



USER GUIDE

NEXDOC: How to identify if you have lodged a task

In this document

This document contains the following topics.

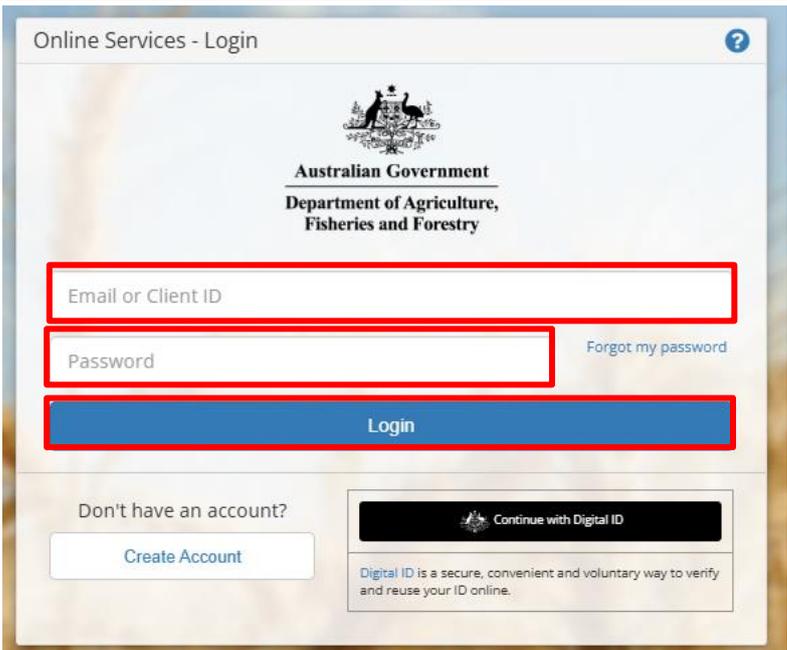
Purpose of this document	2
View your service request history with the department.....	2
Contact the NEXDOC help desk.....	6

