ePermits

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Frequently Asked Questions (FAQ's)

What permit applications are automated via the ePermits System?

The charts below describe the APHIS permit applications which can be applied for online using the epermits system.

Plant Protection and Quarantine (PPQ) Permit Applications

Application Form	Permit Form	Application Name
PPQ 525A	N/A	Application for Permit to Receive Soil
PPQ 526	N/A	Application and Permit to Move Live Plant Pests or Noxious Weeds
PPQ 546	N/A	Agreement for Postentry Quarantine State Screening Notice
PPQ 585	N/A	Application for Permit to Import Timber or Timber Products
PPQ 586	N/A	Application for Permit to Transit Plants and/or Plant Products, Plant Pests, and/or Associated Soil, through the United States
PPQ 587	N/A	Application for Permit to Import Plants or Plant Products

Application Form	Permit Form	Application Name
PPQ 588	N/A	Application for Permit to Import Plants or Plant Products for Experimental Purposes
PPQ 621	N/A	Application for General Permit to Engage in the Business of Importing, Exporting, or Reexporting Terrestrial Plants

Veterinary Services (VS) Permit Applications

Application Form	Permit Form	Application Name
VS 16-3	16-6 A	Import Controlled Material or Transport Organisms or Vectors
VS 16-7	N/A	Supplemental Application Form (Supplemental to the VS 16-3)
VS 17-129	VS 17-135	Application for Import or in Transit Permit (for Live Animals, Semen or Embryos)
(VS) APHIS 2005	(VS) APHIS 2006	Application for United States Veterinary Biological Product Permit
VS On Hold Shipment	N/A	VS On Hold Shipment Notification

Biotechnology Regulatory Services (BRS) Permit Applications

Application Form	Permit Form	Application Name
BRS 2000	N/A	Application for Permit or Courtesy Permit for Movement or Release of Genetically Engineered Organisms
BRS Notification	N/A	Notification of Movement or Release of a Genetically Engineered Plant

Do I need a permit? / What is the status of my permit application?

For questions regarding permit application status, whether or not you need a permit, and regulations or policies concerning import, transit, movement or release, please contact:

Plants and Plants Products:
Telephone Number: 301-851-2046 or Toll free: 1-877-770-5990
Email: PlantProducts.Permits@aphis.usda.gov

Live Plant Pests, Biological Control Agents, Bees, Parasitic Plants, Federal Noxious Weeds, or Soil:
Telephone Number: 301-851-2046 or Toll free: 866-524-5421
Email: Pest.Permits@aphis.usda.gov

Animals Products:
Telephone Number: 301-851-3300
Fax Number: 301-734-8226

Email: animalproducts.permitapplication@aphis.usda.gov

Live Animals:
Telephone Number: 301-851-3300
Fax Number: 301-734-4704
Email: VS-Live.Animals_Import.Permits@aphis.usda.gov

Select Agents, Organisms and Vectors:
Telephone Number: 301-851-3300
Fax Number: 301-851-2239
Email: ov@aphis.usda.gov
Email: asap@aphis.usda.gov

Veterinary Biological Products (veterinary vaccines, bacterins, antiserum, diagnostic test kits, etc)
Telephone Number: 301-851-3609

Genetically Engineered Organisms:
Telephone Number: 301-851-3930
Email: biotechquery@aphis.usda.gov

Do I need Level 2 access?

The USDA eAuthentication system supports different levels of authentication. ePermits requires a **Level 2 authentication** for most permit applications.

Exceptions to the Level 2 requirement are made for the **APHIS Form 2005 (Application for Permit for the Research and Evaluation or Transit Shipment of Veterinary Biological Products)** and also for some biotechnology permits and notifications. For more information about Biotechnology eAuthentication requirements, please refer to: http://www.aphis.usda.gov/permits/brs_epermits.shtml.

How do I obtain a Level 1 account?

