



## **Border and Protocol Delivery Group Update**

Dear Stakeholder,

This bulletin provides the latest news from the Government relating to UK borders following the end of the transition period.

Please share these updates with your clients, customers and members and feel free to highlight content on your communications channels.

For more information, go to [gov.uk/transition](https://gov.uk/transition)

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## Tell us how we're doing...

We are interested to hear from you how useful you find the BPDG weekly bulletin. This feedback will help us shape future bulletins and ensure they are pitched at the correct level. Please take a few minutes to complete this [short survey](#) and help us to improve

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## BPDG Stakeholder Calls

We have run stakeholder calls twice weekly on **Monday** and **Wednesday** throughout February. Following feedback from industry we have taken the decision to hold one call in March and move to weekly calls in April. The call in March is scheduled on 17 March, 15:00-16:00 and invites have been circulated. Answers to questions which you have raised using the Microsoft Teams chat function are posted here:

<https://transition-forum.service.cabinetoffice.gov.uk/forums/dailystakeholdercallquestions>

We will endeavour to provide responses to outstanding questions as soon as possible. If you have other issues that you wish to highlight to us, or if you would like to be added to the calendar invite for the daily calls, please write to the BPDG Enquiries Mailbox:

[bpdg.enquiries@cabinetoffice.gov.uk](mailto:bpdg.enquiries@cabinetoffice.gov.uk)

However, if you have a live issue that needs resolving at speed, please use the appropriate helplines listed at the end of this bulletin in the first instance.

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## BPDG EU Trade Facilitation Webinars

Recordings from BPDG's webinars for EU audiences (including detail on using Short Straits routes, and routes into Belgium and the Netherlands) can be found at [gov.uk/guidance/help-and-support-if-your-business-trades-with-the-eu](https://gov.uk/guidance/help-and-support-if-your-business-trades-with-the-eu)

On 12 February, BPDG and French officials held a trade facilitation borders webinar on **Moving Goods Between Great Britain and France**. The recording of this event is available [here](#). Attendees from UK & French trade associations alongside policy officials from administrations from both countries.

A further event is being arranged for 18 March.

On 26 February, BPDG and Irish officials held a trade facilitation borders webinar on **Moving goods between Great Britain and Ireland**. The recording of this event will be available on GOV.UK. Attendees from UK & IE trade associations alongside policy officials administrations from both countries.

On Monday 8 March, BPDG are hosting an 'Industry Day' webinar on the Short Straits crossing. This will focus on how cross-Channel trade has fared since 1 January, with a

specific focus on what companies can do to keep their operations smooth in light of new controls. British and French officials will be available to answer your questions. To register for this event, [click here](#).

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## Covid-19 Testing Sites for Haulier and LGV drivers

As of Monday 22nd February, COVID testing requirements for hauliers travelling from Europe to the UK via France have changed. The testing requirement still remains in place, however there are two important changes to note:

- **Drivers on a return trip from the EU who spend less than 48 hours in the UK will not require** proof of a negative COVID test to cross the border.
- Drivers from the Republic of Ireland using the land bridge can also now rely on a test taken in Ireland, as long as it is administered within 72 hours of departure from a UK port.

**For UK hauliers or those spending more than 48 hours in the UK, the testing requirements are unchanged.** Free testing remains available at the Information and Advice sites,

### **HGV drivers should get a COVID test before arriving in Kent**

If you are driving to the Port Dover or Eurotunnel you should get a negative COVID test before arriving in Kent.

- 39 [Information and Advice sites](#) across the country offer free testing – head to the one closest to you.
- Sites are open 7 days a week with the majority offering testing between 6am-9.30pm.
- 75% of all COVID testing sites have very low waiting times and can therefore process a test within the hour.
- Sites nearer to Kent are busy and you may experience delays. You should not wait to reach Kent to get tested.

Three new sites have opened for Covid-19 testing for hauliers and LGV drivers travelling to the EU via Kent. As a reminder, a negative Covid-19 test is required for travel to certain EU countries, including France. Hauliers are strongly urged to get tested before arriving in Kent to avoid delays.

