

# News story: VMD web and telephone services will be unavailable from 01:00, 19 January to 08:00, 21 January

The following online application services will be unavailable:

[Special Import Certificates](#)

[Special Treatment Certificates](#)

You should obtain an import certificate in advance if you think you will need to import/use an imported medicine during this period. In urgent cases you may purchase and use an imported veterinary medicine prior to obtaining a certificate from the VMD. This is a special dispensation which only applies to the VMD online system during this maintenance period. You should obtain an import certificate retrospectively as soon as possible.

[Research Import Certificates](#)

[Export Certificates](#)

[Microchip Adverse Event Reporting](#)

[Animal Adverse Reaction Reporting](#)

[Human Adverse Reaction Reporting](#)

The following online information service will be unavailable:

[Product Information Database](#)

Also, we will not be able to receive phone calls through the switchboard or via direct dial.

The systems should be operational again from 8:00 Monday 21 January.

The VMD apologises for any inconvenience.