



GlobalVetLink

Your Animal Health Compliance Assistant



**Banfield International
& Hawaii Guidebook**



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Step-by-Step Guide: International Health Certificates



The GlobalVetLink platform provides a step-by-step guide to creating **International Health Certificates** for a comprehensive list of supported countries. The platform knows which countries accept electronic submissions and guides you through the process to create accurate **International Health Certificates** in under ten minutes.

Some of these fields will not be applicable due to the country requirements

1 Travel

- Select your species (Canine or Feline)
- Select your country
 - You can choose from the drop-down or type ahead to select a country from the list
- Enter your departure and arrival dates
- Select the trip duration (Permanent or Temporary)
- Select the method of travel
- Choose your airline and enter the flight number
- Enter the port of entry or the border crossing
- Click Next to continue

2 Animal

- Select the owner from the drop-down or create new
- Enter the movement information
 - The origin will default to 'same as owner,' but you can change that if needed
- Add the international address
- Choose the purpose of movement
- Select the person who will be traveling with the pet
 - *If selecting 'Other,' you will need to specify who is traveling with the pet*
- Select the examination date
 - *The system will double-check against the country selected to ensure that the examination date meets the requirements of that destination country*
- Select the pet
 - Click the drop-down menu to choose an existing animal already associated with this owner, or create new
- Enter the weight of the pet





2 Animal - continued

- Enter the microchip information; microchip type, microchip ID number, implant date and implant location. If the microchip has moved, you can use the 'Other' option to free type the new location
- Enter or select the Rabies vaccination
 - Create a new rabies vaccination or select one on the animal's profile from the drop-down menu
 - You can include additional vaccinations if you choose
- Remarks are optional
 - Select from the list of general or species specific remarks any that you would like to include on the list
- Click Next to continue

3 Rabies Upload

- Click into the box to upload the Rabies certificate
 - The Rabies certificate needs to be in a PDF format to upload to the platform
- Click Next to continue

4 Review & Sign

- Select how you will submit your international health certificate to the USDA
 - Choose to submit the packet online through the USDA or mail it
- Before signing, you have the option to download a preview of the documents
- Click Finalize certificates when you are ready
- Enter your username and password, then click Sign

5 Notes

- On the final page, the platform provides instructions on downloading the International Health Certificate and the next steps for the endorsement process
- Once you have completed an International Health Certificate through the GVL platform, you can find them under "International movement."



Step-by-Step Guide: EU Transit Certificates



GlobalVetLink works to streamline the international health certificate workflow in your clinic. Recently, the European Union started requiring **EU Health Certificates** for pets transiting an EU country on their way to their final destination. When required, this additional **EU Transit international health certificate** is now included in your GVL International packet.

The GVL platform will automatically include an EU transit health certificate when completing a non-EU country health certificate if the user indicates the pet is transiting through an EU country

- 1** Create the final destination country health certificate
 - This would be for the non-EU country
- 2** On the Travel card, answer **yes** to the question, "Is this pet transiting through a country in the European Union (EU)?" and select the EU country the pet is transiting through
- 3** Complete the remaining required fields for the final destination country and sign the International Health Certificate (IHC). After signing, a Progress check screen will display. At this time, you have completed the destination country IHC and can download the destination country certificate
- 4** Next, finalize the EU transit country's health certificate. On the Progress check screen, click on the button "Complete Transit Pet Certificate" located under the Complete EU Transit Pet Certificate to [EU Country Name] header.
- 5** After clicking on the "Complete Transit Pet Certificate" button, you will be taken to the IHC list view screen. On this screen, you will locate the draft certificate that was automatically created for the EU country the pet is transiting through
- 6** Open the draft certificate for the EU country, complete the remaining required fields, and sign



Step-by-Step Guide: EU Transit Certificates



- 7 Once signed, you can download the completed certificate for the EU country you are transiting through
- 8 With both the destination country and EU transit health certificates complete, you can now submit the health certificates to the USDA for endorsement

Important Information Regarding EU Transit Health Certificates

- 1 When reviewing the EU Transit Health Certificate, as required by the USDA, the Consignee Address will match the final destination country address with a call out that the pet is transiting through the EU country
- 2 The USDA requires **two** separate endorsement submissions. One endorsement submission for the Destination country and one endorsement submission for the EU Transit country. Each submission will also be charged a separate endorsement fee
- 3 When submitting the EU Transit country certificate in VEHCS, you will first select "Country not Listed" from the Destination Country dropdown list
- 4 For the EU Transit VEHCS submission, for the "Type of Admission," you will need to select "Transit" from the dropdown options



Step by Step Guide: APHIS/VEHCS Upload



GlobalVetLink (GVL) simplifies the process of creating international health certificates, ensuring requirements are met and the information is formatted correctly. After completing the **International Health Certificates (IHCs)** through GVL, your next step will be to submit the certificates online to **USDA-APHIS** for endorsement.