- Browse to: https://identitymanager.eems.usda.gov/Registration/index.aspx
- Click **Register for a Level 1 Account**
- Follow the instructions to request a Level 1 account online
- You will receive a confirmation email from eems.support@ocio.usda.gov with the subject "eAuthentication: Action Required - Instructions to Activate Your USDA Account with Level 1 Access".
- Click the **ACTIVATE MY ACCOUNT** link in the confirmation email

How do I obtain a Level 2 account?

- Browse to: https://identitymanager.eems.usda.gov/Registration/index.aspx
- Click **Register for a Level 2 Account**
- Follow the instructions to request a Level 2 account online

- You will receive a confirmation email from eems.support@ocio.usda.gov with the subject "eAuthentication: Action Required - Instructions to Activate Your USDA Account with Level 2 Access".
- Click the **ACTIVATE MY ACCOUNT** link in the confirmation email
- You will then have 2 options to verify you identity:
    - Option 1: Correctly answer online identity verification questions.
    - Option 2: Present your Government issued photo ID at a USDA Local Registration Authority (LRA) office.

How do I upgrade my Level 1 account to Level 2?

- Browse to: https://identitymanager.eems.usda.gov/Registration/index.aspx
- Click **Login to your profile**
- Login with your Level 1 user ID and password
- Follow the instructions to request a Level 2 account online
- You will receive a confirmation email from eems.support@ocio.usda.gov with the subject "eAuthentication: Action Required - Instructions to Activate Your USDA Account with Level 2 Access".
- Click the **ACTIVATE MY ACCOUNT** link in the confirmation email
- You will then have 2 options to verify you identity:
    - Option 1: Correctly answer online identity verification questions.
    - Option 2: Present your Government issued photo ID at a USDA Local Registration Authority (LRA) office.

Where are my applications/permits?

There are two common reasons why you may not see your applications or permits when you login to ePermits. It may be that you have another eAuthentication account and those applications/permits are associated with that account. Alternately, it may be that if you faxed or mailed an application to APHIS, that application needs to be "transferred" to your account.

To look for your other eAuthentication accounts:

- Browse to: https://www.eauth.usda.gov/mainPages/eAuthSiteMap.aspx
- Click on **Forgotten User ID**
- Enter your name and email address
- The eAuthentication system will send you all of your login user name(s)

If you faxed or mailed your application or amendment request to APHIS, contact epermitshelp@aphis.usda.gov and request that ownership of the application be transferred to you.

How do I obtain a copy of my permit application?

- Login to the ePermits system (https://epermits.aphis.usda.gov)

If the application has not yet been submitted:

- Click **… All saved applications**
- Click the application number
- Click the **Printable Version** button at the top of the page
- The application will open in a new window. You can now print or save it

If the application has been submitted to APHIS, but the permit (or other response) has not been issued:

- Click **… All saved applications**
- Click the **Printer Icon** in the **Current** column next to the application in question
- The application will open in a new window. You can now print or save it

If the permit (or other response) has been issued:

- Click **…All saved permits/responses**
- Click the **Printer Icon** in the **Current** column next to the response in question
- The application will open in a new window. You can now print or save it

Note: If you did not submit your application via the ePermits system, you will need to contact the correct program office to request a copy of your permit application.

How do I obtain a copy of my issued permit?

- Login to the ePermits system (https://epermits.aphis.usda.gov)
- Click **…All saved permits/responses**
- Click on the issued permit number
- The permit will open in a new window. You can now print or save it

Note: If you did not submit your application via the ePermits system, you will need to contact the correct program office to request a copy of your permit application.

How do I amend a VS application?

