

AVP Portal- DECOL- Un-cancellation- Restoration of a Previously Cancelled EHC Application

- If, after the cancellation of an application, the exporter or portal user decide that the application was cancelled in error, it is possible to have the application un-cancelled and restored to it's original state as a new application.
- To do this, the portal user must go into the 'Recently Processed' menu, go into the 'Submission Details' tab of the affected application and identify the DAERA processing office associated to the application.

Submission Details	
Destination Type	Other third country (non EU)
Unique Certificate Number	23/3/145020
Info Request Status	Received
Avp Domain Id	10060
12 Digit Id	3612-8100-2077
Received Date	22/05/2023 08:04
Status	AVP Cancelled
Requesting Exporter	John Smith
Commodity	Live Animal - Private export of Pet dogs, cats, small mammals, avian, exotics
Destination	Australia
Email Address	Johnsmith@guerrillamail.com
Processing Office	DAERA Direct Armagh

- Once the DAERA processing office has been identified, the portal user must obtain the contact details of the relevant office from this web page;

<https://www.nidirect.gov.uk/contacts/daera-direct-offices>

- The portal user must send an email to the DAERA processing office to request and provide the reasoning for the un-cancellation and return of the application to its original state as a new application. The naming convention for the email must be

'DECOL- {Practice Name} AVP Portal Un-cancellation Request for {23/3/123456}'

Send	From	Testermageesurgery@guerrillamail.com
	To	DAERA Direct Armagh
	Cc	
Subject		DECOL- Tester Magee Veterinary Practice- AVP Portal Un-cancellation Request (23/3/145020)

Good afternoon

I had cancelled application 23/3/ 145020 but my exporter has called to advise that it was correct information on the original after all.

Can you please un-cancel and return to my portal?

Thanks

Tester Magee RCVS

- When DAERA have returned the application to its original state as a new application, the portal user will receive an email to alert them. This email will contain the reasoning from DAERA for accepting the request to un-cancel.

From: noreply@daera-ni.gov.uk, To: testermageesurgery, Date 2023-05-25 14:33:45

EHC Submitted for Assessment

Reference: 23/3/145020

An EHC application and supporting documentation (where available) has been **returned** to your AVP Portal and submitted for your assessment (Unique Ref: 23/3/145020)

Tester Magee has contacted the office to request that this certificate is un-cancelled. Un-cancelled today and returned to their AVP Portal

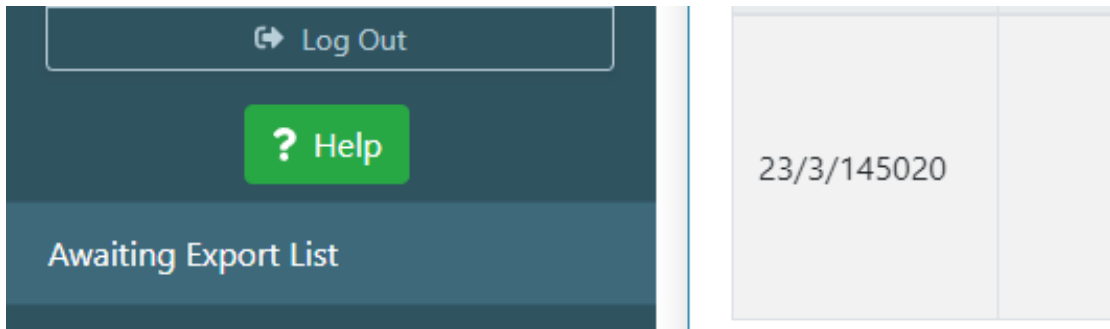
Please login to the **Portal** to view this record

Regards

DAERA Customer Services Branch

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- The application will be available in the user's portal again in the 'Awaiting Export' List.



- If the portal users goes into the 'Submission Details' tab of the application, they will see any previous processing comments they entered when dealing with the application originally but they will be able to process it as a fresh application.