The sites opened over the course of this week and are located at the following service stations:

- Birchanger: Old Dunmow Road, Bishops Stortford, CM23 5QZ
- Baldock: A1(M), 10, Radwell, Baldock SG7 5TR

- Cobham: 9/10 M25, Downside, Cobham KT11 3DB

Your firm may have their own testing arrangements in place.

Any driver heading to the EU via Kent must also have a valid [Kent Access Permit](#) (KAP).

Each permit is valid for 24 hours.

### **COVID test for hauliers travelling to several European countries**

Several European countries have introduced COVID testing requirements for drivers and crew of HGVs, and drivers of LGVs and vans. Please check before you travel to ensure you have taken necessary action. All hauliers travelling from the UK to the Netherlands by ferry are required to show evidence of a negative lateral flow test obtained within 24 hours of boarding a service departing for a Dutch port. A free test can be obtained at one of our 39 [Information & Advice sites](#) across the country, where support on getting border ready is available. Hauliers can also get an authorised negative COVID test from a [private testing facility](#) and firms may have their own arrangements. In addition, interim testing facilities have been set up at Hull Port and Humberside Airport to provide additional services for hauliers bound for Hull, Immingham and Killingholme ports. To avoid delays we encourage drivers and crew of HGVs, and drivers of LGVs and vans to get tested before they arrive at their port of departure. Do not wait until the last possible point to obtain your test. Where possible go to your nearest site before collecting the load to ensure you are compliant and don't have a lengthy journey back to base.

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## **Update on discharging Transit movements**

We have received information from various EU member states of a significant increase in Transit movements not being discharged at the Office of Destination or by the authorised consignee.

When your goods arrive at the destination country, it's important that the TAD (Transit Accompanying Document) is presented to customs at the office of destination (a customs office) or at the premises of an authorised consignee (your own or an agent's premises), so they can inform the NCTS that the goods have arrived.

***Even if your goods have been presented to an office of transit at the border in the country of destination, the haulier must still go to an office of destination or premises of an authorised consignee to end the Transit movement.***

### **Your guarantee will not be released until the transit movement has been ended.**

If you do not discharge your transit movement, the guarantee cannot be released which means that some traders are approaching their limit on guarantees. If this limit is reached, then new transit movements cannot be started which will cause significant disruption to your supply chain.

If the office of destination is closed:

- Arrange for the transfer of work to the nearest operational office of destination.

- Arrange for the redirection of mail to that office.
- Display notices referring economic operators to the nearest office of destination.
- Instruct such offices to issue proof of the end of the procedure (i.e. a stamped copy of the TAD or business continuity document) on request, to prevent the need to resort to the inquiry procedure.

### List of authorised customs offices

The list of authorised offices is held on the European Commission's Europa website at:

[http://ec.europa.eu/taxation\\_customs/dds2/col/col\\_home.jsp?Lang=en](http://ec.europa.eu/taxation_customs/dds2/col/col_home.jsp?Lang=en)

The UK locations can be found at: [Common Transit UK offices, including Offices of Transit, Destination and Departure.](#)

## Update on ATA Carnets movements

French officials at the border have reported problems with many British ATA carnets submitted to French Customs at the border. The holders of the carnet have not carried out the proper formalities, in order to benefit from the temporary admission procedure.

The officials are noticing the following:

- a lack of registration of the required information
- numerous lack of signatures by the carnet holder or his representative, on the importation voucher of the carnet (box F). This box must be completed and signed by a duly authorised person, i.e. the holder or their representative (designated in boxes A and B respectively).

Since the ATA carnet is an application of the temporary admission procedure, traders must remember that the holder must always be the declarant, although they may be represented for this act by a person designated and empowered to do so.

Therefore, in the absence of a valid designation and power of attorney, the driver/carrier is **not** considered to be a person authorised to fill and sign this part. Except, if they are designated as a representative in box B.

The WCO, which is responsible for the regulation of ATA Carnets, via the Istanbul Convention and the ATA Convention, recently reminded all Contracting Parties at the 18th Administrative Committee that:

*Customs should not accept the ATA carnet as a temporary importation declaration, without a signature of the ATA carnet holder/representative on the importation voucher (box F.d).*

France officials have contacted us to request that an action is taken in order to ensure compliance by the UK operators.