Once you have submitted a VS application to APHIS, it is no longer possible for you to amend that application online in the ePermits system. (You can amend an issued permit, but you cannot amend a pending application online.) If you need to amend a pending application, please contact the appropriate

department:

Animals Products:
Telephone Number: 301-851-3300, Option 5
Fax Number: 301-734-8226
Email: AskNCIE.Products@aphis.usda.gov

Live Animals:
Telephone Number: 301-851-3300, Option 2
Fax Number: 301-734-4704
Email: VS-Live.Animals_Import.Permits@aphis.usda.gov

Select Agents, Organisms and Vectors:
Telephone Number: 301-851-3300, Option 1
Fax Number: 301-851-2239
Email: ov@aphis.usda.gov
Email: asap@aphis.usda.gov

How do I renew or amend a VS 16-6A or 17-135 permit?

VS 16-6A (importation and transportation of controlled materials and organisms and vectors) and VS 17-135 (Importation of live animals) permits may be amended if the permit has not yet expired. VS 16-6A permits may be renewed if there are 6 or fewer weeks before the permit expiration date.   VS 17-135 permits may not be renewed. However you, may use the "Copy Function" described in another section further down to create a new VS17-129 application.

To submit a VS amendment or renewal application:

- Log into ePermits (https://epermits.aphis.usda.gov)

- Click **Create/Renew/Amend Application**

- Select **Veterinary Services**

- Select the appropriate Form

- Select the applicable answer and click Continue (Select Agent).

- Select the **Renewal Application** or **Amendment Application** radio button and choose your permit from the Select Permit drop-down menu

- If you do not see your permit in the drop-down menu, then enter the permit number into the Enter Permit Number if not found above field and enter the Issuance and Expiration Dates

- Change any application information as required

- Certify and Submit the application for processing

How do I renew or amend an APHIS Form 2005?

The APHIS Form 2005 is an application for Veterinary biological products; which includes vaccines, bacterins, antitoxins, antiserum, diagnostic kits, and certain immunomodulators for the prevention, diagnosis, management or cure of animal diseases. It may not be amended or renewed; a new permit with a new permit # will be issued. However, ePermits will allow you to automatically copy all of the

information from a previous application onto a new application form. This feature is helpful if you are submitting multiple similar applications, or submitting a new application which is similar to a previous application.

To create a new application by copying a previous application:

- Log into ePermits (https://epermits.aphis.usda.gov)
- Click **Create/Renew/Amend Application**
- Select **Veterinary Services**
- Select **APHIS 2005**
- Select the applicable answer on the Application Type page
- On the Copy Previous Application? page, Select the **Copy** radio button and select the application number/permit number from the drop-down menu
- Change any application information as required
- Certify and Submit the application for processing

For further information on the import of Veterinary Biological Products (veterinary vaccines, bacterins, antitoxins, antiserum, diagnostic kits, and certain immunomodulators, etc.) contact the Center for Veterinary Biologics at 301-851-3609, or by fax at 301-734-4314.

How do I renew or amend a PPQ permit?

PPQ permits may be amended only up until 3 months prior to the expiration date. PPQ permits may be renewed during the period 3 months prior to the expiration date through 1 month after the expiration date. To submit an amendment or renewal application:

- Log into ePermits (https://epermits.aphis.usda.gov)
- Choose **Create/Renew/Amend Application**

- Choose **Plant Protection and Quarantine**
- Choose the correct form (PPQ 525A, PPQ 526, PPQ 546, PPQ 585, PPQ 586, PPQ 587 and PPQ 588)
- Choose **Amendment, Renewal Without Changes** or **Renewal With Changes**

- Select your Permit from the drop-down menu

- Change any application information as required

- Certify and Submit the application for processing

Note: You cannot amend or renew a PPQ 621, please use the **Copy** function described below to create a new PPQ621 application.

Is there a shortcut (copy function) to create multiple similar applications?

ePermits will allow you to automatically copy all of the information from a previous application onto a new application form. This feature is helpful if you are submitting multiple similar applications, or submitting a new application which is similar to a previous application.

