



Frequently Asked Questions – ePhyto

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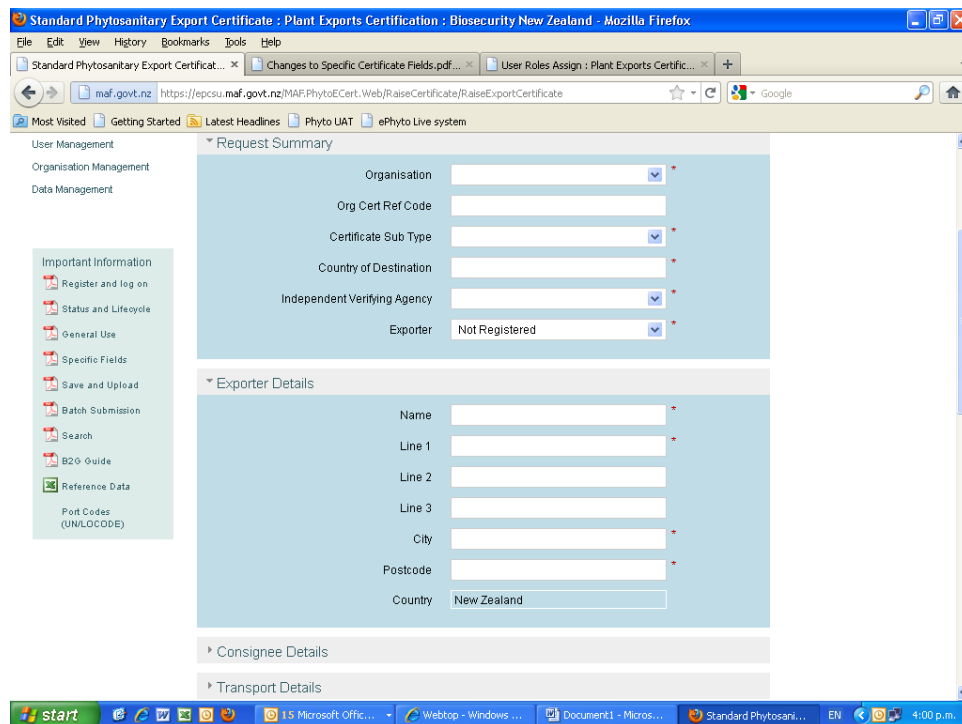
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1 Certificate Submission

1.1 Can I change the address of the exporter?

Yes, the address of the exporter can be changed as the exporter details fields are free text.

The address of the exporter should be located in New Zealand. The name and address of an exporter's local agent or shipper should be used where an international company with a foreign address is the exporter.



The screenshot shows a web browser window with the URL <https://eps.cs.maf.govt.nz/MAF.PhytoECert.Web/RaiseCertificate/RaiseExportCertificate>. The page displays a form for raising an export certificate. The 'Request Summary' section includes fields for Organisation, Org Cert Ref Code, Certificate Sub Type, Country of Destination, Independent Verifying Agency, and Exporter (set to 'Not Registered'). The 'Exporter Details' section includes fields for Name, Line 1, Line 2, Line 3, City, Postcode, and Country (set to 'New Zealand'). Below these are sections for 'Consignee Details' and 'Transport Details'. The browser's taskbar shows the Windows Start button and several open applications, including Microsoft Office and the ePhyto application.

1.2 What is the Point of Entry?

This is the first point of arrival in the country of destination. Point of entry was known as Port of discharge in the old Phyto Ecert system.

1.3 How do I enter Port Names?

Port Names are required to be entered into the "Port of Loading" and the "Point of Entry" fields.

The port names in ePhyto are stored with the countries specific spelling, e.g. München, instead of the English spelling (Munich).

To enable data entry without such special characters ePhyto requires the Port Code to be used. In the specific fields start typing the port code like NZAKL or DEMUC. As you type wait a little and a drop down will appear with the port names matching your entry. This list will change as you continue typing.

Select the required port at any stage. The port code is a five character code including the ISO country code as the leading two characters.