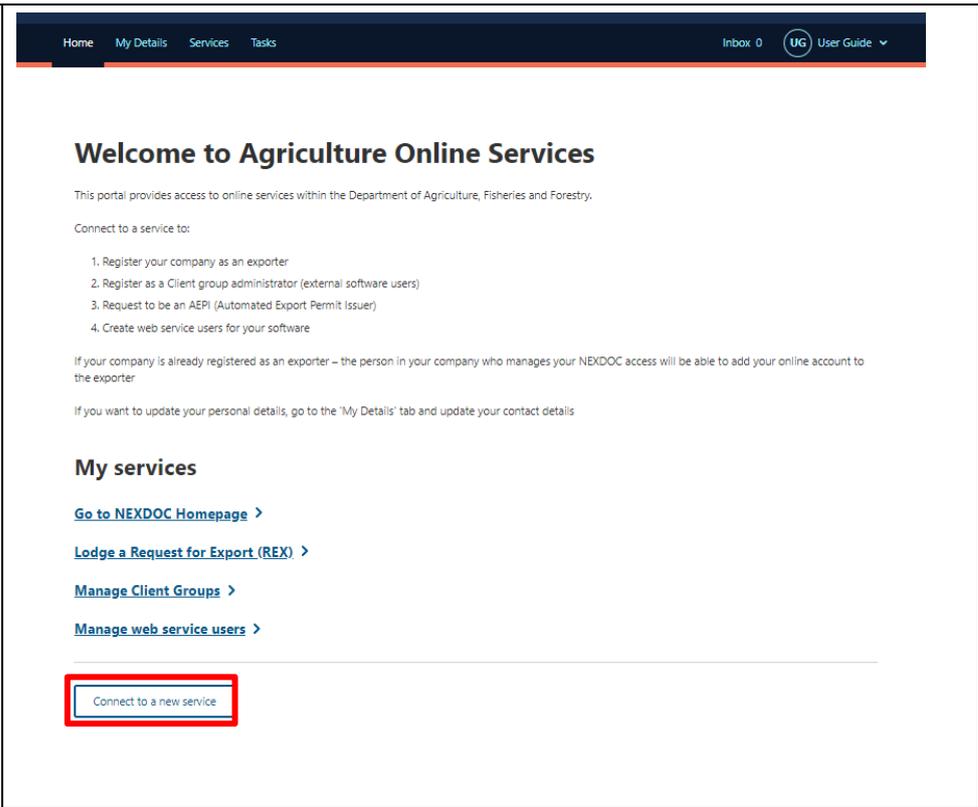
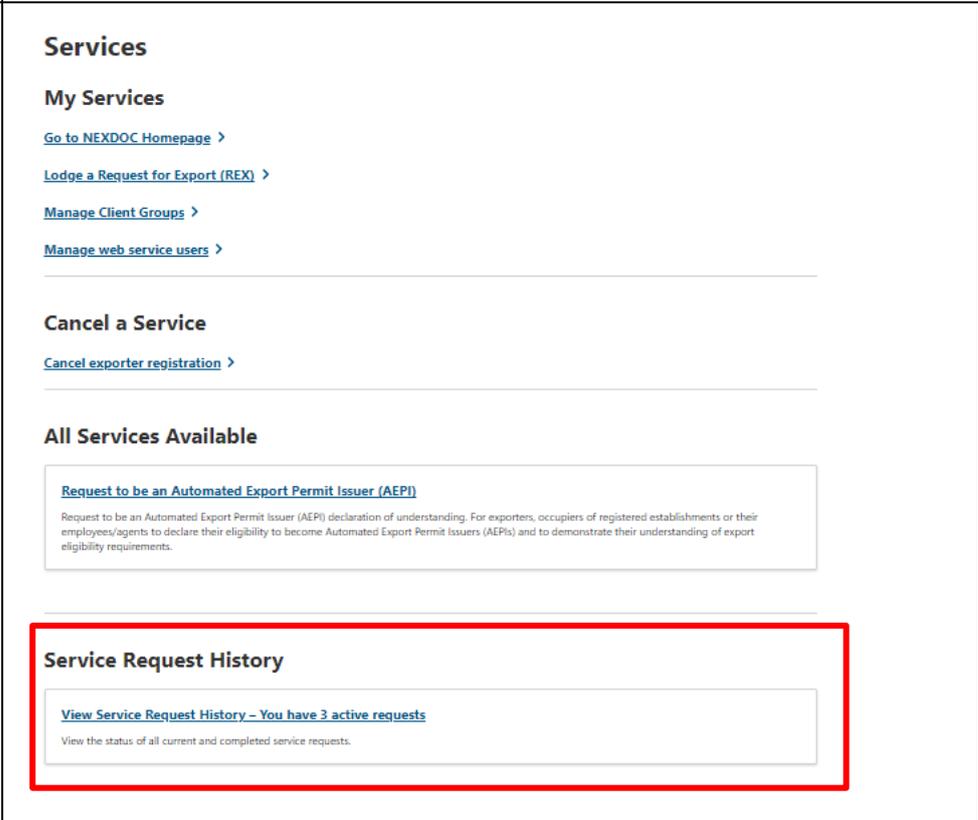
Purpose of this document

This document will give exporters advice on how to identify if you have lodged a task in NEXDOC.

Note: After you have completed your Request to Export (REX) documentation, where applicable, you will receive an export certificate. If you need to amend or replace your certificate, you will need to complete this request through your REX using the *More Actions* drop down menu. More information on this can be viewed in the 'Should I amend or replace a Request to Export' video on the website.

View your service request history with the department

<p><u>Step 1</u></p> <p>Log in to NEXDOC.</p>	
-----------------------------------------------	-------------------------------------------------------------------------------------

<p>Step 2</p> <p>Select Connect to a new service.</p>	
<p>Step 3</p> <p>Select Service Request History</p>	

NEXDOC: How to identify if you have lodged a task

Step 4

A list of all your active service requests will display. These requests are sitting as a task for a departmental officer to action. Select the task you wish to review.

The screenshot shows a web interface for 'Service Requests History'. At the top left is a '+ Back' link. The main heading is 'Service Requests History'. Below this is a section titled 'Active Requests' which is highlighted with a red border. This section contains three entries, each with a right-pointing chevron: 'Amend client group PENDING' (Requested Date: 19 April 2024, Request ID: 02241118703461), 'Manage my printer permissions PENDING' (Requested Date: 25 October 2023, Request ID: 02231064509695), and 'Amend Rex PROCESSING' (Requested Date: 28 July 2023, Request ID: 02231063432968). At the bottom of the 'Active Requests' section is a toggle switch labeled 'Show past requests' which is currently turned off.

