



Animal &
Plant Health
Agency

APHA Briefing Note 05/26

Closure of Outlook Mailboxes for Export Queries

Date issued: 10 February 2026

Purpose

1. To inform Official Veterinarians (OV) of a number of Outlook mailboxes that will no longer be operational after 28 February 2026.

Background

2. The Centre for International Trade – Carlisle (CITC), currently operates and monitors a number of Outlook mailboxes that are specific to certain export categories for live animal trade related queries.
3. Due to certain Outlook mailboxes only receiving a low volume of emails, CITC has decided to close a number of these. As of the 01 March all export related queries must be directed to the Outlook mailbox exports@apha.gov.uk. This mailbox (exports@apha.gov.uk) will be available and monitored from the 23 February.
4. The following Outlook mailboxes will continue to be monitored up until the 28 February 2026, after which date they will be closed down:
 - EquineExportsCarlisle@apha.gov.uk
 - LiveAnimalExports.Carlisle@apha.gov.uk
 - LivestockExports@apha.gov.uk
 - PetExports@apha.gov.uk

Actions

5. All export related enquiries should be directed to exports@apha.gov.uk from the 23 February.

Further Information

- Any queries relating to this briefing note should be sent to: exports@apha.gov.uk
- CITC Telephone: 0300 0300 201

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