



Animal &  
Plant Health  
Agency

# Export Health Certificates (EHC) Online

## Guidance for Exporters to Manage EHC Applications

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EHC Online - Guidance for Exporters to Manage EHC Applications

APHA is an Executive Agency of the Department for Environment, Food and Rural Affairs and also works on behalf of the Scottish Government, Welsh Government and Food Standards Agency to safeguard animal and plant health for the benefit of people, the environment and the economy.

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## Accessing EHC Online

Exporters can access the EHC Online system using the following link:

[www.gov.uk/guidance/apply-for-an-export-health-certificate](http://www.gov.uk/guidance/apply-for-an-export-health-certificate)

EHC Online can be accessed using any web browser. Google or Google Chrome are the optimum browsers for the service. The following [link](#) can be used to download Google Chrome.

## Accessing the Government Gateway – Changes to external users from 1 April 2020

To keep personal data secure and to update our technology, Government Gateway will soon be upgraded.

For members of the public or external organisations, some older computer operating systems and internet browsers will not work with the new security measures in the upgrade.

From 1 April 2020, external users will no longer be able to access their Government Gateway account on Windows XP and Windows Vista or Internet Explorer 6 and 7. Other older operating systems and browsers may also be affected.

External users can still sign in to services through Government Gateway using more modern operating systems and browsers.

## Starting an application from Form Finder

Form Finder is an online catalogue of available Export Health Certificates on the GOV.UK Website. You can access Form Finder using the following link:

<https://www.gov.uk/export-health-certificates>

Form Finder includes the following functionality, on the left-hand side of the page to enable you to search for an Export Health certificate:

- A general search field which can be used to search for an EHC template number
- Country drop down field that will let you search for all EHCs for that country
- Commodity drop down field that will let you search for all EHCs for that commodity
- The country and commodity drop down fields can be used together to refine your search.

Once you have located the certificate you require, you can click on the hyperlink at the right-hand side of the page.

You should always check the Export Health Certificate and Notes for Guidance to ensure that the Certificate is suitable for your export by checking the information on the EHC dedicated page.

You can then use the green **Apply Online** button to complete an online application. A Government Gateway account is required to complete an online application. If you do not have one you will need to sign up for this service to be able to proceed with your application (see Manage Access – Exporter Guidance). The notes for guidance relevant to this application will help you with technical aspects of your application, the link to this document (specific to each EHC) can be found on the EHC Form Finder page you are on – **Download the NFG**.

## Starting an application from Export Applications Dashboard

Select **Start a new application** button. This will take you to Form Finder. You will then need to follow the instructions as detailed in Starting an Application from Form Finder.

## Completing an Online Application

When completing an Export Application, it is important to complete as many fields as possible. There are countries which will not accept any handwritten amendments to an Export Health Certificate – please refer to the Notes for Guidance as to whether this applies to your export.

During the Online application process there are some questions that may need to be repeated in Sections 1 and 2 e.g. who is exporting the product?

The questions in Section 1 are required for administrative purposes and also enable the Centre for International Trade – Carlisle (CITC) to provide disease assurances to your nominated Certifier allowing them to sign the certificate.

The questions in Section 2 are used to auto-populate the EHC from your online application.

## Add a reference number

You have the option when completing an Application to include a reference number up to a maximum length of 20 characters. For single certificate applications this could be a reference number you chose to add to support internal business processes and help identify consignments within your organisation. Alternatively, for multiple or block applications it may also be a means of grouping certificates together where the certificates will all be required at the same time e.g. where you are creating two EHC applications to export a cat and a dog which will be exported at the same time. Multiple applications that

bear the same applicant reference number, for the same Exporter with the same export date will be processed by the Centre for International Trade – Carlisle together and posted to your Certifier as a batch of documents in the same envelope.

The reference number will be shown against each of the certificates on your dashboard it relates to.

## Applying for certificates to export multiple pet animals or equidae

If you require a number of EHC's for pet animals (e.g. dogs and cats) and equidae (e.g. horses, asses, mules and hinnies) these can be applied for together as long as each of the animals are travelling on the same EHC number. When completing an application to export a pet animal or an equidae, after completing the details for the first animal you will be asked if you want to add another certificate. The maximum number of certificates that you can apply for varies and is dependent upon the EHC number.

