



HM Government

UK TRANSITION



Using Imports of Products, Animals Food and Feed System (IPAFFS)

Frequently Asked Questions

Version 1.0 – 18.11.21



Imports of Products, Animals, Food and Feed System (IPAFFS)

IPAFFS Overview

1. What is IPAFFS?

[IPAFFS](#) is the import of products, animals, food and feed system (IPAFFS) and is the system used to notify the arrival of imports of live animals, animal products and high-risk food and feed not of animal origin into GB.

2. When did IPAFFS go live?

For EU Imports of Live Animals, Germinal Products and Products of Animal Origin under safeguarding measures, IPAFFS has been live since June 2020.

For RoW imports of Live Animals, Products of Animal Origin and High Risk Food Not of Animal Origin, IPAFFS went live November 2020.

For EU imports of Products of Animal Origin and High Risk Food Not of Animal Origin, IPAFFS went live March 2021 to enable notifications to be created from 1st January 2022.

3. Is there a test system on IPAFFS that we can use?

There is a link to a training environment on our [microsite](#). Note that you will need to register for a Government Gateway account to access the training environment.

4. Are there any charges for using IPAFFS?

No, there is no charge for using the IPAFFS service.

5. Is IPAFFS linked to the EU TRACES NT system?

No, IPAFFS is not linked to EU Traces NT.

6. Is there a backup in case IPAFFS crashes?

IPAFFS has been live since June 2020 and so far, has not experienced any downtime outside of scheduled maintenance times. If IPAFFS is unavailable, users should email the APHA service desk on aphaservicedesk@apha.gov.uk who will be able to provide guidance on next steps.



Registration & Accessing IPAFFS

7. Who registers for IPAFFS?

It is the responsibility of the GB importer or a representative acting on their behalf to register for IPAFFS to pre-notify the relevant authority of the goods' arrival. In making the notification that person or organisation becomes responsible for the consignment on its arrival in GB, including any follow up actions required and therefore needs to be based in the UK. The person responsible for the consignment must be registered on IPAFFS to submit the notification and ensure that all import procedures are followed and that goods are imported in line with requirements.

8. I started to register but didn't complete the process. What steps do I need to do now as the emails are no longer valid?

Any member of your team with administrator access can send you an invitation to complete registration. They can do this through manage account OR contact APHA's service desk for support - aphaservicedesk@apha.gov.uk

9. Can a customs agent submit the IPAFFS declaration on the importer's behalf?

Yes. You can employ an agent (with a UK address) to act on your behalf to submit notifications. Please note that whoever submits the notification will be contacted regarding any follow up actions related to the consignment, including but not limited to non-compliance and fees.

10. Our company provides clearance for importers. Are we able to access to their IPAFFS account to submit applications for them, or will we have to raise the applications on our own account?

IPAFFS will allow both options, and you should agree the best approach with your importers. If you are added as a team member to your importer's account, you can see everything on their business IPAFFS account when representing their company. To enable this, the organisation must invite you into the organisation

11. We are an international company but have no UK entity. Are we able to use IPAFFS?

No. For animal and animal product imports from the EU to Great Britain, the person responsible for the consignment on arrival in GB should have a UK address and be registered on IPAFFS to submit the notification.

12. Do multiple employees have different government gateway accounts? I thought there had to be one government gateway account per company?

The first person to register your organisation will become the administrator and can invite other team members to be a part of the account. Each team member will have their own government gateway ID and password to access your organisation account. Your organisation administrators can add users as and when needed. Click 'Manage Account', then 'Manage' and



'add a team member'. The employee will then receive an invitation to create their own government gateway ID.

13. What happens if the IPAFFS administrator leaves the company?

We recommend that more than one person is set as the administrator for the company but if you do find you have no one assigned, please contact the Animal and Plant Health Agency on aphaservicedesk@apha.gov.uk to resolve the issue.

