



Department  
for Environment  
Food & Rural Affairs

### **Registration requirements for UK importers**

Traders wishing to import plants and plant products to the UK must meet the registration requirements set out in Article 65 of the Plant Health Regulation 2016/2031.

All professional operators must supply via their PEACH account, either:

- a valid UK registered address; or
- a valid UK registered proxy address

Registration of third country importers will no longer be accepted by Defra after 30<sup>th</sup> May 2020. Failure to fulfil the new requirement by 30<sup>th</sup> July 2020 will lead to de-registration of the trader account on PEACH.

#### **UK registered address**

Traders importing plants and plant products must establish a registered UK business premises or office and supply a valid name, address and contact details via their PEACH account.

The new requirements do not require professional operators to have staff on site at all times, however the business premises or office must be contactable and accessible for visits if required by plant health officials for audit purposes. A rented business premises or office would be sufficient to meet these new requirements.

#### **UK registered proxy address**

A representative who is based in the UK, such as a customs clearing agent, may be appointed on behalf of a non-UK trader who has no physical presence in the UK. This arrangement would enable the third country trader ('importer') not to be based in the UK, by using a designated proxy that holds a UK address.

Legal ownership of the consignment would remain with the importer; however, the proxy representative would be responsible for the introduction of plants and plant products into the UK until they have reached their first place of destination and are therefore obliged to fulfil certain plant health import requirements on behalf of the importer (see below). An importer may register with multiple proxies.

#### *Responsibilities of the proxy representative:*

- Must be a UK based custom clearing agent or business and maintain a physical business premises or office in the UK and provide a valid name, address and contact details via their PEACH account
- Be able to provide documents and records for audit checks and inspections when required by the competent authority
- Take full liability for any plant health fees related to import activities

- For consignments that require presentation to a Border Control Post (BCP) upon arrival in the UK, the proxy or their representative must notify the competent authority of the consignments arrival, and present the consignment to the competent authority for plant health checks at the BCP

The declared name and address of consignee used on the phytosanitary certificate must be formatted as follows:

Anon Exporter Third Country Produce  
 C/o Joe Smith Freight Services  
 Nowhere Industrial Estate  
 1 Unknown Road  
 Some Town  
 City  
 SWXX 3XX

## How to register as a UK importer

Traders must register on PEACH to import plants and plant products to the UK.

1. Access the [PEACH homepage](#). Please use Internet Explorer 11 or later for compatibility reasons.
2. Select the link 'If you have never been registered to PEACH. Click here to register your business.'

The screenshot shows the PEACH website homepage. At the top left is the Defra logo (Department for Environment, Food and Rural Affairs). At the top right is the PEACH logo. Below the logos is a navigation bar with 'Defra Homepage', 'PEACH Home Page', and 'PEACH'. The main content area is titled 'PEACH' and contains the following text:

PEACH stands for the Procedure for Electronic Application for Certificates from the Horticultural Marketing Inspectorate. In order to access PEACH, you must have registered with the Government Gateway and then enrolled with the PEACH service. To do so please select the "Register and Enrol" link from the menu.

If you require any assistance using PEACH or would like to report any PEACH technical difficulties please contact the HMI on 0345 607 3224 the hours of operation for the PEACH helpdesk are: 07.00 to 22.00 Monday to Friday, 08.00 to 18.00 Saturday and 09.00 to 14.00 Sunday. Callers will be presented with two options, please select 1 for access issues, including government gateway, ID numbers or passwords. For all other issues select 2. email the [PEACH mailbox](#)

If you have any questions or problems with the import of Plant Health goods or invoicing for PHSI charging, please call 0300 100 8313 this is a dedicated imports helpdesk and will be available between 07.00 until 23.59, or you can email the [PHSI Importers helpdesk mailbox](#).

**Please note** if either helpdesk is temporarily unavailable due to matters beyond our control then please leave a message and your enquiry will be dealt with as soon as possible. Occasionally, enquiries may not be dealt with until office hours on the next working day.

Our staff are here to help, and are committed to providing good customer service. We will treat you with respect, and expect you to do the same. We will not tolerate threatening or abusive behaviour towards our staff, either verbally, physically or in writing, and will take whatever action is necessary (including legal action) against any person who is involved in threatening or abusive behaviour. Our staff carry devices that can monitor and record abusive behaviour. They can summon support services and the recordings may be used in court proceedings.

