

EoSCC Exports Webinar – 2nd December 2021



Welcome

- Thank you for joining today's webinar. This is the second of two sessions where we will walk through the changes that the ending of staged customs controls on 01 January 2022 will introduce for hauliers, moving goods through border locations using the pre-lodgement model, known as the Goods Vehicle Movement Service (GVMS).
- This webinar will focus on the movements from GB to EU (Exports) relevant from 01 January 2022 and what hauliers/drivers need to do to be ready to move goods through ports that have adopted GVMS.
- As part of today's session we will also pause briefly to conduct a survey around some of the demonstrations you have seen today – we would really appreciate your participation and feedback to help us improve our services
- This is a Microsoft Teams Live Event where all except the speakers are muted to enable the event to flow – if you have any questions please use the chat function and we will provide answers to these after the call



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Agenda

Nº	Subject	What will this cover?	Presenter
01	Welcome	Scene setting for the day	Ged Webley
02	Goods Vehicle Movement Service	Introduction Goods Vehicle Movement Service Story so far and what we have delivered What will be delivered next GVMS scope (Movements between EU and GB from 1 January 2022) Our Exports Objectives	Ged Webley/Mo Bhuiya/Paul Earnshaw
03	Arrived Exports and GVMS	Arrived Exports Customer Journey	Paul Earnshaw
04	IBF's	Attending Inland Border Facilities and Customer Journey	Ged Webley
05	Dual Code for Exports	How to use Dual Codes and its advantages	Ged Webley
06	Standard Exports and GVMS	Standard Exports Process for the hauliers	Paul Earnshaw
07	Creating GMR for Export	How to enter all Movements from GB to EU into a GMR	Paul Earnshaw/Guy Robinson



Agenda

Nº	Subject	What will this cover?	Presenter
08	Finalise the GMR	How to finalise a GMR	Guy Robinson
09	Survey		Ged Webley
10	Haulier preparation	What is needs to get ready for the hauliers and drivers	Mo Bhuiya
11	Completing GMR's in advance of Jan 21		Paul Earnshaw
12	BCP and fallback	Business continuity planning and downtime action for the hauliers	Mo Bhuiya
13	Resources Available/Support Options		Mo Bhuiya
14	And finally!	Survey, final thoughts and close	Ged Webley





Goods Vehicle Movement Service



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Introduction

- The United Kingdom (UK) officially left the EU on 31/12/20 and the Transition Period ended on 31/12/20. Great Britain (GB) is no longer part of the European Union's (EU) customs area, the EU Single Market or part of a Safety and Security zone with the EU
- The government will introduce full customs controls for EU imports on 1/1/22. We are committed to introducing full customs controls to ensure that we collect the correct duties at the right time, protect UK businesses and consumers and avoid trade distortions between the UK and the EU.
- Border locations receiving goods that are moving into GB from the EU will be able to choose between a number of models for customs control
 - ❖ The **temporary storage model** allows goods to be stored for up to 90 days at an HMRC approved temporary storage facility, before a declaration is made and Government officials can carry out any checks before goods are released from the facility
 - ❖ The **pre-lodgement model** (developed as an alternative for where border locations may not have the space and infrastructure to operate temporary storage regimes) ensures that all declarations are pre-lodged before they board on the EU side - this will maintain flow, especially at high volume RoRo locations
 - ❖ The **mixed model** allows for locations where temporary Storage and pre-lodgement are both used

Where locations do not have space to routinely hold goods the pre-lodgement model will be used and goods requiring checks will need to be taken to an inland location.



Goods Vehicle Movement Service

On 31/12/20 at 23.00 (Midnight Central European Time) the UK Government introduced a new IT platform called the Goods Vehicle Movement Service (GVMS) to support the Pre-Lodgement model for both imports and exports and to facilitate Transit movements.

GVMS allow us to:

- Enable declaration references to be linked together so that the person moving the goods (e.g. a driver) only has to present one single reference (Goods Movement Reference or GMR) at the frontier
- Allow the linking of the movement of the goods to declarations, enabling the automatic arrival/departure of goods within HMRC systems.
- Automate the Office of Transit function, marking the entry of goods into NI or GB
- Allow notification of the risking outcome of declarations (held or cleared) in HMRC systems to be sent to the person in control of the goods by the time they physically arrive in NI or GB



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Story so far and what we have delivered

On 31/12/20 GVMS went live (Release 1) for:

- Movements between GB>NI and NI>GB
- Common Transit conventions movements from EU>GB

There have also been a number of key releases/enhancements to the GVMS service:

- **16/05/21**- Functionality for NI>GB Exports (in limited circumstances) and enhanced verification
- **04/07/21** – Check if you need an inspection service/ S&S verification for GB>NI Movements/ Indirect Exports from Ireland to GB (via NI)/ Oral and conduct declarations
- **05/07/21** – Imports functionality from EU to GB added (for use by Live proving (testing) volunteers only)



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What will be delivered next

On 01/01/22 GVMS R2.2 will be delivered – this will include functionality to reflect the Ending of Staged Customs between GB and EU from 01/01/22.

