



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

Please send your completed form with a copy of your customs entry document, commercial documents and any documentation specified below. 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 type="text"/> <input type="text"/>	<p>4 Port Health Office, Border Inspection Post or Designated Point of Entry</p> <input type="text"/> <input type="text"/>
<p>2 Contact name</p> <input type="text"/>	<p>5 Movement reference number (MRN)</p> <input type="text"/>
<p>3 Phone number</p> <input type="text"/>	<p>6 Date of entry DD MM YYYY</p> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input 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 CHED-P <input 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 CHED-A (and veterinary inspection fees have been collected) <input type="checkbox"/>	Copy of Regulation Notification 16/23
Full checks have been carried out in another member state country but the CHED reference number is not compatible with ALVS (that is, it is not in TRACES 7-digit format) <input type="checkbox"/>	A copy of the completed CHED must be supplied
There are multiple customs entries associated with multiple CHED's (and ALVS matching has failed) <input type="checkbox"/>	Proof that the CHED checks have been completed
The CHED-D has an unacceptable decision, however, clearance is requested to use the consignment for another approved purpose <input type="checkbox"/>	A copy of the completed CHED-D 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 type="checkbox"/>	Proof that the checks have been completed and are satisfactory
Other (please specify): <input type="text"/> <input 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, 03000 588 454
- import out of hours: Monday to Friday, 6pm to 8am, Saturday and Sunday, open 24 hours, 03000 588 401
- live animals: Monday to Friday, 8am to 6pm, 03000 588 452