



Animal &
Plant Health
Agency

APHA Briefing Note 16/21

How Official Veterinarians can report export certification issues to the Centre for International Trade

Date issued: 20 May 2021

Purpose

1. To provide OVs information on the triage system which will prioritise queries received via email and telephone.

Background

2. The Centre for International Trade (CIT) supports exporters and OV on operational trade issues.

3. We receive approximately 850 emails a week to the Exports Mailbox along with a similar number of calls.

4. To better enable us to support trade we operate a triage system in order to prioritise queries received via email and follow on actions from calls.

5. Each query will be assessed on the merit of urgency, considering the commodity group and any welfare impacts. Held Consignments are considered highest priority followed by certificates that have not arrived or requiring changes.

Action

6. Changes to export dates should be sent to ProcessingTeam@apha.gov.uk

7. All queries related to Exports, Export Health Certificates (EHCs), Cancel & Replace, Export Health Certificates Online (ECHO), issues with Notes For Guidance (NFGs) or Border Control Posts (BCPs) should be sent to exports@apha.gov.uk in the following way:

In the subject line clearly state the subject of the query, urgency and due by date:

e.g. "C&R **Urgent** or **Held Consignment Case N.** due by 06/04/2021 at 17:00."

"EHC8335; clarification needed II.7, i.e. by 12.04."

8. In the body of the email please specify the issue which you need clarification on, stating whether you have read the NFG.
9. In an average week, we believe approximately 10% of the queries are already answered within the NFG's, GOV.UK and the [APHA Vet gateway](#).
10. Ensure that you read this guidance before contacting us. If the answer to the query is in the NFG, CIT might not prioritise a response.
11. Read the Exports Auto Acknowledgment email. It is regularly updated to answer the most common queries and contains links to aid certifiers.
12. Some queries might need to be escalated to Defra Trade Teams or the EU commission; this will cause a delay in the reply. We will let you know if that is the case.
13. For emails relating to held consignments at BCPs we strongly encourage certifying officers to work closely with their exporter to seek in writing from the BCP what is required to release a held consignment. Doing this in advance of contacting exports@apha.gov.uk will speed up the resolution.

Issued on behalf of the Centre for International Trade.