Breadcrumb

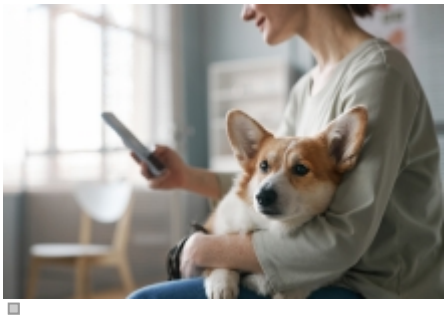
1. Home
2. Print
3. Pdf
4. Node
5. Entity Print

Contact Us

Last Modified:

You may find the answers you're looking for in these popular topics:

Check Status of a Pet Health Certificate



Pet Travel Requirements



Avian Influenza



New World Screwworm



USDA Holds Due to Plant Health Risk



Non-Compliant Seeds



Important Notice for Pet Owners

Health certificate endorsements may take several business days and are often completed just 1–2 days before travel. Mailing can add extra time, and incomplete paperwork may delay or prevent endorsement.

For updates, contact your accredited veterinarian. They submit your documents and can track endorsement status through the Veterinary Export Health Certification System (VEHCS). Due to high volume, USDA **cannot** provide individual status updates.

Plan ahead: Have a backup plan in case your certificate isn't ready—such as leaving your pet with a caretaker or adjusting travel dates.

Other tips:

- If mailed documents are missing, contact the courier. Lost packages must be reissued through VEHCS by your veterinarian.
- Pet owners cannot submit documents to USDA offices. All submissions must be made by the veterinarian through VEHCS.

Contact Directories

Find contact information for these topics:

Animal Health

Animal diseases, livestock and poultry health, veterinary accreditation, veterinary biologics, laboratory services, emergency management, and more

Animal and Animal Product Imports and Exports

Import permits and requirements, export services, current trade restrictions, quarantines, inspections, and related topics

Animal Welfare

Animal welfare complaints, applying for a license or registration, importing dogs for resale or adoption, Animal Welfare Act requirements, Horse Protection Act requirements, and related topics

Biotechnology

Regulation of plants, plant pests, and biological control organisms developed using genetic engineering

Business Services

Resource management and administrative services, including acquisition and asset management, financial management, human resources, and information technology.

Emergency and Regulatory Compliance Services

Emergency support function #11 coordinators, Investigative and Enforcement Services, and more

International Services

In-country animal and plant health inspection services, Foreign Service Officers, and related topics

Plant Health

Plant pests and diseases, domestic and emergency programs, moving plants across State lines, bees and pollinator health, and more

Plant and Plant Product Imports and Exports

User fees, import permits and requirements, export services, current trade restrictions, quarantines, inspections, and related topics

Wildlife Services

Wildlife damage assistance, managing feral swine, rabies in wildlife, other wildlife diseases, National Wildlife Research Center, and more

Other Inquiries

The Customer Service Center is currently experiencing an influx of inquiries. We're working hard to get to yours as soon as we can! Thank you for your patience.

If you're checking the status of a pet health certificate, contact your accredited veterinarian. They submit your documents and can track endorsement status through the Veterinary Export Health Certification System (VEHCS). Due to high volume, USDA **cannot** provide individual status updates.

General Public (including pet travel and veterinary accreditation)

APHIS Customer Service Center

Email: aphis.customersupport@usda.gov

Phone: 844-820-2234

Hours of Operation:

Monday–Friday, 9:00 a.m. to 5:00 p.m. Eastern Time

Press and Media

APHIS Public Affairs Team

Email: aphispress@usda.gov

Hours of Operation:

Monday–Friday, 8:30 a.m. to 5:00 p.m. Eastern Time

APHIS Partners and Stakeholders

For inquiries from Federal, State, and Tribal partners; industry; and nongovernmental organizations:

Katrina Rudyj

Advisor for State and Stakeholder Relations

Email: katrina.e.rudyj@usda.gov

Phone: 202-799-7029

Members of Congress and Their Staff

Legislative and Congressional Affairs Team

Email: aphis-la@usda.gov

Hours of Operation:

Monday–Friday, 8:30 a.m. to 5:00 p.m. Eastern Time

APHIS Website Support

Members of the public: Contact the APHIS webmaster to report a website problem (such as a broken link or 404 error) or request a website change or enhancement.

APHIS employees: Submit all web requests to the APHIS Web Request System.

Address

U.S. Department of Agriculture
Animal and Plant Health Inspection Service
George Washington Carver Center
5601 Sunnyside Ave.
Beltsville, MD 20705
Directions

Contact Us Contacts
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