If the animals are travelling on EHC's with a different EHC number then these will need to be submitted as separate cases.

## Applying for additional documentation to support your application

Guidance can be found on GOV.UK for additional documentation you may need to apply for to export your commodity:

- [Get an export health certificate](#)
- [Livestock and Poultry](#)
- [Horses and Ponies](#)
- [Fish and Shellfish Products](#)
- [Other Live Animals](#)
- [Food and Agricultural Products](#)
- [Food for Animals](#)
- [Animal Bones, Protein and other By-products](#)
- [Semen, Ova and Embryos](#)
- [Journey Logs for Cattle, Pigs, Sheep, Goats and Unregistered Horses](#)

## Apply for a block of certificates

Certain certificates can be applied for in 'blocks'. This will allow APHA to allocate a group of certificates to your Certifier which can be completed and certified to support just-in-time / short lead time trade.

If you are applying for a block of certificates you are limited to applying for a maximum number of certificates for each EHC. The maximum block size varies for each certificate

and we recommend only applying for one month's worth of certificates per application. The application page on EHC Online will contain a message informing you of the maximum block size for the EHC you are applying for. If you enter a number greater than the maximum block size for the EHC, you will be prompted to re-enter the number between 1 and the maximum block size number of that EHC. EHCs change format from time to time and as such using small batches will minimise any outdated application submissions which will be rejected.

You should only apply for a further block of certificates when you require more certificates. It is suggested that you apply for further blocks of certificates when your Certifier has approximately one week's supply remaining. This will allow time for your new block application to be processing and posted to your Certifier.

CITC will monitor the issue and use of block certificates to ensure that the procedure is controlled. At all times, the certifier must be able to account for whereabouts and stocks of certificates and be able to supply records of those issued.

## Choosing your Certifier

In order to submit an online application, you will need to select your Certifier from our database.

If your Certifier Practice is missing from the list of Certifying Organisations, you will need to notify the practice. If the Certifier Practice wishes to be added as a certifying organisation, they will need to register with APHA. If the practice does not wish to register as a certifying organisation, then you will need to arrange for the certification to be undertaken by an alternative certifying practice. You cannot choose a Certifier from the list speculatively, you will need an established commercial relationship with them.

## Choosing a delivery address for your certificate

There are some instances where it is more practical for the Export Health Certificate to be posted to an establishment address rather than the Certifier Practice address e.g. where the certification procedures will be completed at a slaughterhouse, cold store or other establishment that may be some distance away from the Certifier Practice. If this is the case you can select an alternative delivery address, however, before the export documents will be posted to an alternative address an authorising declaration will need to be submitted by your Certifier practice to the Centre for International Trade – Carlisle (CITC). Contact your Certifier to confirm that they are willing to have certification delivered to an alternative address and that they will make a declaration to CITC authorising this to [exports@apha.gov.uk](mailto:exports@apha.gov.uk)

All export health certificates will be sent out by 1<sup>st</sup> Class Post. If you would like the certificates to be sent by either Special Delivery or by Courier, you must arrange and pay for this service yourself.

**Please note:** there is an additional delivery method option where you can select Email. For Export Health Certificates that must be issued on crown watermarked paper, the delivery method email cannot be used. If this is selected CITC will send your Export Health Certificate by 1<sup>st</sup> Class Post.

There are a number of EHCs for exports from Great Britain to Northern Ireland, the Isle of Man, Jersey and Guernsey that can be issued on plain white paper. You will still be asked to select a delivery method for these EHCs but once processed by CITC, your Certifier will have access to the EHC on the Certifier Portal Dashboard. The EHC will not be dispatched to your Certifier as they will be able to print the EHC from their Dashboard.