Standard and arrived Exports – functionality to facilitate the movement of Export goods from GB>EU (those being moved through GB Border Locations) for CHIEF/CDS DUCR's and will also include functionality to allow entry of Transit MRN's (for some instances) as well

- **Other movement types GB>EU movements** – functionality will be available to enter reference numbers and move goods in this direction under TiR or ATA Carnet rules.
- **Dual Location Code** – functionality to allow CDS/CHIEF dual code that will allow flexibility for drivers re-routing between Eurotunnel and Dover
- **Declarations by Conduct** – for EU>GB and GB>EU an option will be available for certain types of goods and circumstances where an oral or conduct declaration is relevant.
- **Empty vehicles** – Option will be available to enter details of empty vehicles and an EXS (when moving under contract of carriage)
- **Postal Items**



Haulier Definitions and who should register

Any Hauliers that move goods through ports that have adopted GVMS, whether based in the UK or Non-UK will need to register for GVMS.

Hauliers may fall under one of the following definitions:

- an independent driver that transports goods and does their own customs paperwork
- a company that sub-contracts to pick up goods on behalf of another business
- a logistics business, hired to transport goods and complete customs processes on behalf of another business
- a large retail business, that transports and declares your own goods

Haulier leaflet is available in ten different languages and can be found on GOV.UK

[UK Transition: Hauliers - moving goods between EU and GB \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)



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Good Vehicle Movement Service Pre-requisites

In order to use GVMS, Hauliers who will register for GVMS and create a Goods Movement Reference Number will need the following in place:

- **A Government Gateway Account (this can be a new account or an existing account, however this must be the account used to create the GB EORI)**
- **A GB EORI**
- **Access to GVMS**

For more information around how to obtain a Government Gateway Account, get a GB EORI and register for GVMS please see:

- GVMS Registrations Webinar available on YouTube [Link here](#)
- GVMS Registration journey (specific for Non-UK haulier) available on YouTube [Link here](#)



GVMS scope (Movements between EU and GB from 1 January 2022)

A GMR will be required for all goods moving through GB ports that have adopted GVMS. A GMR should contain the following types of detail for the following movements for Exports from GB to EU:

Exports GB>EU

Exports declared into CHIEF or CDS (Declaration Unique Consignment Reference (DUCR))

ATA or TiR Carnet movements (Carnet reference numbers entered into GMR)

CTC Common Transit convention movements (Transit Accompanying Document (TAD) MRN entered into GMR (in some instances))

If you need to make an oral or declaration by conduct or are moving empty vehicles/trailers/containers under a transport contract, then you will need to complete a GMR too. Further options will be made available to enable such movements through GVMS. Please refer to the guidance: [goods that can be declared orally or by conduct](#).

Also if you are moving empty vehicles, trailers or containers under a contract of carriage, a GMR will be required. If you are carrying items under Universal Postal Union customs forms (e.g. CN22/23s) you will need to select the 'postal declaration' option when creating a GMR



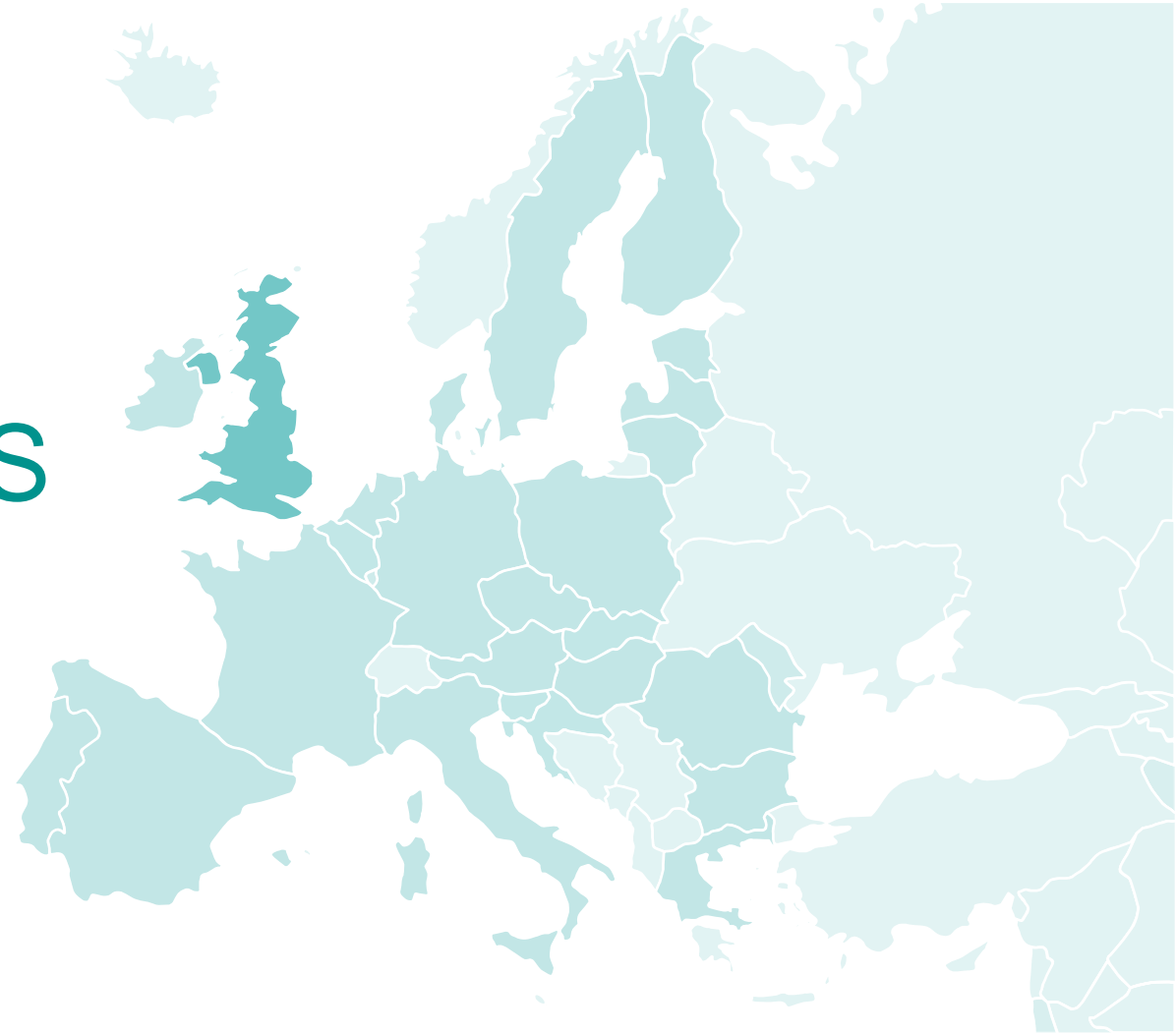
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Our Exports Objectives

