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| Dairy Export Certification Guide |

Applying for a Taiwan Health Certificate

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To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

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| Term | Definition |
| 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 Taiwan Health Certificate for composite products is a facility that appears on one of the three Government lists below:   * [Interstate Milk Shippers (IMS) list, maintained by the Food and Drug Administration (FDA)](https://www.fda.gov/Food/GuidanceRegulation/FederalStateFoodPrograms/ucm2007965.htm) * [FDA maintained European Union (EU) Dairy Plant Reference list (pdf)](https://webgate.ec.europa.eu/sanco/traces/output/US/MMP_US_en.pdf) * [Dairy Plants Surveyed and Approved for USDA Grading Service, maintained by the Dairy Grading Branch](https://apps.ams.usda.gov/dairy/ApprovedPlantList/)   If the plant that packaged the final product does not appear on any of the above lists you will need to contact AMS at [DairyExportsQuestions@ams.usda.gov](mailto:DairyExportsQuestions@ams.usda.gov). |
| Composite Product | A foodstuff intended for human consumption that contains both processed products of animal origin and products of plant origin and includes those where the processing of the primary products is an integral part of the production of the final product. |
| Consignee | Entity receiving the product in Taiwan |
| Consignor | Entity in the U.S. exporting the product. |
| Documentation Review | A Documentation Review is a review of the documents that demonstrate the compliance of the exported product with Taiwan regulations. The documents will also be reviewed to assure that the product that was actually exported matches the information on the export certificate. |

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| 1.0 Purpose |

This document will provide guidance on how to submit a Request for Taiwan Health Certificates and how to complete the Certificate form.

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| 2.0 Service Fees |

Taiwan 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](https://www.federalregister.gov/documents/2019/04/30/2019-08701/2019-rates-charged-for-ams-services).

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| Service | Fees |
| Original Certificate | $82.00 |
| Amendment to Original Certificate | $82.00 |
| Certified Certificate Copy | $41.00 |
| Scanned .pdf Certificate (sent via e-mail) | $41.00 |
| Fax Charge | $4.00 |

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| 3.0 Application and Submission Information |

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| 3.1 Application Content |

The following table provides instruction on completing each application section. The number in parenthesis **( )** behind each label is the number of characters allowed by the system.