If you are completing an application for 7208EHC, 7432EHC and 7469EHC for the export of fish products, shellfish products and live aquatic animals to the People's Republic of China, the EHC must be fully typed. Some Certifiers are permitted to hold a stock of Crown Gold paper to facilitate emailing these EHCs as a delivery method. Check if your Certifier holds a stock of Crown Gold paper. Where your Certifier does hold a stock of Crown Gold paper, email can be selected as the delivery method. If your Certifier does not hold a stock of Crown Gold paper, your EHC will need to be printed by APHA before being sent by 1<sup>st</sup> Class Post/Special Delivery/Courier to your Certifier. Where APHA will need to print your EHC, you must ensure all details on the EHC are completed before submitting your application. Applications received with missing information will be rejected or returned to you for the information to be completed. This could result in a delay to sending the EHC to your Certifier.

When you have completed all questions, you will be given the option to attach any supporting documents to the application. For example, you may require an additional schedule of animals being exported which do not fit within the relevant box provided.

## Review your answers

You will then be able to review all your answers. Click on the link in Section 3 'Check your answer and submit your application.' If you wish to amend any of the information then select **Change** against each answer you wish to amend, then amend the information. Click on the **Continue** button, you will then need to complete the Declaration to submit your application. Tick the Declaration box and click the submit button to submit your application.

## How to Attach Documents to Your Application

To attach documents, click on the last item in section 2 of the tasklist 'Add supporting documents (optional)':

- There are instructions on screen that tell you what criteria the documents must fulfil:
  - be in PDF, Word, Excel or JPEG format
  - be less than 10 megabytes (10 MB)
  - have a unique, meaningful file name
  - uploaded with a file description

- Click the white button 'Choose file' and browse your computer and select the relevant document
- Enter a file description into the text box to tell us what the document is
- Click the blue hyperlink 'Upload'
- You can 'View' or 'Delete' any documents uploaded by clicking on the appropriate blue hyperlink next to the appropriate file name and description.

## Specimen Certificates

You can use the Preview function to view a specimen of the certificate.

## Saving your application as a draft

- If you do not wish to submit your application straightaway, the application will save as a draft on the Export Application dashboard. After you begin your application and the tasklist appears and the application is saved to your dashboard. Under each heading of the tasklist there are two options:
  - Save and continue (green button) which saves your answers and takes you back to the tasklist to continue with your application
  - Save and continue later (blue hyperlink) which saves your answers and takes you back to your dashboard.

As long as one of those two buttons are selected after you have completed each section, the answers will be saved and you can exit the page or sign out. Your application will then be saved as a Draft.

When you return to your application you will need to click on the Application Reference number to re-open the application. Then select **Edit and submit this application**, you will then be able to complete any further information and you will then need to complete the Declaration to submit your application. Tick the Declaration box and click the submit button to submit your application.

## What happens next?

Once your application has been submitted, you will receive an APHA Application Reference number. You will thereafter receive an email which will contain a Case ID. If for any reason you need to contact APHA in respect of your application, you will need to quote either your Application Reference number or the Case ID number.

Correctly completed applications will be processed within one working day of receipt, Monday to Friday (excluding Bank Holidays). Applications that require additional documentation may take longer to process. Due to the requirements for APHA to provide notifiable disease assurances to the Certifier; applications received more than seven working days in advance of the certification date, will be processed seven working days prior to this date.

## Clone a Submitted Application

If you wish to submit an application that is similar to an application that you have in draft or have already submitted, you can clone that application. **NB Cloning an application creates a copy of the same EHC application.**

To clone an application, select the Application Reference number of the application you wish to clone. Then select **Clone as new application**, then select **Yes, clone this application** and then **Continue**. You will then be taken to the Review you answers page. If you wish to amend any of the information select **Change** against each answer you wish to amend, then amend the information. Then select the **Continue** button.

Once you have edited the details of the application, you will then need to complete the Declaration to submit your application. Tick the Declaration box and click the submit button to submit your application.

## Edit / Clone / Delete from Dashboard

Any application that has been completed but not submitted will appear on the dashboard with the status of Draft These applications can be edited or cloned as required. If the application has not been submitted, it can also be deleted.

## Applications for 7006EHC – Export of Pig Meat to the People’s Republic of China

7006EHC for the export of pig meat to the People’s Republic of China requires pre-certification checks which will be routed through to the Certifier Portal once the application has been submitted.

