Inbox' icon and a 'UG User Guide' dropdown menu. Below the navigation bar, the page title is 'Your NEXDOC Account'. Underneath, there are four links: 'My details >', 'NEXDOC services >', 'Address Books >', and 'Manage company users >'. The 'NEXDOC services >' link is highlighted with a red rectangular box.

Step 5

Select **Exporter Management** tab.



The screenshot shows the top navigation bar with 'Home', 'Exports', 'Certificates', and 'Account' tabs. The 'Account' tab is active. On the right side of the navigation bar, there is an 'Inbox' icon and a 'UG User Guide' dropdown menu. Below the navigation bar, there is a '← Back' link. The page title is 'NEXDOC Services'. Underneath, there are five links: 'Client Groups >', 'Software installation >', 'Exporter Management >', 'Manage My Printer >', and 'Manage Export Commodities >'. The 'Exporter Management >' link is highlighted with a red rectangular box.

## Step 6

Select the exporter profile you need to update.

Home Exports Certificates Account Inbox UG US

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### Manage exporter account

Manage exporter account permits you to keep your registered exporter account and alternate trading name details up to date.

Select an exporter to update your details, noting some changes may require approval by the department.

Add a new alternate trading name to request an additional trading name to be used on your export requests and related permits and certificates.

**[HG86013 - Department of Agriculture, Fisheries and Forestry](#)** Primary account  
70 Northbourne Ave Canberra ACT 2601  
Email: User.Guide@aff.gov.au  
Phone: 0262721234

**[HH48011 - Test User Guide](#)**  
70 Northbourne Ave Canberra ACT 2601  
Email: Test.User.Gudie@aff.gov.au  
Phone: 02 6272 9876

**[RG24014 - User Guide](#)**  
70 Northbourne Ave Canberra ACT 2601  
Email: User.Guide01@aff.gov.au  
Phone: 0262722222

**[RG26019 - User Guide01](#)** Primary account  
70 Northbourne Ave Canberra ACT 2601  
Email: User.Gudie01@aff.gov.au  
Phone: 0262722222

[+ Add alternate trading name](#)

## Step 7

Type your TRACES exporter number in the EU TRACES exporter number field.

Home Exports Certificates Account Inbox **UG** User Guide

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[← Back](#)

### Exporter - Department of Agriculture, Fisheries and Forestry

#### Registered information

This section contains information about your registered exporter account. Please refer to the relevant help if you believe the information is incorrect, or contact the department using the 'Other changes' option.

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**Primary account** Active

The primary account is the exporter account you registered with the department, and is the defaulted account on all new requests that you raise. The non primary account(s) are your alternate trading name(s) and only relevant trading information can be changed. You cannot change this flag.

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<b>Exporter ID</b>	HG86013
<b>Start date</b>	17 Jul 2023
<b>Commodity</b>	Honey,Dairy,Fish,Eggs

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The commodity that you intend to export can be amended through the Account/NEXDOC services/Manage Export Commodities menu. Any changes through this menu will require approval by the department.

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<b>My printer</b>	Honey,Eggs
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The commodity(ies) you have been approved to print outside the department's printers are listed here. You can request changes to this through the Account/NEXDOC services/Manage My Printer menu. Any changes through this menu will require approval by the department.

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#### Exporter details that require approval

Changes to the following will need to be approved by NEXDOC staff.

**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.

34190894983

**Company name**

Department of Agriculture, Fisheries and Forestry

#### Physical address

**Address line 1**

70 Northbourne Ave

**Address line 2**

**City**

Canberra

**State**

Australian Capital Territory ▾

**Postcode**

2601

**Country**  
AUSTRALIA

**End Date** (e.g. 07/05/2024) (optional)

**Single Electronic Window(SEW)**

Select if this exporter will be integrating with the Single Electronic Window supplied by the Department of Home Affairs.