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| Line *(character limit*) | Instructions |
| APPLICANT (50) | Name of the Company requesting the export certificate |
| 1. CONTACT NAME (75) | Individual to be contacted by AMS with questions regarding this certificate request |
| 2. AMS BILLING ACCOUNT (10) | AMS Billing Account number. This ten digit number is the AMS applicant number from the Dairy Grading Branch billing system. Applicant numbers can be obtained or verified by sending an e-mail to [DairyNFO@ams.usda.gov](mailto:DairyNFO@ams.usda.gov) . |
| 3. 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. |
| 4. E-MAIL ADDRESS (200) | Provide an e-mail address for notifications regarding the processing and billing of this request. |
| 5. CONTACT PHONE (40) | Provide a telephone number for AMS to contact you with questions. Include area code and country code if applicable. |
| 6. FAX (*40*) | Provide a fax number where information regarding the certificate request can be directed. |
| MAILING INFORMATION | |
| 7. COMPANY (3*5*) | 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. |
| 8. CONTACT (75) | Who should AMS mail the certificate to when completed? |
| 9. STREET (75) | Provide the street address for the mailing address. |
| 10. CITY (*35*) | Provide the city for the mailing address. |
| 11. STATE (2) | Provide the 2-digit state abbreviation for the mailing address. |
| 12. ZIP (35) | Provide the zip code for the mailing address. |
| CONSIGNOR | **Name** (75)  **Address** (150)  City(35)  ST(1)  Postal Code(35)  **Telephone Number** (40) |
| CONSIGNEE | **Name** (*75*)  **Address** (includes city and state) (150)  **Postal Code** (35)  **Telephone Number** (40) |
| TYPE OF TRANSPORT | Please select as applicable |
| CONDITIONS FOR TRANSPORT AND STORAGE | Please select as applicable |
| NAME/# OF SHIP/AIRPLANE USED TO TRANSPORT ITEMS IF AVAILABLE (50)  DEPARTURE DATE | Enter this information if available.  This should be the date the consignment will depart from the port of exit but may be the date the consignment departs the warehouse for the port of exit. MM/DD/YYYY |
| ADDITIONAL STORAGE INFORMATION (50) | Enter the temperature requirements for transportation and storage of the product, for example: Ambient; chilled; Frozen; Frozen -20°C. |
| TOTAL NET WEIGHT | Enter the total net weight of the product from each approved plant. Numbers only. |
| NUMBER OF PACKAGES | Enter the total number of packages in the consignment from each approved plant. Numbers only. |
| CONTAINER NUMBER(S) (75) | Provide the container number(s) if applicable. Type N/A if shipping via air. |
| SEAL NUMBER(S) (75) | Provide the seals number(s) as applicable. |
| PRODUCT DESCRIPTION (100) | Include a general description of the exported products, e.g. milk, MPI, NFDM, casein, cheese, lactose, WPC, etc. This information should correspond to the HS code that will be entered in Commodity Code block. If the product is not a known dairy product then add “contains dairy” or add the actual dairy product name, abbreviation or initials.  **HUMAN CONSUMPTION** - Check the box for “Human Consumption.” This box must be checked by the applicant. AMS does not have authority to issue export certificates on products for animal feed. All certificates for animal feed products are issued by USDA Animal Health Protection Inspection Service (APHIS)**. By checking this box, the applicant is certifying that the product is being exported and will be used for human consumption.**  Check the box for “**MEETS REQUIREMENT OF TAIWAN**”. This box must be checked by the applicant. It is the applicant’s responsibility to comply with all requirements of Taiwan. |
| KIND OF PROCESSING TREATMENT (250) | 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. |
| COMMODITY CODE (HS CODE) (100) | Enter the appropriate Harmonized System (HS) code(s) of the World Customs Organization for the products in the shipment. The exporter should work with the importer to confirm that the appropriate code is used. |
| TYPE OF PACKAGING (20) | Enter the total number of packages in the consignment. This number must equal the sum of the Net Weight of each product in the Net Weight box. If this number is not correct, then the program will generate an error. You much fix this error before submitting the request for approval. |
| PLANT NUMBER (20) | Provide the approval number or plant number of the treatment and/or processing establishment approved to export. A maximum of three plants may be included on one certificate. |
| LOT NUMBERS (255) | Provide all LOT numbers from each plant that are in the consignment. |
| NUMBER OF PACKAGES (10) | Enter the total number of packages in the consignment from each approved plant. |
| NET WEIGHT | Enter the total net weight of the product from each approved plant. Numbers only.  *Only METRIC units (i.e., MT, KG or grams) may be used.* |
| PRODUCTION DATE (10) | Date products was produced. Date Only (MM/DD/YYYY) |
| EXPIRATION DATE (10) | Date product is expected to expire. Date Only (MM/DD/YYYY) |

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| 4.0 Submitted Application |

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| 4.1 Requesting the Certificate |

When you have completed the certificate application save a copy 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 to the address listed on the application. You can attach multiple requests to one e-mail however, each file must have a different file name.

* Sanitary certificates are issued in English. (Emailed requests can be requested in dual language; English, Spanish, Serbia.)
* All completed documents are returned to the applicants by U.S. Mail unless an express mail return label is received with the 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.
* No alterations may be made to the certificate after the endorsement by AMS.

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| 4.2 Amendment Request |

#### Original certificate requested via Email

Make the changes you are requesting to the original file. Under the “Additional Storage Information” field please note “Cancels and Replaces DX-XXXXXXX” date XX-XX-XXXX. 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”, 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).

Send completed Word document and courier label to [DairySanitaryCerts@ams.usda.gov](mailto:DairySanitaryCerts@ams.usda.gov).

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| 5.0 Record Retention |

Applicants are subject to annual documentation reviews by the Dairy Grading Branch to verify that information provided on the requests and statements checked in eDocs regarding certificates of conformance are valid.

Maintain supporting documentation for one year following your certification request. The Dairy Grading Branch sends the original certificate to the address provided by the applicant and maintains an electronically scanned copy for 3 years according to records management requirements.

Maintain your account in good standing by remaining current on payment of bills associated with certification.

## Contacts

If you have questions regarding submission requirements or other information contained in this document, please contact the Dairy Grading Branch at: DairyExportsQuestions@ams.usda.gov.