



Animal &  
Plant Health  
Agency

# Export Health Certificates (EHC) Online

## Guidance for Certifiers

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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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## EHC Online overview

Export Health Certificates (EHC) Online is the new digital platform allowing for the application, certification and dispatch of Export Health Certificates. EHC Online has been developed by Defra and APHA and in time this service will fully replace the current system.

The most frequently used forms are now available in the service, and you must use EHC Online to certify these certificates. [APHA will no longer accept PDF applications via email, for any EHCs which are available in EHC Online.](#)

From 1 January 2021, the process for exporting goods to the European Union (EU) will change, and exporters will need to apply for EHCs using the new EHC Online service. This means that at the end of the transition period, you will use EHC Online to certify exports from Great Britain to the EU, as well as Great Britain to non-EU countries.

This guidance has been created to support Certifiers (either Official Veterinarians (OV), or Food Competent Certifying Officers (FCCO)) to register onto the service and be able to navigate and complete their certification activities effectively.

## Accessing EHC Online

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

[www.gov.uk/guidance/certify-an-export-health-certificate](https://www.gov.uk/guidance/certify-an-export-health-certificate)

EHC Online system 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.

If you wish to use an iOS device to certify an EHC that is printed by a certifier onto white paper, then you will need to download a PDF Reader app to be able to view, complete and print the EHC's.

## Registration on EHC Online

For a Veterinary Practice to be registered to use the EHC Online system a Certifier in that practice must hold an export certification Official Controls Qualification (Veterinary) (OCQ(V)) through Improve International.

The first person to register your organisation will be responsible for ensuring your business is appropriately registered onto EHC Online.

**All certifiers, including independent OV's and Food Competent Certifying Officers (FCCO), regardless of their practice's business set-up should select the 'Sole Trader' option.**

## Certifier Registration Hints and Tips

Here are some useful hints and tips when registering for EHC Online, including pointers that you should consider during registration, as well as some useful suggestions for the things you should avoid.

### 1. Ensure that your details are up to date on Improve International database

Check your OV Personal Training Dashboard <https://www.improve-ov.com/login/>, including your practice address. The 'update details' link can be found on the left-hand side of your 'overview' page. If you work from more than one address, you should put additional practice details in the 'comments' box. It is important that the practice details are the same as those on any certificates you sign.

### 2. Check within your organisation in case it is already registered

If your organisation is already registered, your existing Organisation Administrator(s) will need to invite you, so that you can access the EHC Online service. Please contact your Organisation Administrator or if you are unable to identify them, please call the APHA Service Desk on 0330 041 6999 for assistance.

### 3. Organisation Administrator created accounts for other users

Organisation administrators can invite other users with their organisation to join EHC Online.

Open your Defra management dashboard by clicking **Manage Account**.

Click **Manage** next to the EHC Online account.

When you are redirected to the account dashboard, click on **add a team member**.

**Enter the email address** of the user then click **Continue**.

You will be notified that the invitation has been sent and informed that the new user's registration will expire in 30 days if not used.

Once the user has registered you will receive another notification to make you aware.

Assign the user an account role as either an Admin or Standard user by selecting **give account access**.

**Please note both steps in this process must be undertaken to grant access to a user within your organisation.**

### 4. Check you are registering for the Certifier Service

The APHA Service Desk have received many calls due to incorrect registration for the wrong service. There are two different services associated to EHC Online, Certify an

Export Health Certificate and Apply for an Export Health Certificate. Please ensure you register for the Certify an Export Health Certificate:

<https://www.gov.uk/guidance/certify-an-export-health-certificate>

## Creating a Government Gateway account

### 5. Government Gateway Credentials

EHC Online is designed for each user to have their own Government Gateway user ID and password. The credentials used to sign in is the responsible person for the certification. Sharing government gateway accounts may mean you are noted as the responsible Certifier. Never share Government Gateway credentials.

### 6. Government Gateway email address must be accessible to you

Part of the registration process requires you to validate your email address. To do this you will receive an activation code which will be sent to the email address that you provide. Please ensure this is an email address you have access to. Please remember to check both your spam and junk files if email is not received into your inbox

## Registering your organisation

### 7. All certifiers to register as a Sole Trader

Once you have signed in or created a Government Gateway account you will register your organisation by creating a Your Defra account. To do this:

Choose a **business or organisation**

Where is your organisation registered to trade, choose **UK**

Is your organisation registered with Companies house, choose **NO**

Is this organisation a sole trader or charity, choose **Sole Trader**

Continue to enter contact details and create a security word.

**There is no impact selecting Sole Trader if this isn't your actual business type, it simply allows you to progress without becoming linked to others in your organisation which has been identified can create issues.**

## Managing Your Account

### 8. Make sure there is more than one Organisation Administrator role registered for your organisation

We strongly recommend that you have multiple users within your organisation that have Admin rights, so that if one admin user is absent, the second admin user has the appropriate access to be able to make any account changes.

### 9. Have only one Government Gateway Account for all your Defra services



Once you have registered for your Certifier Defra Service, you can enrol into other Defra services from your manage account page, as long as you have an administrator account role.

## Creating an account

There is a two-step registration process for EHC Online; the first requires a Government Gateway account, and the second is a Defra-specific account – both of which are set up online.

## 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 into services through Government Gateway using more modern operating systems and browsers.

## Step one: Government Gateway account

When you first log into the EHC Online you will be met with the Government Gateway sign in screen.

You may already possess a Government Gateway account as this is a common requirement for a number of other government services. If you already have your Government Gateway credentials, enter them at this stage (they are universal for all Defra services using Government Gateway), if you don't, you will need to register for a Government gateway account.

If you need to register for a Government Gateway account please click on 'Create sign-in details'. It is recommended that for the purposes of EHC Online registration you do not register your personal email address. Please use your business email address if you have one, or otherwise consider signing up for a new email account.

Whilst signing up you will need to verify your email address through the use of an activation code. If you do not receive your activation code please check your 'spam' or 'junk' email folders.

When you have followed the onscreen instructions and completed Government Gateway registration you will have received a 12 digit user ID and the password you selected (both of which you will need to remember as they are required for each sign-in). Government Gateway will also ask you to select a Recovery Word for your account, which will be needed if you forget your sign in details.

