



agriculture, forestry & fisheries

Department:
Agriculture, Forestry and Fisheries
REPUBLIC OF SOUTH AFRICA

Directorate Inspection Services Department of Agriculture, Forestry and Fisheries
Private Bag X258, Pretoria 0001; Enquiries: Mr KE Phoku; Tel: number 012 309 8701/2. Fax: number: 012 309 8785. E-mail: address: ErnestP@daff.gov.za;

Dear Exporters/Agents/Industry role players

IMPLEMENTATION OF ECERTIFICATION PLATFORM FOR PHYTOSANITARY CERTIFICATION

The Department of Agriculture, Land Reform and Rural Development (DALRRD) is in the process of implementing an eCertification system for phytosanitary certification. Phytosanitary certificate applications for all plants and plant products with effect from 1st April 2020 will be done and processed on the eCert platform.

It is advisable that all role players in the phytosanitary environment be registered on the eCert platform, as only applications done on the online system will be accepted.

Benefits of the eCert system:

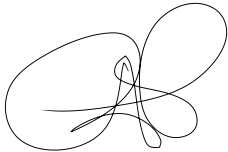
- Applications are done online and with a plan to discontinue paper in future.
- If the ePhyto is rejected or approved an automated response will be sent to the client
- Applicants are able to track their applications on the dashboard.
- The alignment issues have been solved with the new format certificates.
- Applicants can select at which office they would want their applications processed.
- DAFF prints all approved phytosanitary certificates.

eCert Support:

Users of the system will be able to receive support by contacting the following parties:

- IT Technical Support: Please use the ticketing system on www.ecert.co.za to log a technical support question or email support@ecert.co.za.
- User Guides: User guides are available under www.ecert.co.za – and are being revised and updated periodically.
- Phytosanitary Queries: The normal channels used for such queries still apply.
- Project Queries: These can be directed to DAFF on PhilileL@daff.gov.za, Tel 012 309 8764/ 060 973 4233 and PhindileN@daff.gov.za, Tel 012 319 6043/076 223 9055.

Kind regards



KE Phoku

Director: Inspection Services

Date: 16/03/2020