# Instructions for Completion of Sanitary Certificate Request-Cuba

### To facilitate the timely and accurate processing of certification requests, we strongly encourage you to review all information contained in this instruction. Please allow 5 business days for processing.

**Start the Process**

* Applicants requesting sanitary certificates for Cuba must complete the Cuba - Sanitary Certificate Worksheet found at: <http://www.ams.usda.gov/services/imports-exports/dairy-sanitary-certificates>
* Completed requests may be submitted by one of the following methods:
  + Email your ***.doc or .docx***request to: [DairySanitaryCerts@ams.usda.gov](mailto:DairySanitaryCerts@ams.usda.gov).
  + Fax; Fax number 202-720-2643
  + Courier; Courier address is:

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| --- | --- |
| Export processing  USDA, Agricultural Marketing Service  Dairy Programs, Dairy Grading Branch  Room 2746-S  1400 Independence Avenue, SW  Washington, D.C. 20250-0230 | Phone Number: 202-720-3171 |

**What to Expect**

* Certificates are processed in the order they are received. Emailed requests receive priority.
* Sanitary certificates for Cuba are issued in dual language, English and Spanish.
* All completed documents are returned to the applicants by U.S. Mail unless an express mail return label is received with the request.
* Sanitary certificates are billed at the rate of one hour at the published hourly rate**.** Certified copies are billed at the rate of ½ hour of the published hourly rate. Additional services, such as faxes or special handling will result in additional charges. Current hourly rates are published in the[**Federal Register**](http://www.ams.usda.gov/AMSv1.0/getfile?dDocName=STELPRD3641094)**.**
* No alterations may be made to the certificate after the endorsement by AMS.

**Applicant Responsibilities**

* Sign your request. For emailed requests, check the box stating “I acknowledge that by checking this box that the information provided is factual and accurate.”
* Submit only information that is accurate and supported with documentation.
* Maintain supporting documentation for one year following your certification request.
* Maintain your account in good standing by remaining current on payment of bills associated with certification.

**Help Us Keep the Process Moving Efficiently**

* When possible, submit requests electronically.
* Provide only one airway bill when multiple requests are contained within the same email request.
* When providing return labels, do not indicate USDA as the sender. The courier service will need to contact you if they encounter a problem.
* Allow 5 business days for processing.

**What Do We Mean By…?**

* Applicant:

An applicant is the entity, individual or company requesting the export certificate. A broker, shipper, manufacturer or end product user may act as the applicant. The applicant will be billed for the certification request. The Applicant does not need to be the Consignor.

* Approved facility:

An approved facility for the purposes of requesting a sanitary certificate is a facility that appears on one of three lists: [Interstate Milk Shippers List](http://www.fda.gov/Food/GuidanceRegulation/FederalStateFoodPrograms/ucm2007965.htm) ; [Dairy Plants Surveyed and Approved for USDA Grading Service](http://www.ams.usda.gov/AMSv1.0/getfile?dDocName=STELPRD3641022&acct=grddairy) and [European Union Dairy Plant Reference List](https://webgate.ec.europa.eu/sanco/traces/output/US/MMP_US_en.pdf). If the facility is not listed on one of these lists, we will not be able to issue a sanitary certificate for you.

* Sanitary Certificate:

This certificate is for dairy and dairy based products for export from the United States to Cuba. This is a negotiated bilateral export certificate between Cuba and the United States.

**Features of the Email Request System**

* We give priority to Emailed requests over faxed or couriered requests.
* You will be notified by Email when your Email request is processed.
* You will be emailed an electronic invoice when your Email request is processd.

# Instructions and explanations for filling out worksheet:

All worksheets with incomplete, inaccurate, or illegible information will not be processed. (The number in parenthesis ( ) behind each label is the number of characters allowed by the system.)

#### FAXED COPIES/ADDITIONAL CERTIFIED COPIES

Check the faxed copies box if you wish to have a copy of the completed certificate faxed to the fax number provided in box 6. If you need additional certified copies please indicate the number of copies needed in the box next to “ADDITIONAL CERTIFIED COPIES”. There will be an additional charge for each of these services.

#### CONTACT NAME (75)

Who should AMS contact with questions regarding this certificate request?

#### AMS BILLING ACCT. (50)

This is the AMS applicant number from the Dairy Grading Branch billing system. Applicant numbers can be obtained or verified from Bari Kinne at: 630-437-5073 or [Bari.Kinne@ams.usda.gov](mailto:Bari.Kinne@ams.usda.gov) . This is a seven digit number.

#### BILLING REFERENCE (25)

This is an optional field for your internal reference information. This information will appear on the monthly statement next to the charges for the export certificate. The information you provide will help to identify this particular request.