If at any point you are unable to remember your password, click on **I have forgotten my password**.

Enter your Government Gateway user ID and email address then click **Continue**.

You will then have to enter specific characters from your recovery word and click **Continue**.

You will then be redirected to the screen to create a new password.

Enter and confirm your new password and click **Continue**. You will be redirected to the **Password changed** screen where you can **Sign in** with your new password.

If at any point you are unable to remember your Government Gateway credentials, click on recover **Government Gateway ID**. You will be prompted to search for your Government Gateway ID in your emails. If you cannot find the email containing your Government Gateway ID select **No, recover my user ID** and click continue.

Enter your email address associated with your Government Gateway User ID and click continue. You will be sent a verification code by email.

Enter the verification code and click confirm.

You will then be prompted to answer further security questions, click continue. Answer the questions and click continue. You will then be sent a Government Gateway ID by email.

If you are unable to recover your Government Gateway ID you should contact the APHA Service Desk to reset your ID on 0330 041 6999.

If you have forgotten a combination of two or more of your login credentials you should contact the APHA Service Desk to reset your account on 0330 041 6999:

This could be a combination of your:

- password and Government Gateway user ID
- recovery word and password
- recovery word and Government Gateway user ID
- password, recovery word and Government Gateway user ID.

## Step two: Defra account

You are now able to set up your Defra account.

If you work as part of an organisation that already has a Defra account set up on Government Gateway (where your organisation is already using another Defra service), it is important to know who the administrator for that account is. The Defra account administrator in your organisation will need to approve your access to enable you to gain access to EHC Online.

On the initial sign-in page read and accept the terms and conditions, and accept cookies in order to be able to proceed.

You will be asked if you are registering as a business or an individual; please **select 'business' account**. Individual accounts are not relevant to the Certifier service.

To progress to the next stage of registration select '.

### **business or organisation**

Where is your organisation registered to trade, choose **UK**

Is your organisation registered with Companies house, choose **NO**

Is this organisation a sole trader or charity, choose **Sole Trader**

Continue to enter contact details and create a security word.

**There is no impact selecting Sole Trader if this isn't your actual business type, it simply allows you to progress without becoming linked to others in your organisation which has been identified can create issues.**

You can provide your headquarters/other practices with access to your account if you wish by inviting them as a 'Team Member'. Instructions on how to do this are provided in the Sole Trader Quick Reference Guide on the APHA Vet Gateway.

Certifiers must not set up their Defra account as an Overseas account. Certifiers are required to have a delivery address in their Defra account within Great Britain where certification will be sent to. Complete each remaining section with the required information and submit. Check your answers when prompted, and finally submit your responses as well as checking the 'I'm not a robot' box.

You will now receive an email to your sign-up address stating that you are now registered to use Defra's online services on behalf of your business.

## Enter your certifying practice address

When asked to provide certifying practice details, please be aware that this is the address APHA will use to both refer to your business on EHC Online (which also allows your

exporter to identify you) and is the default postal address to be used to send out any paperwork you will need to certify. If you undertake certification on other premises or are part of a larger organisation with multiple sites, please ensure that these additional addresses are registered with APHA so the correct address can be selected by the exporter. This address can however be altered by the exporter as part of their EHC application process.

The email address required at this stage is where APHA will send updates regarding the progress of EHCs you are to certify, as well as other important communications you need to be aware of as a Certifier.

Where you want to have EHCs posted to an establishment address rather than your Certifier Practice address for certain exports you will need to provide the Centre for International Trade – Carlisle (CITC) with an authorising declaration to confirm you are willing to have certification delivered to an alternative address. Contact CITC if you wish to make a declaration authorising this on 03000 200 301 or [exports@apha.gov.uk](mailto:exports@apha.gov.uk)

If you are ever in a position where you need to alter your default certifying practice address, you are unable to do this on EHC Online. To change your default address, please contact the APHA Service Desk on 0330 041 6999.

## Approval of your certifying business

Once you have completed the contact details for your organisation, checked your answers and submitted, your registration request will be submitted to APHA for approval. You will receive an email from the APHA stating that you are registered to use Defra's online services on behalf of your business. APHA will then verify your business is approved to undertake certifying activities.

**Please note, APHA verification process is undertaken Monday to Friday, between 8.30am and 5pm, and commit to a two working day turnaround.**

When the verification process is complete, APHA will send a further email stating that your Certifier Organisation has been successfully registered. From this point, you will be able to start to certify EHCs using the EHC Online system via the following link:

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

## Manage account

When you log into the service now, you will have 'Certifier' listed as one of your accounts.

As the first registrant on the EHC Online system, you have 'administrator' access. This means that you have access to the account dashboard and are able to invite others to join as part of your practice and manage their access rights. Your options here are:

- Manage team access

- Manage intermediary access
- Manage your organisation.

Being an admin user does not affect your own access to a service.

## Manage team access

You can open your Defra management dashboard by clicking **Manage Account**. Then click **Manage** next to the account you want to add a new team member to. When you are redirected to the account dashboard, click on 'add a team member'.

Enter the email address of the person you would like to invite to use the service and click **Continue**. You will be notified that the invitation has been sent and informed that the new user's registration will expire in 30 days if not used.

Once the user has registered you will receive another notification to make you aware. You will then be able to assign them an account role which determines their access to the system. These account roles are either Admin or Standard roles. You will assign these responsibilities by selecting 'give account access.'

Please note that managing team access is a two-step process. When the account admin user receives the notification that the user has been registered it is important that the admin user assigns the user an account role. Without taking this action the user will not be able to take any actions within EHC Online as they will not have access until all steps have been completed.

## Administrator access

A system admin user is the super user for the organisation and has access to the account dashboard where they are able to undertake additional actions such as inviting other users in your organisation, assigning roles and managing organisation details. It is recommended that each account has more than one admin so that if one admin user is absent the second admin user has the appropriate access to be able to make any account changes.

If a sole admin user for the practice leaves the business before they have been able to reassign responsibility, you will need to contact the APHA Service Desk to have this role changed on 0330 041 6999.