Single Electronic Window Indicator

**EU TRACES exporter number** (optional)

**Company details (no approval needed)**

**Contact name** NEXDOC Test

**Contact email** Jess.Training@aff.gov.au

Change the contact person to someone else

**Postal address**

**Address line 1**  
70 Northbourne Ave

**Address line 2**

**City**  
Canberra

**State**  
Australian Capital Territory

**Postcode**  
2601

**Country**  
AUSTRALIA

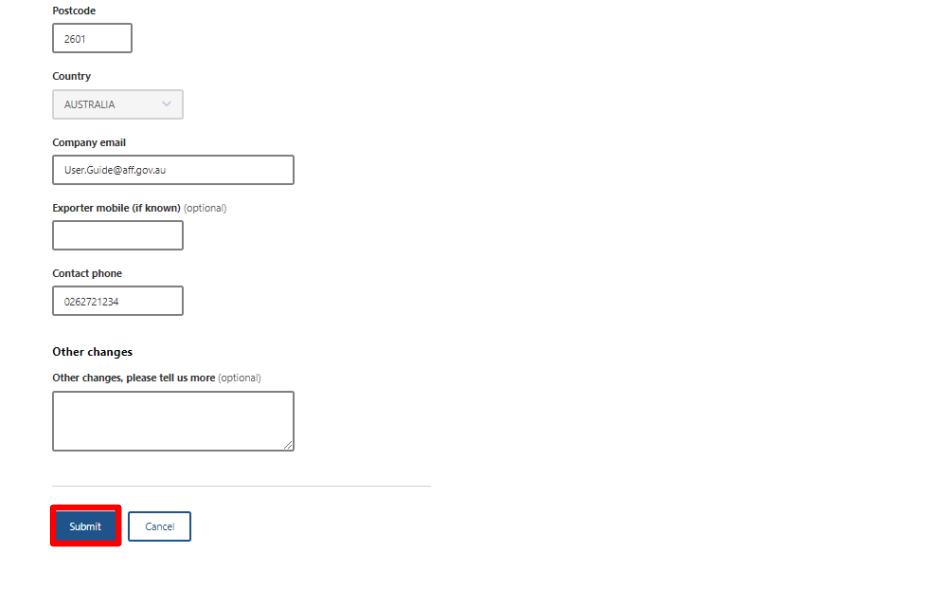
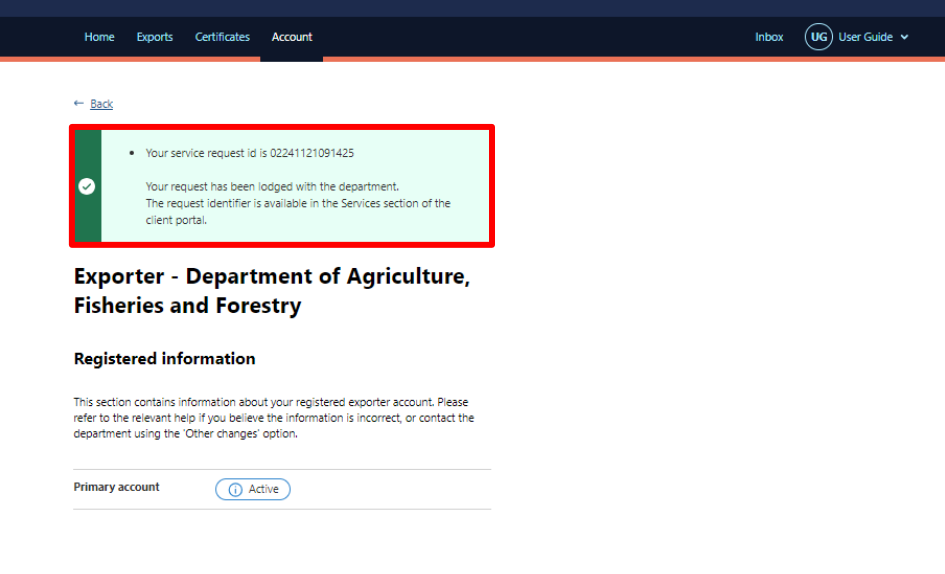
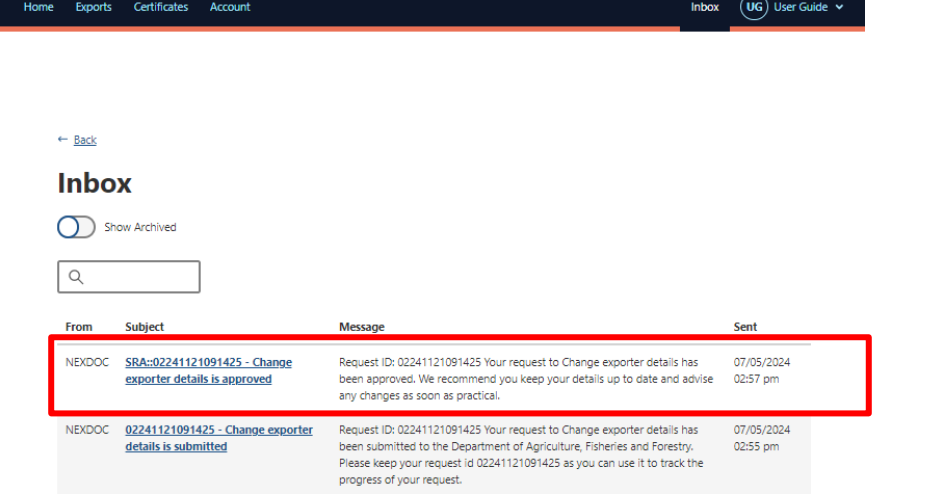
**Company email**  
User.Guide@aff.gov.au