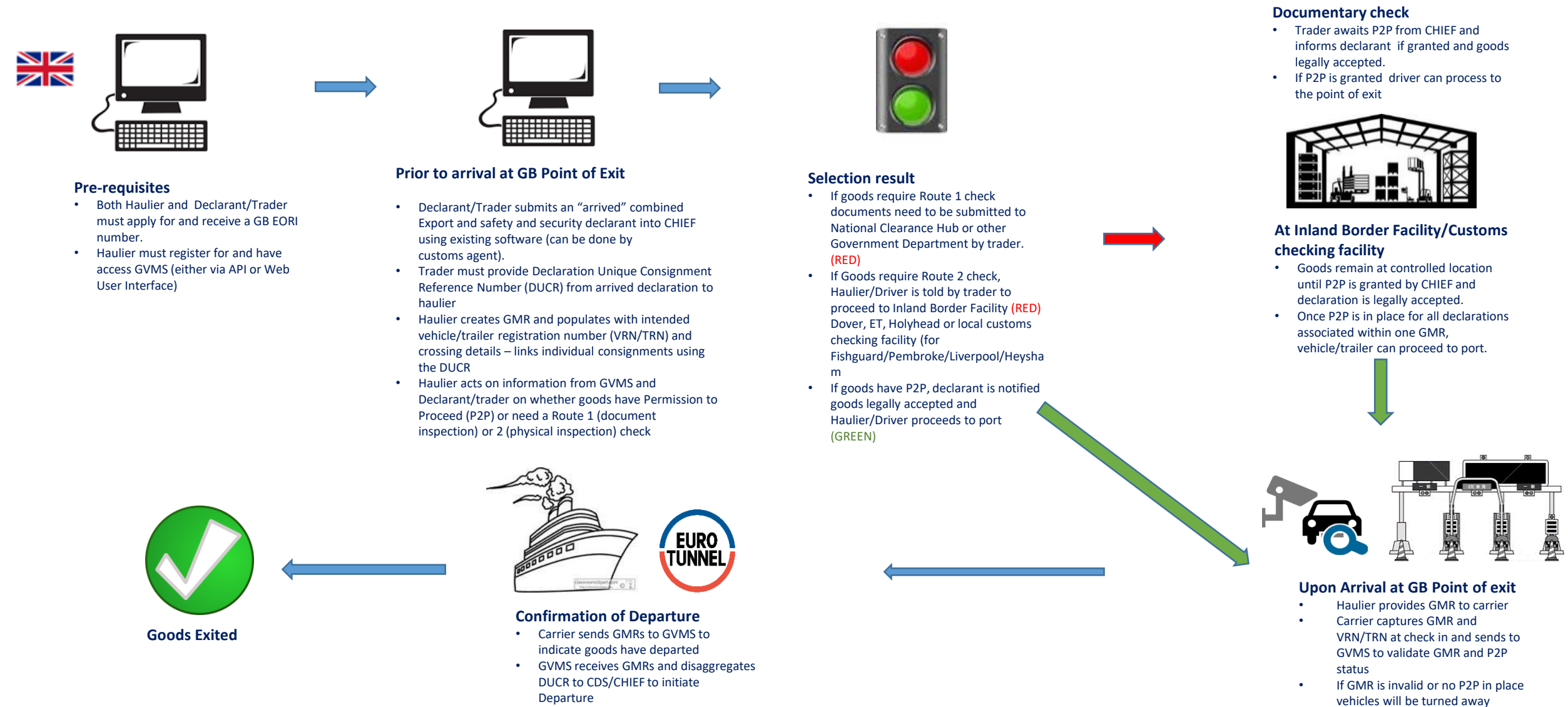
- Export controls are critical to ensure the UK can meet international obligations and be seen as a reliable trading partner, and, of course, are critical to maintaining public health, safety and security.
- This is why we need to introduce export controls for goods leaving the UK to enter the EU from 1 January 2022 and ensure that HMG has the opportunity to intervene and inspect goods before they leave the country.
- When we refer to full export controls, this means that the following requirements must be met for all goods leaving the UK:
 - Goods must be presented to customs and export declarations must be arrived in HMRC systems. This triggers a risk assessment to determine whether any checks are required. For the majority of traders, other than those with specific Customs Supervised Export (CSE) approvals, the presentation and arrival process must take place when the goods are in a customs approved area. This is to avoid the risk of traders substituting goods if they are made aware of checks before the goods are under customs control.
 - Goods must be verified (either arrived for the first time or re-arrived) at the frontier and Permission to Proceed (P2P) must be granted before the goods can be exported. This is because HMG must have the opportunity to intervene and complete key final checks before goods leave the country.
 - A message must be sent to HMRC to confirm that the goods have left the UK and to record the time of departure. This is so that we can release guarantees and ensure only goods that have genuinely left the UK market are recorded as having left and are therefore not subject to VAT and other duties.