## Standard access

As a standard user you are not able to access the account dashboard as this requires an admin user account role. A Standard user can be given access to a service which will be indicated on Your Defra account page.

## Change and remove user access (Admin Only)

As an admin user, within your account page you can select **Manage Account** and then **Manage team access** (as per above), where you will be able to enter each team member's account and change user type from Admin to Standard by clicking **Change account role** or **Remove user** as required.

Please note: a user will still be able to access your Organisation's account until their access has been removed. If they have left your Organisation or no longer need access to EHC Online, then as an admin user you should ensure that their access is removed. Admin users should ensure they manage the user accounts within their Organisation accordingly.

If the admin user intends to leave the organisation, then they will need to ensure that at least one other team member has admin access. To remove access for an admin user another admin user will need to select **Remover user**.

If you leave the organisation and have not given admin user access to another team member, no admin tasks can be performed on your organisations account.

## Manage intermediary access

You can invite an intermediary, 3<sup>rd</sup> party or agent to work with you on your account by using this functionality. Add the contact details of the intermediary as requested by the system.

## Manage organisation details

You can view the details that we hold for the organisation related to a specific account.

Navigate to Your Defra Account management dashboard and click **Manage account** next to the account of which you want to view the organisation's details.

Select **Manage your organisation**.

You can make changes to organisation details such as:

- Organisation Name
- Organisation Address
- Organisation Phone number

To update your account details, you will have to ring the APHA Service Desk on 0330 041 6999 who will be able to make the changes for you.

## Registering an account with a new service

An account can have more than one more service registered to it depending on the type of work that you do. You will need to be an administrator for that account in order to register for new services.

To register an account with a new service, go to your account dashboard and click on the link to 'register services'.

## Providing certification services

As an approved provider of certification services on EHC Online, your certifying organisation details are now searchable by exporters who are asked to identify their chosen Certifier during their EHC application process.

Is it the responsibility of the exporter to have contacted their chosen Certifier **prior** to making this selection on EHC Online, establishing both the working relationship, and agreeing that certification services will be provided.

The exporter is also responsible for ensuring that the Certifier they select is approved to certify the commodity they are exporting. The terms of the working relationship between exporter and Certifier should be established, and the timing of the required certification (aligned with the export date of the commodity) will be agreed for each transaction.

A Certifier should therefore always be aware beforehand that they have been selected to undertake each task they receive via the EHC certification portal on EHC Online and should not receive any requests that they have not been made aware of.

## Conflict of Interest

It is imperative that a Certifier does not submit an application as an exporter or exporter's 'agent' and certify that certificate. This would introduce a conflict of interest with their responsibilities to Defra. Guidance on Conflict of Interest for Certifiers is available on the [APHA Vet Gateway](#).

## EHC certification dashboard

The EHC certification portal is where you will receive the EHCs that require your certification. An email notification will be sent to the email address that was registered on your Organisation with the certificate delivery address informing you about a new certification request that requires action.

# Types of certificates on your dashboard

There will be different types of certificates on your portal that require certification.

1. Certificates for third country trade
2. Other certificates for National Trade or Fish to China
3. Certificates for EU trade.

## Certificates for third country trade

These are certificates for trade to countries outside of the EU, which are issued in one of three ways:

### 1. Crown Vellum Watermarked Security Paper

The majority of Third Country EHCs are printed by APHA using Crown Vellum Watermarked security paper and are sent out in the post. These EHCs will generally be sent to your certifying organisation using the address you provided when registering unless the exporter has specifically identified another address (i.e. a cold store).

There is no requirement for Certifiers to make digital updates to certificates printed by APHA and sent to you within the EHC Online Certifier portal. Such updates should not be made within EHC Online.

### 2. Dithered Watermarked Plain Paper

Defra has introduced a new solution to remove Crown Vellum Watermarked security paper and replace with plain white paper, with improved digital security measures. This will apply to EHCs issued through the EHC Online service for the following Third Countries:

- Australia
- Hong Kong
- Japan
- United Arab Emirates (UAE).

When the Exporter submits their application, the EHC will be automatically routed to your certifier dashboard (where there are no disease clearance requirements within an EHC). Once the EHC has been dispatched, a 'certificate number' and 'crown' dithered watermark is added to all pages of the EHC, as well as a 12-digit code that is visible on the first page.

The Certifying Officer must print the EHC on plain white paper, carry out the inspection/examination of the export consignment and then complete certification procedures. Once the EHC has been certified, the original certificate can be given to the exporter and must accompany the consignment to the destination country.

The print results of a dithered watermark EHC may vary depending upon the combination of internet browser (e.g. Microsoft Edge, Google Chrome) and the device used to print the EHC. This can be managed through your printer settings, or by using an alternative internet browser.

Follow this guidance to print directly from your internet browser:

### **Single Certificates**



1. From your case management dashboard, click the blue hyperlink **Summary** next to the case to view the details of the case
2. Click the **Editable Certificate** hyperlink on the summary screen to open the certificate
3. Click the **Print** icon and then print
4. The EHC will then print.

### **Block and Multiple Certificates**

1. From your case management dashboard, click the blue hyperlink **Summary** next to the case to view the details of the case
2. Click the **Download All Certificates (PDF)** hyperlink on the summary screen
3. Download the EHCs via your browser (we recommend Google Chrome, Microsoft Edge or Internet Explorer for the best user experience)
4. Click to open the files in your internet browser
5. Click the **Print** icon and then print
6. The EHC will then print.

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.

Use of [Adobe Reader](#) is recommended if you are experiencing any difficulty printing an EHC with the dithered watermark security features from your internet browser.

The Importing Competent Authority can enter the 12-digit code (from the certified EHC), into a new verification service on GOV.UK, to confirm the authenticity of the certificate (whether it matches APHA records of what has been issued) as part of the security features.

APHA will respond to any correspondence from the Importing Competent Authority, if any queries are received as to the authenticity of a white paper EHC with the dithered watermark on plain white paper. APHA may contact Certifying Officers to complete authenticity checks should the need arise.

More information on these procedures can be found in [APHA Briefing Note 15/21](#).

