

General errors

Common Error 1: Low risk consignments with no accompanying commercial documents

Guidance: Low BTOM risk category consignments must come with relevant commercial documents from the supplier. Traders do not need to provide a health certificate. Low risk consignments will not be subject to routine documentary, identity and physical checks. However, from 30 April 2024 checks may still be undertaken where intelligence indicates a specific risk.

Guidance on what a commercial document accompanying a low risk should contain is available [here](#) for animal products for human consumption.

Common Error 2: Composites being incorrectly categorised

Guidance: Goods are being incorrectly identified as composite products, and therefore classified as low risk when this is not the case. Traders need to ensure their exporter has confirmed that product is a composite following the process set out [here](#).

Common Error 3: Multiple health certificates attached to a single pre-notification

Guidance: Generally, each health certificate should be attached to a single import notification. This means a mixed load containing multiple medium risk goods should have multiple import notifications.

'Compound' products (a single product containing medium risk POAO which does not meet the definition of a composite) would be treated differently. Further guidance on 'compound' products is forthcoming.

Export Health Certificate Errors

Common Error 7: Attestation incorrectly deleted

Guidance: Check attestations are completed in accordance with the model certificate 'notes for completion' and all non-applicable attestations are correctly deleted or omitted from the certificate.

Deletions carried out by hand must be initialled and stamped.

If completed electronically as a verifiable PDF the signature and stamp per page is sufficient.

Common Error 8: Incorrect model certificate provided

Guidance: Competent authorities in EU countries must provide a health certificate to exporters of animals and animal products to Great Britain (England, Scotland and Wales), the Channel Islands and the Isle of Man.

The model health certificates cover all of the import requirements for animals and animal products in Great Britain, the Channel Islands and the Isle of Man.

Traders must not directly copy the model health certificates provided on GOV.UK. Competent authorities should create their own official documents for use by exporters. These should include all the information from the model certificates.

Certain consignments have been imported using certificates bearing the 'model certificate only' watermark that have been downloaded from Gov.uk.

If the product is medium risk and no EHC is provided for it on Gov.uk, they may need an import license or authorisation. More detail is available [on Gov.uk](#)

If the product is medium risk and an EHC is provided for it on Gov.uk but traders are unable to obtain an EHC from an EU competent authority, you should contact imports@APHA.gov.uk

Common Error 9: Signature errors

Guidance: If a paper certificate is used it must bear the signature and stamp of the certifying officer.

Verifiable PDF certificates must bear a valid digital signature.

Common Error 10: Pages not numbered or numbered incorrectly

Guidance: All pages of the certificate must be sequentially numbered.

Common Error 11: No regionalisation code provided

Guidance: If a product is subject to regionalisation measures, you must include the correct regionalisation code as selected from the list on [Gov.uk](#)