General Information

Description

This QRG provides step-by-step instructions on how to find an existing certificate using the online system, edit it (if required), and request a reprint.

The system can be found at: https://exports.awbc.com.au/certificates

1. How to search for a certificate

The online import certificate system allows you to search for your certificates by Export Permit Number, Certificate ID or by Date Range.

1.1. Search for the certificate using the Export Permit Number, a Certificate id or a Certificate Date Range.

1.2. Click the Search button to find the matching certificates.

This will display the certificates that match the Export Permit Number, Certificate ID or are within the searched data range.

or

- The printer icon 🖨️ identifies the certificates that are waiting to be printed by the Export Assistance Team.

- The view icon 🕵️‍♂️ allows you to check the details and see a preview of the certificate.

- The edit icon ✏️ allows you to edit the details of a submitted certificate and then request a reprint.

2. How to view a certificate and request a reprint

2.1. After searching for and finding the certificate you were looking for, click on the view icon 🕵️‍♂️ to show the certificate details.

2.2. From this screen you can view the certificate details (1), see a preview of the certificate (2) and request a reprint (3).

To request a reprint of the certificate, click on the Reprint button.
3. How to amend a certificate and request a reprint

3.1. After searching for and finding the certificate you were looking for. Click on the **edit icon** to edit the certificate details.

3.2. The Import Certificates – Edit page will now be displayed. From this screen you can update the following fields:

**Fields that can be changed:**
- Exporter
- Exporter Contact
- Extra Certificates
- Instructions
- Request emailed scanned copy

![Import Certificates - Edit](image)

Make changes as needed and click **Next** to proceed to the next Edit certificate page

3.3. Verify the Certificate Details for Exporter’s Address and Alternate certificate mailing address. For certificates of origin, also confirm the Producer’s name and address (if known) and Remarks fields.

![Import Certificates - Edit](image)

Make changes as needed and click **Next** to proceed to the next Edit certificate page

3.4. For certificates of origin only, verify the Product Details for the export certificate. To make the updates

3.4.1. Click on the edit icon to start an update.

3.4.2. Click the save icon to confirm the updated information. **Press Esc key to stop the edit process.**

Updates can be made either to:

(a) The entire certificate, by using the **Update certificate items option**

![Update certificate items](image)

Or

Import Certificates: How to search, view, amend and request a reprint

(b) At the product level by clicking the edit button on a specific row

<table>
<thead>
<tr>
<th>Material and number on packages</th>
<th>Number and kind of packages</th>
<th>Description of goods</th>
<th>ISIC Code</th>
<th>Origin Country</th>
<th>Gross or net weight (or other quantity)</th>
<th>Claimed or actual date of issue</th>
<th>Issue date</th>
</tr>
</thead>
<tbody>
<tr>
<td>100s x 12</td>
<td>70ml</td>
<td>2015/2016 Shiraz</td>
<td>WC</td>
<td>Australia</td>
<td>5,000kgs</td>
<td>2015/08/01</td>
<td>2015/08/01</td>
</tr>
</tbody>
</table>

3.4.3. Once the certificate Product Details are updated as required, click Next to confirm the changes

Next

3.5. The Import Certificates - Confirm Request page will then appear. Use this page to view a preview of the certificate.

Import Certificates - Confirm Request

- Click on the link/s to view the sample certificate.

- Check the Sample certificate to ensure it is displayed exactly as you require.

Note. This will open the certificate preview in a new window. This new window will need to be closed to return to the Confirm Request page and submit the certificate request.

3.6. To confirm the amended certificate, click on the Reprint button. This will save the updates and submit a request for the certificate to be reissued and reprinted.

Reprint

3.7. The amended certificate has now been submitted. A Thank you page will appear to confirm the certificate number and an email will be received by the nominated contact.

Thank you!
Your import certificate(s) request for Export Permit No: WBC9636156 have been submitted.
The following certificate numbers have been issued:
45926

Back to search/edit

The Export Assistance Team will now receive the submitted certificate and will reissue and reprint it for you. Certificate print runs occur at least twice daily and certificates are usually received within 2-4 business days of being submitted.

Troubleshooting

A link to a detailed user and troubleshooting guide can be found on the Import certificates page of the Wine Australia Website:

The file name for this troubleshooting guide is: Import Certificates - User Guide for Exporters

Still having trouble? Contact the Export Assistance Team within Wine Australia on (08) 8228 2000.
For WEA Logins, Licences and Products: exports@wineaustralia.com
Import Certificates: certificates@wineaustralia.com
Shipping: shipping@wineaustralia.com
Fax number: (08) 8228 2066.

Note: Export Assistance will endeavour to assist you as much as possible but they do NOT have access to the Import Certificates system that you use.