See [Troubleshooting](#) section for details on how to resolve some dithered watermark issues.

### **3. Plain White Paper**

Where there is a white paper easement agreement with a Third Country Competent Authority due to Coronavirus restrictions, EHCs can be routed directly to the certifying officer and printed on plain white paper. More information on these procedures can be found in the [APHA Briefing Note 16/20](#).

## Other Certificates for National Trade or Fish to China

Other certificates are ones that you are able to open and complete directly from your dashboard. You will need access to a printer to print these certificates on plain white paper. Once completed, you are then able to print the certificate on white paper.

If the EHC is for the Isle of Man, Jersey or Guernsey it can be printed on white paper. If the EHC has three or four pages you can:

- print as an A3 booklet (if you have an A3 printer), or
- print on A4 paper.

If you are printing on A4 paper you will need to follow the guidance on the [APHA Vet Gateway](#) for fan stamping certification. The APHA Vet Gateway provides additional guidance on certification procedures.

If you know any additional details about the consignment before you print the certificate on white paper, you can data enter this into the PDF version of the EHC before printing.

There are three EHC's that fall into the category Other Certificates that are to be printed on Crown Watermarked paper. These Certificates are the 7208EHC, 7432EHC and the 7469EHC. If you are authorised to certify these EHC's then you will need to contact the Centre of International Trade – Carlisle, who will be able to provide a supply of Crown Watermarked paper.

- If you are able to print on Crown Watermarked paper: The 7208EHC must be printed on A4 Crown paper
- The 7432EHC and the 7469EHC must be printed as an A3 booklet Crown Watermarked paper.

When printing an EHC on Crown Watermarked paper it is essential to ensure that the crown watermark is the correct way up with the tip of the crown pointing to the top of the page of the paper.

If you are printing a three or four page certificate on A3 booklet Crown Watermarked paper, you must ensure:

- The pages run from numbers 1 to 3 or 1 to 4
- You must fold the paper with the folded edge on the left-hand side of the booklet
- Page 1 must be on the front page of the booklet after it is folded
- Pages 2 and 3 must be in the middle of the booklet
- Page 4 must be at the back of the booklet after it is folded.

## Certificates for EU Trade

These are certificates for trade to countries within the EU. These EHCs can be printed on plain white paper so will be routed directly to your Certifier dashboard. Specimen EU EHCs and Notes for Guidance are available to view on [EHC Form Finder](#). These documents explain what rules you'll need to follow to export and certify consignments from Great Britain to the EU.

There are specific requirements when certifying EHCs for EU Trade on page numbering.

The certificate reference number must be provided on each sheet, the pages must be sequentially numbered to span the languages included and any schedules, and each page must bear the signature and official stamp of the Certifier i.e. if four A4 pages are printed back to back on two sheets of A4 paper, all four pages must be stamped and signed. Certifiers will have to make handwritten corrections to pages numbering as required e.g. 1/4 to 4/4 in the example given above.

Following dialogue with the EU Commission, it is advised that the original page numbering should be deleted when written in the full sequential order, with corrections accompanied by the initials and the stamp of the Certifier. These additions must be made so that the certificate remains readable, otherwise it might lead to rejection of the consignment.

More information on these procedures can be found in [APHA Briefing Notes](#) and on the Exports Certification page of the [APHA Vet Gateway](#).

## Foreign Language Certificates for EU Trade

EHCs for EU trade are required to be issued and certified in the language of:

- the origin country
- the Border Control Post (BCP) the export consignment will enter the EU.

As an example, if an exporter has applied for an EU EHC that will enter the EU at a BCP in France, you will receive English and French language EHCs to certify via your Certifier portal. The language translation of each EHC will be generated from a question in the exporter application about the BCP of entry.

The initial information received from the EU Commission during the transition period indicated that an additional language translation of EU EHCs was required for the destination EU Member State, if different to the BCP EU Member State language. The EU Commission have since confirmed that EHCs for EU trade only need to be drawn up in one or more of the languages of the Official languages of the EU, understood by the Certifying Officer and the Border Control Post. It is therefore only necessary to provide an EHC in English and the language of the member state of entry into the EU. The EHC for the EU Member State of destination that is generated in the EHC Online service (if different from the BCP EU Member State language) is not required and can be discarded. The EHC Online service has been updated to reflect this. New applications created in the EHC Online service from 14 May 2021 onwards will no longer create an EHC in the language of the destination EU Member State (if different from the language of the BCP of entry).

The EHC in foreign language will bear the same unique serial number and should be considered an official and accurate translations of the English language EHC.

Please refer to the Notes for Guidance for the EHC you are certifying, which is available to view on EHC [Form Finder](#), for specific instructions on foreign language EHCs.

Please refer to the [Certificates for EU Trade](#) section above and the APHA [Vet Gateway](#) guidance on Fan Stamping of Export Health Certificates. **Please note**, the requirements for Fan Stamping certification differs, depending on the destination country of the EHC you are certifying.

## Updates to EU EHCs in the EHC Online Service

A number of updates have been made to some Export Health Certificates (EHC) for trade to the European Union (EU), listed below, to improve their usability within the EHC Online service. The updates have been implemented following feedback on certification requirements from Traders, Certifiers, Border Control Posts (BCP) in the EU and the EU Commission. Updates to further EU EHCs will be made over time.

### EHC Page Numbers

Once Certifiers have accessed the EHC via the 'editable' certificate link, they are now able to insert the total number of pages, including any additional schedule pages directly into the EHC. The number entered will replicate on every page of the certificate pack. If Certifiers do not know the total number of pages in the certificate pack, including additional schedule pages, they will have to add the page numbers manually at time of certification.

### Blank Pages

Blank pages have been removed from the EHCs, removing the need for Certifiers to score through and number these pages manually.

### EHC Serial Numbers

The font size of the EHC serial number has been increased. The EHC serial number field has also been added to page two of the fish/fishery product EHCs, listed below. This will automatically populate and will not need to be manually inserted by Certifiers.

