

## Producer Electronic NVD eDEC

### Frequently Asked Questions (FAQs):-

**1. What is the eDEC (NVD) Program?**

The electronic NVD (eDEC) program is a software tool that allows for the completing and printing of uniquely numbered NVDs, and can automatically email the completed NVDs.

**2. Can the eDEC NVD program be used on non Windows based operating systems?**

No. The eDEC program has been designed for Windows based operating systems. It will **not work on a Mac OS** based system.

**3. Do you need to be LPA registered or accredited with LPA to obtain one?**

Yes, only LPA registered and accredited persons can apply to use and obtain the Electronic NVD (eDEC) program.

**4. How do you register and obtain the eDEC (NVD) Program?**

Log on to your normal LPA area (<https://www.ausmeat.com.au/lpa/>), enter your PIC ID, user id and password. Then once you are in select the **Producer EDEC** from one of the top blue tabs, this will take you to the area where you will need to register. Step 1 Email required and select Activate Account and wait for your next steps which you will receive by email. **Print the Download instructions and follow the steps.**

**5. Is it just for cattle?**

No, there are electronic NVDs for sheep, goats, bobby calves and EU cattle. However, you can only obtain EU cattle if you are accredited for EU cattle (this is obtained through the Australian Quarantine Inspection Service AQIS).

**6. Is there a cost?**

Yes, cattle, EU cattle, goats and bobby calves are \$0.99 per declaration inclusive of GST and can be purchased in blocks of 20, 50 or 100.

Sheep and Lamb declarations are free and can be selected in blocks of 20, 50 or 100.

**7. Is it possible to purchase a single NVD and what is the price?**

No, electronic NVDs can only be purchased in minimum blocks of 20 NVDs.

**8. How can I pay for these NVDs?**

The eDEC (NVD) program is an automatic program, so payment can only be made with a credit card. Once you enter your details, it is stored, protected and can only be accessed with your email address and password.

**9. Where can I obtain technical assistance for the eDEC (NVD) program?**

**Print the Download Instructions from the Producer eDEC console and follow the steps.** LPA provide an email helpdesk for the eDEC program. Contact the helpdesk via email at [lpa@mfa.com.au](mailto:lpa@mfa.com.au) if you are still requiring assistance

**10. Do I still need to print and sign the eDEC NVD?**

Yes, you must print and sign the three copies of the eDEC NVD for it to be valid (just as you do the books).

- 11. Can I use the email as the valid eDEC NVD declaration?**  
No, the email acts as an advance notice to the buyer of what is being consigned. It assists the buyer to manage and prepare for the consignments arrival.
- 12. How long are printed producer eDEC NVDs valid for?**  
Printed NVDs are valid for 15 days after they have been printed. Unprinted tokens remain valid until printed, unless you update your computer the tokens are then lost and non-refundable.
- 13. How long are NVD tokens valid for?**  
Tokens that have been downloaded will work until they are used up or you update your computer.
- 14. Do I need to stay connected to the internet to print eDEC NVDs?**  
No. Once the eDEC program has been installed on your computer and you have purchased and downloaded the eDEC tokens, you do not need to be connected to the internet to generate a NVD.
- 15. Can I obtain a refund on unused tokens?**  
No, once tokens for electronic NVDs have been purchased, refunds will not be provided for unused tokens.
- 16. Are purchased tokens refundable?**  
No, purchased tokens may only be utilised on the specific computer on which the eDEC (NVD) user account was established. In the event of a computer upgrade/update the token files will be lost and non-refundable.
- 17. Error when trying to download stating that the page cannot be displayed.**  
Your security settings are too high on your web browser. The security setting must be lowered to allow for programs to be downloaded and installed.
- 18. “Unable to extract” error when trying to install the program.**  
While downloading from the internet the download file was corrupted. You will need to speak to the person that administers your computer and delete the temporary files from the folder specified in the error message and then download the program file.
- 19. I did not receive the email for my activation or any other emails.**  
This occurs when you did not enter the correct email address at the time of registration. If your email address is not correct the activation email cannot be sent. Email Support at [lpa@mla.com.au](mailto:lpa@mla.com.au) and provide the date that you Activated the Account on (Step 1).
- 20. Token file invalid or used even though it has not been used.**  
This occurs as a result of certain antivirus software. Uninstall the current version, and download and install the latest version of the eDEC program. Your tokens should now be available.
- 21. Error trying to print or printer not available error messages.**  
This occurs when a default printer has not been correctly installed. There must be a default configured and available to use eDEC program.

Note: You cannot retrieve token that is used during a fault with the printer so it is important to run a test print of a word document or something else.

## 22. The credit card purchase screen seems to stop working when I purchase my tokens.

All credit card purchases are processed on a third-party secure banking site. Once you have entered your credit card details, selected the "PAY" option you "MUST WAIT" for the transaction to fully process before the transaction is accepted as being completed. This process may take up to five (5) minutes depending upon your internet connection speed. A transaction is successfully completed when the screen returns and says "**Your Token Purchase was successful**". From here follow the instructions download your tokens and print your tax invoice.