Upon submission of the application:

- the status of your application will display as ‘Certifier Action’
  - CITA will be able to see your application, but will not process the application until the Certifier Action has been completed
- the Certifier will then be able to complete their pre-certification-checks on EHC Online, update the online application with any missing or incorrect information and thereafter submit the application to CITA
- the status of your application will then display as ‘Processing’
- CITA will then process your application and dispatch your certificate by the chosen method of dispatch
- the status of your application will then display as ‘Dispatched’.

## Certificates signed by APHA Veterinarian

Any application for a certificate that is signed by an APHA Veterinarian, must have a manufacturer's declaration, an Import Permit (if applicable) and an authorised signatory declaration form attached to the application. Any applications submitted without these documents attached will be rejected by APHA.

All certificates that are required to be signed by an APHA Veterinarian require pre-certification checks by an Official Veterinarian. Applications will be routed through to the Certifier Portal when submitted.

The following EHCs have to be signed by an APHA Veterinarian:

- 3496EHC
- 3731EHC
- 5185EHC
- 5244EHC
- 5716EHC
- 5798EHC
- 5993EHC
- 6038EHC
- 6055EHC
- 6086EHC
- 6122EHC
- 6626EHC
- 6864EHC
- 6894EHC
- 7001EHC
- 7414EHC
- 7709EHC

- 8029EHC
- 8108EHC.

The application process for these certificates is as follows:

- the applicant should complete their application on EHC Online
- the applicant should include their business address as the alternative delivery address (for APHA Veterinarian signed certificates a delivery declaration is not required)
- ensure that the name and address for the Exporter on the certificate matches the business name and address on both the manufacturer's declaration and authorised signatory declaration
- attach the Import Permit (if applicable), manufacturer's declaration and authorised signatory declaration.
- the applicant can then submit the application.

Upon submission of the application:

- the status of your application will display as 'Certifier Action'
  - CITC will be able to see your application, but will not process the application until the Certifier Action has been completed
- the Certifier will then be able to complete their pre-certification checks on EHC Online and update the online application with any missing or incorrect information
- the Certifier will need to preview the answers and print a specimen certificate
- the Certifier will need to stamp and sign the specimen certificate, then scan and upload a copy to attach to the application
- the Certifier can then submit the application to CITC
- the status of your application will then display as 'Processing'
- CITC will then process your application and dispatch your certificate by the chosen method of dispatch
- the status of your application will then display as 'Dispatched'.

## Certificates that require Countersignature by an APHA Veterinarian

Some certificates require endorsement by an APHA Veterinarian after signature by an OV. APHA Veterinarians are required to countersign such documents as authentication of the signatory.

Where countersignature is required, Exporters or Official Veterinarians are required to submit a Request for APHA Veterinarian Countersignature of an Export Health Certificate (ET145) document to the CITC for countersignature procedures to be arranged.

If you know all the details that are required to be completed on the ET145 in advance of submitting your application on EHC Online, you can upload the ET145 when submitting the application.

If you do not know all the details at the time of submitting your application on EHC Online, you can email the ET145 to the relevant export team shared mailbox listed on the ET145.

An ET145 can be obtained by contacting the CITC on 03000 200 301 or [exports@apha.gov.uk](mailto:exports@apha.gov.uk)

## Transit Certificates – Are these required?

Transiting means passing through a country. Being transferred within an airport's facilities or via a seaport from one aircraft/sea vessel to another constitutes as transiting that country.

Where a consignment is being exported to a non-EU country via another non-EU country, the consignment may require an EHC to meet the requirements of transit. **It is the responsibility of the Exporter to confirm whether an EHC is required for the transit of a non-EU country.** An EHC will be required to meet the requirements of the destination non-EU country.

Where a consignment is being exported to a non-EU country via the EU, the consignment is required to meet the EU trade rules for transit:

- for live animals and germplasm exports under harmonised EU trade rules, the consignment will require an Intra Trade Animal Health Certificate (ITAHC), which can be applied for using the EU's [Trade Control and Expert System \(TRACES\)](#), and an EHC to meet the requirements of the destination non-EU country
- for animal product exports under harmonised EU trade rules, the consignment will require a commercial document produced by the Food Based Operator, Exporter or agent and an EHC to meet the requirements of the destination non-EU country
- for live animal exports under non-harmonised EU trade rules (e.g. pet birds), the consignment will require an EHC for the EU Member State(s) of transit and an EHC to meet the requirements of the destination non-EU country.

