



March 19, 2015

**United States  
Department of  
Agriculture**

Animal and Plant  
Health Inspection  
Service

Veterinary Services

National Import  
Export Services

**Service Center 1**

Connecticut  
Delaware  
Maine  
Maryland  
Massachusetts  
New Hampshire  
New Jersey  
New York  
North Carolina  
Pennsylvania  
Rhode Island  
Vermont  
West Virginia

Dear Veterinarian,

As many of you are aware, USDA APHIS Veterinary Services reorganized in October 2013. One of the driving forces of the reorganization was to provide more consistent customer service. A fundamental change of the reorganization split the import and export functions out of the Area offices and put these activities in the National Import and Export Service (NIES). Some changes to staffing to meet the NIES workload include hiring Dr. Thomas Holenbeck and Dr. Caitlin Comparetta in the Albany, NY, office. They join Dr. Lance Bassage (NY office), Dr. Fred Brown (PA office), and Dr. Karen Floyd (VA office). We are all part of NIES Service Center 1, which includes Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, Vermont, and West Virginia. The reorganization has been moving forward in a step-by-step fashion. The next phase of the reorganization implementation entails moving the endorsement of export certificates out of the field and having the endorsements performed by NIES staff, who are in a better position to stay abreast of the many changing export requirements than the field VMOs. **We want to let you know you must use one of the NIES offices for submission of animal export certificates (see contact info below) instead of field offices.** During the transition it is essential that we keep the lines of communication open to allow us to offer you the best customer service.

In an attempt to make the transition as smooth and disruption free as possible, here are three methods of International Health Certificate submission.

- **For horses, cattle, swine and commercial poultry to Canada,** we request that you use the Veterinary Export Health Certification System (VEHCS). This system allows you to complete the certificate online and submit it for endorsement. We are then able to review, endorse, and mail it back to you or the client, saving the transit time from your office to the federal office as well as the costs of overnight delivery to send certificates in to our offices.\*. If for some reason changes are needed on the certificate, it can be returned to you (still electronically) and you can edit it and resubmit. There isn't any need to completely redo the cert. In addition, you can save any and all certs as templates for future use. The link is <https://pcit.aphis.usda.gov/pcit/>. You will see quick reference guides at the link, or contact our offices for additional guidance. It takes about 30 minutes to submit the first certificate and less than 5 minutes for each certificate after that. It is working quite well for us and I hope you see it as an advantage in your practice. *\*We do anticipate the acceptance of APHIS VMO electronic signature/endorsement in the near future, eliminating any time in the mail.*
- **Paper Certificates: All paper certificates should be sent to the Albany Office for endorsement:**



Safeguarding American Agriculture

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Federal Relay Service  
(Voice/TTY/ASCII/Spanish)  
1-800-877-8339

**USDA, APHIS, VS**  
**Attention: Export**  
500 New Karner Road, 2<sup>nd</sup> Floor  
Albany, NY 12205

- **Exporters who require an in person endorsement** may contact any of following Service Center 1 offices for an appointment. **Appointments are required for all in person export endorsements.**

If you are new to exports, or unsure of the requirements, we ask that you contact the office prior to submitting the certificate. *It is important to understand that for certificates that have a short expiration date, such as EU pet certificates, we strongly encourage the use of FedEx/UPS /USPS (Priority or Express) for overnight delivery and tracking ability.*

*We will begin the transition on March 31 by referring all exporters in the New England states to the Albany office. We hope to complete this transition by June 1, 2015.*

**New York, New England (Massachusetts, Connecticut, Maine, New Hampshire, Rhode Island, Vermont), North Carolina, West Virginia**

**USDA, APHIS, VS**  
**Attention: Export**  
500 New Karner Road, 2<sup>nd</sup> Floor  
Albany, NY 12205  
Telephone (518) 218-7540 option 1  
Fax (518) 218-7545  
Email [vspsny@aphis.usda.gov](mailto:vspsny@aphis.usda.gov)

**Pennsylvania**

**USDA, APHIS, VS**  
**Attention: Export**  
2300 Vartan Way Suite 250  
Harrisburg, PA 17110  
Telephone (717) 540-2777  
Fax (717) 782-3809  
Email [vspspa@aphis.usda.gov](mailto:vspspa@aphis.usda.gov)

<b>New Jersey</b>	
<b>– Mail In</b> <b>USDA, APHIS, VS</b> <b>Attention: Export</b> 500 New Karner Road, 2 <sup>nd</sup> Floor Albany, NY 12205 Telephone (518) 218-7540 option 1 Fax (518) 218-7545 Email <a href="mailto:vspsny@aphis.usda.gov">vspsny@aphis.usda.gov</a>	<b>In-person Appointments:</b> <b>USDA, APHIS, VS</b> <b>Attn: Export Department</b> Mercer Corporate Park 320 Corporate Blvd. Robbinsville, NJ 08691-1598 Phone: 609 259 5261 <a href="mailto:vspsnj@aphis.usda.gov">vspsnj@aphis.usda.gov</a>
<b>Virginia, Maryland, Delaware</b>	
<b>USDA, APHIS, VS</b> <b>Attention: Export</b> Federal Building 400 N. 8 <sup>th</sup> Street, Ste. 726 Richmond, VA 23219 Telephone (804) 343-2567 Email <a href="mailto:vspsva@aphis.usda.gov">vspsva@aphis.usda.gov</a>	

If you have any questions or concerns about the changes or would like help using VEHCS, please contact our office: (518) 218-7540 option 1 or [vspsny@aphis.usda.gov](mailto:vspsny@aphis.usda.gov)

Thank you very much for your assistance with the transition and we look forward to serving you.

Service Center 1 staff  
500 New Karner Road, 2<sup>nd</sup> Floor  
Albany, NY 12205  
Telephone (518) 218-7540 option 1  
Fax (518) 218-7545  
Email [vspsny@aphis.usda.gov](mailto:vspsny@aphis.usda.gov)

cc: Dr. William Smith, District Director  
Dr. Thomas McKenna, Assistant District Director