Find out about Defra's [standards of service](#).  
 Read Defra's [accessibility and privacy policies](#).  
 We cannot update or otherwise support external users IT equipment, the browser currently recommended for accessing PEACH is Internet Explorer.  
 The reference to a 'bulk upload' facility for fruit and vegetable applications for HMI controlled commodities made in some versions of the PEACH user guide is no longer available.  
 A contingency plan has been drawn up to explain our policy on the service provision you can expect from the PEACH system in the event of an IT malfunction and can be found by following this [link](#).

Last updated 24 March 2020

**Down time notifications**  
 None scheduled

**Non UK traders - 23 April 2020**  
 Any existing and new traders currently with a non-UK address will be required to update and supply via their existing PEACH account either: • A valid UK registered address • A valid UK registered proxy address This new requirement has been brought about by the Plant Health Regulation (EU) 2016/2031 Article 65 (Official register of professional operators). Further guidance on this requirement and what it means in practice for importers will be made available on the plant health portal. From the 30th May, non-UK addresses will no longer be registered.  
 For existing foreign traders registered before the 30th May 2020 on PEACH, you will be notified via email of the required changes. Failure to fulfil the new requirement by 30th July 2020 will lead to de-registration of foreign trader accounts on PEACH.

**Accessing Government Gateway Services**  
 What you need to know if you access Government Gateway on Windows XP, Windows Vista or older browsers such as Internet Explorer 6 or 7 from 1 April 2020  
 The access requirements are changing, please follow this [link](#) for more information.

**Updated Plant Health Imports Guide**

3. You will be presented with the page below.

## Register for Peach

Formal Registration to the PEACH system is required so that we can ensure commercial confidentiality on this system.

Once you submit your completed registration application below and submit it to us, you will receive an immediate notification that the application has been received. This notification will detail which Regional Inspector has received the application and give you a contact phone number and e-mail address. The Regional Inspector who will deal with your application will be based on the post code you have entered.

The registration is not automatic but involves the HMI checking on a system to see if you are already registered to our database. If you are then the match to your application can be made and you will be informed of when you may start to complete and send forms to us. This should normally take place within a short period of time. If we do not have any record of your business we may need to contact you to obtain further details. Once we have received those details registration will again take only a short period of time.

Please complete all fields as fully and accurately as possible. Thank you.

To register for the PEACH system please fill in your business' details below. Details that must be supplied are marked in bold.

**Main Contact First Name:**

**Main Contact Last Name:**

**Business Name:**

**Address Line 1:**

Address Line 2:

Address Line 3:

**Town:**

**County:**

**Post Code:**  (Please enter in uppercase and with a space between the two postcode parts)

**Business Type:**

**Telephone Number:**

Mobile Number:

Fax Number:

**Email Address:**

- For **UK based** traders, continue to step 4
- For **non UK based** traders using the services of a UK proxy, skip ahead to step 5

4. For traders with a UK registered address, enter your full business name, address and contact information. Review and click 'Register Business'. PEACH Helpdesk will review your registration within one working day. No further steps are required.

**Main Contact First Name:**

**Main Contact Last Name:**

**Business Name:**

**Address Line 1:**

Address Line 2:

Address Line 3:

**Town:**

**County:**

**Post Code:**  (Please enter in uppercase and with a space between the two postcode parts)

**Business Type:**

**Telephone Number:**

Mobile Number:

Fax Number:

**Email Address:**

5. For non UK based traders using the services of a UK based proxy, please complete the registration details as follows:

- The contact details (name, telephone and email address) you supply should be your own and not those of your proxy
- Complete your full business name
- Address line 1 – insert 'C/o' followed by the business name of your proxy

- Address lines 2, 3, town, county and postcode should be those of your proxy
- Business type should be 'Trader'

Main Contact First Name:   
 Main Contact Last Name:   
 Business Name:   
 Address Line 1:   
 Address Line 2:   
 Address Line 3:   
 Town:   
 County:    
 Post Code:  (Please enter in uppercase and with a space between the two postcode parts)  
 Business Type:    
 Telephone Number:   
 Mobile Number:   
 Fax Number:   
 Email Address:

Review and click 'Register Business'. PEACH Helpdesk will review your registration within one working day.

6. Once you have submitted your registration request, you will also need to send an email to [PeachEnquiries@rpa.gov.uk](mailto:PeachEnquiries@rpa.gov.uk) and [PHSI-Importers@apha.gov.uk](mailto:PHSI-Importers@apha.gov.uk) stating the name, address and contact details of your UK based proxy to verify they will act as such, in the following format (see below). Please also copy your proxy to this email.