If the permit for the previous application has not yet been issued:

- Click **…All saved applications** on your Home page

- Click the Copy icon ( ) for the appropriate application

- ePermits will create a new application that contains all of the information from the previous application

- Change any information as required, and submit the new application for processing

If the permit for the previous application has been issued:

- Click …**All saved permits/responses** on your Home page

- Click the Copy icon ( ) for the appropriate application

- ePermits will create a new application that contains all of the information from the previous application

- Change any information as required, and submit the new application for processing

How do I request that system ownership of a VS 16-3 permit be transferred to my account?

- Log into ePermits (https://epermits.aphis.usda.gov).
- Click **Create/Renew/Amend** Application
- Select **Veterinary Services**
- Choose **VS Form 16-3**
- Select the applicable answer and click Continue (Select Agent)
- Type in the **Permit number, Issuance** and **Expiration Dates**
- A message will pop up stating the permit exists in the system but was not submitted by you. Click on the link that asks you to **click here** to email NCIE to request a transfer of ownership

- You will receive a confirmation email when the transfer is complete

How do I request that system ownership of a permit other than a VS16-3 be transferred to my account?

Contact epermitshelp@aphis.usda.gov and request that ownership of the application be transferred to you.

How do I request labels?

- Login to the ePermits system (https://epermits.aphis.usda.gov)
- Click on **My Shipments/Labels**
- Click **Request link** corresponding to the appropriate permit
- Populate the required fields and click **Submit**

What is the status of my label request?

Plants and Plants Products:
Telephone Number: 301-851-2046 or Toll free: 1-877-770-5990
Email: PlantProducts.Permits@aphis.usda.gov

Live Plant Pests, Biological Control Agents, Bees, Parasitic Plants, Federal Noxious Weeds, or Soil:
Telephone Number: 301-851-2046 or Toll free: 866-524-5421
Email: Pest.Permits@aphis.usda.gov

Genetically Engineered Organisms:
Telephone Number: 301-851-3930
Email: biotechquery@aphis.usda.gov

I receive the error message "Internet Explorer has stopped working"

Turn on **Internet Explorer (IE) Compatibility View:**

- Log into ePermits (https://epermits.aphis.usda.gov).
- Select **Tools** in the Internet Explorer Menu Bar (If you don't see a Menu Bar, turn on the Menu Bar by right clicking in an empty space next to your open tab(s))
- Select **Compatibility View.** The page should then refresh and take you into ePermits

After I enter my user ID and password I am routed back to the login page again

Turn on **Internet Explorer (IE) Compatibility View:**

- Log into ePermits (https://epermits.aphis.usda.gov).
- Select **Tools** in the Internet Explorer Menu Bar (If you don't see a Menu Bar, turn on the Menu Bar by right clicking in an empty space next to your open tab(s))
- Select **Compatibility View.** The page should then refresh and take you into ePermits

When I click "Continue", the page refreshes, my data is gone, and I am still on the same page

Turn on **Internet Explorer (IE) Compatibility View:**

- Log into ePermits (https://epermits.aphis.usda.gov).
- Select **Tools** in the Internet Explorer Menu Bar (If you don't see a Menu Bar, turn on the Menu Bar by right clicking in an empty space next to your open tab(s))
- Select **Compatibility View.** The page should then refresh and take you into ePermits

I cannot certify and submit my application

- Ensure that all required fields are populated and that an article or product has been entered
- Verify that no special characters (& > # etc.) have been entered

When I click the link in the email from ePermits, I get an error

- Login to the ePermits system (https://epermits.aphis.usda.gov)
- Click **New Messages** in your Home page in ePermits

I am a CBP Inspector and I am unable to search for permits

If you do not have the access you need (you have broker or applicant access), please request the **CBP role** from your supervisor.   Provide the following information to your supervisor:

- First and Last Name
- eAuthentication Login ID (User name)
- Port Location
- User Number (You can find your user number by logging into ePermits, then clicking **My Profile**. Your User Number is in the top right)

Your supervisor will forward your information to the Director of Field Operations Point of Contact (DFO POC). The DFO POC will then forward that request to the HQ POC, who will approve the role request.