14. Can you change the admin role into another employee after registration?

Yes, any member of your team with admin access can manage the roles assigned to your team members and give users the administrator role. They can do this through 'manage account'

15. What do you do if your company is already registered, but your company name has since changed?

For limited companies, you must contact Companies House to change the name of your organisation. For sole traders and charities, please contact the Animal and Plant Health Agency on aphaservicedesk@apha.gov.uk

16. If you have multiple users added to your business account, can each user see all notifications that have been submitted?

Yes, all team members invited by your organisation can see everything on your business IPAFFS account when representing your company, including all notifications that have been drafted and submitted.

17. What happens if someone starts an application within the company but is then off sick, can others access it?

All team members can view and manage all notifications in the dashboard. Click on the reference number to open and amend it.

18. Will 'NCTS services' show in the 'Your Services' section of IPAFFS?

No, as this is not a Defra Service. Please remember that Government Gateway is used across all government services, including Defra. Any Defra services that you are registered for, will be visible and can be accessed from 'Your Services', including IPAFFS, EHC Online Certifier Portal, EHC Online Exporter Portal, Plants.

19. How do we know if our organisation is already registered with IPAFFS and who the administrator is?

Contact the APHA Service desk on aphaservicedesk@apha.gov.uk who will be able to confirm if your organisation already has an existing account.



Creating/Submitting an IPAFFS Notification

20. What information is needed for IPAFFS?

To register for IPAFFS you will need a Government Gateway account, and various company information. We have [a guide and a video](#) showing how to register for IPAFFS. In order to submit a notification you will need to know the details of the import including, but not limited to, consignment details, date of import and importer and exporter addresses. We are running webinars in the future on how to submit a notification – see [gov.uk](https://www.gov.uk) for dates and recordings.

21. Will there be a CSV capability for bulk upload in IPAFFS?

Currently, there is no CSV capacity bulk upload for products of animal origin, but Defra have accelerated the development of a trader API to ease the burden on traders. The introduction of a trader API for imports will significantly reduce the notification time for high volume importers (such as supermarkets) by the creation of an import notification (CHED) in IPAFFS from their local systems. This is in line with the functionality available for Customs systems and would be of significant benefit to customs brokers and freight forwarders. Development is forecast to be complete in May 2022, this will allow time for the reciprocal development for custom's partners and business readiness activities. In the meantime, notifications must be created in IPAFFS, either by clicking Create a New Notification or using Copy as New, which enables traders which frequently import similar consignments to be able to copy from an existing notification.

22. Do animal by products come under POAO or HRFNAO on the notification?

POAO. Click to create a new notification, and then select Products of Animal Origin. When prompted, select or enter the commodity code for the Animal-by-Product and then all required fields to complete the notification.

23. How do I select an IMP or a CHED notification?

IPAFFS will automatically create an IMP or CHED notification based upon which country of origin is selected.

24. A can of pet food can include several species. How do you enter multiple species on IPAFFS?

Click on 'Add another commodity' blue hyperlink on the commodity pages to be able to add multiple commodities

25. IPAFFS provides the option of providing a number of custom codes; can we submit more than one custom code/export health certificate on the IPAFFS notification?

IPAFFS contains commodity codes that are aligned to taric codes but not all taric codes require an SPS notification. For each health certificate you must have one IPAFFS notification



26. Why does IPAFFS allow you to enter extra commodity codes?

It is possible that you can have multiple commodities on a Health Certificate and so we need to allow users to add multiple commodities

27. When entering Exporter address details in IPAFFS does the system validate that this organisation is approved to send goods to GB?

No, this is validated by the BCP so please ensure you add the correct information

28. On the IPAFFS demo there was not an option to select "composite" - only POAO - so do you just select POAO?

Yes and then choose the relevant commodities that make up the composite product.

29. Is there any option not to create 2 notifications when we are facing products with same commodities number but different types and species of commodities?

As long as the different commodity types would be on the same health certificate then you can add an additional commodity to the notification by clicking on the 'Add new commodity' hyperlink on the commodity page.

30. What is meant by species? Are you looking for the Latin name?

Yes the species is detailed in Latin and will be displayed for the commodity code which you select in IPAFFS.