### Country of Origin

'United Kingdom' and 'GB' that was pre-populated into field I.7 has been removed. Applicants will now be asked a question during the application process in the EHC Online service to populate this data entry field. Certifiers will be able to update or amend field I.7 digitally or manually as required.

### Animal By-Product Approval Numbers

The length of the approval number field has been increased to enable the full Animal By-products (ABP) establishment approval number to be added in field I.11 to the ABP EU EHCs.

### EHCs Updated

The following EHCs have been updated in the EHC Online service with the above enhancements. Certifiers should note that these changes will only be applied to new applications in the service and cannot be retrospectively applied to any existing EHC applications that were pending certification within their Certifier Portal prior to this date:

- 8200EHC
- 8202 to 8207EHC inclusive

- 8211EHC
- 8212EHC
- 8214EHC
- 8217EHC
- 8218EHC
- 8220EHC
- 8222EHC to 8225EHC inclusive
- 8228EHC
- 8231EHC
- 8234EHC to 8240EHC inclusive
- 8245EHC to 8247EHC inclusive
- 8249EHC
- 8250EHC
- 8252EHC to 8257EHC inclusive
- 8260EHC to 8266EHC inclusive
- 8268EHC to 8280EHC inclusive
- 8283EHC to 8287EHC inclusive
- 8289EHC to 8297EHC inclusive
- 8299EHC to 8312EHC inclusive
- 8314EHC
- 8315EHC
- 8317EHC to 8337EHC inclusive
- 8339EHC
- 8345EHC to 8349EHC inclusive.

## Transit Certificates

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.

It is the responsibility of the Exporter to confirm whether an EHC is required for the transit of an EU or non-EU 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. 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 an EU country, the consignment will require a certificate to meet the requirements of transiting the EU. Exporters will need to apply for an EU EHC to meet the requirements of EU transit on the EHC Online service.

## Pre-export 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. Exporters can apply for a pre-cert on the EHC Online service for the following EHCs:

- 304EHC
- 338EHC
- 1073EHC
- 1100EHC
- 2536EHC
- 3389EHC
- 4286EHC
- 5308EHC
- 5309EHC
- 5973EHC
- 6062EHC
- 6170EHC
- 6376EHC
- 7493EHC
- 7760EHC
- 7848EHC.

Pre-certs will be dispatched to you for certification the next working day after receipt of application submission, regardless of the final date of export.

Pre-certs will be dispatched to you in one of two ways:

- by post if the Exporter has requested the pre-cert to be printed on crown watermarked paper
- by email if the Exporter has requested the pre-cert to be printed on plain white paper, or dithered watermarked plain paper.

Pre-certs will appear in your Certifier dashboard and will require you to record your Decision like other certificates in EHC Online, see Decision and Confirmation section below.

## Assisted Digital Certificates

Assisted Digital certificates are created by APHA in EHC Online where an exporter is unable to submit the application digitally within the service.

Once Assisted Digital applications are created by APHA, a record of the case will display in your dashboard with the status Dispatched but you will not be able to access the case digitally. The EHC will either be:

- printed and posted to you by APHA, if the EHC is required to be printed on crown watermarked paper
- emailed to you, if the EHC can be printed on plain white paper.

After you have certified the EHC you must return a certified copy of the EHC to APHA. This will enable APHA to update the status of the case to Approved on the service. The certified copy of the EHC can be returned to APHA by email to: [exports@apha.gov.uk](mailto:exports@apha.gov.uk)

## Case Management

The Case Management page is in the dashboard for your certification work. From this page you have four options to select from:

- Cases to review
- Cases to pre-check
- Upcoming cases
- Cases to close.

### Cases to Review

The Cases to Review page will display all cases that have been processed by CITC, dispatched to you as the nominated Certifier and are awaiting the certification procedures to be undertaken by you. The cases in the section will all have a cases status of Dispatched.

### Cases to Pre-check

Certain certificates in EHC Online require the Certifier to complete pre-checks prior to CITC being able to process and dispatch the certificate. When the exporter submits an application to EHC Online that requires a pre-check, these cases will automatically route into the Certifier Portal with the status of Certifier Action. The cases that require a Certifier pre-check include the 7006EHC and the APHA Veterinarian signed EHCs. These cases cannot be processed by APHA until the Certifier has completed the pre-check and submitted the application.

## Upcoming Cases

The Upcoming Cases page will list cases that have been submitted to CITC by an exporter and are awaiting processing and dispatch from CITC to you as the nominated Certifier. Once a case has been processed and dispatched by CITC the case will move to the Cases to Review page. You can use the Upcoming Cases page to see which certificates have been applied for by the exporter and are awaiting CITC action.

## Cases to close

The Cases to Close page will list cases that have had Pre-checks or where the certifier has started to close the case but has been unable to proceed as the export health certificate has not been certified.

If you wish to see a list view of all of your cases, including completed cases you can select **All your Cases**.

If you wish to view any cases that have been placed on Pending by APHA, or cases that have been rejected or cancelled, then you will only be able to view these in the **All your Cases** view. Cases can be cancelled or rejected by you as the Certifier, or by APHA.

## Cases Not Returned

Once the export date of a Case is 30 days in the past, the EHC Online service will auto-generate a notification to you as a reminder to close the Case or close any certificates within a block or multiple certificate Case. This action is only required where you have certified any certificates the notification is referring to and have not recorded your Decision.

For block or multiple certificates, you will only receive one notification per Case record.

Once the notification has been dispatched the Case status or status for any certificates within the block/multiple certificate Case will change to Not Returned.

Cases and certificates that have changed to the Not Returned status can still be certified and you will be able to record your Decision to Approve, Reject or Cancel, see **Decision and Confirmation** section below.

## 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. These EHCs will appear on your Case Management Dashboard in the section **Cases to pre-check** and will have a status of Certifier Action. For the 7006EHC, it



is essential that only a Certifier approved and registered with the People's Republic of China completes these pre-certification checks.

In **Cases to pre-check** click **Summary** against the case that you wish to open. This will take you to take you to the **Manage case** page.

To complete the EHC, select **Continue**. In the tab **Certificate Information**, you can update any of the data entry fields that are blank or amend any data previously entered by the exporter by selecting **Change**, then click **Save and Continue** when complete. You can do this for each of the answers that you wish to update. You must ensure that there is data present on every data entry field.

