

AVP Portal- DECOL- Requesting/Providing and Receiving More Information from DAERA and Exporters

In some applications, further information may be required to allow the portal user to certify. In these cases, the user can initiate contact with either DAERA or the Exporter by using the tools and information available within the Portal.

Requesting/Providing Information from DAERA

To request or provide more information to the DAERA processing office associated to the application, the Portal user can click the 'Contact DAERA' button.

Submission Details	
Destination Type	Other third country (non EU)
Unique Certificate Number	23/3/144998
Avp Domain Id	10060
12 Digit Id	3362-1100-1928
Received Date	02/05/2023 11:45
Status	Awaiting Export Confirmation
Requesting Exporter	John Smith
Commodity	Live Animal - Private export of Pet
Destination	China
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	04/05/2023
Product Details	Pet Dog
Exporter Reference	
Exporter Comments	
Form Reference Number	7006 ⓘ

View Transactions | **Contact Daera** | Complete | Cancel Application

This will bring them to the Request For Information (RFI) page. Users will note that

- There is a box to enter the details of the request.
- There is a facility to attach documents where appropriate

* Additional Information Request

Dear DAERA, you have not sent me the required VSSPT to allow me to certify this application for the exporter.
You have sent me the VSSPT for a different commodity (please see attached).
Please can you provide the required document

Please ask additional information you require to issue the certificate.

Click Add Files to select supporting file(s).

Add Files

Please select supporting documents to upload

Disease Clearance Info uploaded by CSB.docx



Close

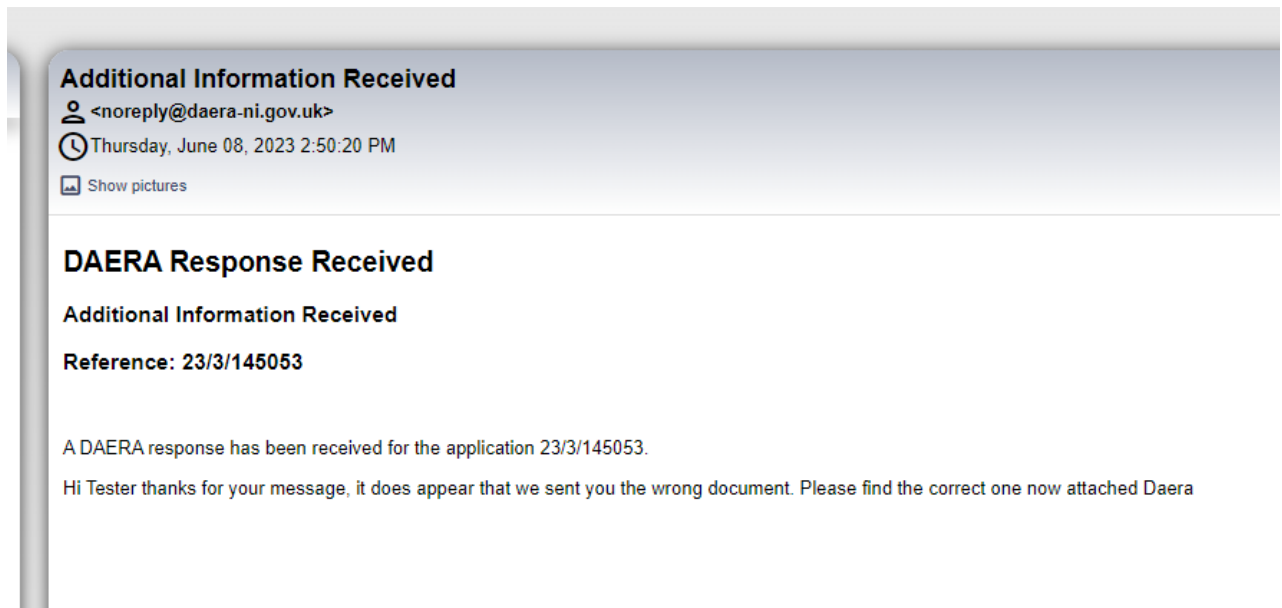
Send

- Clicking the 'Send' button will submit the RFI to the DAERA processing office that initially sent the application to the AVP and continues to be associated to it. The details of the communication will appear in the system on the DAERA side and the recipient will also receive an email alert to notify that the portal user has requested or provided further information.