#### E-MAIL ADDRESS (255)

Provide an e-mail address for notifications regarding the processing and billing of this request.

#### CONTACT PHONE (40)

Provide a telephone number us to contact you with questions. Include area code and country code if applicable.

#### FAX (40)

Provide a fax number where information regarding the certificate request can be directed.

#### COMPANY (75)

Provide the name of company to which the certificate should be mailed. If the request for the certificate is by a private individual, put NA (for not applicable) in this box.

#### CONTACT (75)

Who should AMS mail the certificate to when completed?

#### STREET (75)

Provide the street address for the mailing address.

#### CITY (35)

Provide the city for the mailing address.

#### STATE (10)

Provide the state for the mailing address.

#### ZIP (35)

Provide the zip code for the mailing address.

### The information requested below will appear on the export certificate.

#### CONSIGNOR

#### NAME (75)

Enter the name of the consignor (entity in the U.S. exporting the product).

#### ADDRESS (150)

Enter the address of the consignor.

#### CITY/STATE (100)

Enter the city and state of the consignor.

#### CONSIGNEE

#### NAME (75),

Enter the full name of the consignee (entity receiving the product).

#### ADDRESS (225)

Enter the address of the consignee (including city and state/country).

#### COUNTRY CODE (2)

The country code for Cuba is CU

#### IDENTIFICATION OF DAIRY PRODUCTS

#### DESCRIPTION OF COMMODITY (250)

Include a general description of the exported products, for example: dry milk powder; cheddar cheese.

#### KIND OF HEAT TREATMENT (HTST; PASTEURIZED) (255)

Describe the process used to provide safeguards that have been taken with the aim of avoiding public health hazards arising from pathogenic organisms associated with milk, for example: pasteurized; or aged 60 days.

#### TYPE OF PACKAGING (50)

Enter a brief description of the type of packaging, for example: 25 kg corrugated boxes; 25kg kraft bags with poly liners.

#### NUMBER OF PACKAGING UNITS (10)

Provide the total number of packages of dairy products that are being certified in the consignment.

#### NET WEIGHT (15)

Enter the net weight of the dairy products in the consignment. Net weight is the weight of the materials shipped not including packaging.

#### REQUIRED TEMPERATURE DURING STORAGE AND TRANSPORTATION (150)

Enter the temperature requirements for transportation and storage of the product, for example: Ambient; chilled; Frozen; Frozen -20°C.

#### EXPIRATION DATE (120)

Enter the expected shelf life of the product. If an expiration date is printed on the label that is the date that should be used.

#### MANUFACTURER

#### PLANT NUMBER (20)

Enter the plant number for the approved facility(s) producing or packaging the finished product being exported. There are three blanks to allow for up to three different production facilities to be entered. Enter one plant number per field. If using the State assigned plant number, include the State identifying number. (For example, 27-XXX; 06-XX; 55-XXX) When the certificate is processed the plant name and location will appear on the final document. If you enter a plant number that is not found on one of the lists mentioned on page two of these instructions, the certificate will not be processed. Do not include any characters in the plant number field such as EU#123456, just put the number 123456.

#### SHIPMENT INFORMATION

#### ENTRY PORT (75)

Enter the expected port of entry (city, province or region) into Cuba.

#### SIGNATURE (for faxed or couriered copies)

You must sign the request. By signing the request you are acknowledging that you are responsible for the information being factual and accurate. For e-mailed requests this requirement is satisfied by checking the box “I acknowledge that by checking this box that the information provided is factual and accurate”.

#### DATE

Right click on this field and select “Update Field”. This will update the field to the current date.

#### REQUESTING THE CERTIFICATE

When you have completed the document, save a copy of it for your records (please use a unique name for each request). You can then e-mail the request as a Word file attachment to [DairySanitaryCerts@ams.usda.gov](mailto:DairySanitaryCerts@ams.usda.gov). Attach the proper PDF return label to the document. If no return label is attached the certificate will be returned to you via US mail. You can attach multiple requests to one e-mail.

If you intend to fax or mail this request print out only the worksheet page and fax or mail it to the address above. Please include a return label with your request. E-mailed in requests are given priority over faxed or mailed requests.

#### REQUESTING AN AMENDMENT

#### Original certificate requested via Email

Make the changes you are requesting to the original file. Save the modified document to a new file name. . Email the file and a PDF return label to the address above. In the email subject box put “AMENDMENT request for certificate DX-XXXXXXX”, include only one amendment per email unless it is clear which file is amending which certificate (such as using the original certificate number for the file name).

#### Original requested by Courier or Fax

Make a copy of the original certificate. Make the changes needed on this copy. Fax the marked up copy to the Dairy Grading Branch with a return label.