You can preview your answers within the EHC by clicking on **Specimen Certificate**.

If all your answers are correct, click on **Continue**. You are then taken to the **Decision and Confirmation** page.

Tick the Approved button, complete your Full Name and SP number in Certifier Details the click **Accept and Submit**.

This will send the fully completed EHC to CITC who will process the EHC and return this to the Certifier by the delivery method selected in the application by the exporter.

Please note, CITC will be unable to action any 7006EHC applications until the Certifier Action is completed by the Certifier.

## Certificates signed by an APHA Veterinarian

Any application for a certificate that has to be signed by an APHA Veterinarian, must have a pre-certificate signed by an Official Veterinarian attached. These EHCs will appear on your Dashboard with a status of Certifier Action.

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 exporter should complete their application on EHC Online
- the exporter will attach an import permit (if applicable), manufacturer's declaration and authorised signatory declaration
- the exporter will then submit the application.

These EHCs will appear on your Dashboard with a status of Certifier Action for you to take the appropriate certification actions and submit the EHC to CITC.

You will then need to click **Summary**. This will take you to take you to the **Manage case** page.

The documents that the exporter has attached to the application will be in the **Attachments** tab on the **Manage case** page. In the Attachments tab you can open the supporting documents by clicking on **Download**.

To complete the EHC, navigate back to the **Export health certificate** tab then select **Continue**. In **Certificate Information** you can update any of the data entry fields that are blank or amend any data previously entered by the exporter by selecting **Change**, then click **Save and Continue** when complete. You can do this for each of the answers that you wish to update. You must ensure that there is data present on every data entry field.

You can preview your answers within the EHC by clicking on **Specimen Certificate**.

The **Specimen Certificate** will be used as the OV signed pre-certificate, therefore once you are sure that all answers have been completed correctly you will need to print it and then sign and stamp it.

If all your answers are correct, click on **Continue**. You are then taken to the **Decision and Confirmation** page.

Tick the Approved button, complete your Full Name and SP number in Certifier Details the click **Accept and Submit**. You must not make any further amendments to the application at this stage, so it is imperative that you ensure you have completed all the actions above before accepting and submitting the application.

The specimen certificate that you have signed and stamped will then have to be scanned and a copy will need to be attached to the application. To do this navigate back to the **Attachments** tab on the **Manage case** page then select **Add attachments**. Then click on **Choose file** once the appropriate document is attached select **Upload**. Click **Save and Continue**.

This will send the fully completed EHC to CITC who will process the EHC and return this to the exporter by the delivery method selected in the application.

Please note, CITC will be unable to action the application until the Certifier Action is completed by the Certifier.

For EHC's that are required to be signed by an APHA Veterinarian, Certifiers will not be undertaking the certification of the Export Health Certificate and therefore will not be required to complete the final Decision and Confirmation section on EHC Online. This action will be taken by CITC after the APHA Veterinarian has completed the certification.

There are no requirements for any for EU trade certificates to be signed by an APHA Veterinarian.

## 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 the exporter knows all the details that are required to be completed on the ET145 in advance of submitting their application on EHC Online, they can upload the ET145 into EHC Online with their application.

If the ET145 is being submitted by the Official Veterinarian, you will need to submit this by email 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)

Guidance on Countersignature procedures is available on the [APHA Vet Gateway](#).

Certificates for EU trade do not require countersignature by an APHA Veterinarian.

## Certifying EHCs

EHCs that are ready for you to certify will be displayed in your Case Management Dashboard cases in **Cases to review**. Please note that there may be more than one EHC in a case due to an exporter being able to apply for a block of the same EHC or apply for EHC's for multiple animals.

The way in which you certify each EHCs is dependent upon its type.

Refer to the specific Notes for Guidance and supporting documentation for the EHC you are certifying that are available on [EHC Form Finder](#).

Guidance on general certification procedures for export is available on the [APHA Vet Gateway](#).

Once the EHC has been certified, the original certificate can be given to the exporter and must accompany the consignment to the destination country.

## Selecting an EHC to certify

Certifiers click on **Summary** next to the case which has been dispatched.

This will take you to the **Manage Case** page. If the exporter has applied for a block of certificates or for multiple certificates they will be listed here.

In the **Manage Case** page there is also an Attachments tab. This is where you will be able to access any supporting documents that the exporter or CITC have attached to the exporter's online application. For EHC's that a certifier is required to print on white paper, the 618NDC and/or any other supporting documents will be saved in the Attachments tab.

## Review Information

There are three available actions to review the information on the certificate.

You can view the EHC by selecting **View Certificate**. This will display the EHC with the information completed by the exporter during the application process.

If the EHC is an "Other Certificate" that has to be printed by a Certifier and has blank fields that you wish to complete before printing, you can select **Editable Certificate**. This will

enable you to complete any blank fields that have not been completed by the exporter during the application process. This includes EHCs that are required to be fully typed by the importing country, so it is essential that these EHCs are fully completed before the EHC is printed. Please note you can only amend blue fields on an editable certificate.

Select **Review Certificate** against the EHC so that you can review the application information provided by the exporter. On this page the information provided by the exporter is separated onto two tabs, Certificate Information and APHA processing information. When all the information has been fully checked for accuracy, select **Continue** at the bottom of the page. This will take you to the Decision and Confirmation page.

Please note, any changes made through **Editable Certificate**, or **Review Certificate**, will only apply to the certificate you have chosen to edit, and other certificates within a block will not be amended.

## Multiple Certificates

If you have multiple certificates under the same Case ID these can all be closed together by using the tick box function beside each certificate serial number, then using the dropdown filter in **Review Selected** then selecting continue. This will then take you to the Decision and Confirmation page.

## Decision and Confirmation

This is where you can record your decision by selecting:

- Approve
- Reject
- Cancel

You need to enter the decision and close the certificate individually for each EHC certified that was issued as part of a block of certificates, even if you are certifying several EHCs from the same block at the same time. After taking this action the individual EHC status will change but the case will not be completed until a decision and confirmation has been entered for all EHC's that were issued in the block of certificates.

