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# Administrator Technical Guide – Message Specification

PRA EDI

System to System Interface File Specification

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# 1. HOW TO USE THIS GUIDE

## 1.1 Confidentiality

The information contained in this document is for Administrators of 1-Stop services only. Copyright remains with 1-Stop. No unauthorised copying or distribution of the document or any part of its contents is permitted.

If you have any questions about the use or distribution of this document, call the 1-Stop Helpdesk on 1300 881 055.

## 1.2 Purpose of this guide

This guide is for Administrators of 1-Stop's services. It is intended as a:

- training resource when you purchase 1-Stop's services; and
- reference guide, if you need help to perform specific tasks.

Information about solving problems is included at the end of this document. If you need extra help you can:

- check the FAQs in the 'Help' tab on our website at [www.1-stop.biz](http://www.1-stop.biz); or
- contact the Helpdesk on 1300 881 055.

## 1.3 What's new and what's changed

The information contained in this guide is current as at March 2012 and reflects all changes to the user interface up to that date. If you think you may not have the most up to date User Guide, check the downloads available at [www.1-stop.biz](http://www.1-stop.biz).

## 1.4 Technical Guide name and Version number

Updates to Technical Guides are made each time a new version of the service is released. This is: PRA-ADM-Technical Guide Interface File Specification version 1

# 2. ABOUT 1-STOP

## 2.1 Who is 1-Stop?

1-Stop is an information communications technology (ICT) company that provides services to businesses involved in the import and export of goods to and from Australian ports. We are based in Sydney and our services are used all over Australia and in Auckland, NZ. Our customers include:

- terminal operators (stevedores);
- shipping lines;
- Australian Customs Services and Australian Quarantine and Inspection Service;
- container depots;
- importers and exporters;
- freight forwarders and agents;
- road carriers; and
- rail operators.

## 2.2 What does 1-Stop provide?

Our ICT solutions permit the exchange of data via the web or by electronic data interchange (EDI), for purposes such as container and vessel tracking, vehicle bookings to collect and deliver cargo at terminals, Electronic Import Delivery Orders (EIDOs), Pre Receival Advices (PRAs), invoice and payments systems, and much more. For a full list of our services, go to 1-Stop Services.

## 2.3 Why use 1-Stop services?

1-Stop services are an important part of the logistics supply chain. We're integrated with ports and terminals all over Australia. Every day our community of users grows.

1-Stop customers enjoy:

- efficient and 'real time' transactions between community members;
- improved data quality;
- clear, visible data about vessel and container movements;
- easy reporting to Australian Customs Services to meet regulatory requirements;
- time and cost savings, thanks to automation of repetitive transactions;
- better ability to respond to their customers; and
- improved business efficiency, due to the 'one-to-many' solution — access one system to do business with many providers.

# 3. ABOUT PRE-RECEIVAL ADVICE

## 3.1 What is Pre-Receiveal Advice?

The Pre-Receiveal Advice (PRA) is form detailing a description of a container prepared by an Exporter, Forwarder, Packer or Trucking Company. PRA message is sent to Terminals when Containerised Cargo is bound for Export or Domestic movement. This message is sent to the Loading Port of departure, who will respond with a message (APERAK) indicating that the PRA was accepted or rejected. You need to have an accepted PRA before your container is allowed entry to the terminal.

Currently, the following terminals that use PRAs are:

- Patrick;
- DP World;
- AAT;
- QUBE Logistics (old P&O Automotive and General Stevedoring)
- Hutchison Ports;
- Napier Port (NZ)
- Victoria International Container Terminal.

The benefits to individual exporters and industry have already been well documented, but just to name a few – faster truck turn-a-round times, greater accuracy of information, transparency for all sectors of the transport chain, standardised receival process for both road & rail, and numerous others.