31. Is it possible to submit multiple species for a single commodity?

Yes you can choose more than one option just select each relevant species from the list displayed.

32. In order to add an Importer to IPAFFS, must the importer be approved by DEFRA in order to add? What is the process for an importer to be approved?

No they do not need to be approved.

33. IPAFFS allowed a past date to be inserted for date of arrival?

IPAFFS is used for imports from around the world and not just the EU and if a trader does not notify on IPAFFS they will be stopped at the BCP and then will need to complete the CHED in IPAFFS and this scenario can often require a date in the past, so IPAFFS allows this.

34. You will need to key the product type that is individual to each commodity code. Can you give some examples of the categories, as domestic/wild game/farmed game may not apply to most products??

The user will always be presented with a drop down list of all commodity types that are relevant for the commodity that has been selected.



IMP Notifications

35. For HRFNAO, can you please confirm what you should enter in the country of origin field and place of origin address?

For High Risk Food and Feed of Non-Animal Origin, if the consignment originates in a non-EU/Rest of World country, but has been processed in an EU country, select the EU country in the 'country of origin' field and select the originating Rest of World address in the 'place of origin' address.

36. Do we have to give an arrival time, container number and vehicle details for imports from the EU?

Arrival time, container and vehicle details are not needed for a POAO or HRFNAO IMP notification.

37. The IMP notification requires us to enter the net product weight, will further details such as gross weight, type and quantity of packages be required in the CHED?

Yes, this information is required in the CHED.

38. Does the IMP reference number stay the same through draft and submitted status?

When you first create an IMP notification, the format of the reference number is DRAFT.GB.XXXX.XXXXXXX. When you submit the notification, DRAFT is replaced by IMP - this is the only change that is made to the reference number. The format is IMP.GB.XXXX.XXXXXXX. The numbers assigned to the reference number do not change once the reference number has been generated for the notification.

The version number of the notification will change each time you amend the notification and resubmit it. When the notification is first submitted the version number is V1. Each time the notification is amended, the version number increments by one (e.g. V2, V3).

39. Do we need to add the approval number to the Name as place of origin?

Yes. For Products of Animal Origin, you must use the place of origin address to provide details of the EU Approved Establishment. When you create a new Approved Establishment in the address book, you must enter the name of the Approved Establishment in Place of Origin name, as well as the approval number.

40. If you haven't done so already, can you add a field so that the notifier can put their own reference on each IMP notification?

You can add an individual reference to a CHED, but this is not available for IMP notifications.



41. Will there be a link between IPAFFS and HMRC, so to understand that if one makes a registration in IPAFFS, then it refers to an import customs clearance?

There is no link between IPAFFS from January until 30th June 2022 for EU Imports of POAO & HRFNAO. There is a link that already exists for CHED notifications and will remain unchanged for the foreseeable future.

42. Does the IPAFFS number needs to be included in the GB import documents for POAO / HRFNAO from 1st January?

No, the UNN (Unique Notification Number - IPAFFS reference) does not need adding to a health certificate for POAO or HRFNAO. The UNN is only required for imports of Live Animals / Germinal Products and POAO under safeguarding measures from the EU or EEA countries, along with the health certificate.

43. How will the IPAFFS notification change from 'Submitted' to 'Validated'?

Once the notification has a status of submitted there is no further actions needed in IPAFFS for an IMP notification.



CHED Notifications

44. What is a CHED?

A CHED is a Common Health Entry Document and is a certificate used for imports arriving into GB from non-EU / EEA countries.

45. Can you please provide some more information on the creation of the CHED? Is this something we need to do when importing POAO?

From 1 January 2022, you must submit an IMP Notification for POAO and HRFNAO. An IMP notification is different to the CHED. There are less fields to populate and you do not need to specify a Border Control Post. IPAFFS will establish if an IMP or CHED is needed dependent on which country of origin of the consignment is selected. We will provide further guidance and training for CHED notifications prior to the next phase of changes

46. Will a CHED be required from 1st July 2022?

Yes, for POAO & HRFNAO arriving in to GB from the EU or EEA countries, a CHED will be required to be created in IPAFFS.

