



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 MyPrint to use your own printer.

Please note: Certificates to certain countries are still required to be printed by the department at a regional office.

What is MyPrint?

The NEXDOC Portal allows exporters to print to their own printer; this function is called MyPrint. You can request the MyPrint permission when you register as an exporter. You can also confirm your MyPrint functionality in the *Account* tab on the NEXDOC Homepage. [See Manage My Details user guide]

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 are not able to print your certificate to an agent or freight forwarder's printer.

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 MyPrint.

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 is approved. If you are printing to a regional office, your certificate will automatically print at the office. If you are printing to your own printer, you will need to select the 'Print' button on the certificate screen.

If you select 'Hold', the certificate will remain at 'Draft' 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. If you are printing to a regional office, your certificate will be printed at the office. If you are printing to your own printer, you will then need to select the 'Print' button on the certificate screen.

The options for the print indicator and print destination are selected when lodging your REX. These options are contained within the *Additional Details* tab. [See Printing FAQ]



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 MyPrint was selected, the exporter will be able to select 'Print' and print to their own printer.

Need further assistance?

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