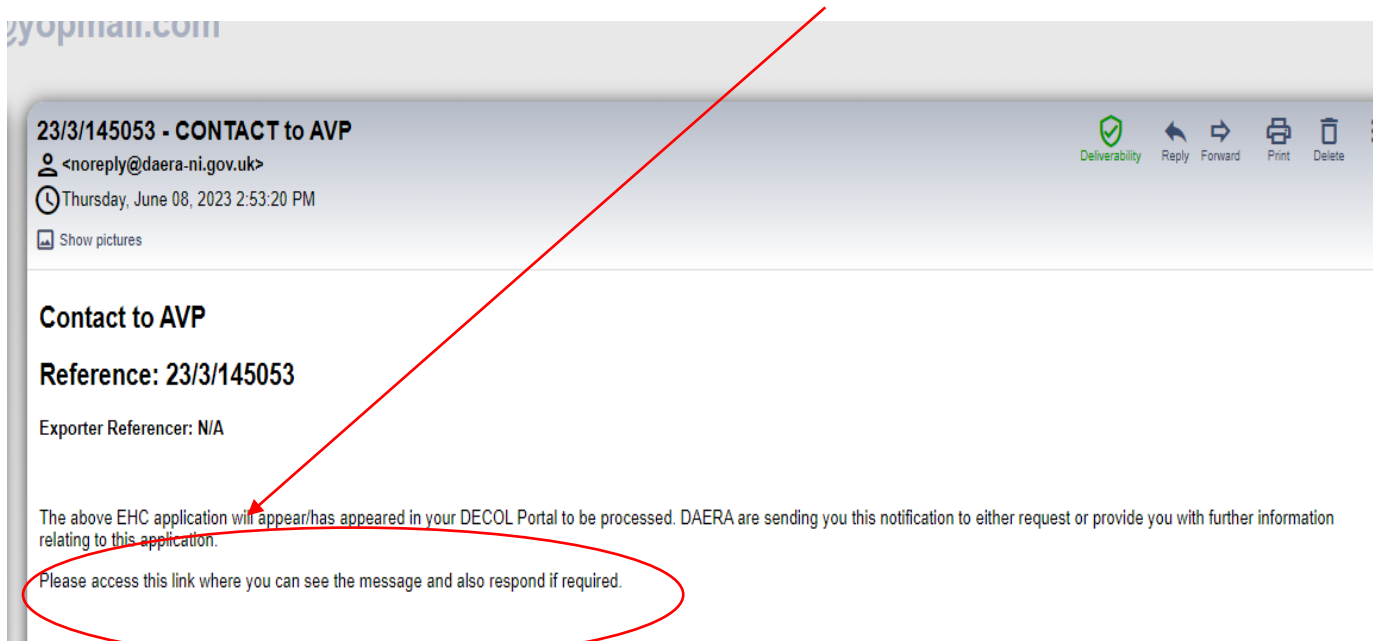
Receiving Information from DAERA

- Portal Users can receive further communication from the DAERA processing office in the form of an email to the inbox associated to the practice portal account.
- This email will contain the unique reference number of the application to which the communication relates and will either be a;

Daera response to an RFI issued by the Portal user



OR A standalone communication initiated by the DAERA processing office. In this scenario, there will be an embedded link containing the communication



Clicking this link will display the communication and allow the portal user to respond if required.

Message Details

Date Sent: 08/06/2023, 14:52:54

Request Message:

Hi Tester.

We are just contacting to let you know that this exporter called into the DAERA Direct office today to enquire about their application and we have directed them to you as the certifying officer.

thanks

DAERA

Original Unique Certificate Number	23/3/145053
Date Of Loading	08/06/2023
Processing Office	DAERA Direct Armagh
Commodity	Live Animal - Private export of Pet dogs, cats, small mammals, avian, exotics
Destination	Australia
Dispatch Premises	wt

Response

* Response

Please enter your response to this request.