If you chose to **digitally sign** and submit the documents via VEHCS, follow these steps to submit the completed certificates:

- 1** Once you've finished creating your IHC in GVL, click Sign
 - Enter your VEHCS Organization ID and email addresses you wish to receive status updates from VEHCS
 - Sign the IHC within GVL
- 2** GVL will email you when your IHC is ready to review within VEHCS. This email will include your VEHCS tracking number
- 3** Log into your VEHCS account
- 4** Go to 'View Certificates.' Locate the VEHCS tracking number provided in the email sent from GVL
- 5** Click 'view' and upload any other supporting documentation, including attachments and shipping labels
- 6** Complete payment information



Step by Step Guide: APHIS/VEHCS Upload



Final VEHCS Steps For Accredited Veterinarians:

- 1** Carefully review the certificate for accuracy
- 2** Review the submission statements at the bottom of the page as they must be verified before the certificate can be submitted
- 3** If the certificate was submitted to your Veterinary Clinic by an Exporter, select the Responsible Payor
- 4** Complete the following fields as needed:
 - Additional Information: Free text field to note additional information. This information will be displayed on the Export Health Certificate
 - This is an optional field
 - Comments: Any instructions or other information for review. This can include instructions to the VS Field Office on how to return the completed and signed Certificate to the Accredited Veterinarian
 - This field will not be printed on the actual Health Certificate and is only viewable through VEHCS
 - This is an optional field
- 5** Click the Submit Certificate button to submit the certificate to the VS Field Office. You can also click Save as Work in Progress and return to the certificate at a later time. If the certificate was submitted to your Veterinary Clinic by an Exporter, you also have the option to return the certificate to the Exporter by clicking the Return Certificate button

If the pet is transiting through the European Union on its way to a non-EU country, repeat the steps above for the EU country they will be transiting through.

Example: The pet is flying out of California and has a connecting flight in Germany on their way to their final destination in England. Germany would be the country of transit.



Step by Step Guide: Mailing IHCs To The USDA



GlobalVetLink (GVL) simplifies the process of creating international health certificates, ensuring all requirements are met and the information is formatted correctly. After completing the international health certificates through GVL, your next step will be to submit the certificates to **USDA-APHIS** for endorsement.

Please note:

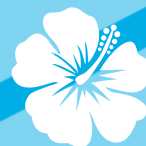
- Due to COVID, the majority of USDA office staff are working remotely, so mailed certificates may not be received by the endorsement officials in a timely manner
- We recommend sending an email to the service center to notify them and ensure someone will receive the certificate for endorsement
- It is recommended to send documents overnight through FedEx

If you choose to **mail the documents** to the **USDA** for endorsement, follow these steps to submit the completed certificates:

- 1** Download and print the GVL International Health Certificate packet
- 2** Veterinarian signs the international health certificate using blue ink
- 3** Pet owner (if required) signs international health certificate using blue ink
- 4** Mail the following documents to the USDA:
 - Destination country's international health certificate
 - Transit country's international health certificate (if applicable)
 - Rabies certificates
 - Rabies FAVN titer test result document (if applicable)
 - Check or money order payable to the USDA for the endorsement fee
 - Visit the APHIS Pet Travel website for endorsement fees
 - Pre-paid self-addressed FedEx overnight envelope (for the USDA to return the certificate)
- 5** Send the final package to your local USDA Endorsement Office



Step-by-Step Guide: Hawaii Health Certificates



Easily create pet travel certificates to **Hawaii**. GlobalVetLink streamlines the travel documentation process with a simple step-by-step workflow that collects basic information, completed FAVN tests, and Rabies Vaccination certificates to create a submission-ready travel document packet.

Arrival Location Determines Submission Timeline

Please note that the **submission timeline** will depend on where the client will be arriving

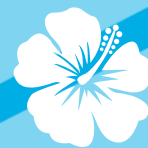
Honolulu - all forms included in the packet can be finalized during 14 day inspection window - AQS form must be submitted to Animal Quarantine Station by owner 10 days prior to arrival

Neighbor Islands - AQS form will be generated in Step 1 - must be submitted to Animal Quarantine Station a minimum of 30 days prior to arrival; State of Hawaii will issue Neighbor Island Permit (NIIP) via email to the owner outside of GlobalVetLink. Certificate of Veterinary Inspection (CVI) will be generated in Step 2, which can be completed within 14 days of arrival

