

Department of Agriculture, Food and the Marine.

Trader Notice MPD 001/2015

To: All Food Business Operators intending to export Dairy Products.

Subject: Changes to Dairy Certification Procedures in 2015.

Background:

The Dairy Certification Section, primarily in light of increasing certification requirements, have just completed an internal review of the day-to-day procedures when dealing with applications for Health and Veterinary Certificates. With a view to providing an improved service to external clients, the changes advised in the following paragraphs will be implemented from the 12th of January. The efficacy of these changes in providing an improved service in the context of increasing certification requirements will be monitored on an ongoing basis.

1. All requests to be made by email to the Helpdesk

Due to the high number of queries that Dairy Certification Section is currently receiving, the Dairy Certification Section have decided to introduce a dedicated email helpdesk to deal specifically with all issues related to current active applications in the Dairy Product Certification System (DPCS).

From the 12th of January, those making phone calls to the section will be advised to send the query by email to the helpdesk at dairycertshelpdesk@agriculture.gov.ie. There will be a member of staff monitoring this email address at all times and the emails will be dealt with in the order they are received. This new system will give us an improved record of all issues raised and allow this section to keep track of the ongoing progress of a particular issue. To aid us in dealing with the issues we would ask you to use the following format in the Subject line of the email:

[Company Name] – [Trader Reference] – REFERRAL REQUIRED
[Company Name] – [Trader Reference] – REJECTION REQUIRED
[Company Name] – [Trader Reference] – REPLACEMENT REQUIRED
[Company Name] – [Trader Reference] – MISCELLANEOUS

Within the body of the email, correspondents are required to use the format advised per the following advised template as it gives the Dairy Certification staff member all relevant information when dealing with a query. This format should be included in a word document and attached to the email to the helpdesk.

Certificate Number:
Trader Reference:
Applicant contact details (Name, direct phone number and company name):
Destination:
Status: Submitted/Accepted/Issued (Delete as appropriate)
Description of Query:

2. Emergency Certificates.

In an effort to be of assistance to Industry, the Dairy Certification Section has periodically accommodated companies who have needed a certificate urgently (i.e. sooner than the 5 or 14 working day turnaround time, depending on destination). Unfortunately, the volume of such requests has increased to the extent that dealing with such queries is proving disruptive to the overall efficiency of the unit in addressing certification issues as a whole. To address the above and to offset any possibility that late notified requests would become an acceptable default position, the following will apply from the 12th of January 2015;

- In exceptional circumstances if a company needs a certificate urgently, that company must put the request in an email to the helpdesk.
- Each request will be judged on a case by case basis.
- It may be the case, due to unforeseen and audit / control reasons, that the Dairy Certification Section cannot issue a certificate earlier than requested.
- Dairy Certification Section would reiterate that it is essential that all applicants make their applications in good time prior to the shipment of the product as previously requested to allow sufficient time for all pre-certification checks to be done.
- This new procedure will also allow the Dairy Certification Section to monitor the number of requests of this type that are being received. Based on this any necessary engagement with any particular company can then be facilitated to examine possibilities to ameliorate the emerging situation.

3. Dairy Produce Inspector Checks

Following several major audits on the Irish Dairy Industry and DAFMs Control Systems, the Dairy Controls and Certification Division i.e. the Dairy Produce Inspectors, have made some changes to their procedures. Since August of 2014 a small percentage of applications have been chosen at random and on a risk assessment basis for further checks.

These checks involve the emailing of the Health Certificate to the local Inspector who confirms that the information contained on the Health certificate is correct. The local Inspector then sends an Attestation to DAFM headquarters which confirms that the final certificate can be signed. It is DAFMs aim to have certificates sent for attestation processed within 7 days. Delays are minimal and usually arise when further clarification is needed regarding consignment details and statements on the certificates.

Delays will occur, in the verification process, if the applicant chooses the incorrect statement for the product. It is the duty of the trader to ensure statements selected for certification accurately reflect the processing and manufacturing conditions of the product.

In many cases delays result from choosing the incorrect Milk Origin statement. In this specific instance, it should accurately reflect from where the milk is sourced.

Traders are also reminded that in cases where the milk origin is not specifically stated on a Health certificate itself, it is still a requirement of the application process to ensure the milk origin data provided is verifiable and accurately reflected on the accompanying documentation.

4. Envelopes

Currently the Dairy Certification Section is providing individual envelopes for each applicant with their certificates. This represents an unnecessary duplication and waste of resources. To address this the intention is to put all the certificates for a company in one envelope, and upon receipt the company can then distribute them to the appropriate individuals.

Milk Policy and Trade Section

5 January 2015