Please provide any documents or file(s) required.

Click Add Files to select supporting file(s).

Add Files

Please select supporting documents to upload


Submit





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Requesting/Providing More Information from/to the Exporter

A portal for exporters is in development, meaning that there will soon be a 'Contact Exporter' button, similar to the 'Contact DAERA' button. Until that is operational, to request/provide more information to/from the exporter, the user must obtain the exporter's contact details from the 'Submission Details' tab and contact them independently from the system. Details for the exporter contained within this tab include;

- Name
- Dispatch Premises Address
- Email Address
- Contact Telephone Number



Submission Details	
Destination Type	Other third country (non EU)
Unique Certificate Number	23/3/144998
Info Request Status	Requested
Avp Domain Id	10060
12 Digit Id	3362-1100-1928
Received Date	02/05/2023 11:45
Status	Awaiting Export Confirmation
Requesting Exporter	John Smith
Commodity	Live Animal - Private export of Pet dogs, o
Destination	China
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	04/05/2023
Product Details	Pet Dog
Exporter Reference	
Exporter Comments	
Form Reference Number	7006 

 View Transactions  Contact Daera  Complete  Cancel Application

TIP It is recommended that the email address is used, particularly if the user is requesting further documentation, as this documentation can then be uploaded by the user into the system once it is received.

▲

Further Info required to Process EHC Application

 **Tester Magee**
To  'johnsmith@guerrillamail.com'

Good morning John

I am your nominated private veterinary practitioner and I am certifying your EHC application that you made in DECOL.

I need you to please provide me with a fresh copy of the EHC filled out as the information you entered in section 4(ii) was not quite right.

Kind regards

Tester Magee

Receiving More information from the Exporter

Exporters can provide further information either by;

- responding to the email issued by the portal user

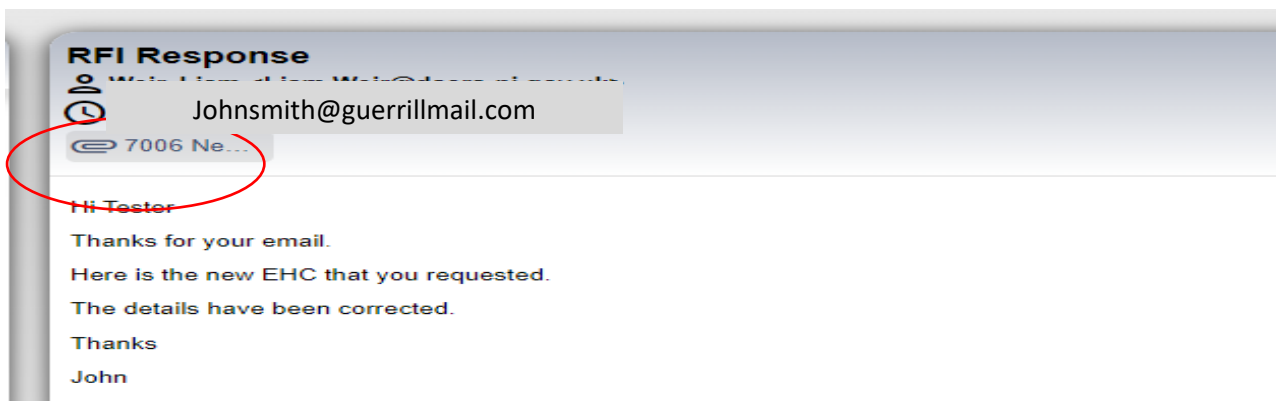
OR

- by independently using the Further Information link provided in their automated application confirmation email.

