



Animal &
Plant Health
Agency

APHA Briefing Note 01/20

Reminder to check access to IT systems

Date issued: 21 January 2020

Purpose

To remind OV's carrying out Export Health Certification to check their IT access and health papers prior to conducting their certification visit.

Background

The Centre for International Trade – Carlisle operates from Monday to Friday, 08:30 – 17:00. Outside business hours, assistance to reset passwords or check export paperwork will not be available.

For exports being certified out of business hours, OVs must check their paperwork and their access to Export IT systems (such as TRACES) in plenty of time prior to certification; so that any issues can be resolved during business hours.

Official Private Veterinarian (OPV) vets please be aware that TRACES accounts lock after 120 days of inactivity.

Further Information

For further information, please contact Centre for International Trade – Carlisle:

Email: Exports@apha.gov.uk

Telephone: 03000 200 301.