You must also enter the decision for EHCs that require Countersignature by an APHA Veterinarian.

## Approve

Select approve then enter your Certifier details - name and SP number (for Official Veterinarians (OV)).

Food Competent Certifying Officers (FCCO) should enter the five digits from their Non-Veterinarian (NV) stamp as the SP number. When completing the Identification Number, you will need to include the letters SP or NV before the numbers.

Select **Accept and submit**

You will then be asked **Has the certificate been signed and issued?** You should only close the certificate if the export health certificate has been signed. Therefore, if the export health certificate has been signed and issued then select **Yes, I'm ready to close the certificate.**

If the export health certificate has not been signed and issued then select **No, no yet.** Once you have signed and issued the export health certificate you will be able to access the case from Cases to Close section of the dashboard.

If you have selected **Yes, I'm ready to close the certificate**, you will move on to the Close certificate page where you will need to complete the date that the certification took place, then select **Close this Certificate**. It is important to enter the actual date that certification took place and not the date you are closing the certificate. Entering the date you are closing the certificate can affect applications for replacement certificates, if one is required.

If you are closing a certificate for EU trade, you will also be asked to complete the date that the disease clearance was performed. Guidance on how to complete the disease clearance checks can be found on the Vet Gateway:

[http://apha.defra.gov.uk/External\\_OV\\_Instructions/Export\\_Instructions/Certification\\_Procedures/index.htm](http://apha.defra.gov.uk/External_OV_Instructions/Export_Instructions/Certification_Procedures/index.htm)

Once you have closed the certificate the certificate status will change to Certified.

If there is only one certificate to certify then the Case ID status will change to completed. If the case includes a block of certificates, the Case ID status will remain as Dispatched until all of the certificates have been certified.

For blocks of certificates the process above will need to be completed for each EHC.

## Rejected or Cancelled Certificates

If you reject or cancel a certificate you must state the reason why.

Enter your Certifier details - name and SP number (for Official Veterinarians (OV)).

Food Competent Certifying Officers (FCCO) should enter the five digits from their Non-Veterinarian (NV) stamp as the SP number.

When completing the Identification Number, you will need to include the letters SP or NV.

Select **Accept and submit**.

You will return to the EHC certificate action page where the certificate status will now show as either Cancelled or Rejected.

If you reject or cancel a certificate you will need to write 'rejected' or 'cancelled' across the certificate and return it to the Centre for International Trade – Carlisle after you have recorded your decision in EHC Online. You can return the certificate by scanning it and emailing it to [exports@apha.gov.uk](mailto:exports@apha.gov.uk) or by returning it by post to CITC.

## Change of Status of an EHC

The status of an EHC could change due to a disease outbreak or a new version of an EHC being created because of a change in the destination country's import conditions.

In the event of a change of status of an EHC where the Certifier Portal indicates certification procedures have not taken place, CITC will contact you to advise you on the course of action required to be taken. This could include:

- a request for you to update the certificate Decision to Approved, where you have certified the certificate and the consignment has left the United Kingdom but you have not updated your Certifier Portal with your Decision, or
- cancellation of the certificate.

In the event of an EHC status changing to on-hold, all applications that have not yet been processed by CITC will be cancelled and you will receive a notification advising which cases this affects.

## Cancelling or replacing EHCs

A Certifier will be required to apply for a Cancel and Replacement Export Health Certificate on behalf of an exporter.

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

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

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, the exporter will need to contact CITC to request the original certificate is cancelled. The exporter will then need to re-apply for a new certificate to be issued.

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.

To apply for a cancel and replace certificate a Certifier will need to:

- Identify the original application in **All Your Cases** and click **summary** to open the case
- Click on the cancel and replace link
- Read the conditions for applying for a Cancel and Replace. If you still wish to proceed with the application, select **Yes** and continue
- You will be taken to the Change the Certificate Information page, where you can update the answer to any question, by clicking the blue hyperlink **Change**. You can do this for each answer you wish to update
- Click on the blue hyperlink **Preview these answers in a Specimen Certificate (PDF)** to preview your answers on the specimen certificate
- Upload any supporting documents by clicking on the blue hyperlink then click **continue**
  - You must provide a certified copy of the original certificate
- Select the cancellation reason from the list and click **continue**. Reasons for requesting a cancel and replacement certificate are:
  - EHC lost/damaged
  - Issues relating to BCP or importing country
  - Issues relating to logistics or transport
  - Admin error
  - Certification error
  - Other



- Provide more detail up to a maximum of 275 characters in the data field provided to support your cancel and replace application
- Read the declaration and then click **agree and submit**
- You will receive confirmation that the request has been submitted for the cancel and replace application, as well as the certificate reference number.

## Cancelling and Replacing a Replacement Certificate

If a cancel and replacement of a replacement certificate is required, you will need to make a further application by following the above instructions. 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](mailto:Exports@apha.gov.uk)

## Replacement EU EHCs

Article 5 of Commission Implementing Regulation (EU) 2019/628 only permits replacement certificates to be issued where an administrative error has been made or where the initial certificate has been damaged or lost. The replacement certificate shall not modify information in the initial certificate concerning the identification, traceability and health guarantees of consignments.

Certifiers should ensure every precaution is taken during certification procedures to ensure errors are not made on EU EHCs. If errors are found by the BCP of entry in the EU, consignments may be rejected. Rejection of a consignment could result in the consignment being:

- held pending a replacement EHC being issued, if it is possible to issue a cancel and replacement EHC
- returned to Great Britain, or
- destroyed.

You can view cancel and replacement 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

In the Case Management Dashboard, you will see that the case has moved to **Upcoming Cases**, the case status is **processing**, and a new Case ID has been allocated.

Once CITC have completed their checks and processed the cancel and replacement EHC, the status is changed to **Dispatched** and is visible in **Cases to Review**.

## Certified Copies of EHCs

Ensure that photocopying facilities will be available at the place where certification is to be completed or take a suitable portable photocopying machine. If neither alternative is available, Certifiers should make a photocopy of the certificate before travelling to the place of certification and use carbon paper to make an accurate copy when completing the certificate.

