

Please follow the steps to register as an Agent business or organisation on the Import of Products, Animals, Food or Feed Service (IPAFFS) system.

NB: you must register with a UK address. You will be unable to use IPAFFS as either an Importer or Agent if registered with a non-UK address.

Agents and Importers must both register on IPAFFS – even if the Importer does not intend to create any notification themselves, both must be registered for the Importer to be able to grant delegation of authority to their Agent(s).

We strongly recommend that you obtain written authorisation to act on behalf of client(s) so that your mutual responsibilities and liabilities are formally documented.

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Step 1: Create a Government Gateway Account

1. Go to <https://www.gov.uk/guidance/import-of-products-animals-food-and-feed-system>
2. This will take you to the Government Gateway sign in page. If you already have a Government Gateway ID and Password, enter these, click 'Sign in' and you will then be directed to create a Defra account for IPAFFS. Follow from Step 2 below.

If you do not have a Government Gateway account, click 'Create sign in details' and follow the steps below:

3. Enter the email address you want associated with your Government Gateway account and click 'Continue'.
4. You will receive a 6-digit code to your email address. Enter the 6-digit code into IPAFFS to confirm your email address and click 'Confirm'. Your email address has been confirmed, click 'Continue'.

5. Enter your full name and click 'Continue'.
6. Add a 10-character password, confirm this then click 'Continue'.
7. Your Government Gateway ID has been created and emailed to you. Click 'Continue'.

Step 2: Creating a Defra Account – for your UK based Business or Organisation

8. Please read the privacy notice, tick to agree to the terms and conditions, then click 'Continue'.
9. Select the radio button 'a business or organisation', then click 'Continue'. Do not select 'an individual' – this option is not enabled, and you will be unable to use IPAFFS.
10. Choose where the business or organisation is registered to trade, select 'UK' radio button and click 'Continue'.
11. If your business or organisation is registered with Companies House, select 'Yes' radio button and click 'Continue'; if your business or organisation is not registered with Companies House, select 'No', then click 'Continue', go to step 15.
12. Enter your Companies House number and click 'Continue'.
13. Confirm the Companies House registered address is correct, if correct, click 'Continue'. If no address returned, enter the post code in the look up table.
14. Enter main contact details for the business or organisation, click 'Continue', then follow from step 17.
15. Select 'Sole Trader' and click 'Continue'.
16. Enter your name and click 'Continue'.
17. Scroll down to Section 3.
18. Click on the hyperlinks in turn to enter your contact details, business details (name, address, contact details) and security word (click 'Continue' after each), then click 'Check your answers'.
19. Check your answers are correct (you can amend anything with a 'Change' hyperlink to the right), tick 'I'm not a robot' and click 'Continue'.
20. Your registration is complete, and you can now see your IPAFFS dashboard.

Step 3: Adding team members to the organisation account

You can now add team members to the account if required. The team member(s) can be another administrator like yourself (allows them to add/remove team members) or you grant them standard access (service

access only). We recommend that you have a minimum of two administrators for your organisation account.

1. Log into IPAFFS using your Government Gateway ID and password.
2. From the dashboard, click 'Manage account' (top right).
3. Under 'Your accounts' (next to your organisation name), click 'Manage'.
4. Under 'Manage Team Access' click 'Add a team member'.
5. Enter the email address of your team member, click 'Continue'.

An invitation to join the account has been sent to the team member's email address.

The team member will now complete a short registration process by clicking on the URL within the invite. If the team member has a Government Gateway ID, they can use this by logging in via the 'Sign in' link, or they can choose to create a new ID. Once they have registered, a notification email is issued to the administrator to allocate account roles, service and service role, see Step 4.

Step 4: Assigning team member account, service and service role

You will have received an email informing you that a team member has completed their registration. You now need to assign them an account, service and service role. Please complete the following steps.

6. Log into IPAFFS using your Government Gateway ID and password.
7. From the dashboard, click 'Manage account' (top right).
8. Click 'Manage team access'.
9. Click on the hyperlink for the invited team member's name.
10. Click 'Give account access'.
11. Select administrator or standard user and click 'Continue'.
12. The team member has been given access, click 'Continue'.
13. Click 'Give service access'.
14. Select 'IPAFFS Service' and click 'Continue'.
15. Select the role (Notifier) and click 'Continue'.

The appropriate access has now been given to the team member and an email has been sent to them to confirm their role.

Repeat above steps to add more team members.

Step 5: Get Agent Code

You will need to obtain your Agent code and give this to your clients in order to link to them correctly and create notifications on their behalf.

1. From your dashboard, click 'Manage trade partners' (top right).
2. Select 'Yes' to 'Are you a plants importer or agency?' then click 'Continue'.
3. The first time you access this page, you will then be asked 'What are you trying to do?', select 'I am an agent who wants authority to act on behalf of other businesses' and click 'Save and continue'.
4. Tick to confirm you will act as an agent, then 'Save and continue'.
5. The next page which appears shows your organisation, scroll down.
6. Your agent code is displayed. Give your 10-digit code to any organisations who would like you to act as their agent. Companies who have granted you delegation of authority to act as their agent will be listed at the bottom of the page.
7. You can choose to automatically accept delegation requests or not using the slider. If you do not select this automatic acceptance, you will have to manually click 'Accept delegation' for each Importer(s) you wish to act on behalf of when they add your code and appear on the list.

Step 6: Agent: Create a notification on behalf of an Importer

When an Importer has entered your code and granted you delegation of authority, you will be able to select which Importer you are making the notification on behalf of.

1. To create a notification for one of your Importer clients, click 'Create a new notification' from your dashboard.
2. Select the radio button next to 'Plants, plant products and other objects' to the 'What are you importing?' question then click 'Save and continue'.
3. At this point, you will see the page 'Who are you creating this notification for?'. Select 'A different organisation' then click 'Save and continue'.
4. All of the Importers who you have accepted delegation for will be listed in a dropdown. Select as appropriate then click 'Save and continue'.

NB: if an Importer does not appear here, the delegation of authority process has not been correctly completed, return to Step 5 above to check

you have accepted the Importer, and if they do not appear at all, return to Step 4, checking that your Importer has added your Agent code correctly.

5. Continue completing the notification on behalf of the Importer.