Accredited Veteranar Partners,

We want to let you know about some significant changes, starting with our name, which has been changed from Service Center, Sacramento to Service Center West Coast. We provide endorsement support for the following states/territories: Alaska, American Samoa, Arizona, California, Colorado, Guam, Hawaii, Idaho, the Northern Mariana Islands, Montana, Nevada, New Mexico, Oregon, Utah, Washington, and Wyoming.

A few reminders about live animal certificates and documentation:

- **Accredited veterinarians issue, APHIS endorses** health certificates – the ‘date of issue’ is the date you sign the certificate.
- **Animal identification**
  - Note microchips, ID bands, breeds, markings consistently across documents.
- **Horses to Canada**
  - Use the sample date for your Coggins in the EIA test date field, not the date of receipt by the lab or the date reported.
- **Poultry certificates**
  - Be mindful of certificate statements regarding HPAI freedom.
  - Keep a watch for changes in HPAI status by State and county.
- **EU and UK small animal health certificates:**
  - For animals traveling with owners or within 5 days of owner’s travel, you may issue up to 30 days before the animal’s arrival. Examine early!
  - APHIS must endorse within 10 days of arrival in the importing county.
  - First valid Rabies vaccination = first following microchip implantation or a lapse in vaccination
    - Validity period: begins 21 days after administration, revaccination due within one year if no documentation of prior vaccination is available – after that, three year validity is accepted.
    - Microchip numbers should always be noted on Rabies certificates, and original ink signatures are preferred (required for the UK).
- **VEHCS:**
  - One health certificate per submission.
  - Digitally endorsed certificates are not like e-tickets; a printed paper copy of the certificate must accompany the animal(s).
  - Upload enough associated documents to demonstrate the validity of your certification statements, but not the whole medical record!
  - Upload sufficient funds for payment. Common charges are $38 when no tests are reviewed, $121 for one animal with 1-2 tests, $150 for 3-6, $173 for 7+. Reach out to your endorsement office to confirm fees.
  - Please allow several business days for your certificates to be reviewed/returned and endorsed over peak travel times (summer months and winter holiday season).
  - Certificates submitted with less than one working day in time and may be subject to overtime charges to complete.
  - The endorsement office is unable to provide status updates on certificates by phone or email due to workload. Please check your VEHCS account for status (“Reviewed” means the office has viewed and is working on your certificate, “Completed” means it has been endorsed, “Returned” means we need a correction from you).
- **Shipping labels**
  - Prepaid return overnight shipping labels must be purchased directly through the courier service (e.g. FedEx, UPS, Priority USPS) and will only be accepted if the sender address box shows the address of pet owner or veterinary clinic. Return shipping labels cannot show any connection to USDA or any USDA employee.