

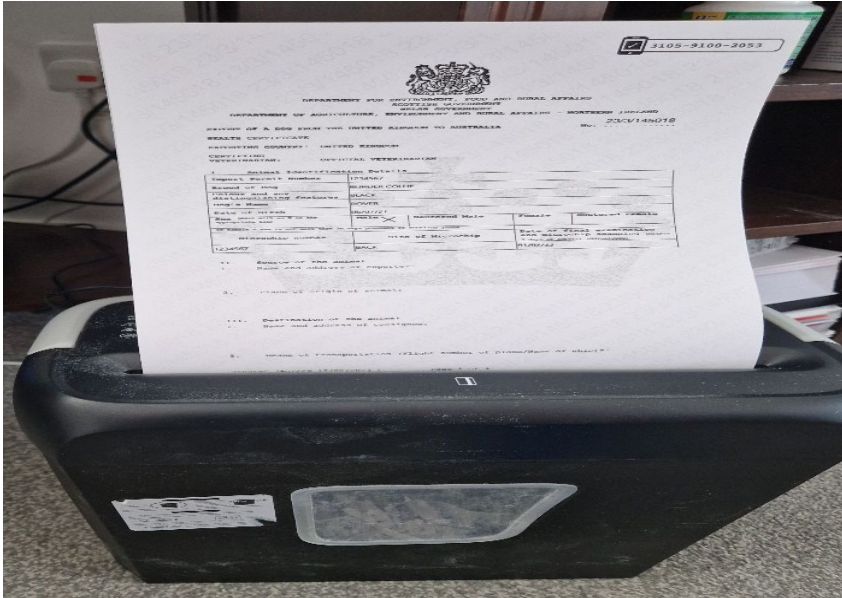
# AVP Portal- DECOL- Cancelling an EHC Application

- In some cases, the portal user may need to cancel an application. The most common scenario in which cancellation may be required is when the exporter or vet become aware of an error in a certificate **that has already been issued and is in the public domain**. In such instances, the original hard copy certificate must be retrieved by the vet before the application is cancelled to allow the issue of a replacement.
- When the original hard copy certificate has been retrieved, the vet must endorse it with the word 'Cancelled', take a scanned image;

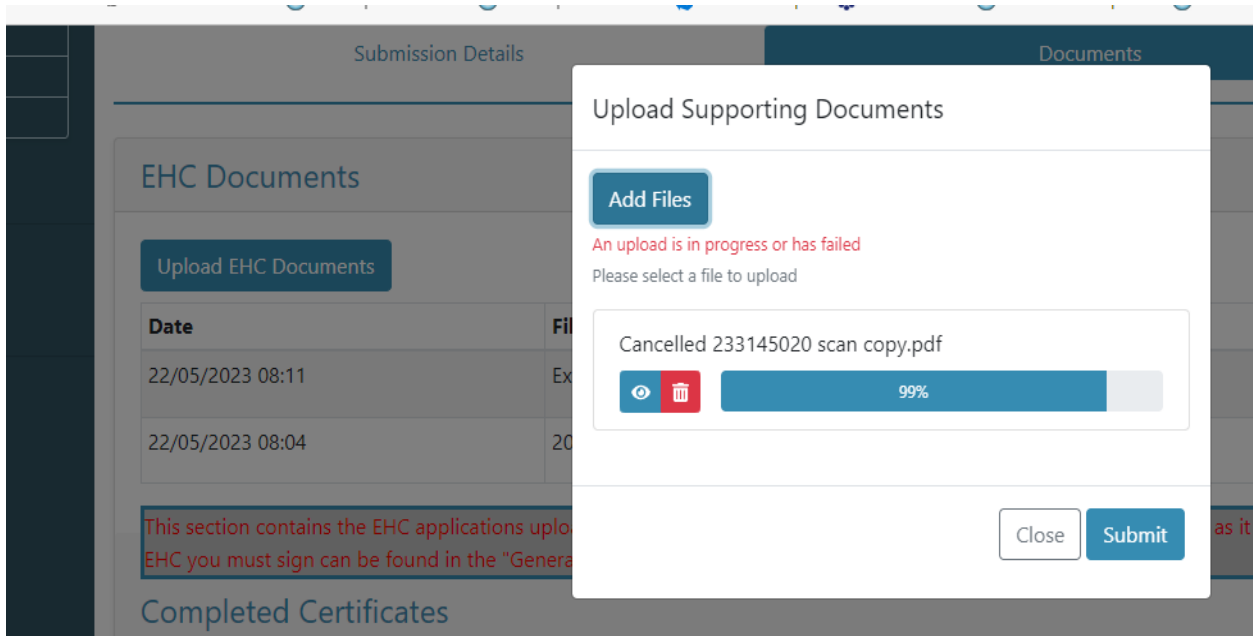


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...and then destroy the retrieved hard copy



The scanned image must be uploaded to the 'Supporting Documents' section of the cancelled application with the naming convention **Cancelled {23/3/123456} Scan Copy**



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- To complete the cancellation procedure in the AVP Portal, the portal user must then navigate to the **Submission Details** tab of the application to be cancelled.
- The portal user must select the  button. This opens a dialogue box where they must record the reasons for cancellation before clicking 'submit'.

### Cancel Application

This will mark this application as cancelled.  
Once cancelled the application can no longer be updated.

\* Please use the comment box below to explain the reason for cancellation.

I am cancelling this application because the exporter has advised that the cert that I issued has incorrect veterinary info

- The portal user will be returned to the **Submission Details** screen where they will note the following

- Status has changed to 'AVP Cancelled'
- Cancellation/Certifying officer identity and comments have been recorded
- Date of Cancellation is recorded

### 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
Dispatch Premises	Smith HQ
Phone Number	+442890123456
Approved Veterinary Practice Id	322483
Approved Veterinary Practice Name	Tester Magee Veterinary Surgery
Time Of Loading	13:30
Date Of Loading	24/05/2023
Product Details	Pet Dog
Exporter Reference	
Exporter Comments	
Form Reference Number	2580 <span style="color: blue;">i</span>
Date Of Signing	21/05/2023
Certifying Officer	Tester Magee
Processor Comments	Hard copy couriered to exporter, scan copy uploaded to 'Completed Certificates' for return to DAERA
Completion Officer	testermagee@yopmail.com
Cancellation Officer	testermagee@yopmail.com
Cancellation Comments	I am cancelling this application because the exporter has advised that the cert that I issued has incorrect veterinary info
Date Of Issue Of Final EHC To Exporter	22/05/2023
Application Closed	22/05/2023
Date Cancelled	24/05/2023

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- The application will still appear in the **Recently Processed** list but will have a status of 'Cancelled'.

23/3/145020	24 May 2023	DAERA Direct Armagh	Live Animal - Private export of Pet dogs, cats, small mammals, avian, exotics	Australia	Smith HQ	Received	John Smith	Cancelled	<a href="#">View Detail</a>
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**NOTE: If cancelling an EHC application in the Portal, it is the responsibility of the Portal user to notify the exporter of the cancellation and advise them to make a new application.**