



Australian Government

Australian Quarantine and Inspection Service

9 February 2011

INDUSTRY ADVICE NOTICE NO. 2011/11

Plant Exports – Electronic Export Certification – Change to Service Delivery

Further to Industry Advice Notice 2008/15; 2009/28 & 2010/19, this Notice is issued to inform exporters of amended service delivery arrangements for the delivery of Electronic Export Certification for Tasmania.

From the **10 February 2011**, exporters who have their product certified through the Tasmanian region of Australia and require assistance with electronic export certification are required to contact the relevant AQIS office. Service delivery by Central Office (Canberra) is to be used in emergency situations only.

This notice reiterates the service delivery arrangements for North East Australia (Townsville, Qld to Grafton, NSW); South East Australia (Victoria, Riverland – SA and Riverina – NSW) and Central East Australia (NSW with the exception of Eden and areas south, Riverina & far north coast [Grafton and north]) regions.

Contact details and service delivery hours:

Tasmania: Effective 10 February 2011

08:00am - 16:00 pm Monday to Friday (excluding public holidays).

Written requests via email to the Exports documentation – RFP.Enquiries.TAS@daff.gov.au

Telephone enquiries – 03 6233 3352

Central East Australia: Effective 8 June 2010

07:30am - 16:00 pm Monday to Friday (excluding public holidays).

Written requests via email to the Exports documentation - nswexdoc@aqis.gov.au

Telephone enquiries – 02 8334 7613

North East Australia: Effective 26 October 2009

06:30am - 16:00 pm Monday to Friday (excluding public holidays).

Horticulture:

Written requests via email to the Horticulture Exports Duty Office – nerexdoc@aqis.gov.au

Telephone enquiries – 0401 561 835

Grain:

Written requests via email to the Grains Exports Duty Office – brisbanegrainexoprts@aqis.gov.au

Telephone enquiries – 07 3246 8719

South East Australia: Effective 26 October 2009

08:00am - 16:00 pm Monday to Friday (excluding public holidays).

Written requests via email to the Exports documentation - phyto.cert@aqis.gov.au

Telephone enquiries – 03 8308 5001

Exporters are reminded that service delivery for product certified through Tasmania, Central East, North East and South East regions of Australia and assistance with electronic export certification, they are required to contact the relevant AQIS office.

Service delivery through the Central Office (Canberra) is to be used in emergency situations only.

Clients who are exporting through all other regions of Australia continue to use the current service delivery contact details until further advice is issued:

Horticulture email: EXDOCPlantPrograms@aqis.gov.au

Grain & Plant Products email: EXDOCPhytoGrains@aqis.gov.au

The following current electronic export certification arrangements will continue unchanged:

- All requests are to be received in writing (email sufficient)
- Charging as per the Horticulture Exports Program or Grain & Seed Exports Program charging guidelines
- Reissued Phytosanitary certificates to be returned to the Plant Exports electronic export certification team, Canberra
- Auditing and reporting of electronic export certification by the National Systems Manager

In addition, all clients who utilise the services of the Single Electronic Window (SEW) – EDN obtained through the RFP – and require the EDN to be withdrawn are to direct such requests to the EXDOC helpdesk on email: exdoc.helpdesk@aqis.gov.au.

Please note that this is for requesting action on an EDN only and not for the RFP.

These arrangements have been provided to respond to increasing demand for Plant Export Operations Program electronic export certification services.

For further assistance please contact your regional AQIS office. Contact details are provided on the AQIS web at: <http://www.daff.gov.au/aqis/about/contact/plants-grains-hort>

Kylie Calhoun
Acting General Manager
Plant Export Operations

EXDOCPlantPrograms@aqis.gov.au
EXDOCPhytoGrains@aqis.gov.au