Please refer to the Port Codes link under Important Information on the ePhyto pages to find the required port codes. Most users tell us that they are used to the port codes they require, because they use them in the old Phyto E-cert system.

1.4 How do I enter container/seal numbers?

During our initial walkthroughs we were asked to provide a bulk upload feature for container/seal information. ePhyto contains this feature and allows users to enter a series of container numbers and a series of seal numbers, each separated by a comma or a blank.

On clicking the "Upload button" the system will link container numbers to seal numbers based on the commas and their position in the sequence.

Example:

Containers: C12345, C98675, C777865
Seals: S44657, S43219 S78654, S667895

Will result in the following pairs:

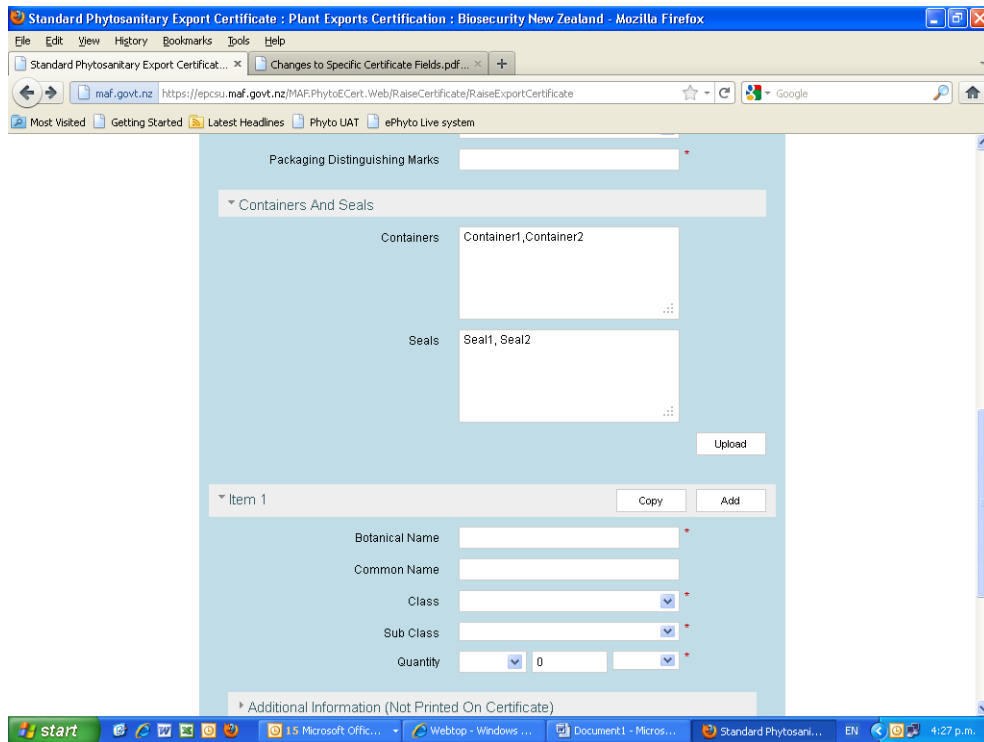
C12345 / S44657
C98675 / S43219
C98675 / S78654
C777865 / S667895

Please note that in this case container C98675 has two seals.