If you are required to apply for a transit certificate for live animals and germplasm under EU harmonised trade rules you will need to either:

- create your ITAHC on TRACES and then email the details to [exports@apha.gov.uk](mailto:exports@apha.gov.uk), or
- submit the relevant EXA31 export application to [exports@apha.gov.uk](mailto:exports@apha.gov.uk) which is available on the species specific page on [GOV.UK](#)

When creating a transit ITAHC on TRACES the following information must be entered in the following data entry fields to indicate that the ITAHC is for transit:

- I.13 Place of destination – enter the address of the place of destination in the non-EU country

- I.27 Transit through Member States – select all EU Member States of transit from the drop down. If there is more than one EU Member State of transit use the 'Add' button to add additional countries
- I.28 Export – select the Border Control Post (BCP) in the EU Member state that your consignment will exit from.

Once you have created your transit ITAHC on TRACES you will need to email the following details to CITC:

- TRACES ITAHC number
- Details of your Official Veterinarian (OV)
- Date of export.

If you are completing and submitting an EXA31 export application for APHA to create the TRACES ITAHC the following information must be entered in the following fields to indicate that the ITAHC is for transit:

- I.13 Place of destination – enter the address of the place of destination in the non-EU country
- I.27 Transit through Member States – enter all EU Member States in the boxes provided
- I.28 Export – enter the details of the BCP in the EU Member state that your consignment will exit from.

Exporters should contact the Centre for International Trade – Carlisle if clarification is required on transit certificates on 03000 200 301 or [exports@apha.gov.uk](mailto:exports@apha.gov.uk)

## Applying for a Transit Certificate on EHC Online

If you need to apply for a transit certificate on EHC Online you will need to create and submit two separate applications, one application for the certificate for your destination country and a second application for your transit certificate.

When completing this application, you will need to ensure you enter the same reference number as your first application to ensure CITC process and dispatch both certificates to your Certifier at the same time.

## Derogations

There are circumstances in which the consignment may not meet all of the requirements that are stipulated in the Export Health Certificate. In this situation the Exporter should contact a competent authority in the importing country to ascertain whether they are willing to provide a waiver in respect of the attestations that cannot be met.

If the importing country agrees to waive any of the attestations, then an APHA Veterinarian may be willing to provide a derogation to your Certifier so that an EHC can be certified.

If you have obtained an import permit/waiver from an importing country, you can attach this to your application at the time of submission. If the import permit/waiver has been received after your application has been submitted you should email the document to [Exports@apha.gov.uk](mailto:Exports@apha.gov.uk) you should provide your Case ID number or Application number to ensure that the request is linked to your application.

## Consignment Dispatch

Once the EHC has been certified the original certificate will be given to you either by your Certifier or dispatched to you by post where the certificate must be signed by an APHA Veterinarian. The original certificate must accompany the consignment to the destination country.

## Manage Completed Application

An application cannot be amended by an Exporter once it has been submitted. Upon written request from the applicant, the Centre for International Trade – Carlisle can amend the Certifier Practice details, export date and delivery method. These are the only details that can be amended once an application has been submitted.

Amendments can only be made to applications prior to the EHC being processed and dispatched by CITC. CITC process correctly completed applications received before 17.00 will be processed within one working day of the day of receipt, Monday to Friday. Applications received after 17.00 will be considered as having been received the next working day. Applications received more than seven working days in advance of the certification date, will be processed seven working days prior to this date. If you are unsure if your application can be amended you will need to contact CITC on 03000 200 301 or [Exports@apha.gov.uk](mailto:Exports@apha.gov.uk)

**If any other amendments are required to the EHC then the Applicant will need to contact the Centre for International Trade – Carlisle to have the application cancelled on 03000 200 301 or [Exports@apha.gov.uk](mailto:Exports@apha.gov.uk). You will then need to re-**

**submit the application by either completing a new application or by cloning and amending the original application.**

## Pre-Certificates

Some destination countries require a pre-certificate, certified by the OV, in order to see how the final EHC will be completed and in some cases, to issue an Import Permit for the consignment. If you require a pre-cert, the applicant should:

- complete the application on EHC Online
- print/save the preview specimen certificate
- save the application as a draft
- use the saved/printed EHC as the 'pre-cert'
- resume the draft, make any changes required and submit the application on EHC Online to CITC.