"I, *Company XX* (responsible person at third country business), confirm that *Company YY* (UK based proxy) will act as our UK based proxy for all matters concerning plant health controls. *Company YY* have agreed to take on the professional operator responsibilities specific to UK plant imports, on our behalf. Please find the required proxy contact details below:

Proxy name: *Company YY*

Proxy address: *Nowhere Industrial Estate, 1 Unknown Road, Some Town, City, SWXX 3XX*

Proxy telephone number: *01234 567 890*"

The email must be sent from the email address provided on your registration request. This will allow the Helpdesk to validate the request and create the necessary links in PEACH between your business and your UK based proxy.

### **Registration requirements for UK importers: Frequently Asked Questions**

**1. My UK based proxy has been de-registered on PEACH, what will happen to my registration account?**

If your UK based proxy is de-registered on PEACH, your registration account will not be automatically de-registered. However, your link on PEACH to that proxy will be removed therefore you may be unable to continue with plant import activities if your proxy is no longer valid.

You must immediately supply the name, address and contact details of your new, valid proxy to [PeachEnquiries@rpa.gov.uk](mailto:PeachEnquiries@rpa.gov.uk) to inform CIT of the change. Your registration account will be updated accordingly, and you will be notified when the changes are complete.

**2. I act as a UK based proxy. A non-UK based importer I represent has been de-registered on PEACH. Will my account also be de-registered?**

No, the de-registration of a non-UK importer does not automatically result in the de-registration of the UK based proxy associated with that account.

**3. I am a non-UK based trader wishing to import plants and products to the UK. I do not intend to establish a UK presence, or plan to use a UK based proxy. What will happen to my account?**

From 30<sup>th</sup> July 2020 all plant and product importers registered on PEACH must have either:

- a valid UK registered address
- a valid UK registered proxy address

Failure to do so will lead to de-registration of your PEACH account and you will be unable to continue importing plants and products to the UK, in accordance with Article 66(6) of the Plant Health Regulation (EU) 2016/2031.

**4. I am not based in the UK and currently use the services of more than one agent to import plants and products. Can I continue doing this?**

Yes, as a non UK based trader you may use the services of more than one proxy to import plants and products to the UK. You must register separately on PEACH for each proxy. For example, if you plan on using the services of three different UK proxies, you must register on PEACH and supply the relevant proxy details three separate times.

**5. Do I need to hold a UK bank account in order to register as a professional operator on PEACH?**

No, you are not required to hold a UK bank account under professional operator requirements as set out in the Plant Health Regulation (EU) 2016/2031. A non-UK based bank account is sufficient.

**6. I am a foreign trader that only trades in Green Bananas (Musa sp.) that are subject to HMI marketing checks but not plant health controls under the Plant Health Regulation. Do I need a UK address, or to register with the services of a proxy?**

No, if you trade only in Green Bananas which do not require official plant controls then you are not required to register with a UK address, nor use the services of a UK based proxy. However, if you import any other commodities that would require plant health controls, then you must make the changes to comply with the regulations.

**7. Some of my professional operator registration details are out of date (e.g. my proxy address details have changed). How do I update my details?**

Please follow these steps to update your registration details.

1. Log in to your account via the [PEACH login](#). Select the link 'log in and manage my account', followed by the link 'manage my services'. Update your details accordingly. Review and click to save your changes.  
Send an email to [PeachEnquiries@rpa.gov.uk](mailto:PeachEnquiries@rpa.gov.uk) and [PHSI-Importers@apha.gov.uk](mailto:PHSI-Importers@apha.gov.uk) confirming the changes that you have made. If you are a non UK based trader using the services of a proxy, please also copy your proxy to this email, and confirm the changes using the format below. The email must be sent from the email address provided in your registration details in order for PEACH Helpdesk to validate the change.

"I, *Company XX* (responsible person at third country business), confirm that *Company YY* (UK based proxy) will act as our UK based proxy for all matters concerning plant health controls. *Company YY* have agreed to take on the professional operator responsibilities specific to UK plant imports, on our behalf. Please find the updated proxy contact details below:

Proxy name: *Company YY*

Proxy address: *Nowhere Industrial Estate, 1 Unknown Road, Some Town, City, SWXX 3XX*

Proxy telephone number: *01234 567 890*"