**Please follow the steps to request the re-issue of a completed phytosanitary certificate application on the Plant Health Exports Service (PHES):**

NB:

* you cannot change the destination; goods you are exporting or increase the quantity from the original certificate
* you may be able to change the expiry date, transport details or reduce the quantity of goods from the original certificate
* you may need to pay a fee for a re-issue

**Step 1: Log into your Government Gateway Account**

1. Enter your Government Gateway ID and password at <https://exporter.apply-phytosanitary-certificate.defra.gov.uk/>.

**Step 2: Locate Application**

1. From the dashboard, locate the application you wish to be re-issued.
2. Click on the application reference hyperlink to open. Click the hyperlink ‘Apply for re-issue’.

**Step 3: Apply for Re-issue**

1. The ‘Apply for a certificate re-issue’ page opens. Read the guidance and click ‘Continue’.
2. The ‘Why do you need this certificate re-issued?’ page opens. Select your required option from the available choices: to change details, lost or damaged, never arrived, date has expired or something else (you will need to explain the reasons for this in the freetext box which appears when this is selected). Click ‘Continue’.
3. If you are requesting a re-issue to change details, the ‘Change certificate details’ page opens. You may change details by selecting the ‘Change’ hyperlink(s) to the right. Click ‘Continue’ when all changes are made.
4. The ‘When do you need the certificate?’ page opens. Select ‘As soon as possible’ or ‘At another date’ and enter the required date. Click ‘Continue’.
5. Tick the Exporter declaration then click ‘Submit’. Your re-issue application has been successfully submitted. If you have the original certificate, return it to the address shown.
6. On your dashboard, the status of the application is now ‘Processing re-issue’. Your re-issue request will now be processed, and the re-issued certificate forwarded to you. The status will change to ‘Certificate re-issued’ when this is completed.
7. If your re-issue request has been declined, you will see the status ‘Re-issue denied’ on your dashboard, click to open the application and you will see further details about why your request was declined, and how to proceed. You may need to re-apply for your re-issue and amend some information, or you may need to make a new application.