

# INTRODUCTION OF THE E-CERTIFICATION (eCert) SYSTEM

in the

## PHYTOSANITARY ENVIRONMENT



agriculture, land reform  
& rural development

Department:  
Agriculture, Land Reform and Rural Development  
REPUBLIC OF SOUTH AFRICA



## WHAT IS AN E-CERTIFICATION (eCert) SYSTEM

This is an online platform created to receive, verify, process and deliver certification information to trading partners involved with plants and plant products export. This simply means all phytosanitary certifications for export of plants and plant products is managed online with no hard-copy paper applications.

## BENEFITS OF THE E-CERTIFICATION (eCert) SYSTEM IN THE PHYTOSANITARY ENVIRONMENT

- Applications are completely managed online.
- If the ePhytosanitary certificate/ePhyto is rejected or approved, an automated response is sent to the client.
- Applicants are able to track their applications on the dashboard.
- Applicants can select at which office they would want their applications processed.
- This also brings efficiency in the phytosanitary certification system.
- Reduces fraudulent activities through certificate traceability.
- Helps to eliminate lost documents.
- Minimises human error on paperwork.
- Reduces environmental impact by lowering paper usage.

## GETTING STARTED/WHAT TO DO TO START USING THE SYSTEM

All role players involved in the export of plants and plant products must

register on the eCert platform, as only applications done on the online system will be accepted. Visit the eCert system on [www.ecert.co.za](http://www.ecert.co.za) to begin with the registration. If you experience any problems on how to register, visit the eCert support team for assistance.

## E-CERTIFICATION (eCert) SUPPORT:

Users of the system will be able to receive support by contacting the following parties:

- IT Technical Support: Please use the ticketing system on [www.ecert.co.za](http://www.ecert.co.za) to log a technical support question or email [support@ecert.co.za](mailto:support@ecert.co.za).
- User Guides: User guides are available under <https://ecert.co.za/guides/> and are being revised and updated periodically.
- Phytosanitary Queries: The normal channels used for such queries still apply or e-mail [e-cert.enquiries@Dalrrd.gov.za](mailto:e-cert.enquiries@Dalrrd.gov.za)
- Queries: These can be directed to the Department of Agriculture, Land Reform and Rural Development: on [Phillel@Dalrrd.gov.za](mailto:Phillel@Dalrrd.gov.za), Tel 012 309 8764/ 060 973 4233 and [PhindileN@Dalrrd.gov.za](mailto:PhindileN@Dalrrd.gov.za), Tel 012 319 6043/076 223 9055