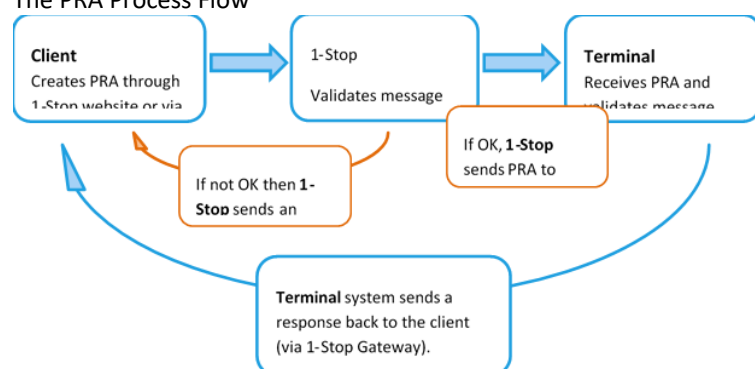
## 3.2 Who uses the PRA service?

The PRA service is a part of the 1-Stop Gateway service, and is designed for exporters.

There are two ways that exporters can lodge their information:

- Option 1: Utilise 1-Stop website where exporters can key export information direct into the 1-Stop system. This information can be validated against the shipping line booking information. This option is aimed at small to mid-range exporters who do not operate an in-house documentation system that has the ability to generate EDIFACT messaging.
- Option 2: Transmit EDI messages direct into the 1-Stop system. The standard messages are the EDIFACT IFTERA V5.4, 1-Stop CSV or XML file which can be received direct into the 1-Stop system and can be validated against shipping line booking information. This option is targeted at the larger exporters that have the ability to create and transmit EDI messages.

The PRA Process Flow



### 3.3 Why is the PRA service used?

Automated receipt advice procedures have replaced procedures that were carried out by the exporters or by service providers acting on behalf of exporters eg Freight Forwarder, Transporters.

## 4. TERMS OF USE

All 1-Stop services have Terms and Conditions of use. If you are a new user of web-based services, you'll be asked to agree to these when you sign in.

Downloadable copies of some of our Terms and Conditions are available on our website at 1-Stop Terms and Conditions.

## 5. HOW PRAS WORK

The PRA is the electronic version of the paper ERA (Export Receipt Advice) and it is used by exporters and carriers to inform the CTO (Cargo Terminal Operator) or stevedore of incoming export container details.

The 1-Stop Gateway checks the data and translates the file into a format that the CTO can process. Different CTOs have different file formats. The PRA is always sent to the CTO via 1-Stop Connections. The 1-Stop Gateway messaging hub can receive the PRA in various formats that suit the industry include XML, EDIFACT IFTERA v5.4 and ASCII flat file (CSV) format.

Many terminals (listed in the Appendix) are capable of receiving electronic PRA messages via 1-stop. Based on the pre-defined business rules terminal will accept or reject PRA messages. PRA can be submit electronically (EDI) or by the 1-Stop Web interface. Carriers will be able to deliver there container to the wharf once there is an accepted PRA in the system.

## 5.1 Acronyms and Abbreviations

| Acronym/Abbreviation | Meaning  |
|----------------------|--|
| ERA                  | Export Receival Advice is a paper document which described the details of an export container that is intended to be delivered to the CTO. As of 2012 the ERA is no longer used at any of the major CTO facilities in Australia.   |
| CTO                  | Cargo Terminal Operator  |
| Facility             | A site or terminal that handles export and import cargo.   |
| PRA                  | The Pre-Receival Advice, which is the electronic version of an ERA   |
| APERAK               | The APERAK message is an acknowledgement message file for Export Pre-Receival Advice for containers. The APERAK is intended to be delivered to the industry after the PRA message has been submitted to the terminals by exporters, shippers, Road or Rail transporters. |

## 5.2 Business Rules

The following rules exist for each PRA:

- One container is related to an individual record. For each PRA message a single APERAK message is returned back to the send by 1-Stop.
- All mandatory data items in each record must be sent unless otherwise indicated.

