Export Health Certificates (EHC) Online

Guidance for Certifiers

Cancel and Replacement Certificates

August 2021 (Version 3.0)

EHC Online – Guidance for Certifiers on Cancel and Replacement Certificates

The Animal and Plant Health Agency (APHA) is an executive agency of the Department for Environment, Food & Rural Affairs, and also works on behalf of the Scottish Government and Welsh Government.

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Background

This document provides guidance for Exporters and Certifiers in the steps for cancelling and replacing a certificate.

From 10 August 2020 the process for applying to cancel and replace an EHC has changed. All cancel and replace requests must be made by the certifier.

Please read [APHA Briefing Note 23/20](#) issued 5 August 2020 for full details.

Certifier: Cancel and Replace

You must apply for a Cancel and Replacement EHC on behalf of the exporter, through the EHC Certification Portal. If you require any support on whether a cancel and replace application is required, please contact APHA for advice on 03000 200 301 or Exports@apha.gov.uk

1. Open a web browser (ideally google chrome) and enter the following URL to open the EHC certification portal

   https://certifier.apply-export-health-certificate.service.gov.uk

2. Sign into your Government Gateway account by entering your Government Gateway User ID and Password and then click **Sign In**

3. You will be taken to the Case Management Dashboard. Click the blue hyperlink **All Your Cases** and find the case that requires a cancel and replace. Click the blue hyperlink **Summary**

4. Click the blue hyperlink **Cancel and Replace** and read the conditions for applying for a Cancel and Replace. Select **Yes, the certificate meets APHA's criteria for replacement** and then click **Continue** when you are ready to proceed

5. You will be taken to the Change the Certificate page, where you can update the answer to any question, by clicking the blue hyperlink **Change**. Amend the information and then click **Save and Continue**. You can do this for each answer you wish to update

6. Click on the blue hyperlink **Preview these answers in a Specimen Certificate** (PDF) to preview your answers on the specimen certificate

7. Upload any supporting documents by clicking on the blue hyperlink then click **continue.** You must provide a certified copy of the original certificate

8. Click the white **Choose file** button, browse and select relevant document

9. Enter a **file description** into the text box to tell us what the document is, and then click the blue hyperlink **Upload**

10. Repeat steps 8 and 9 for each supporting document you wish to upload, and then click **Save and Continue**

11. Select the cancellation reason from the list and click **continue**. Reasons for requesting a cancel and replacement certificate are:

    o EHC lost/damaged

    o Issues relating to BCP or importing country

    o Issues relating to logistics or transport

    o Admin error

    o Certification error

    o Other

12. Provide more detail up to a maximum of 275 characters in the data field provided to support your cancel and replace application

13. Click **Accept and Submit** to view the declaration. Click **Agree and Submit** when you are ready to submit the request to CITC

14. You will receive confirmation that the request has been submitted for the cancel and replace application, as well as the certificate reference number.

Replacement EU EHCs

15. You can view cancel and replacement EU EHCs in the Case Management Dashboard, in **Cases to Review**. The case status is dispatched, a new Case ID is allocated, and the case is ready for you to complete your certification activities.

Replacement Third Country and National Trade Certificates

16. In the Case Management Dashboard, you will see that the case has moved to **Upcoming Cases**, and the case status is **processing**, and a new Case ID has been allocated**.** The case will be visible in **Upcoming cases** until the case has been processed and dispatched by CITC

17. You can see that the certificate status is updated to **APHA is processing** and certificate reference has a blue **Replacement** marker, including as blue hyperlink to the original certificate

18. Once CITC have completed their checks and processed the cancel and replace EHC, the status of the case changes to **Dispatched**. The status of the certificate is **Approved**

19. You will receive an email notification sent to the email address that was registered for your Organisation, informing you that CITC has dispatched the EHC

20. In the Case Management Dashboard, you will see that the case has moved from **Upcoming Cases** to **Cases to Review.** Click on the blue hyperlink, **Cases to Review** to view the list of cases

21. Click the blue hyperlink Summary next to the case to view the case and then click the blue hyperlink **View Certificate** to print the certificate

22. It is your responsibility to ensure that the certified EHC is legible when printed, copied or scanned. You should adjust the printer, scanner and photocopier settings to ensure the contents of the certificate are clear and can be inspected by the Importing Competent Authority.

23. After the certification of the replacement certificate you will need to complete the certificate on the Certification Portal by clicking on the blue hyperlink **Continue.** You will be taken to **review your answers**, click **Continue**

24. You are then taken to the **Decision** and **Confirmation** page, select **Approved**, complete your Full Name and SP number in **Certifier Details** and click **Accept and Submit**

25. On the Close certificate page, you will need to complete the date that the certification took place, then select **Close this Certificate**

Once you have closed the certificate the certificate status will change to **Certified** and the status of the case is changed to **Completed**