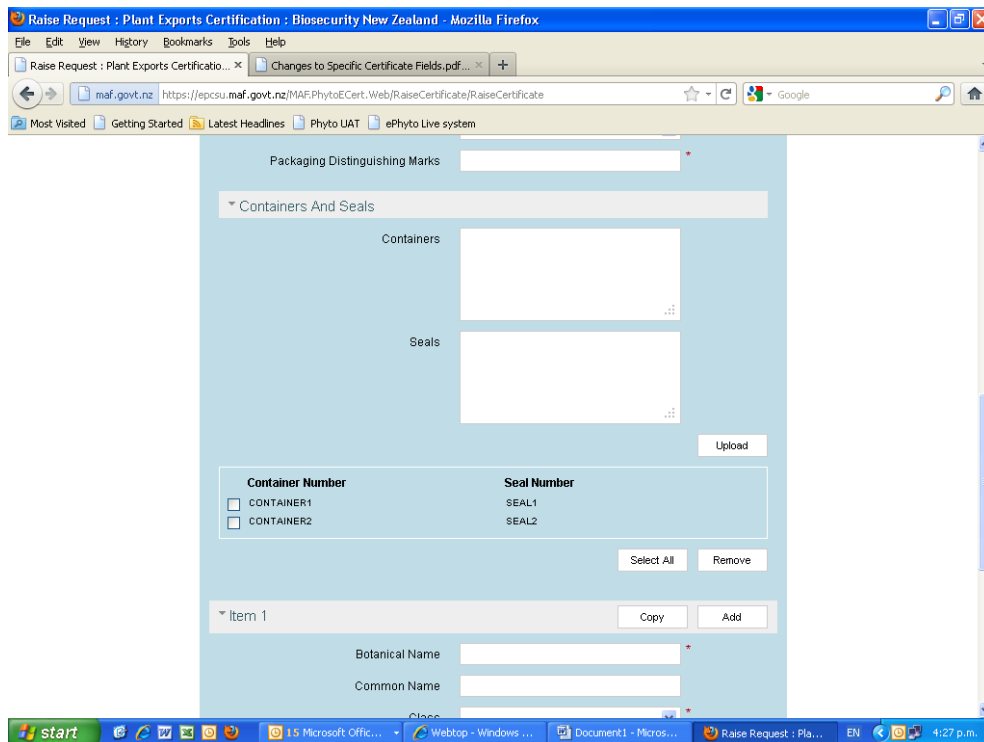
On the printed certificate this information will be presented as follows:

C12345 (S44657)
C98675 (S43219, S78654)
C777865 (S667895)

So, to enter container/seal information, enter container and seal numbers into the fields provided. Remember, these can be entered individually or with multiple entries separated by a comma



Once the details have been entered, click “Upload”. This will upload the container and seal numbers into a table linking the seal number (s) with the relevant container number



1.5 How do I enter details into the online certificate request for product that contains multiple species e.g. mixed salad?

Each individual commodity must be entered as an item per product e.g Product 1 contains, Item 1: Lactuca sativa (Lettuce), Item 2: Daucus carota (Carrots), Item 3: Spinacia oleracea (Spinach), Item 4: Allium fistulosum (Spring Onions), etc

Weights for each commodity only has to be an estimate as the Botanical names is the most vital to enable the NPPO of the importing country to verify the contents of the consignment

In the Additional Declaration section, the following should be entered: "Items 1-4 is packaged as Mixed Salad"

1.6 Where to place LC descriptions?

The Letter of Credit Reference Number is to be entered into the Letter of Credit Reference field in the Unverified information section of the online form. This will appear on the bottom of the printed phytosanitary certificate below the signature

Letter of credit descriptions/commercial information can be entered into the Unverified text field in the unverified information section of the online form. This will be printed onto a second page to the phytosanitary certificate on security paper.

1.7 Where do I enter Import Permit numbers and issuance dates that need to appear in the Additional Declarations field?

Import permit numbers are to be added into the "Import Permit Numbers" field in the Additional Declarations section of the online form. This will automatically appear on the printed certificate in the Additional Declarations section and therefore is no longer required to be entered in manually into the Additional Declarations field on the online form

Import permit issuance dates that need to appear on the phytosanitary certificates as per the importing countries phytosanitary requirements can also be entered into the "Import Permit Numbers" field.

1.8 How do I print out a draft copy for checking before the certificate is approved?

The ePhyto system currently does not have a draft copy option to allow certificate data to be checked before the certificate is approved. However, the system will have this capability in the near future.