# 6. MESSAGE HANDLING RULES

The following message rules exist for each PRA:

- 1 record per container, each data item is pipe-delimited (ie. '|'). If pipe-delimited is not possible then comma delimited can be used but ensure no commas exist in the data elements;
- Contact 1-Stop Helpdesk (helpdesk@1-stop.biz) to arrange end to end testing if necessary;
- Each interchange must contain at least 1 container record;

- Rejection alerts will be sent to sender's nominated email address;
- Each record will be handled as ORIGINAL, REPLACEMENT or CANCELLATION. If two ORIGINALS are sent in sequence the second ORIGINAL will over write previous ORIGINALS for the container, this is the same as sending a REPLACEMENT.
- If the container number is incorrect then send a CANCELLATION to remove the
- incorrect container and then send a new ORIGINAL with the correct container.
- All data to be in upper case characters except the email address (Field 55)

## 7. MESSAGE TRANSPORT RULES

Message files are to be transmitted to 1-Stop as email with attachments.

### 7.1 Internet Email (SMTP) Details

When sending the email, the email subject line must contain this string: PRA CSV

The PRA details must be in the attachment of the email.

The attachment file name is flexible but we suggest you use:

PRA\_CSVYYYYMMDDHHMM.csv

The addresses to send the files to are:

- pra@edi.1-stop.biz for Production; or

- stop20@test.1-stop.biz for Test

## 8. RESPONSE MESSAGES

The Stevedore's system will return an APERAK (Acknowledgement Message) to 1- Stop which will be converted into a human readable email message and sent on to the 'Return Email Address' (field 55) as indicated in your EDI message. There will be an APERAK email message for each container.

## 9. PRA EDI MESSAGE SPECIFICATION

Note: 'an' = alphanumeric

| Field | Data                      | Contents Samples   | Max. Length | Condition | Comment   |
|-------|---------------------------|--|-------------|-----------|---|
| 1     | Sender                    | FLDBO  | an..5       | Required  | 1-Stop registered username eg. FLDBO=Fletchers Dubbo  |
| 2     | Recipient                 | 1STOP  | an..15      | Required  | 1-Stop registered username.   |
| 3     | Date/time message created | CCYYMMDDHHMM   | 12          | Optional  | Pad day and month with zeros for single digit. Time is given in 24 hour clock.<br><br>Defaults to 1-Stop system date and time of receipt if not supplied.   |
| 4     | Message Function          | Possible values are:<br><br>ORIGINAL<br><br>REPLACEMENT or<br><br>CANCELLATION |             | Required  | <ul style="list-style-type: none"> <li>• ORIGINAL for the first file exchanged – there can be only one ORIGINAL sent</li> <li>• Thereafter either a REPLACEMENT or a CANCELLATION is sent <i>only</i> for the containers that need to be changed/cancelled.</li> <li>• Alternatively the <i>entire</i> file is sent again as a REPLACEMENT or as a CANCELLATION.</li> <li>• After a CANCELLATION is sent a new ORIGINAL can be sent.</li> </ul> |

| Transport Details |                                |                                |        |                                     |  |
|-------------------|--------------------------------|--------------------------------|--------|-------------------------------------|--|
| 5                 | Train Number / Road Indicator  | '5112' or<br>'TRAIN' or 'ROAD' | an..10 | Required                            | <ul style="list-style-type: none"> <li>'ROAD' if the containers are being sent via road transport.</li> <li>'TRAIN' if the containers are being sent via rail transport.</li> <li>Otherwise a Train number is provided.</li> </ul> |
| 6                 | Scheduled departure date/time  | CCYYMMDD[HHMM]                 |        | Date Required<br>[Time<br>Optional] | The schedule date of departure of the Train or truck from the sender.  |
| 7                 | Actual departure date/time     | CCYYMMDD[HHMM]                 |        | Optional<br>[Time<br>Optional]      | 1-Stop will default to Scheduled date/time if not supplied   |
| 8                 | Estimated date/time of arrival | CCYYMMDD[HHMM]                 |        | Optional<br>[Time<br>Optional]      | 1-Stop will defaults to Scheduled date/time if not supplied  |