Arrived Exports and GVMS



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Inland Border Facilities



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Attending an Inland Border Facility:

Guidance on gov.uk about [Attending an IBF](#) provides information for heavy goods vehicle hauliers or drivers who attend an Inland Border Facility, where Customs and document checks can take place away from Ports.

You currently only need to attend an IBF if you're travelling through the Port of Dover, Eurotunnel or Holyhead and you're moving goods that fall within the categories noted on the gov.uk pages. Please consult these pages as they will be updated in the coming weeks as we approach 01 January 2022

Use the Attend an Inland Border Facility online service or app to pre-notify

- Using the app is the best way for hauliers to avoid delays and will help to ensure a smooth service, so please pre-lodge where you can using the app or online service to notify us of your intention to attend an IBF. This will make the process on site faster. Please also check in advance the site capacity to see how busy the site is before you travel.
- The IBF app is available for smartphones on the **Google play store** and the App store. Details can be found on gov.uk <https://www.gov.uk/guidance/tell-hmrc-that-youre-going-to-be-attending-an-inland-border-facility>.

Ensure you have all the information you need readily available when you arrive at the site.

- When Exporting goods you must have the Local Reference Number (LRN). LRNs can be entered the LRNs into the "Attend an Inland Border Facility" app where they can be associated with a vehicle registration number when booking a vehicle into an IBF.

The Customer Journey to an IBF is supported in the Haulier Handbook on the Gov.uk website via the following link:

- <https://www.gov.uk/guidance/transporting-goods-between-great-britain-and-the-eu-by-roro-freight-guidance-for-hauliers>
- The handbook details the reasons for visiting an IBF and how to prepare to be 'Border Ready' on arrival.



Moving through other ports that will operate Arrived Exports

When moving “arrived” exports through **Fishguard, Heysham, Liverpool or Pembroke** you will need to report to the port’s designated customs checking facility. This will be clearly signposted at each of these ports



Dual Code for Exports



Use the Dual code

When moving “arrived” exports from the Port of Dover or Eurotunnel – hauliers/drivers could decide to swap from one border location to the other due to congestion or driver choice.

From 01 January 22 this presents a problem for GVMS if a such change is made by a driver if:

- Declarant/Trader has selected their departure location as Eurotunnel but Dover is selected in the GMR or
- Declarant/Trader has selected their departure location as Dover but Eurotunnel is selected in the GMR

In such instances the GMR will fail at check in with the carrier and the haulier would either need to take corrective action with the declarant (amend the CHIEF/CDS declaration to reflect the correct port) or correct the GMR and move to the border location noted in the declaration.

Alternatively, if a dual code is used by the declarant/trader this will provide flexibility for the haulier/driver to swap between the two different locations of Eurotunnel or Dover

Note: if swapping to a different port using the standard model the declaration will be re-arrived and neither the GMR nor the declaration will need to be amended. If however, you chose to swap to another “arrived” port (such as Holyhead etc) then you would need to take corrective action



Dual code journeys

HMRC recommend the use of the dual code for exports declarations from GB to EU for all instances when moving through the Port of Dover and Eurotunnel.

Please discuss the use of this code with your declarant/trader if you use these two border locations.

