

## **When a Consignment is on Hold in Japan**

**Exporters should always have their Japanese importers confirm prior to shipment that the consignment will be allowed entry with only the documentation that will accompany the consignment.** If a Japanese importer is not sure which of the requirements on the previous page apply for a consignment, they should contact the pertinent Animal Quarantine Station (AQS) over the port of entry into Japan. A list of contact information for these AQS offices is available below. The U.S. exporter should not contact these offices directly. If Japanese importers send an email directly to these offices, Japanese animal health authorities have verified that an email response will be sent back. The Japanese importer can then provide that email, and an English translation to the U.S. exporter.

If a consignment is on hold in Japan of an item that the articles on the previous page indicate should be eligible for entry into Japan, and if the required certification was included with the consignment, the Japanese importer should email the pertinent AQS office requesting details regarding why the consignment is on hold, and what is required to release the consignment. The Japanese importer should then provide the response from AQS along with an English translation to the U.S. exporter.

It is unlikely that APHIS will be able to gain release of a consignment if it is placed on hold by AQS. However, if the email indicates that the consignment may be able to be released, and if the U.S. exporter is seeking APHIS assistance, the exporter should send the following information to the APHIS Veterinary Services office that endorsed the original certificate for the consignment:

- Japanese email from the AQS office to the Japanese importer
- English translation of the email from the AQS office to the Japanese importer
- Scan of export certificate issued for the consignment
- Scan of the bill of lading (or airway bill)
- A list of materials in the consignment (unless obvious from the certificate)
- The name of the port where the material is on hold
- Contact information for the exporter
- Contact information for the importer

## **Japan Animal Quarantine Stations: Contact Information**

See next page.

## List of Animal Quarantine Service

Name	Airport, Seaport	TEL	FAX	E-mail address
Hokkaido Sub-branch	Tomakomai Seaport, New Chitose Airport	+81-123-24-6080	+81-123-24-6091	aqs.spk@maff.go.jp
Narita Branch, First Baggage Inspection Division	Narita International Airport (Terminal 1)	+81-476-32-6664	+81-476-30-3011	aqs.nrtr1@maff.go.jp
Narita Branch, Second Baggage Inspection Division	Narita International Airport (Terminal 2)	+81-476-34-2342	+81-476-34-2338	aqs.nrtr2@maff.go.jp
Narita Branch, Cargo Inspection Division	Narita International Airport (Cargo)	+81-476-32-6655	+81-476-30-3012	aqs.nrtcargo@maff.go.jp
Haneda Airport Branch	Tokyo International Airport (Haneda Airport)	+81-3-5757-9752	+81-3-5757-9758	aqs.hnd@maff.go.jp
Haneda Airport Branch (Cargo)	Tokyo International Airport (Haneda Airport)(Cargo)	+81-3-5757-9755	+81-3-5757-9760	aqs.hndcargo@maff.go.jp
Yokohama Head Office Animal Quarantine Division	Keihin Seaport (Tokyo, Yokohama)	+81-45-751-5973	+81-45-751-5951	aqs.yokdobutu@maff.go.jp
Chubu Airport Branch	Chubu International Airport	+81-569-38-8577	+81-569-38-8585	aqs.nga@maff.go.jp
Nagoya Sub-branch	Nagoya Seaport	+81-52-651-0334	+81-52-661-0203	aqs.ngo@maff.go.jp
Kansai Airport Branch	Kansai International Airport	+81-72-455-1956	+81-72-455-1957	aqs.kixk1@maff.go.jp
Kansai Airport Branch (Cargo)	Kansai International Airport (Cargo)	+81-72-455-1958	+81-72-455-1959	aqs.kixcargo@maff.go.jp
Kobe Branch	Hanshin Seaport (Hyogo)	+81-78-222-8990	+81-78-222-8994	aqs.ukb@maff.go.jp
Osaka Sub-branch	Hanshin Seaport (Osaka)	+81-6-6575-3466	+81-6-6575-0977	aqs.osa@maff.go.jp
Moji Branch	Kanmon Seaport, Kitakyusyu Airport	+81-93-321-1116	+81-93-332-5858	aqs.moj@maff.go.jp
Hakata Sub-branch	Hakata Seaport	+81-92-262-5285	+81-92-262-5283	aqs.hkt@maff.go.jp
Fukuoka Airport Sub-branch	Fukuoka Airport	+81-92-477-0080	+81-92-477-7580	aqs.fuk@maff.go.jp
Kagoshima Airport Sub-branch	Kagoshima Airport, Kagoshima Seaport	+81-995-43-9061	+81-995-43-9066	aqs.kop@maff.go.jp
Okinawa Branch	Naha Seaport	+81-98-861-4370	+81-98-862-0093	aqs.nah@maff.go.jp
Naha Airport Sub-branch	Naha Airport	+81-98-857-4468	+81-98-859-1646	aqs.nap@maff.go.jp