|    |                              |                 |        |          |  |
|----|------------------------------|-----------------|--------|----------|--|
| 9  | Train operator/Road Carrier  | PACIFICNATIONAL | an..17 | Required | <ul style="list-style-type: none"> <li>1-Stop registered names for Rail Carriers:-</li> <li> <ul style="list-style-type: none"> <li>PACIFICNATIONAL</li> <li>SILVERTON</li> <li>LAUCLANVALLEY</li> <li>QLDRAIL</li> <li>FREIGHTAUST</li> <li>AUSTNATIONAL</li> <li>AUSTRALGRP</li> <li>PATRICKRAIL</li> <li>UNKNOWN – may not be allowed in the future</li> </ul> </li> <li>Road Transport either their name or ROADCARRIER.</li> <li>If the truck will enter the terminal as an "Auto Gate" then the ABN number must be entered.</li> </ul> |
| 10 | Place of departure or Origin | FLDBO           | an..5  | Required | ACOS Contractor/Railhead Code eg FLDBO=Fletchers Dubbo   |
| 11 | Train/Road destination       | BOTRL           | an..5  | Required | ACOS Contractor/Railhead Code – eg<br><br>For ROAD use the Stevedore Contractor code eg Patrick Port Botany ASLPB.<br><br>For Train use the rail terminal/yard BOTRL or the Stevedore Contractor code ASLPB  |
| 12 | Wagon Number / Truck Rego    | 10171W          | an..10 | Required | <ul style="list-style-type: none"> <li>Must include wagon checksum if Wagon.</li> <li>If truck rego is not known then enter "UNKNOWN"</li> </ul>   |
| 13 | Wagon Class                  | NQIY            | an..5  | Required | Blank if Truck   |

| Vessel Details |  |  |  |  |  |
|----------------|--|--|--|--|--|
|----------------|--|--|--|--|--|

|    |                 |       |       |          |   |
|----|-----------------|-------|-------|----------|---|
| 14 | Marine Terminal | ASLPB | an..6 | Required | <p>1-Stop code used by Terminals.<br/>It is critical to get this right otherwise the information will go to the wrong stevedore.<br/>The valid codes are:-</p> <p><b>Australian Amalgamated Terminals:</b><br/>AAT Fisherman Island = AATFI<br/>AAT Port Kembla = AATPK</p> <p><b>Patrick:</b><br/>PTFIT = Brisbane - Fisherman Island<br/>ASLFR = Western Australia - Fremantle<br/>ASES1 = Melbourne - East Swanson<br/>NTLWD = Melbourne - Webb Dock<br/>ASLPB = Sydney - Port Botany</p> <p><b>DP World:</b><br/>CONFI = Brisbane - Fisherman Island<br/>CTLPB = Sydney - Port Botany<br/>CONWS = Melbourne - West Swanson<br/>CONFR = Western Australia - Fremantle<br/>CONDW = Northern Territory - Darwin<br/>DPBNE = Brisbane</p> <p><b>QUBE Ports :</b><br/>CONMEL = Melbourne - POAG Appleton Dock<br/>CONDW = Darwin - POAG Darwin NT<br/>POPFRB = Fremantle - POAG Fremantle<br/>CONBE = Tasmania - Bell Bay</p> <p><b>Hutchison Ports :</b><br/>HPAFI = Brisbane - Fisherman</p> |
|----|-----------------|-------|-------|----------|---|