For more information please refer to the customer journeys below



Dual Code
Journeys

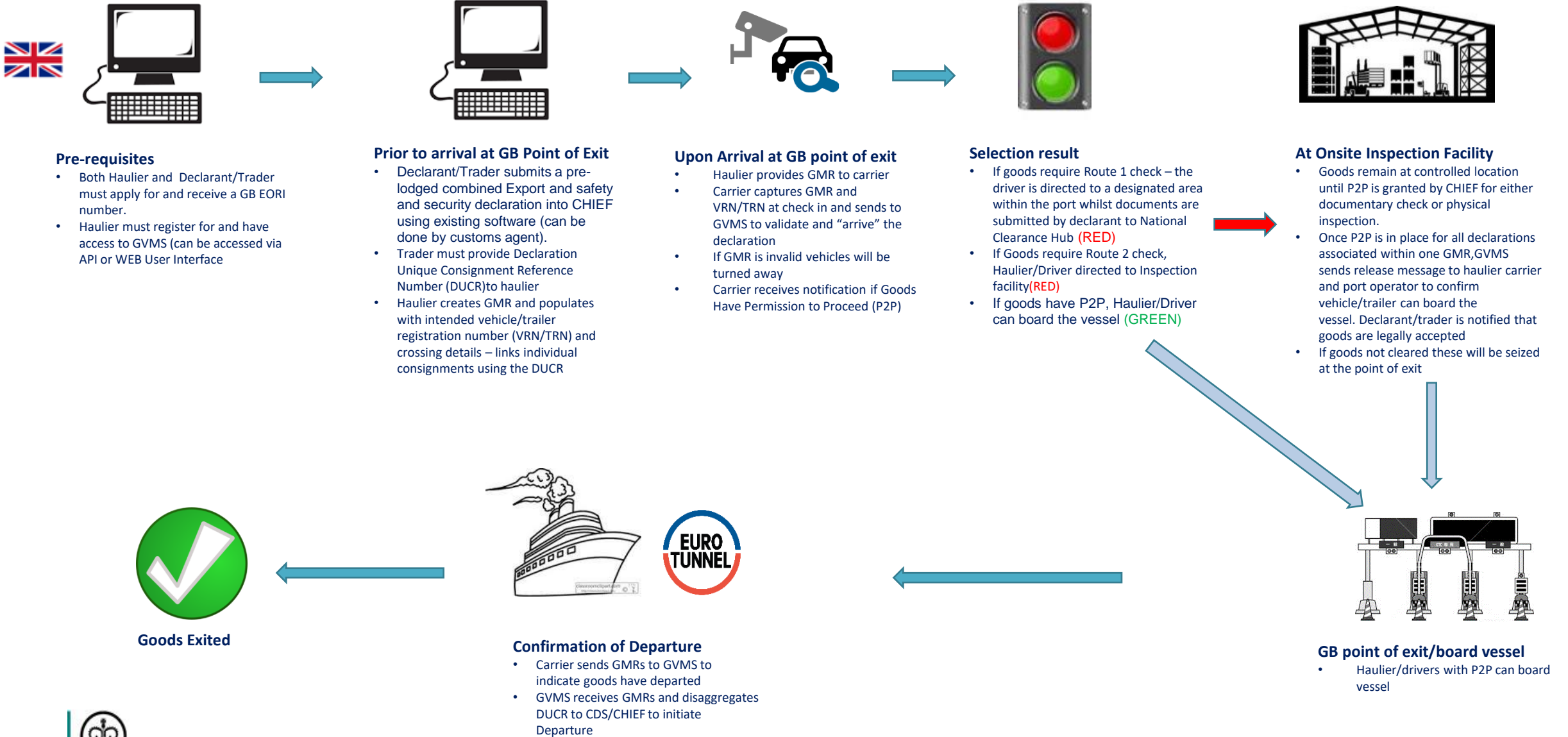


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Standard Exports and GVMS



GVMS Exports (GB>EU) “Standard” process for all GVMS ports (except ports operating the arrived model)



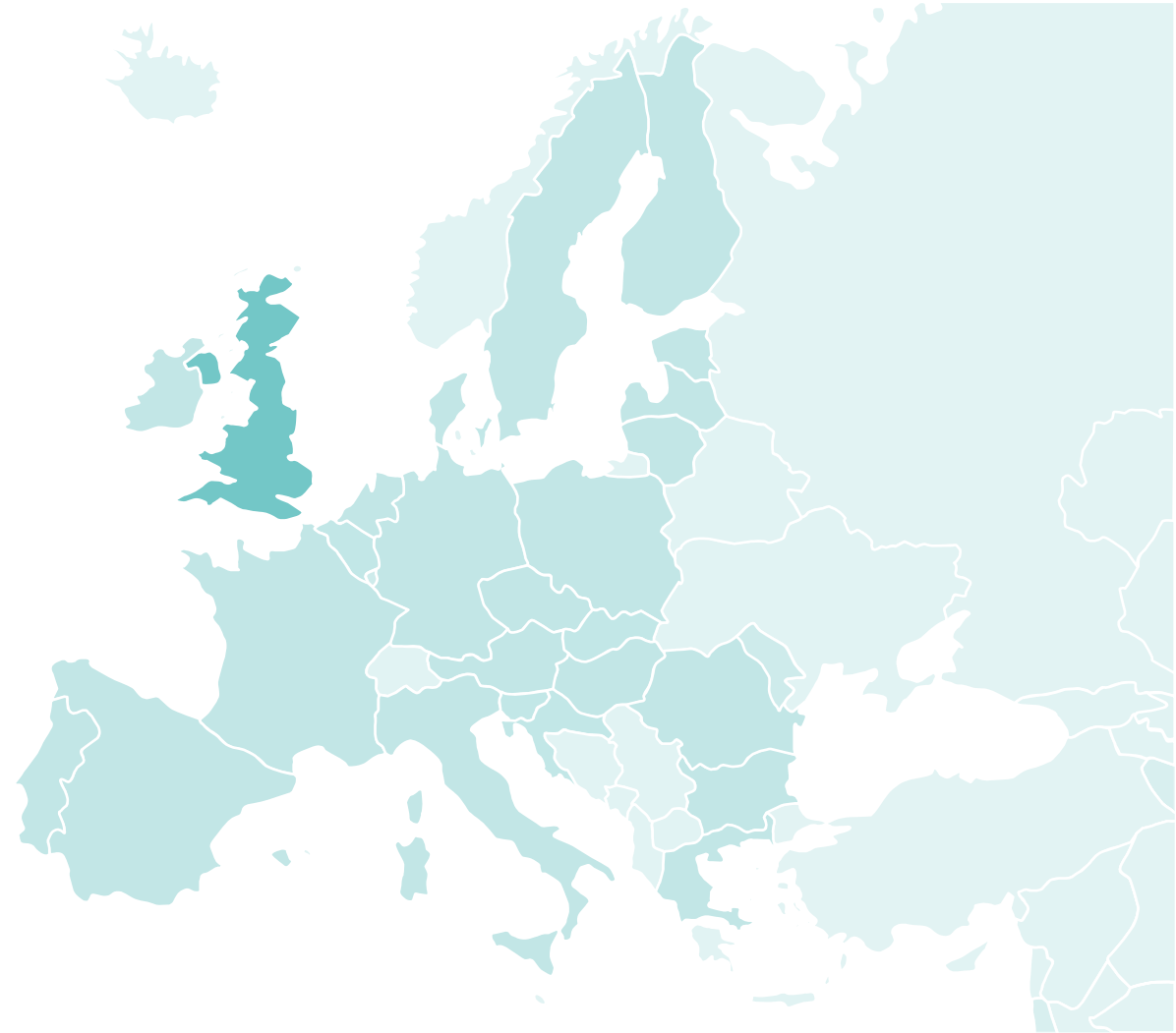
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NOT GOVERNMENT POLICY