Exporter Responses to a Request For Information Email

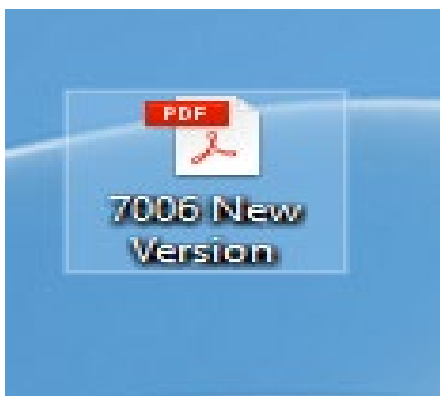
Further documentation that is received via email response from the exporter to an RFI must be uploaded to the Portal once it is received.

If the exporter has sent a **fresh version of the EHC;**



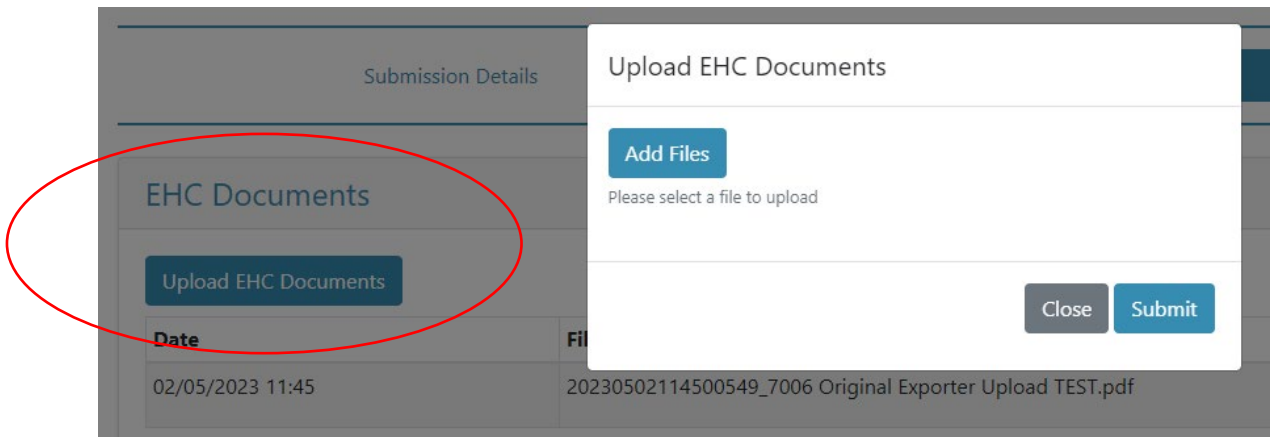
The user must upload this to the Portal by;

- Moving the document from the email to the computer desktop

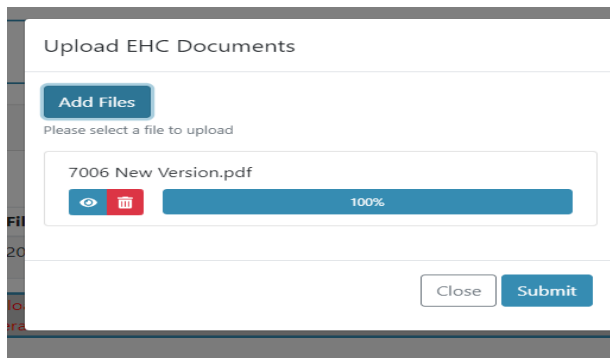


- going into the 'Documents' section of the application.
- Going to the 'EHC Documents' section

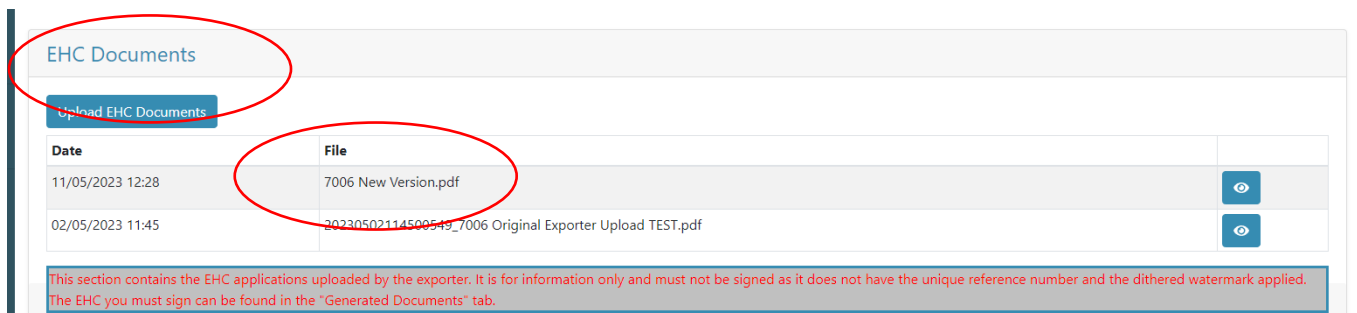
- Selecting the 'Upload EHC Documents' button
- Selecting the 'Add Files' button on the new modal window