The following option can be undertaken to print a draft:

- submit the certificate to your IVA
 - inform your IVA (by phone/email or under the observations field on the certificate request online form) to hold off on verifying/issuing the certificate until the certificate has been checked.
 - print the submitted certificate as an XML or straight from the web browser which will be several pages long. This will contain all the certificate data information.
 - contact your IVA if amendments are required, to change the status to "Incomplete" and make the necessary changes
 - submit the certificate back to your IVA for verification.
-

1.9 How do I know that there is an error on the certificate request online form?

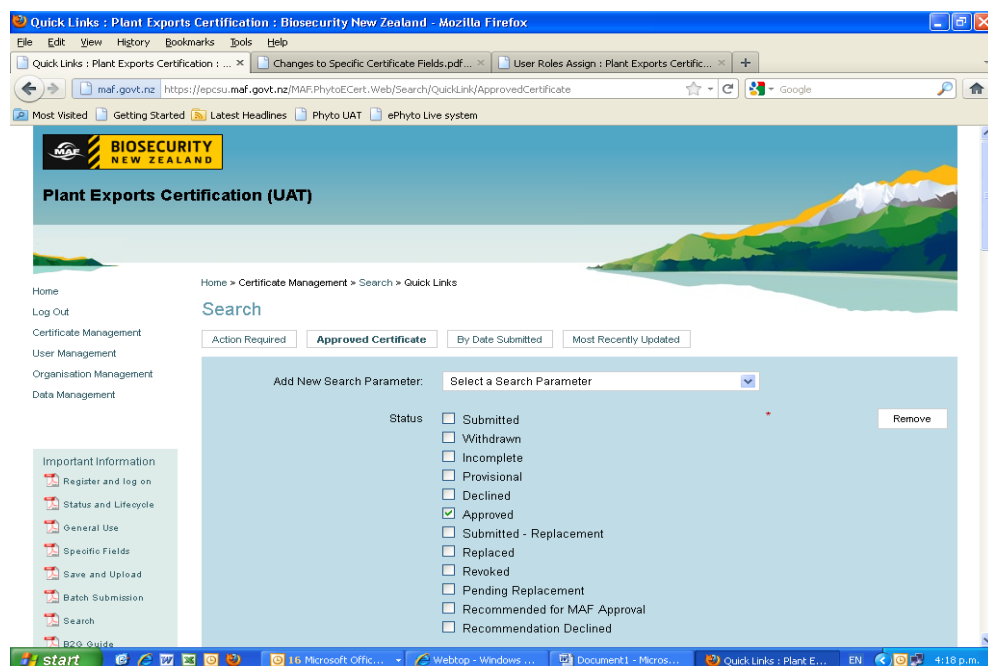
If there is an error with the certificate request when trying to submit, either an error message will appear at the top of the online form, or the specific fields will be highlighted in red with a description of the error below the field.

2 Finding Certificates

2.1 What is the best way to see the certificates that need my attention?

The certificates that require attention/action are shown on the users "Home" page (Action Required). The certificates that appear on the action required list are certificates with status "Incomplete". As an IVA this list shows certificates with status "Submitted" or "Submitted Replacement".

Approved and submitted certificates will not appear on the users Home page as these do not require action from the users. These certificates can be searched by hovering over Certificate Management, clicking on Search and either entering specific search criteria or using one of the quick searches at the top such as "Approved certificate" or "By Date Submitted".



2.2 How do I find a submitted certificate?

The "Home" page shows the Action Required list for a user. For a request submitter this list only includes "Incomplete" certificates which came back for the IVA and need to be edited by the submitter.

"Submitted" certificate requests do not require an action from the request submitter and hence do not show up in the Action Required list.

To find and view a submitted certificate request:

- Hover over the Certificate Management link and click on search
- Click on either the "Search" button or the "By date submitted" button (3rd button at the top of the Search screen). This will show all certificates, including those that have a status of "Submitted". You can also select the "Status" search parameter and search for submitted certificates specifically.
- Click on the header of a column in the results list to sort the list by that field's values.

2.3 How will I know when the ePhyto certificate is approved?

Approved certificates do not feature in the Action Required list. You can find approved certificates as follows:

- Hover over the Certificate Management link and click on search
- Click on either the “Search” button or on the “Approved certificate” button (2nd button at the top of the Search screen). The latter will show all approved certificates
- Click on the header of a column in the results list to sort the list by that field’s values.