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Entering an Exports DUCR from CHIEF or CDS

- From 1st of January 2022 if an export made in CHIEF or CDS, regardless of whether that is an arrived or pre-lodged declaration, a Declaration Unique Consignment Reference (DUCR) must be provided by the declarant and included by the haulier into the GMR.
- The format of a DUCR is year, country, EORI, and traders' reference, plus a possible part ID for split consignments. An example of a DUCR is 9DCR9GB123456789012-ABC1234. You can read more information on [the format of DUCRs here](#)



Common Transit Convention

When Exporting Common Transit Convention goods from GB to EU you may or may not need to enter a Declaration Unique Consignment Reference into the GMR. Sometime the TAD MRN alone is sufficient

- For Arrived Export or if the trader is approved for Customs Supervised Export (CSE) – it is enough for the TAD MRNs to be included within GVMS for any export movements which is followed by transit. There is no need to input the export DUCRs separately within GVMS
- For Standard Export locations (where the declarations are submitted as pre-lodged) using GVMS or if the traders are not approved for CSE - Export DUCRs will have to be included separately within GVMS. The TAD MRNs will not be required within GVMS for these movements.
- For Rest of World (RoW) movements starting transit in GB, the MRN needs to be included in GVMS as there will not be a GB export declaration for these movements.



TiR declaration

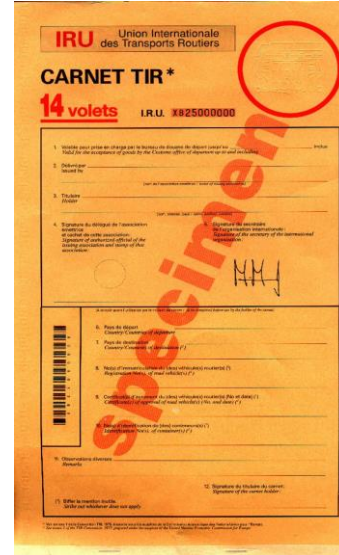
With over 50 countries using the procedure, the TIR system is the international customs transit system with the widest geographical coverage. As other customs transit procedures, the TIR procedure enables goods to move under customs control across international borders without the payment of the duties and taxes that would normally be due at importation (or exportation). A condition of the TIR procedure is that the movement of the goods must include transport by road.

From 1st of January 2022 if the hauliers want to move goods under the TIR Convention, they must hold a TIR authorisation, and the haulage company must:

- give the driver the TIR Carnet
- ensure that arrangements have been made
- instruct the driver to:
 - take and present the goods and the TIR Carnet to the [UK Office of Departure](#)
 - Enter the TIR Carnet reference into a GMR and a EXS declaration if moving under Contract of Carriage
 - take and present the goods and the TIR Carnet to the UK Border Force at a UK Office of Departure to ensure it is wet stamped
- Check with the trader that the safety and security EXS declaration requirements have been met for the movement

After the EU border:

The driver must present the TIR Carnet and ensure it is wet stamped by the EU customs authorities either when the goods leave the customs territory of the EU or at an [EU Office of Destination](#)

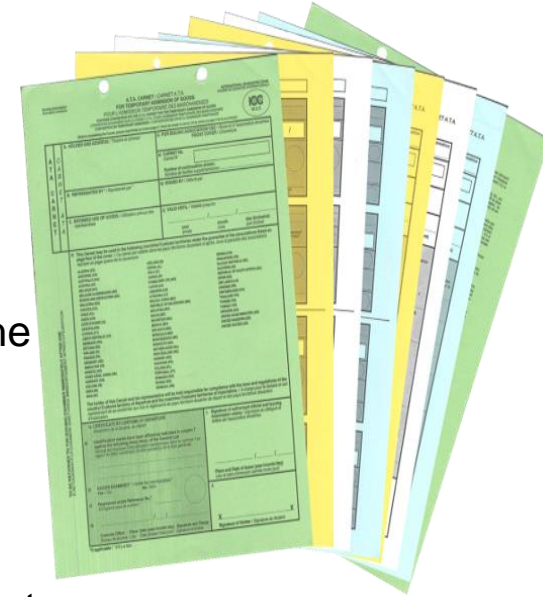


ATA Carnet declaration

ATA Carnets are international customs documents used for the suspension of duties where goods will be re-exported within a year.