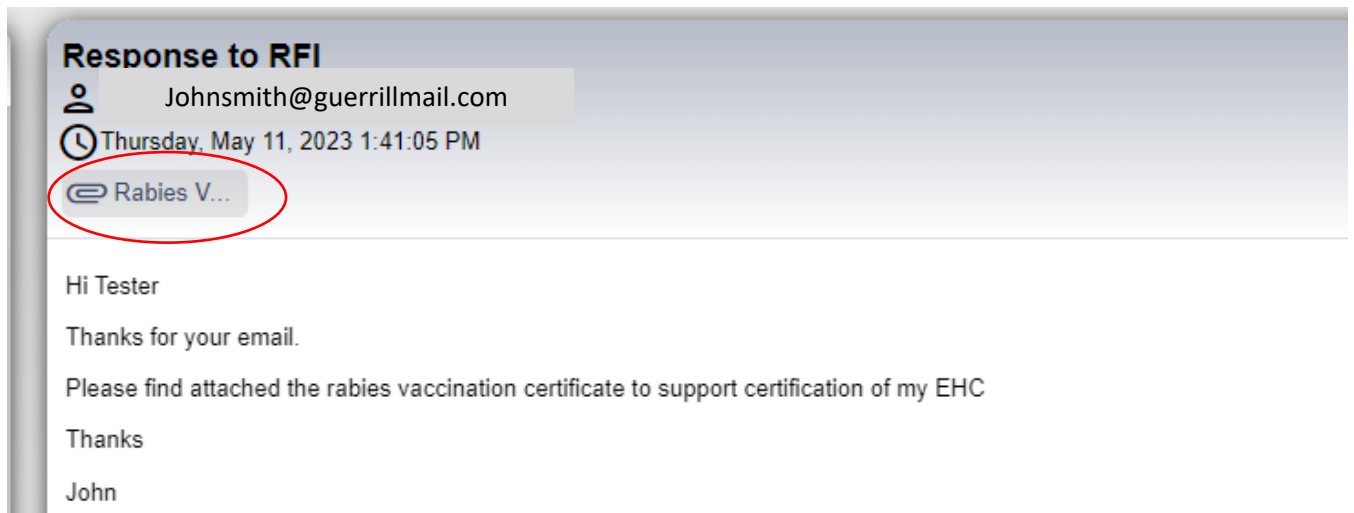
- Browsing the computer files, finding the document on the desktop and selecting it for upload by clicking 'Submit'.



- The document will now be uploaded to the system. **NOTE- It is important that only EHC documents are uploaded into this section.**



If the exporter has sent any other supporting documentation (**excluding an EHC**)

