

## Addressing problems with veterinary certificates

The veterinary 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 veterinary 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 veterinary certificate issued for a shipment to Japan, or the original veterinary 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 NVWA which is responsible for the issuance of veterinary certificates.
2. The exporter makes a request to the NVWA for the issuance of a replacement certificate.
3. If the NVWA deems it appropriate, the NVWA issues a replacement certificate.
4. The **original** replacement certificate should be sent to the Japanese Animal Quarantine Service (the Ministry of Agriculture, Forestry and Fisheries) at the port of entry. In case of food products of animal origin, the original replacement certificate should be subsequently submitted to the Japanese Quarantine Station (the Ministry of Health, Labour and Welfare) at the port of entry.
5. The Japanese authorities 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 Japanese authorities, contact the Agricultural Department 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 NVWA.