From 1st of January 2022 if a trader arranges for the goods to move under the ATA Convention the hauliers must:

- obtain the ATA Carnet document from the trader and provide to driver
- take the goods and the ATA Carnet to the UK Border Force at a UK Office of Departure to get the Carnet wet stamped
 - Enter the TIR Carnet reference into a GMR and a EXS declaration if moving under Contract of Carriage
- as instructed by the trader, their agent or the logistics company controlling the movement
- check with the trader that the safety and security EXS declaration requirements have been met for the movement – relevant safety and security ENS requirements must also be met for the country the goods are being moved to



After the EU border:

If the movement is made under the ATA Convention, the driver should give the ATA Carnet to the recipient of the goods when they are delivered.



Oral/conduct declarations

There are some [goods](#) that do not require a declaration on export but move through ports where a GMR has or will be mandatory. They fall into several categories for example :

- Exports that can be declared orally; for GVMS locations that offer oral declarations
- Exports that can be declared by conduct; the act of crossing the border is deemed a declaration
- Goods not required to be exported in accordance with export provisions; military movements
- Empties whether 100% empty or contain reusable packaging crates trays
- This list is not exhaustive (see [link](#) to GOV.UK guidance)

From Jan 22

- Ability for a Haulier to create a GMR for a movement from GB to EU and select Declaration by Conduct (DbC)
- A Safety and Security Exit Summary Declaration (EXS) can be entered into the GMR if moving under a contract of carriage



Postal Declarations

- If you are carrying items under Universal Postal Union customs forms (e.g. CN22/23s) you will need to select the 'postal declaration' option when creating a GMR

BETA This is a new service – your [feedback](#) will help us to improve it.

< Back

Section 3: About your declarations

Add a declaration

Select a declaration type to add it to this goods movement reference.

You must add declarations one at a time, but you can add as many as you need to.

- ☐ Customs declaration
This could be an import declaration, a simplified frontier declaration (SFD) or a bulk import reduced data set (BIRDS)
- ☐ Transit declaration
This could be a Transit Accompanying Document (TAD) or a Transit Security Accompanying Document (TSAD)
- ☐ ATA Carnet
- ☐ TIR Carnet
- ☐ EIDR
- ☐ Postal declarations
This includes items of correspondence and goods moved under Universal Postal Union (UPU) terms, commonly moved by Royal Mail Group, other designated postal operators and Extraterritorial Offices of Exchange (ETOE's). The UPU forms this applies to are the movement documents CN37, CN38, and CN41, and item declaration forms CN22 and CN23.

Continue



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How to enter GB to EU Movements into a GMR and finalise a GMR



Survey



Preparing for Jan 22 Haulier and drivers



Haulier preparation

Aside from carrying the relevant licenses, permits and documentation as for any other crossings, if you are moving goods through a location that has chosen to implement the Pre-Lodgement Model and to use the GVMS, you will be required to:

- Ask your traders to give you a unique reference number that proves that a declaration has either been pre-lodged or is not needed (e.g., ERN from CHIEF, GB EORI for SCDP authorised trader, ATA/TiR Carnet references).
- Ensure you have a strong communication channel with traders/declarants to ensure necessary that documentation/information is provided by them should inspections be required
- For Transit movements – the paper Transit Accompanying Document (TAD) must travel with the goods.
- For ATA and TiR Carnet – the relevant carnet documents must also travel
- Link all these references together into one Goods Movement Reference (GMR) for each vehicle/container trailer movement. You can do this in two ways:
 - A direct link from your own system into the Goods Vehicle Movement Service (we will work with you to develop this functionality) or
 - An online portal available in your Government Gateway account.



Haulier preparation

- For each trailer movement, update the GMR with the correct vehicle registration number (VRN) for accompanied movements or trailer registration number (TRN) or container reference number (CRN) for unaccompanied movements. The VRN/TRN/CRN can be updated to cater for any changes but must be correct when the GMR is presented to the carrier at the point of departure.
- Instruct your drivers not to proceed to the border before all the necessary references are added into a GMR to make it complete, or if any declaration reference has not been accepted onto the GMR, as they will not be allowed to board.
- Check the Department for Transport's haulier handbook to ensure your drivers have the up to date and necessary documentation to move goods between EU and GB
- Instruct your drivers to present the GMR to the carrier on arrival at the point of departure to demonstrate they have the necessary evidence to legally move goods.
- Instruct your drivers to comply with instructions issued by HMG to proceed to a specific location for checks if necessary.
- Ensure that you/your haulier office (or responsible 3rd party) has a clear “line of sight” and contact with your drivers to ensure they can contact you at any time if they encounter any issues or need to report for an inspection—providing your driver with a smartphone/device to check the inspection status themselves can help



Preparing for GVMS – Drivers

Below are some examples of preparations that can be taken now to put processes in place in conjunction with their haulage managers:

- Drivers will need “line of sight” communication for the GMR with his/her HQ as he/she needs to present this to the Carrier – a phone number direct to the haulier (or third party) to resolve issues is a must
- Access to the “check if you need to report for an Inspection Service”
- Groupage:
 - The driver will need to know specific groupage loads details as each consignment will have a unique MRN.
 - The driver may need to relay details about MRNs for each consignment to their HQ in real time for them to be added to the GMR in order to ensure it is finalised in time.
- A number of driver contingencies will require implementation, such as:
 - If a driver misses their sailing
 - Drivers will need communication channels with HQ
 - Process for invalid GMR details to avoid being turned away at the Port