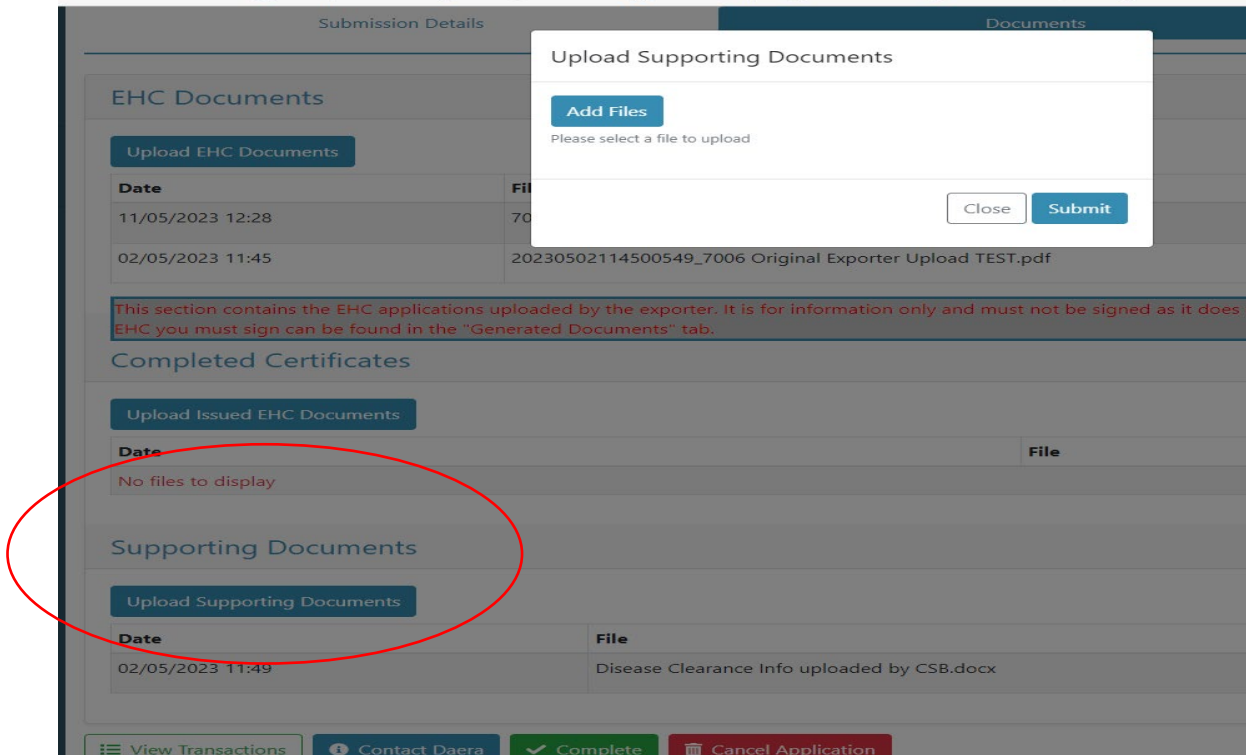


The user must upload this to the Portal by;

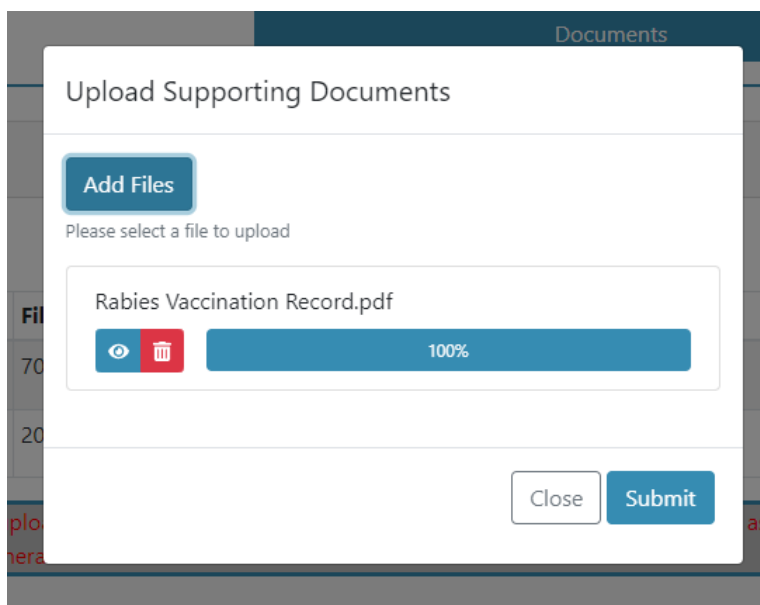
- Moving the document from the email to the computer desktop



- going into the 'Documents' section of the application.
- Going to the 'Supporting Documents' section
- Selecting the 'Upload Supporting Documents' button
- Selecting the 'Add Files' button on the new modal window



- Browsing the computer files, finding the document on the desktop and selecting it for upload by clicking 'Submit'.



