| USDA Agricultural Marketing Service (AMS) Dairy Export Program Frequently Asked Questions (FAQs) | |
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| **Questions** | **Answers** |
| **I need to obtain a certificate to export dairy product(s) out of the United States. What do I need to do?** | Currently, the Dairy Grading Branch only provides export certificates for dairy products manufactured or processed at plants where we have knowledge from US-conducted plant and product inspections or where AMS has surveyed/approved for grading services. The plant in which the product(s) were last potentially exposed to contamination must be on a federal inspected dairy plant list and in good standing prior to exporting out of the United States into a foreign country. Dairy products eligible to obtain AMS Dairy Grading Branch export certificates must be manufactured or processed in the eligible plants that are identified in the lists below:<br><br>➢ *Interstate Milk Shippers (IMS) list, maintained by the Food and Drug Administration (FDA)*<br>➢ *FDA-maintained European Union (EU) Dairy Plant Reference list* (pdf)<br>➢ *Dairy Plants Surveyed and Approved for USDA Grading Service, maintained by the AMS Dairy Grading Branch*<br>➢ *Chile list, maintained by the Food and Drug Administration (FDA)*<br>➢ *China Dairy and Infant Formula list, maintained by the Food and Drug Administration (FDA)*<br><br>Once plant number and information are located, exporters will need to set up a billing account in order to request a dairy health certificate for export to a foreign country. |
| **How do I get listed on one of the eligible plant lists?** | To register for the Chile, EU and China lists, please contact Esther.Lazar@fda.hhs.gov.<br><br>To register for the USDA Dairy Surveyed and Approved list, please contact DairyNFO@usda.gov.<br><br>To register for the Interstate Milk Shippers (IMS) list, please contact the plants' local state personnel. |

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| **How long will it take to set up a billing account before I can request a dairy health certificate for export?** | At minimum, it can take up to one business week to set up a billing account that includes: <ul><li>A billing account number and the ability to request General Sanitary certificates;</li><li>Access to the Electronic Trade Document Exchange (ETDE)/eAuthentication; and</li><li>Electronic Trade Document Creation System (eDocs) system (if necessary) for exporters to request a Dairy Export Certificate.</li></ul> |
| **I have a Dairy Grading Services billing account set up. What do I do now?** | **For shipments to the European Union (EU), China, Chile, Colombia or Turkey:**<br><br>To apply for a Dairy Export Certificate, exporters must first obtain eAuthentication and then become an Electronic Trade Document Exchange (eTDE) registered user.<br><br>The following tutorial provides step-by-step instructions for obtaining Level 2 eAuthentication and eTDE registration.<br><br><ul><li>eAuthentication and Electronic Trade Document Creation System (eDocs) Training Module</li></ul><br>Once exporters have reviewed the Training Module and completed the required steps, please contact DairyExportsQuestions@usda.gov to have your registration approved.<br><br>**For dairy shipments to countries that are NOT the European Union, China, Chile, Colombia or Turkey:**<br><br>To apply for a Dairy Export Certificate, exporters must complete the appropriate worksheet, according to instructions, and email the worksheet in Word format to DairySanitaryCerts@ams.usda.gov.<br><br>Worksheets and instructions are available on the Dairy Sanitary Certificates Page. |

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| **Whom do I contact regarding account and billing inquiries?** | Please email DairyNFO@usda.gov regarding all account and billing inquiries. |
| **What is the difference between eDocs and the general sanitary system?** | eDocs is web-based and General Sanitary is email-based. Each system generates a specific certificate for corresponding countries based on requirements. |
| **Which countries' certificates are processed in the eDocs system vs. general sanitary?** | Here are the countries listed according to the system they use: <br><br> **eDocs:** China; Chile; the EU; Turkey; Colombia; and items transiting to Canada, Australia and New Zealand for further processing into products destined for the EU. <br><br> **General Sanitary**: All other countries and China composite products such as ice cream, sherbert, cheesecakes and pudding that is not whey-based. <br><br> However, the certificates of some countries (e.g., Mexico, Australia, New Zealand and Japan) are issued by the Animal and Plant Health Inspection Service (APHIS). Visit https://www.aphis.usda.gov/aphis/ourfocus/animalhealth/export for more information on these countries. |
| **How do I get authentication to apply for a Dairy Export Certificate in eDocs?** | Exporter representatives are required to authenticate their identity and acquire level-two eAuthentication before they may access eDocs. Representatives can acquire level-two authentication at the USDA eAuthentication website. |
| **How do I submit a request for a certificate in each system?** | **eDocs:** Once exporters have created a billing account with the National Field Office and an eTDE account and acquired level-two eAuthentication, they may log into eDocs, select "certificates," then select "create certificates" to create a certificate using the templates provided to submit requests. Do not forget to attach a Fed Ex Express or UPS Express label. <br><br> **General Sanitary:** Access the General Sanitary template and instructions, fill out all appropriate information and submit the worksheet to DairySanitaryCerts@usda.gov. Do not forget to attach a Fed Ex Express or UPS Express label. |

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| **I forgot my login and/or password to my eTDE/eDocs account. Whom do I contact?** | Please provide your name, the name of your business, telephone number and detailed explanation to DairyExportsQuestions@usda.gov. |
| **Are there plans for additional countries to move to the eDocs system?** | Not at this time. |
| **Does the EU require certificates to be issued prior to departure?** | Yes, **the EU requires certificates to be dated, signed and issued prior to the date of departure.** Please be sure to provide accurate information. |
| **Are container and seal numbers required?** | Yes, container and seal numbers are required for consignment transport by Ship. Exporters should provide container and seal numbers, if available, for additional means of transportation. |
| **What about products destined for New Zealand or Australia?** | No, products destined for New Zealand or Australia do not require container and seal numbers. But if those numbers are available, exporters should provide them. |
| **What other countries require an approved export certificate prior to departure?** | Currently, Vietnam and countries located in the EU require approved Dairy Export Certificates prior to departure. |
| **What is the typical turnaround to process and receive a certificate?** | Turnaround time depends on office operations and courier delivery. Please allow five business days for processing and receiving a certificate. |

| Service | Fee |
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| Original Certificate | $82.00 |
| Amendment to Original Certificate | $82.00 |
| Certified Certificate Copy | $41.00 |
| Scanned .pdf Certificate (sent via email) | $41.00 |
| Fax copy of Certificate (not certified) | $4.00 |
| Typing fee for Faxed Requests | $82.00 |

**What are the fees for an export certificate?**

Fees for a Dairy Export Certificate are as follows:

**Which countries currently cannot be approved by AMS for a Dairy Export Certificate?**

Due to current negotiations and restrictions, AMS cannot approve Dairy Export Certificates for India, Russia and North Korea. AMS also does not issue certificates for Japan, as those are issued by APHIS.

**I have a consignment that is detained at the receiving port. What do I do?**

If your consignment is detained, please provide the following information to DairyExportsQuestions@usda.gov:

➢ Dairy Plant Number(s) Associated with Detained Consignment
➢ Dairy Export Certificate Number(s) – Include Copies
➢ Bill of Lading(s) – Please Attach
➢ Estimated Value of the Shipment ($US)
➢ Importer Contact Information
  o Firm/Business
  o Contact Name
  o Contact Email
  o Contact Phone
➢ Detailed Explanation for Detained Consignment