Step 5

The task information will display.

[← Back](#)

Amend REX
PROCESSING
Request ID: 02231063432968
Requested Date: 28 July 2023

Requester

First name : User
Last name : Guide
Email : User.guide@aff.gov.au

Amend REX

Reason: Test2
REX number: [REX0000320481](#)
Departure date: 2023-08-05
Transport mode: A
Voyage Or Flight Number: UG45
Vessel name:
Shipping company:
Destination city: Amsterdam
Discharge port: NLHVV
Destination country: NL
Transit countries:
Import permits: IMP123 (2023-06-29)
Border inspection port: NLAMS
Loading ports: AUSYD
Customs agent indicator: N
Exporter reference: UserGuide1
Consignee Name: EU User Guide Test
Consignee address: 10 Hoekenrode, Amsterdam, NH, NL, 1102 BR
Consignee phone number:
Certificate print indicator: M
Certificate print region: YEP

Products

Line number: 1
Product type: HCN
Category: HN0001
Pack type: JA
Preservation type: U
Quantity: 50
Unit amount: 20KGM
Package measure accuracy: E
Net metric weight: 1000KGM
Imported product flag:

Containers

Container number: 11111111111111111111
Seal number:
Seal start number:
Seal end number:

Treatments

Production processes

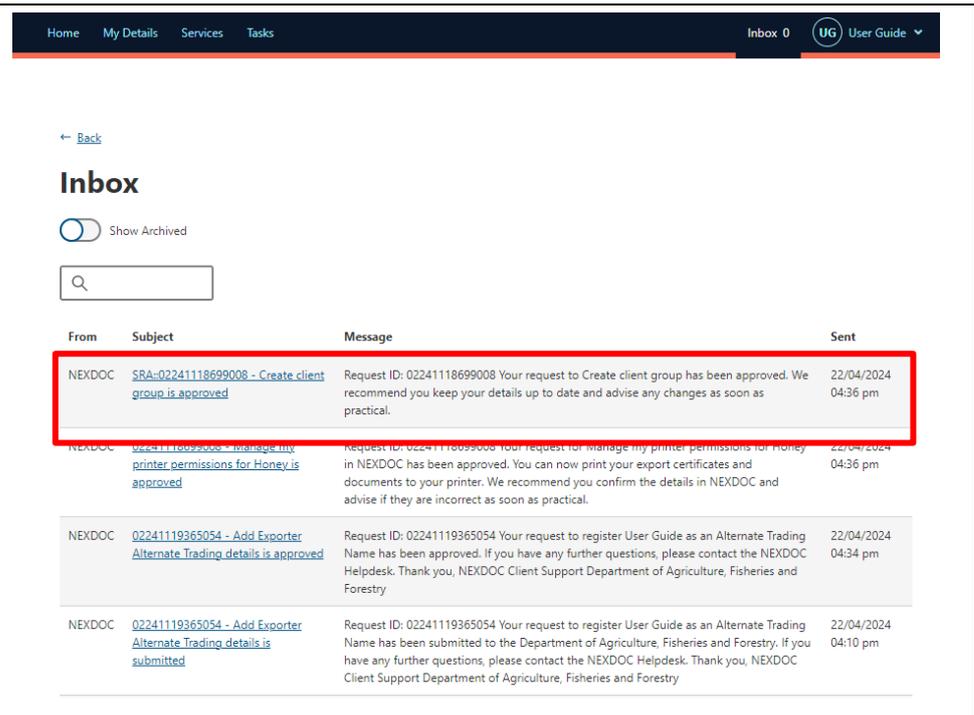
Process group:
Processing start date: 2023-06-05
Processing end date: 2023-06-06
Establishment indicator:
Processing establishment number: 123
Processing establishment name:
Establishment address:
Durability start date:
Durability end date:
Ahecc code: 04090020
Batch code: HCN123

Manufacturers

[Withdraw](#)

Step 6

Once your application has been processed by the department you will receive a notification in your NEXDOC inbox.



Contact the NEXDOC help desk.

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