- The document will now be uploaded to the system. **NOTE- It is important that only Support documents are uploaded into this section.** EHC templates must not be placed in this section.

Supporting Documents

Upload Supporting Documents

Date	File	
02/05/2023 11:49	Disease Clearance Info uploaded by CSB.docx	
11/05/2023 14:27	Rabies Vaccination Record.pdf	

Receiving Further Information from the Exporter from their Confirmation Email RFI link

- When the exporter receives their automated confirmation email at initial application stage, it contains a link that allows them to upload additional information if they think it is required.

Thank you for your application (Unique Ref number:23/3/145008) which has been submitted for processing.

If you have to contact us about your application or submit further information please contact [DAERA Direct Regional Office](#), [Local Authority Office](#) c quoting this unique reference number.

You can submit additional information up until the date of export at the following [link](#).

Details of your application

Exporter Reference: N/A

Commodity: Live Animal - Private export of Pet dogs, cats, small mammals, avian, exotics

Product details: Pet Dog

Dispatch premises: Smith HQ

Destination: China

Processing office: DAERA Direct Armagh

Date Submitted: 11 May 2023

We will aim to process Live Animal - Private export of Pet dogs, cats, small mammals, avian, exotics applications within 3 working days

Regards

DAERA Customer Services Branch

- When the exporter clicks on the link, they will see the further information template where they can send a message and upload additional documents

Unique Ref	Requesting Exporter	Dispatch Premises	Commodity	Entry Country	Exit Country	Destination	Processing Office	Email Address	Exporter Ref.
23/3/145008	John Smith	Smith HQ	Live Animal - Private export of Pet dogs, cats, small mammals, avian, exotics			China	DAERA Direct Armagh	liam.weir@daera-ni.gov.uk	

* Please provide any additional information to support your application

I made a mistake on the EHC.
Also, I forgot to upload the Rabies Vaccination Record with my original application please see attached
thanks, John

* Date of Loading

15/05/2023
Pick a Date

Date of loading from premises of dispatch. NB: If the Date of Loading is changed on the day of loading / day prior to loading, you must also notify the certifying office.

Please use the "Add File" button to upload your EHC PDF Application.

Add File

Please select a file to upload

New Version of EHC.pdf

👁
🗑

100%

Please use the "Add Files" button to upload your supporting documentation.

Add Files

Please select a file to upload

20230511155014565_Rabies Vaccination Record.pdf

👁
🗑

100%

Submit

- The Portal user will receive an email alert to advise that an exporter has independently uploaded further information

Additional Information Received

Reference: 23/3/145008

Additional Information has been submitted for the application 23/3/145008

Please login to the Forms Portal to view this response.

- Any additional documents that have been uploaded by the exporter will appear in the 'Documents' section of the application in the Portal.

The screenshot shows the 'Documents' tab of an application in the Forms Portal. The page is divided into three main sections: 'EHC Documents', 'Completed Certificates', and 'Supporting Documents'. Each section has an 'Upload' button and a table of documents. Red circles and arrows highlight specific documents in the 'EHC Documents' and 'Supporting Documents' tables.

EHC Documents

Date	File	
15/05/2023 11:26	20230515112610232_New Version of EHC.pdf	
15/05/2023 11:18	20230515111849597_7006EHC_NI_V3__Secured_.pdf	

This section contains the EHC applications uploaded by the exporter. It is for information only and must not be signed as it does not have the unique reference number and the dithered watermark applied. The EHC you must sign can be found in the "Generated Documents" tab.

Completed Certificates

Date	File
No files to display	

Supporting Documents

Date	File	
15/05/2023 11:26	20230515112615734_Rabies Vaccination Record.docx	

Navigation buttons: View Transactions, Contact Daera, Complete, Cancel Application