Resolving common issues when using the Goods Vehicle Movement Service

From 1 January 2022, anyone moving goods between Great Britain (GB) and the European Union (EU) through a Goods Vehicle Movement Service (GVMS) border location must be registered to use this service.

Current arrangements will continue to apply to goods moving from the island of Ireland to GB, while discussions on the Northern Ireland Protocol are continuing.

HMRC are aware of some common issues occurring when customers are creating Goods Movement References (GMRs) into GVMS, which are causing them delays at the border.

To help avoid these issues you must:

- **Get a GMR for all movements, including empties**.

- **Ensure you're entering the correct type of declaration reference for your movement**. Entry Reference Number (ERN) for imports via CHIEF or Movement Reference Number (MRN) for imports via the Customs Declaration Service (CDS). Declaration Unique Consignment Reference (DUCR) for exports via CHIEF or CDS. Check which references should be entered in a GMR on GOV.UK - Get a goods movement reference.

- **Not use the trailer references when entering your Vehicle Registration Number** (VRN) into the GMR for an accompanied movement, as this means the carrier will be unable to validate your GMR. The VRN must match the vehicle presenting the GMR.

- **Not add EU export Movement Reference Numbers** (MRN) into the GMR.

If you do not fulfil these requirements, your GMR will be invalid, and you will not be allowed to board the vessel.

The person making the customs declarations for the goods you're moving should:

- Use the dual location code for all exports declarations from GB to EU, when the goods will be moved through the border locations of Dover and Eurotunnel. This gives you flexibility on your route. Check the location codes for roll on roll off border locations for use in CDS or CHIEF.

- Ensure that 'RRS01' is entered in the customs declaration in box 44 for CHIEF or Data Element 2/2 for the CDS, if you will be moving the goods through a GVMS border location. If this is not done, GVMS will not be able to validate it on the submitted GMR. For more details, please refer to the recently published Customs Information Paper.

- Check the status of declarations once the goods have arrived in GB, as you may need to take further action to release the goods from customs if they are held.

You should use your GMR in the check if you need to report for an inspection service to understand if your goods are held. If you're arriving into the Port of Dover or Eurotunnel, you'll need to attend an inland border facility to have these checks carried out. For all other GVMS border locations, you must go to the inspection facility within or near the port if your goods are held.

Register for GVMS and find out how to move goods through border locations that use the service.