|                          |                       |         |        |          |   |
|--------------------------|-----------------------|---------|--------|----------|---|
| 15                       | Voyage Number         | 101N    | an..17 | Required |   |
| 16                       | Vessel Lloyd's number | 9223760 | an..7  | Required |   |
| 17                       | Line Operator         | CGM     | an..3  | Required | 3 character ACOS Shipping Line Code   |
| 18                       | Port of Loading       | AUSYD   | an..5  | Required | <p>Port where cargo is to be loaded onto a vessel. Must be one of the following UNLOCODES:-</p> <p>AUSYD = Sydney<br/>AUMEL = Melbourne<br/>AUBNE = Brisbane<br/>AUFRE = Fremantle<br/>AUBUR = Burnie Tasmania (Launceston)</p> |
| 19                       | Port of Discharge     | IDJKT   | an..5  | Required | Overseas port where cargo is to be discharged from a vessel. Must be UNLOCODE.  |
| 20                       | Final Destination     | SGSIN   | an..10 | Optional | Overseas Final Destination of cargo. Must be UNLOCODE. If unknown then default to 'UNKNOWN'   |
| <b>Commodity Details</b> |                       |         |        |          |   |
| 21                       | AHECC Code            | 23      | an..3  | Optional | 2-digit Harmonised System cargo code. Use "00" if cargo is not specified.   |
| 22                       | ACOS Cargo Code       | HFMT    | an..4  | Required | Container Terminal cargo code.  |

|                          |                                      |                  |        |   |  |
|--------------------------|--------------------------------------|------------------|--------|---|--|
| 23                       | Cargo description (short)            | HARD FROZEN MEAT | an..70 | Required  | Free text description of the cargo / goods.<br>Use "UNSPECIFIED" if AHECC code is "00".  |
| 24                       | No. of packages                      | 1                | n..4   | Required  | Number of items loaded.<br>Always 1 for a container.   |
| 25                       | CAN<br>Customs Authority Number      | AAACGPNMT        | an..35 | Required  | Goods Declaration Number. Required for "EXPORT" cargo.<br>Use "EMPTY" if exporting an empty container.<br><br>Below is list of valid CMR Exempt codes that can be sent in a PRA when appropriate...<br><br>"EXTI" – Temporary Import.<br>"EXML" - Australia Post or Diplomatic Bags<br>"EXDC" - Australian Domestic Cargo<br>"EXSP" - Australian Aircraft Spares<br>"EXDD" - Military goods. (Owned by Aust, Govt) |
| 26                       | Shipper's reference                  | JOB1234          | an..35 | Required  | A unique reference number of the company sending the containers.<br>The reference number could be a job number, consignment number, date-time, ticket number etc.  |
| 27                       | Order Number                         |                  | an..17 | Optional  | Transport operator's order number or reference.  |
| 28                       | Shipping Line Booking reference      | S6047            | an..17 | Required  | Booking reference number. Use 'UNKNOWN' if not known.  |
| 29                       | Account Number of Party to be billed |                  | an..35 | Optional  | Rail operator's account number for party to be billed for train freight transport  |
| 30                       | Consignor                            |                  | an..35 | Optional  | Name of the original sender of the goods. Default to name of shipper if not supplied.  |
| 31                       | Consignee                            |                  | an..35 | Optional  | Name of the ultimate recipient of the goods. Default to terminal if not supplied.  |
| <b>Container Details</b> |                                      |                  |        |   |  |
| 32                       | Container Number                     | OCLU1441267      | an..12 | Required  | ISO Container number or equivalent. Do not include spaces.   |
| 33                       | All up gross weight                  | 30000            | an..18 | Required  | Should always be the all-up weight of the container plus cargo, expressed in kilograms. Should equal Container Tare Weight plus Cargo Gross Weight.  |
| 34                       | ISO Size/type code                   | 2200             | an..4  | Required  | The Container type as displayed on the container. This is normally a 4 alphanumeric code.  |
| 35                       | Temperature of Container             | -18.0            | an..5  | Conditional/<br>Required for<br>Reefer<br>Container | Celsius degrees, to 1 decimal places. Include the minus sign if necessary. Required if a reefer container. Required if the commodity code requires a temperature. Eg HFMT = Hard frozen meat must have a temperature.  |