## Cancel and Replace

CITC will usually only issue a replacement certificates in the following circumstances where the:

- EHC has been certified by the Certifying Officer, and
- the consignment has been dispatched from the United Kingdom.

If you do not think you can apply for a replacement certificate, you can apply for a new certificate at any time on EHC Online.

CITC will not issue a replacement EHC in circumstances where an EHC:

- has not been certified by the Certifying Officer
- is lost in the post
- has been damaged prior to certification, or
- where the consignment has not left the United Kingdom.

In any of the circumstances where CITC will not issue a replacement EHC, you will need to contact CITC to request the original certificate is cancelled. You can then re-apply for a new certificate to be issued.

A cancel and replace application can only be submitted by a Certifier. When submitting a cancel and replace application your Certifier will need to:

- make any amendments to the application details on EHC Online
- attach a completed copy of the Application for the Issue of a Cancel and Replacement Export Health Certification (ET135)
- attach a copy of the certified copy of the EHC.

If you are unsure of the procedure, you can contact the Centre for International Trade - Carlisle for guidance on how to proceed on 03000 200 301 or [Exports@apha.gov.uk](mailto:Exports@apha.gov.uk)

Please be aware that replacement certificates will not be issued automatically in response to problems arising with a certificate, other possible solutions should be explored first. They will only be issued where the circumstances justify their use.

If an application for a cancel and replacement of a replacement certificate is required, this will need to be submitted by your certifier. This application will need a new Application for the Issue of Cancel and Replacement Export Health Certificate (ET135) to be completed outlining the reasons for the further replacement certificate. Your certifier will need to attach the ET135 to the application on EHC Online with a certified copy of the certificate being replaced.

## Assisted Digital Support

Sometimes users need help to use online services. This known as 'assisted digital support'.

Any user may need assisted digital support, if they lack:

- trust in your service or the internet
- confidence to use an online service themselves
- access to the internet
- digital skills
- motivation to overcome these barriers on their own

Assisted digital support for EHC Online can be provided:

- over the phone
- by completion of a manual paper application form.

Assisted digital support is not provided for users who:

- work in the public sector and use EHC Online as part of their work (including contractors)
- are overseas and not British citizens
- are not the end user (for example accountants helping end users with a tax service, or a car sales business helping end users pay road tax).

Please note, assisted digital support applications can take up to ten working days to process.

You can contact the Centre for International Trade – Carlisle on 03000 200 301 for advice on assisted digital support.

# Troubleshooting

<p>I am having a problem creating an application out of normal business hours. How do I proceed?</p>	<p>Check all the answers you have entered onto EHC Online to see if you have received an error message. If you cannot find an error message and you are still not able to submit your application, save your application as a 'Draft' and contact the Centre for International Trade – Carlisle (CITC) during normal business hours which are 08.30 – 17.00 Monday to Friday (excluding Bank Holidays).</p>
<p>I have tried to create an application and receive a system error message stating my application has failed or not submitted. What should I do?</p>	<p>Contact the APHA Service Desk on 0330 041 6999 who will be able to inform you if your application has submitted successfully or if not, the reasons why it has not submitted.</p>
<p>I have tried to use the postcode lookup to select a different delivery address, but my street address does not appear in the address lookup. How do I enter my address?</p>	<p>If your address does not appear in the list of addresses, you can:</p> <ul style="list-style-type: none"> <li>• Click on the link I cannot find the address in the list</li> <li>• The address will now be displayed for the selected postcode, but the street name field will be empty</li> <li>• You can now enter the street name and the business details section will be indicated as complete.</li> </ul>