How to avoid common errors GB>EU

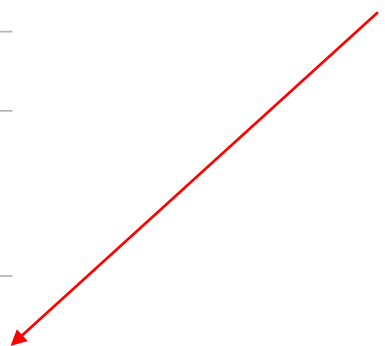
Sort by Departure date (last) ▾

Goods movement reference ID	Vehicle or Trailer registration number	Planned route	Planned departure date and time	Status
GMR G FRAY RW2V				Draft
GMR O LEJF ME2G	HT68 EER	Tyne to Amsterdam	25/01/2021 at 19:20	Draft contains errors
GMR I MEER WF7B	GH66 BNG	Rosslare to Fishguard	25/01/2021 at 17:40	Complete
GMR O LEPP RM9P	ME69 LAD		24/01/2021 at 08:40	Draft
GMR I UENR WE1B		Le Havre to Portsmouth	24/01/2021 at 19:10	Draft
GMR I LRJJ JW9A	AB69 DEF T0252 T0345	Folkestone to Coquelles	24/01/2021 at 22:40	Complete contains errors

Check that no errors are included in your GMR (you can check this via the GMR dashboard here) if you see messages like these you need to click back into the reference ID to correct these

Common reasons for errors

- **Incorrect DUCR** entered into GMR
- **Incorrect TAD MRN entered for Transit movements** – you should also ensure the Office of Departure processes, including any control actions, are completed and that your movement has been released before you enter any detail into the Goods Movement Reference (GMR).



If you do not correct any errors in the GMR then the driver will be turned away from check in and will need to move away from the port or to a parking area to resolve any issues with the haulier back office



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Preparing for January 2022



Preparing for January 2022

- Please note it is not mandatory to produce a GMR for GB>EU movements before 01 January 22.
- However, if you are already planning movements from GB>EU from 01 January 22, through a port that has adopted GVMS – then be aware you will need a GMR to travel 01 January
- From 1 January, if you do not have a GMR and attempt to move goods through a GVMS port, you will be turned away from the port and won't be able to:
 - board the ferry or shuttle,
 - cross the GB/EU border, and
 - clear your goods through customs.

Please ensure you are fully prepared and have all the relevant information to complete a GMR if you are planning to travel on 01 January 2022





Resources Available/Support Options



Business Continuity/fallback

We regularly manage updates to our IT systems to ensure they perform as expected and will always try to minimise disruption for businesses and individuals wherever possible. Business Continuity Planning (BCP) is an essential requirement to ensure goods can continue to move in the unlikely event of system downtime or technical issues. In event of BCP being invoked we will communicate to key groups affected including businesses representative bodies to make them aware of fall-back processes they need to implement.

We continue to work with stakeholders to ensure they understand the steps they need to take to move goods through border locations in all scenarios.

To find the latest information on the availability of our IT systems to go [GOV.UK](https://www.gov.uk)



Recorded webinars

- EU>GB Haulier Webinar R1.0 - available on YouTube [Link here](#)
- GB>NI GVMS Haulier webinar R1.0 - available on YouTube [Link here](#)
- GVMS Haulier Webinar 2 (moving good through Ports) R1.0 – available on YouTube [Link here](#)
- GVMS Releases 1.1 & 1.2 – available on YouTube [Link here](#)
- GVMS Release 2.0 and Safety and Security– available on YouTube [Link here](#)
- Exit Summary declaration (EXS) overview on YouTube [Link here](#)
- Standard and Arrived Exports (Jan 22) available on YouTube [Link here](#)
- GVMS Registrations Webinar available on YouTube [Link here](#)
- GVMS Registration journey (specific for Non-UK haulier) available on YouTube [Link here](#)

- GVMS registration and overview FAQ –



Microsoft Word
Document

- Exports Webinar FAQ -



Microsoft Word
Document



Goods Vehicle Movement Service (GVMS) Pages on GOV.UK

These are the GVMS pages held on GOV.UK – these will be updated in advance on 01 January 2022

List of GVMS ports

<https://www.gov.uk/guidance/list-of-ports-using-the-goods-vehicle-movement-service>

Register for GVMS

<https://www.gov.uk/guidance/register-for-the-goods-vehicle-movement-service>

How to move goods through ports that use GVMS

<https://www.gov.uk/guidance/check-how-to-move-goods-through-ports-that-use-the-goods-vehicle-movement-service>

Get a Goods Movement Reference

<https://www.gov.uk/guidance/get-a-goods-movement-reference>



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GVMS Availability and planned downtime is on Gov.uk



Driver can use link provided on GMR to check if you need to report for an inspection



DeskPro

24x7 Links from .gov.uk pages
Staffed Monday Friday 8am to 6pm



- Issues with .gov.uk webpages
- Issues with GVMS Web User Interface

Trader Support Service

Telephone: 0800 060 8888

<https://www.gov.uk/guidance/trader-support-service>

24x7



- NI Protocol advice, guidance training and support
- GVMS queries when TSS acted as intermediary

Online Services Helpdesk

Telephone: 0300 200 3600

8.00am to 4.00pm Monday to Friday



- Government Gateway credential loss or reset

CIT Helpline

Telephone: 0300 322 9434

08:00 – 22:00 Monday to Friday

08:00 - 16:00 Weekends

(select option 1 for urgent issues outside of these hours)

- General advice on GVMS
- Help moving goods at the border
- Problems registering for GVMS
- Error messages when creating GMRs
- 24/7 help for urgent issues preventing goods progressing through the border



Thank you



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