**Exporter mobile (if known)** (optional)

**Contact phone**  
0262721234

**Other changes**

**Other changes, please tell us more** (optional)

<p><b>Step 8</b></p> <p>Select <b>Submit</b>.</p>													
<p><b>Step 9</b></p> <p>Your TRACES exporter number update has now been lodged with the department.</p>													
<p><b>Step 10</b></p> <p>Once your request has been actioned by the department, you will receive a notification in your NEXDOC inbox.</p>	 <table border="1" data-bbox="464 1883 1283 2063"> <thead> <tr> <th>From</th> <th>Subject</th> <th>Message</th> <th>Sent</th> </tr> </thead> <tbody> <tr> <td>NEXDOC</td> <td><a href="#">SRA:02241121091425 - Change exporter details is approved</a></td> <td>Request ID: 02241121091425 Your request to Change exporter details has been approved. We recommend you keep your details up to date and advise any changes as soon as practical.</td> <td>07/05/2024 02:57 pm</td> </tr> <tr> <td>NEXDOC</td> <td><a href="#">02241121091425 - Change exporter details is submitted</a></td> <td>Request ID: 02241121091425 Your request to Change exporter details has been submitted to the Department of Agriculture, Fisheries and Forestry. Please keep your request id 02241121091425 as you can use it to track the progress of your request.</td> <td>07/05/2024 02:55 pm</td> </tr> </tbody> </table>	From	Subject	Message	Sent	NEXDOC	<a href="#">SRA:02241121091425 - Change exporter details is approved</a>	Request ID: 02241121091425 Your request to Change exporter details has been approved. We recommend you keep your details up to date and advise any changes as soon as practical.	07/05/2024 02:57 pm	NEXDOC	<a href="#">02241121091425 - Change exporter details is submitted</a>	Request ID: 02241121091425 Your request to Change exporter details has been submitted to the Department of Agriculture, Fisheries and Forestry. Please keep your request id 02241121091425 as you can use it to track the progress of your request.	07/05/2024 02:55 pm
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If your TRACES exporter number is rejected, the notification will provide the reason for this decision. Complete steps 3 to 8 to re-lodge.

**Contact the NEXDOC help desk.**

For more information or assistance, please contact [NEXDOC@aff.gov.au](mailto:NEXDOC@aff.gov.au)