



# Borders Bulletin


30 January, 2024



**Border Target Operating Model - 31st January 2024 Guidance**

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## 31 January 2024 BTOM Guidance

 Ahead of the introduction of health certification on imports of medium risk animal products, plants, plant products and high risk food (and feed) of non-animal origin from the EU at 00:01 on 31st January 2024, please find some important guidance for businesses.

## Updates inside

- **PDF Certificates (from 31st January 2024)**
- **Get Ready for new CHED import notifications from 31 January 2024**
- **DEFRA Guidance**
- **Animal & Plant Health Agency (APHA) Updated contact info**
- **Helplines**

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### PDF Certificates (from 31st January 2024)

GB authorities encourage the use of a digitally signed and verifiable GB export health certificate (EHC) in place of the paper version of the certificate. We will accept verifiable PDF certificates from TRACES and other EU/EFTA MS systems listed on GOV UK.

#### **Steps to Take**

The exporter must create the EHC in the system, ensure it has been digitally signed by the competent authority in the exporting country and download the EHC as a PDF format document.

The exporter needs to send the PDF to the person submitting the import notification so that it can be attached to the notification.

Where a verifiable PDF certificate cannot be provided by the EU or EFTA country exporting the goods, and a paper copy is used, a scanned copy must be uploaded to IPAFFS and the competent authority must send the original paper certificate to accompany the consignment. The scanned copy of the certificate must include any schedules and accompanying documents that are certified alongside the health certificate.

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## Get Ready for new CHED import notifications from 31 January 2024

From 31 January 2024 when you log into the Import of Products, Animals, Food and Feed System ([IPAFFS](#)) system, you will be prompted to complete the Common Health Entry Document (CHED) Part 1 import notification, in place of the current IMP notification for EU imports of Products of Animal Origin (POAO) animal by-products and germinal products, and High Risk Food and Feed of Non-Animal Origin (HRFNAO) to/via GB.

This will align with the CHED Part 1 import notification currently made for such products into GB from non-EU countries.

The next time you create and submit an import notification on IPAFFS from 12.01am on 31 January 2024, you will be prompted to complete the CHED Part 1 import notification, in place of the current IMP.

### **Be ready to correctly submit your pre-notification in IPAFFS:**

- [Click here](#) to watch the webinar recording for Importing HRFNAO (High Risk Food and Feed Not of Animal Origin) via the EU to GB: the new CHED Part 1 notification
- [Click here](#) to watch the webinar recording for Importing animal products from the EU to GB: New CHED Part 1 notification or read our [guidance](#) in Import Notifications

## DEFRA Guidance - New import controls are coming on 31 January

Get ready for the changes to SPS import controls for EU/EFTA imports to Great Britain

What changes are coming on 31 January 2024?

- The introduction of health certification on imports from the EU/EFTA of medium risk animal products, plants and plant products.
- The introduction of health certification on imports of high-risk food and feed of non-animal origin via the EU/EFTA.
- The introduction of import notifications for EU/EFTA products (ie not [Qualifying Northern Irish Goods](#)) from the island of Ireland to Great Britain.

- The introduction of the Common Health Entry Document (CHED) import notification in place of the IMP for import notifications of EU/EFTA imports of Products of Animal Origin (POAO) and for High Risk Food and Feed of Non-Animal Origin (HRFNAO) imported into GB via the EU/EFTA.

**Prepare for the changes that are coming:**

1. Know your risk-category – [use the online guidance to find the risk category of your commodity](#)
2. Ensure that your EU supply chain is preparing to provide you with health certificates and/or [phytosanitary certificates](#).

- From 31st January 2024, GB authorities encourage the use of a digitally signed and verifiable GB export health certificate (EHC) in place of the paper version of the certificate for live animals and Products of Animal Origin (POAO) imports from EU and EFTA countries where the PDF health certificate can be electronically verified. We will accept verifiable PDF certificates from TRACES and other EU/EFTA MS systems [listed on GOV UK](#).

## Animal & Plant Health Agency (APHA) Contact info

| When?  | Who?                                | How?   | Times                           |
|--|-------------------------------------|--|---------------------------------|
| For urgent BTOM/import queries for plants and plant products   | Animal & Plant Health Agency (APHA) | Email (priority route): <a href="mailto:phsi-importers@apha.gov.uk">phsi-importers@apha.gov.uk</a><br>Tel (secondary route): 03000 200 301 | 06:00 – Midnight, 7 days a week |
| For urgent BTOM/import queries for animals and animal products | Animal & Plant Health Agency (APHA) | Email (priority route): <a href="mailto:imports@apha.gov.uk">imports@apha.gov.uk</a><br>Tel (secondary route): 03000 200 301               | 08:30 – 17:00, Monday to Friday |

## Helplines

**Here is the list of helplines you may find useful.** We have added hyperlinks that will take you to pages that provide extra information such as the opening hours for the helpline all of which have sufficient capacity to support businesses. • HMRC Customs & International Trade Helpline - 0300 322 9434

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- HMRC Imports and Exports General Enquiries (including GVMS) - 0300 322 9434 ● New Computerised Transit System - 0300 322 7095
  - DVLA Contact Centre - 0300 790 6802
  - DVSA:
    - Vehicle Operator Licensing Enquiries - 0300 123 9000
    - International Road Haulage Permits - 0330 678 1117
  - The Office for Product Safety and Standards - 0121 345 1201
  - MHRA Customer Service Centre - 020 3080 6000
  - National Supply Disruption Centre - 0800 915 9964
  - Rural Payments Agency (RPA) Trader team - 0330 041 6500
  - Animal, Plant and Health Agency (APHA) - 0300 100 0313
    - IPAFFS general - 0300 100 0313
    - IPAFFS technical - 0330 041 6999
    - PEACH - 0345 607 3224
  - Defra Rural Services - 0300 020 0301
  - Environment Agency England - 03708 506 506
  - Forestry Commission - 0300 067 4000
  - Fish Exports Helpline - 0330 159 1989
  - The Intellectual Property Office - 0300 300 2000
  - BEIS Public Enquiries Helpline - 020 7215 5000
  - BEIS Business Support Lines:
    - England - 0800 998 1098
    - Scotland - 0300 303 0660
    - Wales - 0300 060 3000
    - Northern Ireland - 0800 181 4422
  - Citizen Advice Consumer Helpline - 0808 223 1133
  - Department for Education Helpline - 0370 000 2288
  - Home Office - UK Visas & Immigration Helpline - 0300 790 6268
  - Home Office - EU Settlement Scheme Application Resolution Centre - 0300 123 7379

### **Import and Export Guidance**

- Import/export general enquiries can be made directly to HMRC via:

Telephone - 0300 322 9434

Textphone - 0300 200 3719

You can also [speak to an adviser online](#) about general import and export queries.

DEFRA also provides guidance regarding commodity codes [here](#). If you would like to contact DEFRA, they have a number of helplines which can be found [here](#).

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