3 Other FAQs

3.1 What is the “timeout”?

The ePhyto website is governed by an automatic timeout after 30 minutes of inactivity.

Be aware that the system cannot detect activity that solely happens on your PC, e.g. clicking on a new field or entering text. Only when you receive a "Please Wait" or when you submit or you save to draft will your browser go back to the system for processing and detect “activity”.

This timeout has been enforced by the Department of Internal Affairs for government websites. We suggest that a user has all documentation ready prior to creating the certificate request. Or, if need be, users can save the data as draft and upload it again.

3.2 How do I find the reason given for an incomplete certificate?

On your Action Required Home page, click on the “History view (H)” link (second column) which will bring up the notes/reasons the certificate has been sent back to the certificate requester as incomplete.

The screenshot shows the 'Plant Exports Certification (UAT)' website. The main content area displays a table titled 'Action Required' with the following columns: Cert Number, Cert Type, Status, Update Date, IVA, Exporter, Country of Destination, Organisation ID, and Org Cert Ref Code. The first row is highlighted in blue and has a 'View History' link in the Status column.

Cert Number	Cert Type	Status	Update Date	IVA	Exporter	Country of Destination	Organisation ID	Org Cert Ref Code
NZL2011.EXP01/100118	H	100 Incomplete	18/07/2011	AG	MAF Exporter 100	CHINA	EXP01	CFR502B
NZL2011.PacPine/100098	H	100 Incomplete	25/07/2011	AG	sasda	AUSTRALIA	PacPine	Test 1
NZL2011.EXP01/100176	H	100 Incomplete	14/07/2011	AG	MAF Exporter 100	JAPAN	EXP01	154457
NZL2011.EXP01/100177	H	100 Incomplete	14/07/2011	AG	MAF Exporter 100	JAPAN	EXP01	Test02
NZL2011.EXP01/100014	H	100 Incomplete	14/07/2011	AG	MAF Exporter 100	TAIWAN	EXP01	test4
NZL2011.EXP01/100025	H	100 Incomplete	14/07/2011	AG	MAF Exporter 100	AUSTRALIA	EXP01	test6
NZL2011.EXP01/100223	H	100 Incomplete	19/08/2011	AG	MAF Exporter 100	CHINA	EXP01	CFR502B
NZL2011.EXP01/100201	H	400 Submitted	19/08/2011	AG	-	-	EXP01	789101112
NZL2011.EXP01/100027	H	100 Submitted	14/07/2011	AG	MAF Exporter 100	TAIWAN	EXP01	NZL2011HRCLLNZ400381
NZL2011.EXP01/100028	H	100 Submitted	14/07/2011	AG	MAF Exporter 100	TAIWAN	EXP01	testing supporting doc upload

Or alternatively, when viewing the certificate click on the “View Request History” button at the top.

3.3 How to do a replacement ePhyto?

A replacement certificate can only be done for an approved certificate and providing a reason to your IVA for replacing the original certificate:

- Click on the certificate that requires replacement

- Change the status of the certificate to “Pending replacement” and enter reason for requesting the replacement
- Click submit
 - A new (replacement) certificate request is created
 - The old certificate is changed to status “Pending replacement”
 - The new certificate’s status is set to “Incomplete”
 - The new certificate is displayed on screen to allow the user to edit the certificate
- Click Edit button to make changes to the new certificate
- Click submit to send the new (replacement) certificate to IVA to verify

3.4 How do I print the approved ePhyto?

An approved phytosanitary certificate can only be printed by an IVA or a MPI Approved Organisation with print approval.

Approved certificates do not feature in the Action Required list. You can find approved certificates by clicking on “Certificate Management” > “Search”. On the Search page click on either the “Search” button or the “Approved Certificates” button at the top of the Search screen.

To print an approved certificate:

- Click on the approved phytosanitary certificate
- Click on “Print cert” button at the top of the screen to print an original certificate or Click on “Print cert copy” to print a black and white copy of the certificate