Should you receive a message saying **Unsuccessful Transaction** – Incomplete, view **Purchase History** before trying to do the transaction again

Note: If you close the credit card payment page before the transaction has been completed, you will NOT receive your tokens. In addition, your credit card may be billed for the unsuccessful transaction depending on at what stage you stopped the transaction. To check the status of eDEC token purchases, select "view previous token purchases" option from the "options page". Transaction status details will be displayed as follows:-

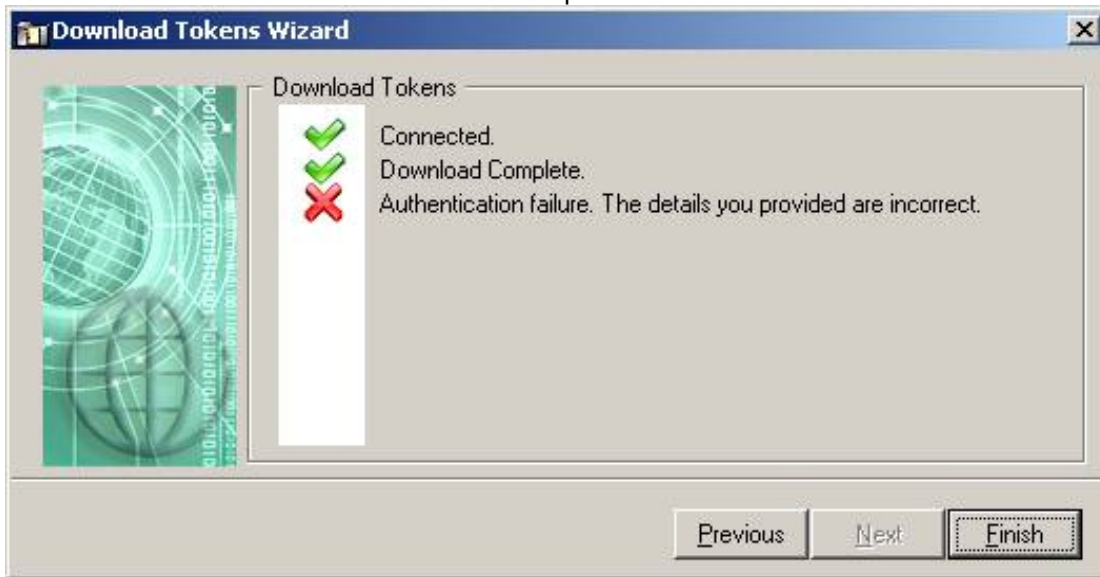
Successful transaction = Complete      Unsuccessful transaction – Incomplete

## 23. Download Token Error Messages you may get and what it means:

1. This means incorrect user Id



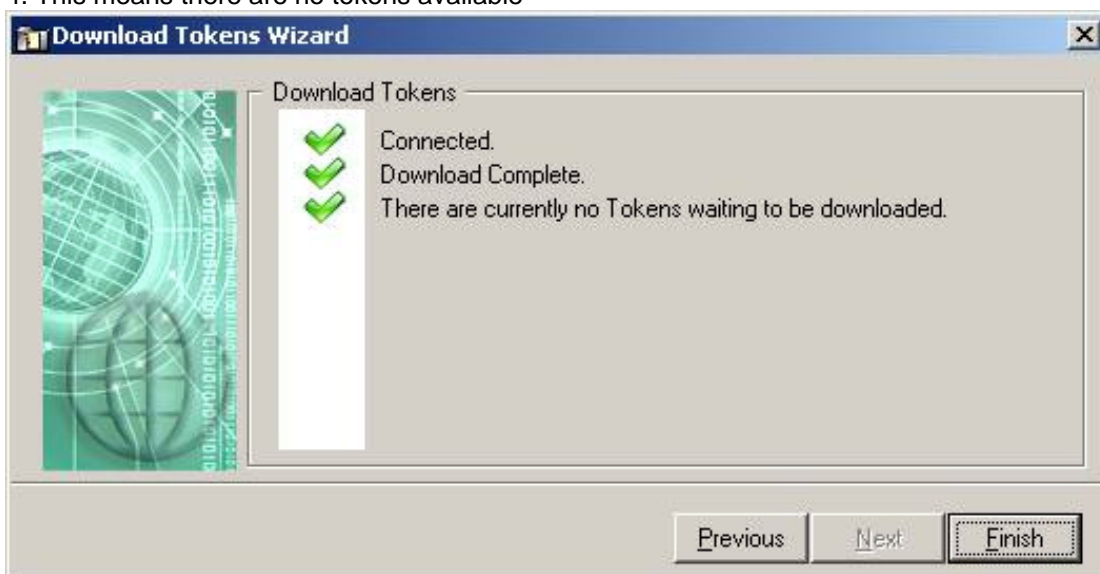
2. This means incorrect user name or incorrect password



3. This means that there is no Internet connection



4. This means there are no tokens available



5. This means that there is a firewall, proxy or antivirus setting stopping the program connection to the token server.



For any further queries please email eDEC administration at [lpa@mla.com.au](mailto:lpa@mla.com.au)

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