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

Hokkaido Sub-branch Tomakomai Seaport, New Chitose Airport +81-123-24-6080 +81-123-24-6091 ags.spk@maff.go.jp Narita Branch, First Baggage Inspection Division Arita International Airport (Terminal 1) +81-476-32-6664 +81-476-30-3011 ags.nrtr1@maff.go.jp Narita Branch, Second Narita International Airport (Terminal 2) +81-476-32-26654 +81-476-32-2338 ags.nrtr2@maff.go.jp Narita Branch, Cargo Narita International Airport (Cargo) +81-476-32-26655 +81-476-30-3012 ags.nrtcargo@maff.go.jp Haneda Airport Branch Tokyo International Airport (Haneda Airport) +81-3-5757-9752 +81-3-5757-9758 ags.nnd@maff.go.jp Yokohama Head Office (Cargo) Kehin Seaport +81-45-751-5973 +81-3-5757-9760 ags.nndcargo@maff.go.jp Yokohama Head Office Animal Quarantine Division (Tokyo, Yokohama) +81-569-38-8577 +81-569-38-8585 ags.npa@maff.go.jp Kansal Airport Branch Chubu International Airport +81-569-38-8577 +81-569-38-8585 ags.npa@maff.go.jp Kansal Airport Branch Kansal International Airport +81-52-651-0334 +81-52-661-0203 ags.npa@maff.go.jp Kansal Airport Branch Kansal International Airp	Name	Airport, Seaport	TEL	FAX	E-mail address
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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	(Cargo)	(Cargo)			
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Kagoshima Airport Sub-branch +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	Fukuoka Airport Sub-branch	Fukuoka Airport	+81-92-477-0080	+81-92-477-7580	aqs.fuk@maff.go.jp
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		Kagoshima Seaport			
Naha Airport Sub-branch Naha Airport +81-98-857-4468 +81-98-859-1646 aqs.nap@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