|  |                                  |  |        |                                       |   |
|--|----------------------------------|--|--------|---------------------------------------|---|
| 36   | Import/Export/Domestic indicator | Possible values are:<br>EXPORT<br>STORAGE                  |        | Required                              | For an ERA always 'EXPORT' or STORAGE<br><br>STORAGE was intended for use with the Patrick CTO when the container was to go into the terminal for Storage purposes and when there was no vessel details. Normally the default for PRAs would be EXPORT.   |
| 37   | Full/empty indicator             | Possible values are:<br>FULL<br>EMPTY                      |        | Required                              | Indicator if it is an EMPTY container or a FULL container.  |
| 38   | Oversize Height                  | 125  | n      | Value required for Out of Gauge cargo | Height overhang measurement in cm, maximum 999cm.<br><br>Value required for Out of Gauge cargo, if no <b>Oversize Height</b> then value= 0  |
| 39   | Oversize Front (prev. Length)    | 40   | n      | Value required for Out of Gauge cargo | Length overhang measurement in cm - Front, maximum 999cm.<br><br>Value required for Out of Gauge cargo, if no <b>Oversize Front</b> then value= 0   |
| 40   | Oversize Left (prev. Width)      | 22   | n      | Value required for Out of Gauge cargo | Width overhang measurement in cm - Left, maximum 999cm.<br><br>Value required for Out of Gauge cargo, if no <b>Oversize Left</b> then value= 0  |
| 41   | Special Stow                     | Possible values are:<br>ABOVE DECK<br>BELOW DECK           | a      | Optional                              | Attempts will be made to satisfy the Special Stow requirements but no guarantee will be given by the Stevedore that this requirement will be met.   |
| 42   | Seal Number                      | 4953947  | an..10 | Conditional                           | Required if Full/empty indicator is "FULL"<br><br>Number of seal attached to the container. If there are multiple seals on the container only enter one of them.  |
| 43   | Seal Condition                   | Possible values are:<br><br>IN RIGHT CONDITION,<br>DAMAGED | an..35 | Optional                              | Condition of seal   |
| <b>Dangerous Goods Items</b><br>(The following data elements are required if cargo is Hazardous) |                                  |  |        |                                       |   |
| 44   | Number of DG records to follow   |  | n      | Optional                              | Usually blank (null) or 1 but for cases where there are <b>more</b> than 1 DG record this number indicates how many there are. If there are more than 1 then Fields 45 to 54 are repeated this number of times for each DG.<br><br>If blank the fields 45 to 54 must be included but are all blank. |
| 45   | Flashpoint Temperature           |  | n..5   | Conditional                           | Expressed in Centigrade, to 1 decimal place. Include minus sign if applicable and do not include any spaces.<br><br>Flashpoint - is conditional, if the specific UNDG Number and Class have a Flashpoint Temperature then it must be supplied.  |
| 46   | IMDG Class                       |  | an..7  | Required                              | IMDG Class Number   |
| 47   | IMDG Page                        |  | an..7  | Optional                              | IMDG Code Page Number   |
| 48   | IMDG Version                     |  | an..10 | Optional                              | IMDG Code Version Number  |
| 49   | UNDG Number                      |  | n..4   | Required                              | UN Dangerous Goods Number. Must be 4 digits.  |

|  |                               |  |        |                                       |  |
|--|-------------------------------|--|--------|---------------------------------------|--|
| 50                                       | Packing Group                 | Possible values are:<br><br>I, II, III | an..3  | Conditional                           | I – Great danger,<br>II – Medium danger,<br>III – Minor danger.<br><br>Packing Group - is conditional, if the specific UNDG Number and Class<br>have a Packing Group then it must be supplied. |
| 51                                       | Technical Name                |  | an..35 | Required                              | Technical name of the dangerous goods  |
| 52                                       | Contact Person                | Fletchers                              | an..35 | Required                              | Contact Department or person   |
| 53                                       | Phone Number                  | 91235678                               | an..35 | Required                              | At least 1 contact number must be given phone or mobile.   |
| 54                                       | Quantity - Nett Weight of Haz | 99999                                  | n..5   | Optional                              | Quantity (net weight) of hazardous product - KGS. No spaces or decimal point.  |
| <b>Email for error response messages</b> |                               |  |        |                                       |  |
| 55                                       | Return Email Address          | Me@email.address                       | an..50 | Dependent                             | Used to send error messages back to the shipper  |
| 56                                       | Oversize Back                 | 500                                    | n..3   | Value required for Out of Gauge cargo | Length overhang measurement in cm - Back, maximum 999cm.<br>Value required for Out of Gauge cargo, if no <b>Oversize Back</b> then value= 0.   |
| 57                                       | Oversize Right                | 30                                     | n..3   | Value required for Out of Gauge cargo | Width overhang measurement in cm - Right, maximum 999cm.<br>Value required for Out of Gauge cargo, if no <b>Oversize Right</b> then value= 0   |

