



Common CHED Errors causing DEFRA Holds

NOVEMBER 2024



It's important to follow good CHED practice

Errors in manual input (POAO) and bulk upload (Plants and plant products) can cause delays with processing.

Checking the CHED carefully before submission will help to:

- ✓ Limit contact with UK authorities - goods only called into the Border Control Post for checks when required for biosecurity, rather than errors in the CHED.
- ✓ Reduce error messages appearing in IPAFFS & CDS.

Common Health Entry Document – addresses

- ✓ When providing a **delivery address/place of destination** for an address in the UK, select:

‘United Kingdom of Great Britain and Northern Ireland’ + country within UK

from the drop-down country list.

If you copy it from the Importer address box, it will also copy any mistakes.

Common Health Entry Document – characters

- ✓ If using dual language keyboards or copying and pasting into the CHED, particularly the transport reference, replace original language characters with the UK English equivalent characters:

L instead of Ł o instead of ó z instead of ź

Common Health Entry Document – addresses

Traders

Importer, Packer, Delivery address and Consignor

Plants
CHED-PP

Importer

Name	Address	Country
An Example	Example Building, 32 Example Street, Bedford, BE2 5FD	United Kingdom of Great Britain and Northern Ireland

Packer (optional)

Name	Address	Country
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[Add a packer \(optional\)](#)

Delivery address

Name	Address	Country
An Example	Example Building, 32 Example Street, Bedford, BE2 5FD	United Kingdom of Great Britain and Northern Ireland

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Consignor or exporter

Name	Address	Country
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Traders

Addresses

Consignor or exporter

This is the sender of the consignment.

[Add a consignor or exporter](#)

Consignee

This is the receiver or buyer of the consignment being shipped or transported.

Name	Address	Country
A Consignee	2 Consignee Road, Bedford	England


[Change](#)

Importer

This is usually the same as the consignee. You can select a different person if needed.

[Same as consignee](#) [Add an importer](#)

Place of destination

 Providing a false address is an act of fraud.

This is where the consignment will be sent for final unloading, and must be in Great Britain. If this is not the same as the consignee or importer, select a different address.

POAO
CHED-P

Common Health Entry Document – bulk upload of commodities

- ✓ Check carefully before CHED submission:
 - ✓ Commodity codes
 - ✓ Weights or quantities

Also in CDS, check CHED reference is provided in the correct format.

Common Health Entry Document – good practice

- ✓ Keep the CHED up to date:
- ✓ Include the Goods Movement Reference (for GVMS enabled carriers) and Vehicle Registration Number where known.
- ✓ Update the estimated arrival time if travel times change and where GVMS is not used.

If CHED status = Draft or New, change yourself.

If CHED status = In Progress, request PHA/APHA to set to Amend

How to fix errors in your CHED

- ✓ Check carefully before you submit
- ✓ If the CHED status is DRAFT or NEW, you can amend.
- ✓ If the CHED status is IN PROGRESS, ask the PHA to set the CHED status to AMEND so that you can change and resubmit.
- ✓ If the CHED status is VALID but you are still seeing error messages, identify the mistake and contact the Port Health Authority (products of animal origin) or APHA (plants and plant products) to amend or replace the CHED with a corrected version.

Contact points

Urgent BTOM import queries for plants and plant products across England and Wales should be directed to the Animal and Plant Health Agency (APHA), by email, in the first instance:

phsi-importers@apha.gov.uk

Please provide the CHED reference number.

Telephone: +44 (0) 3000 200 30

Urgent BTOM/import queries for animal products should be directed to the Port Health Authority (PHA) at your nominated Border Control Post (BCP). Please provide the CHED reference number.