47. Will there be training available on how to create a CHED for 1st July 2022?

Yes, training videos and trader webinars will be arranged in due course

IPAFFS Usability

48. I can't find the commodity code for my product in IPAFFS, what should I do?

First you will need to check if the product is listed in Regulation 2019/2007, to determine if it requires an SPS check and needs to be imported via a point of entry with an appropriate BCP. If an SPS check is required, and you are unable to find a commodity code in IPAFFS, please contact APHA Service Desk on aphaservicedesk@apha.gov.uk.

49. Is IPAFFS going to recognise 10-digit commodity codes?

All commodity codes that require an SPS check can be selected in IPAFFS and there will be instances where there is a 10-digit code and other instances where it is 6.

50. When attaching a document to the notification, does the document reference field need any particular format or can we determine this?

There is no predefined format for the document reference field, but you must ensure that you enter a reference that is relevant to the document that you are uploading.

51. Does the attachment need to be in any particular format?

Yes, your file must be:

- smaller than 10MB
- larger than 1KB
- file type must be a DOC, JPEG, PDF, PNG, XLS



- ZIP files are not allowed for security reasons

You must also ensure that document file name does not contain any special characters, otherwise it will fail to upload.

52. If weights of the goods or any details on the notification such as arrival date change, do you need to go back into IPAFFS and amend the notification accordingly?

Yes, you should amend the notification in IPAFFS. BCP Inspectors will review your notification and feedback when they complete their checks if there is any incorrect information. To amend a notification, click on 'amend' and then click 'change'. Review the notification, and then click 'accept and submit'. You will receive confirmation that the amended notification has been submitted. The notification version number will also increment by one when you submit an amended version. We have a [guide and video](#) on our microsite with for further details of how to do this.

53. How can I search for notifications with a specific place of destination?

You can search for a notification with a specific place of destination using the Certificate number/ keyword box search box at the top of your dashboard. Enter the keyword, e.g. Dover, and then click search. This will refine the list of notifications in your dashboard to those that meet these criteria.

When using the keyword search, all notifications containing that information will appear in the list on your dashboard (e.g. 'Dover' will return all notifications that have 'Dover' in the BCP, Place of Origin, Importer and Place of Destination).

54. When a notification is raised, who receives it? APHA, Port of Entry into the UK or both?

Your notification will be visible to both APHA and Port Health Authorities. The Port Health Authorities will complete the documentary checks.

55. Can we easily delete or cancel an application, or do we need to email APHA?

Yes, you can cancel a submitted notification, or delete a draft application.

Cancel a Submitted Notification:

Find the notification in your dashboard. Click on the 'Amend' hyperlink, and then click 'Cancel Notification'. Click 'Yes, Cancel this Notification' to confirm you wish to cancel the notification. Once cancelled, you will be unable to make any further changes to the notification. If you do not wish to cancel the notification, click on the hyperlink 'No, don't cancel this notification'.

Delete a Draft Notification:

Find the notification in your dashboard. Click on the 'View Details' hyperlink, and then click 'Delete Notification'. Click 'Yes, Delete this Notification' to confirm you wish to delete the notification. Once deleted, you will be unable to retrieve the notification. If you do not wish to delete the notification, click on the hyperlink 'No, don't delete this notification'.



IPAFFS Address Book

56. If I have 200 suppliers in the EU for POAO, do I need to add each one into the address book individually? Is there any way we can do a csv file upload?

The ability to upload a csv file in the address book is not currently available but is something that we will consider as a potential future enhancement. The address book must be populated manually once for each address used by your business, and we recommend you start to prepare your address book now.

57. Should you check for addresses before adding a new one to the address book, as you could be creating a duplicate?

Yes, you should always check if the address already exists in your address book, as the service does not automatically validate it. You can remove a duplicate address by clicking on view, and then delete.

58. Will the address book information be the same across all Government Gateway IDs using the service or does each user need to enter all the addresses?

There is one address book for the organisation, which can be used and managed by all team members that can access the organisation's account.



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