## 10. SAMPLE PRA EDI FILE

### 10.1 Sample 1- Out of Gauge and Hazardous Cargo by Train

FLDBO|1STOP|200403161635|ORIGINAL|TRAIN|20040505|20040505|20040506|PACIFIC  
NATIONAL|FLDBO|BOTRL|10171W|NQI1|ASLPB|101N|9223760|CGM|AUSYD|IDJKT|SGSIN|23|HFMT|HARD  
FROZEN  
MEAT|1|1S010611639IKC|JOB1234|ORDERNO|S6047|ACCOUNT  
NO|CONSIGNOR|CONSIGNEE|OCLU1441267|32000|2200|-  
18.0|EXPORT|FULL|||ABOVE DECK|4953947|IN RIGHT  
CONDITION|2||IMDGCL|IMDGPG|IMDGVER|UNDG|III|TECHNICAL NUMBER11|CONTACT  
PERSON11|11112222|22223333||IMDGCL2|IMDGPG2|IMDGVER2|UNDG|II|TECHNICAL  
NUMBER12|CONTACT PERSON12|12121212|12345|  
response@myemail.com.au |103|240

### 10.2 Sample 2 – Out of Gauge and Hazardous Cargo

FLDBO|1STOP|200403161635|ORIGINAL|TRAIN|20040505|20040505|20040506|PACIFIC  
NATIONAL|FLDBO|BOTRL|10172W|NQI2|ASLPB|101N|9223760|CGM|AUSYD|IDJKT|SGSIN|23|HFMT|HARD  
FROZEN MEAT|1|1S010611638IKC|JOB1234|ORDERNO2|S6048|ACCOUNT  
NO2|CONSIGNOR2|CONSIGNEE2|OCLU1441268|32000|2200|- 19.0|EXPORT|FULL|||BELOW

DECK|4953948|DAMAGED|1||IMDGCL3|IMDGPG3|IMDGVER3|UMDG|I|TECHNICAL NUMBER21|CONTACT  
PERSON21|21212121|12345| response@myemail.com.au |103|240

### 10.3 Sample 3 – Out of Gauge Cargo

FLDBO|1STOP|200403161635|ORIGINAL|TRAIN|20040505|20040505|20040506|PACIFIC  
NATIONAL|FLDBO|BOTRL|10173W|NQL3|ASLPB|101N|9223760|CGM|AUSYD|IDJKT|SGSIN|23|HFMT|HARD  
FROZEN MEAT|1|1S010611636IKC|JOB1234|ORDERNO3|S6046|ACCOUNT  
NO3|CONSIGNOR3|CONSIGNEE3|OCLU1441266|22000|2200|- 17.0|EXPORT|FULL|125|40|22|ABOVE  
DECK|4953946|IN RIGHT CONDITION||||||||| response@myemail.com.au |103|240

## 11. WHERE TO GET HELP

Help is available:

- from the FAQs in the 'Help' tab of our website [www.1-stop.biz](http://www.1-stop.biz) ;
- by email to [helpdesk@1-stop.biz](mailto:helpdesk@1-stop.biz); and
- from 1-Stop Helpdesk on 1300 881 055.