

Addressing problems with phytosanitary certificates

The phytosanitary inspection services of Japan will closely examine your export-related documents used for shipping. Document failures are not accepted. The most effective way to avoid problems is to double check the accuracy and completeness of the documents accompanying the products and goods you are exporting to Japan. Based on Japanese law, the original phytosanitary certificate (no scanned copy) is required in order to proceed with the import inspection. Problems arise when errors are found on the certificate or the document is lost on route to Japan.

In case of problems

If errors are found on a phytosanitary certificate issued for a shipment to Japan, or the original phytosanitary certificate has been lost on route to Japan, the Japanese authorities may instruct the importer or freight forwarder of the shipment to send a replacement certificate issued by the Dutch authorities. In such cases, the Dutch exporter is advised to follow the following procedure.

1. The exporter finds out how and by whom the errors were made, and reports the problem to the General Inspection Body (Nak, KCB, BKD or Naktuinbouw) which is responsible for the issuance of phytosanitary certificates.
2. The exporter makes a request to the General Inspection Body for the issuance of a replacement certificate.
3. The General Inspection Body is appointed by the NVWA to decide whether a replacement certificate will be issued. In special circumstances, the General Inspection Body will issue a replacement certificate in consultation with the NVWA.
4. The **original** replacement certificate should be sent to the Japanese Plant Protection Station at the port of entry.
5. The Plant Protection Station will make a final decision on whether or not the replacement certificate may be accepted.

In the unlikely event the problem remains unresolved after the replacement certificate is submitted to the Plant Protection Station, contact the Agricultural Office of the Netherlands Embassy (Attn. Ms. Yuko Saito, tel. +81 3 5776 5492). Please be aware that the Embassy cannot issue a letter or any other official document on the authenticity of the replacement certificate solely at the request from an exporter or an importer. It is only when the above steps are followed and the problem remains unresolved that the Embassy may issue an official document following direct instructions from the General Inspection Body or the NVWA.

Temporary measure related to the COVID-19 pandemic*

As a temporary measure to deal with disruption in transportation and logistics caused by Covid-19, the Plant Protection Station accepts a PDF copy of the original replacement certificate (paper version) provided that the original form follows at a later stage. In case of fresh vegetables, the exporter should request KCB for a replacement phytosanitary certificate. KCB/NVWA will send a PDF **copy** of the replacement certificate **directly** to the Japanese authorities in order for the import procedure to continue. The exporter is responsible for sending the original replacement certificate to PPS. For further details, please contact the Planning & Control (P&C) of KCB (P&C@kcb.nl) or the Agricultural Office of the Netherlands Embassy (Attn. Ms. Yuko Saito; tel. +81 3 5776 5492).

* [WTO/SPS notification by Japan \(G/SPS/N/JPN/755\)](#)

[Annex 1: Procedure for temporary measures to accept scanned or hard copies of export certificates for plant health](#)