



Animal &
Plant Health
Agency

APHA Briefing Note 28/26

Exports: Replacement of Outlook Mailbox for Export Queries

Date issued: 24 September 2026

Purpose

1. To inform Official Veterinarians (OV) of an Outlook mailbox closure and how to contact the Centre for International Trade – Carlisle (CITC) regarding export queries from the 22 of September 2026.

Background

2. CITC, up until the 21 September 2026, operated and monitored the exports@apha.gov.uk mailbox for queries regarding exports.
3. From the 22 of September 2026, OVs who need help or advice regarding exports will be able to use a new contact form available here: [Get help with animal and plant health - GOV.UK](#)
4. As part of this change, the email address exports@apha.gov.uk will be closed.

Actions

5. Any queries for the exports team need to be directed to the new contact form found here: [Get help with animal and plant health - GOV.UK](#)
6. If you have APHA contact details on your websites, you may need to change these details to inform customers about the change.

Further Information

- APHA Briefing Notes published prior to this communication that relate to export procedures may reference exports@apha.gov.uk. Please be advised that this does not affect the planned closure of this mailbox and queries must be directed to APHA via the new contact form.
- Please note that customers can continue to contact CITC by telephone using the same telephone details as published on GOV.UK
- CITC Telephone: 03000 200 301

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