1 Travel

- Select Species (Canine, Feline)
- Select Destination Airport
- Select Departure Date - GlobalVetLink will provide overview of documents needed and health requirements for the selected island, as well as a travel timeline
- Select Arrival Date
- Select Entry Program - eligibility is based on Island, current rabies vaccine and FAVN test
- Select Method of Travel
- Select Airline
- Enter Flight number
- Click Next





2 Animal

- Select the Owner - Search using the Contact box or Create new
- Enter in Owner ID information - *if skipped, owner can fill in on printed AQS form*
- Origin will default to same as owner address
- Select the destination if it has already been added as an address for the owner, or click "Add location" and add the destination address details
- Select the Purpose of movement and Person traveling with pet
- Select the Examination date from the calendar - *for Neighbor Islands this can be filled out/updated later in Step 2*
- Select the pet from the drop down list or create new
- Enter the Pet weight
- Select the current and previous rabies vaccination information from the drop down list or click Create new to add the information - *Additional vaccinations can also be included below the rabies vaccination*
- Create a tick treatment - *for Neighbor Islands this can be filled out/updated later in Step 2*
- Select a FAVN antibody test result or Create New
- Optional: Include Remarks - *Choose from a list of species specific remarks or click Create new to add a custom remark*
- Click Next

3 Rabies

- Click Save to save your progress before uploading the rabies vaccination certificates
- After saving, click in the box to bring up the file explorer to select the current rabies vaccination certificate. Repeat for the previous rabies and optional FAVN record - *Certificate must be in PDF format to upload*
- Click Next

4 Review

- Review the documents to ensure the information is correct - *Click the blue links to download the Certificate of Veterinary Inspection (not applicable for Neighbor Islands), AQS - 279 form, Current and Previous Rabies certificates, and optional FAVN test results*
- If all of the information is correct, click Finalize certificates





5 Sign (Honolulu)

- Enter your username and password to sign the certificates
- Once the certificates have been signed, you can download the PDF packet which contains: cover sheet with instructions on submitting to the Animal Quarantine Station, Certificate of Veterinary Inspection (CVI), AQS form, rabies vaccination certificates, and optional FAVN results
 - Owner will need to complete/sign AQS form and submit documents 10 days prior to arrival

6 Sign (Neighbor Islands - Step 1)

- Enter your username and password to sign the AQS form
- Once the certificate is signed, you can download the PDF packet which contains: cover sheet with instructions on submitting to the Animal Quarantine Station, AQS form, rabies vaccination certificates, and optional FAVN results
 - Owner will need to complete/sign AQS form and submit documents 30 days prior to arrival
- *Outside of GlobalVetLink the State of Hawaii will confirm arrival appointment, review submitted documents, and email the owner a NIIP (neighbor island permit)*

7 Sign (Neighbor Islands - Step 2)

- Locate the pending Hawaii Health Certificate under the Domestic Movement > Hawaii > Awaiting Inspection tab and click the certificate number
- Enter or update the inspection date and tick treatment if you did not already in Step 1
- Click Finalize certificates - *this will be unavailable unless the date is within 0-14 days of arrival*
- Enter your username and password to sign the Certificate of Veterinary Inspection (CVI)
- Once the certificate is signed, you can download the entire PDF packet, which contains the previous cover sheet with instructions, AQS form, rabies vaccination certificates, and optional FAVN results, along with the newly created Certificate of Veterinary Inspection (CVI)
- You can download the entire packet again from the Domestic Movement > Hawaii tab under Animal Movement on the left-hand menu





The GlobalVetLink platform is built to make your life easier. Our team is here to make sure that happens.

Schedule a personalized training session with a member of our Customer Success Team!

Our knowledgeable representatives are here to help you get the most out of GVL on your schedule. We are ready to guide you to success and answer your questions along the way.



Live & On Demand Training Sessions



International Health Certificates in under 10 minutes!

Our team shows you how to create International Health Certificates through GlobalVetLink in our monthly training sessions.



Easy Hawaiian Health Certificates through GlobalVetLink!

Our team shows you how to create Hawaiian Health Certificates through GlobalVetLink in our monthly training sessions.



Certificates of Veterinary Inspection & Much More!

Our team shows you how to create Certificates of Veterinary Inspection, Rabies Certificates, Scripts, and much more through the GlobalVetLink platform in our The Basics sessions and always-available training videos.





Your comprehensive **solution** for digital animal health certificates

Easy. The automated GVL Compliance Assistant takes the pain out of animal compliance documentation

Accurate. The on-board compliance engine keeps your certificates compliant with ever-evolving regulations

Accessible. The GVL Compliance Cloud provides veterinarians with easy, secure, access to health records from anywhere