

Use this form to apply for a manual release if the ALVS can't process an automatic release.

Please send your completed form with a copy of your Customs entry document, commercial documents and any documentation specified below. Please only email to one of two mailboxes: **NCH@hmrc.gsi.gov.uk** or **NCHLAP@hmrc.gsi.gov.uk** Please do not send to both. Or you can fax it to **0800 496 0699**.

<p>1 Agent company name</p> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	<p>4 Port Health Office, Border Inspection Post or Designated Point of Entry</p> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>
<p>2 Contact name</p> <input style="width: 100%; height: 20px;" type="text"/>	<p>5 Entry number</p> <input style="width: 100%; height: 20px;" type="text"/>
<p>3 Phone number</p> <input style="width: 100%; height: 20px;" type="text"/>	<p>6 Date of entry DD MM YYYY</p> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>

ALVS is not able to provide an automated release

Please tick one box only	Document to include
Catch certificate checks are required and there is no CVEDP <input style="float: right;" type="checkbox"/>	Proof from port health/MMO that checks have been completed
A Regulation Notification (16/23) has been issued for the consignment in place of a CVEDA (and veterinary inspection fees have been collected) <input style="float: right;" type="checkbox"/>	Copy of Regulation Notification 16/23
Full CVED/CED checks have been carried out in another member state country but the CVED/CED reference number is not compatible with ALVS (that is, it is not in TRACES 7-digit format) <input style="float: right;" type="checkbox"/>	A copy of the completed CVED/CED must be supplied
There are multiple Customs entries associated with multiple CVED/CEDs (and ALVS matching has failed) <input style="float: right;" type="checkbox"/>	Proof that the CVED/CED checks have been completed
The CED has an unacceptable decision, however, clearance is requested to use the consignment for another approved purpose <input style="float: right;" type="checkbox"/>	A copy of the completed CED must be supplied, together with a copy of the legal notice issued
A system outage has occurred and manual clearance procedures have been initiated <input style="float: right;" type="checkbox"/>	Proof that the checks have been completed and are satisfactory
Other (please specify): <input style="width: 100%; height: 20px;" type="text"/> <input style="float: right;" type="checkbox"/>	Proof that the checks have been completed and are satisfactory

If you need help please phone these numbers at the National Clearance Hub

Route 1 Import Helpline: Monday to Friday, 8am to 6pm, phone **03000 588 454**.

Import out of hours: Monday to Friday, 6pm to 8am, Saturday and Sunday, open 24 hours, phone **03000 588 401**.

Live animals: Monday to Friday, 8am to 6pm, phone **03000 588 452**.