Make a photocopy of the certification i.e. EHC, supplementary certificate and schedules to the EHC.

Mark the photocopy as 'Certified Copy' and initial.

In respect of Third Country EHCs, Certifiers are only required to return a certified copy of EHCs issued using EHC Online to CITC within seven days for the following commodities:

- cattle
- pigs
- sheep
- goats
- Camelids.

Retain a copy of all EHCs and supporting documentation certified for two years.

Certifiers are not required to return any other certified copies of EHCs to CITC issued using EHC Online, however, CITC may request certified copies of EHCs and supporting documentation in order to complete Quality Assurance checks or if an issue arises with the consignment after certification.

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.

## Additional Information on Certified Copies of EU EHCs

A certified copy should only be made for the Certifier to retain themselves, or in the specific case of unattended consignments, by prior agreement with the BCP when the risk of the certificate getting lost is high. In this case the original should be forwarded to the BCP by post or courier and the certified copy accompanies the consignment.

A certified copy should not be forwarded to the importer for completion of CHED Part I or as an electronic copy to the BCP for advance checks, as the BCP will expect the EHC that travels with the consignment to be an exact match copy i.e. not annotated as 'certified

copy'. A standard colour or black and white copy of the original EHC can be sent to the importer and the BCP for advance checks prior to arrival of the goods with the EHC attached.

## Documents on EHC Form Finder and Subscribing to Updates

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.

It is advisable to check you are using the most recent version of Notes for Guidance (NFG) and other support documents from EHC Form Finder. At the bottom of each page on EHC Form Finder there are details of when the page was last updated.

Consider 'Subscribing to Feeds' if you want to receive an email informing you when a page on EHC Form Finder has been updated.

## Troubleshooting

<p>I am having a problem managing an EHC out of normal business hours. How do I proceed?</p>	<p>The Centre for international Trade – Carlisle (CITC) do not operate an out of hours system for export applications. If you are having problems managing an EHC you will need to contact CITC during normal business hours which are 08.30 – 17.00 Monday to Friday (excluding Bank Holidays).</p>
<p>I have tried to use the postcode lookup to select my 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 <b>I cannot find the address in the list</b></li> </ul>

	<ul style="list-style-type: none"> <li>The address will now be displayed for the selected postcode, but the street name field will be empty</li> </ul> <p>You can now enter the street name and the business details section will be indicated as complete.</p>
The Certifier Practice no longer wishes to undertake certification or no longer wishes to be registered on EHC Online.	If you no longer wish to have your Certifier Practice registered on EHC Online service, please contact CITC on 03000 200 301.
I am having problems printing an EHC (with the new dithered watermark) from my internet browser.	<p>We recommend using <b>Adobe Reader</b> if you are having difficulty printing the EHC from your internet browser:</p> <ol style="list-style-type: none"> <li>From your case management dashboard, click the blue hyperlink <b>Summary</b> next to the case to view the details of the case</li> <li>Click the <b>Editable Certificate</b> hyperlink on the summary screen</li> <li>Download the EHC via your browser (we recommend Google Chrome, Microsoft Edge or Internet Explorer for the best user experience)</li> <li>To open the downloaded EHC in Adobe Acrobat Reader: <ol style="list-style-type: none"> <li>Open Adobe Acrobat Reader</li> <li>From the menu bar, click <b>File</b>, and then <b>Open</b> – a new Open window will appear</li> <li>Navigate to the location of the PDF EHC on your computer</li> <li>Click to select the PDF EHC, and then click <b>Open</b></li> <li>The PDF EHC will open in Adobe</li> </ol> </li> <li>Click <b>File</b>, and then <b>Print</b></li> <li>The EHC will then print.</li> </ol>
I am having problems printing a block/multiple EHCs (with the new dithered watermark) from my internet browser.	<p>We recommend using <b>Adobe Reader</b> if you are having difficulty printing the EHC from your internet browser:</p> <ol style="list-style-type: none"> <li>From your case management dashboard, click the blue hyperlink <b>Summary</b> next to the case to view the details of the case</li> <li>Click the <b>Download All Certificates (PDF)</b> hyperlink on the summary</li> </ol>

	<p>screen</p> <ol style="list-style-type: none"> <li>3. Download the EHCs via your browser (we recommend Google Chrome, Microsoft Edge or Internet Explorer for the best user experience)</li> <li>4. To open the downloaded EHC in Adobe Acrobat Reader: <ol style="list-style-type: none"> <li>a. Open Adobe Acrobat Reader</li> <li>b. From the menu bar, click <b>File</b>, and then <b>Open</b> – a new Open window will appear</li> <li>c. Navigate to the location of the PDF EHC on your computer</li> <li>d. Click to select the PDF EHC, and then click <b>Open</b> button (multiple files can be opened using the Shift key)</li> <li>e. The PDF EHCs will open in separate windows in Adobe</li> </ol> </li> <li>5. Click <b>File</b>, and then <b>Print</b> for each EHC.</li> </ol>
<p>I can see a large white border around my EHC (with the new dithered watermark) when I print it.</p>	<p>You can resolve this by tweaking your printer settings to '<b>fit to paper</b>' or '<b>100%</b>'. You should avoid using the setting '<b>Fit to Paper</b>' if you have a large white border around the edge of the EHC when you print it.</p>
<p>The 12-digit code box is in a different position on my cancel and replacement certificate.</p>	<p>We have designed the EHC so that the 12-digit code box is clearly visible on all EHCs and does not cover any other information on the certificate. It is valid for the 12-digit box to be situated either on the top, or spine of the EHC.</p>
<p>The EHC is not legible when I scan the original certified certificate.</p>	<p>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.</p>
<p>I am experiencing varying print results to my colleague in the same office.</p>	<p>The print results of a dithered watermark EHC may vary depending upon the combination of internet browser (e.g. Microsoft Edge, Google Chrome) and device used to print the EHC. This can be</p>

	managed through your printer settings, or by using an alternative internet browser.
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## Further Guidance

Further guidance can be found on the enclosed GOV.UK and APHA Vet Gateway page:

- [APHA Vet Gateway – guidance on export certification](#)
- [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](#)