To note too, that in order to follow the regulation of ATA Carnet the French customs officials will soon be refusing the visa of the carnet and will not grant the temporary admission procedure if the carnet is not correctly filled in.

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## Update on Ireland “Customs RoRo” system - for UK exporters / forwarders and customs agents moving goods GB - IE

For those moving goods from GB to Ireland the following detail may be helpful. Some customs import declarations for Ireland were being entered into the old import declaration system, **Automated Entry Processing (AEP)**. The new Irish Customs RoRo service system should now be used, Automated Import System (**AIS**).

UK businesses, forwarders and customs agents have reported problems when using this system. Whilst Irish officials can accept AEP declarations for RoRo movements they are more prone to issues especially when the declared journey of the goods does not replicate the actual journey of the goods. This can cause the AEP declaration to ‘lapse’ and therefore it cannot be used for the purposes of the Pre Boarding Notification (PBN).

AEP will be shut down by the end of March so trade will need to move to AIS in any event.

Irish Revenue has identified occasional degradation in performance during times of peak processing in its AIS system resulting in delayed responses to declarations and other messages lodged by trade. While filing patterns vary depending on a variety of factors, it is clear that the highest number of transactions occur in the late afternoon and evening. Revenue is actively working with their software provider to increase capacity at peak processing times.

**Traders are reminded that they can pre-lodge their customs declarations by as much as 30 days** - this facilitates those who are in possession of all necessary information to file their declarations well in advance of the arrival of their goods and ensures they will be unaffected by peak load processing.

For those using Ro-Ro ferry services, the Master Reference Number (MRN) of all import declarations must be entered into their Pre-Boarding Notification (PBN).

The message to trade is - **complete your declarations as early as possible to give the relevant state agencies time to process documentation in advance of arrival to ensure smooth progress through our ports and airports.**

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# Inland Border Facilities

Border Force South East advises hauliers to use the Inland Border Facilities (IBF) app for their journey in GB. The app allows drivers to identify the correct site for discharging movements and to pre-lodge information about their reason for visiting, which will make their experience on site much smoother. The app also allows drivers to check if there are any delays at the Inland Border Facility they plan to attend. Links to download the app can be found at: [gov.uk/guidance/tell-hmrc-that-youre-going-to-be-attending-an-inland-border-facility](https://gov.uk/guidance/tell-hmrc-that-youre-going-to-be-attending-an-inland-border-facility)

Please remind drivers that:

Inland Border Facilities are:	Inland Border Facilities are not:
Offices of <b>Departure</b> and <b>Destination</b> for CTC (Common Transit Convention) movements	Truck stops/rest points for drivers
Processing centres for Carnet movements (ATA - Admission Temporaire and TIR - Transports Internationaux Routiers)	Places to arrange customs checks (go elsewhere for those services - no customs agents are on site)
Endorsement of CITES (the Convention on International Trade in Endangered Species of Wild Fauna and Flora) licences	Mandatory for every export - if you have all your paperwork for both sides and P2P (Permission to Progress) from CHIEF (Customs Handling of Import and Export Freight system) then you don't need to attend an IBF
Time limited to two hours	

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## HMRC Customs Systems Availability

### NCTS downtime 28<sup>th</sup> Feb

NCTS will be unavailable for users including WebChannel for arrivals for around **60 minutes from 1am on Sunday 28 February**. Please **note if you are a WebChannel user for departures then the service will be down a little longer till 7am**. This is to allow us to carry out a series of upgrades on the system.

We have listened to stakeholder feedback and this work will increase stability for NCTS users. You will not need to resubmit any messages. They will be queued and will be processed automatically once the system is restored. To minimise the impact on users, we are carrying out these updates at a time that stakeholders have identified as best.

You can also check planned downtime for NCTS on the systems availability pages on [GOV.UK](https://gov.uk)

For web users

<https://www.gov.uk/government/publications/new-computerised-transit-system-ncts-web-service-availability-and-issues>

For email users

<https://www.gov.uk/government/publications/new-computerised-transit-system-ncts-email-service-availability-and-issues>

For XML users

<https://www.gov.uk/government/publications/new-computerised-transit-system-xml-service-availability-and-issues>

### **GVMS downtime 28<sup>th</sup> Feb**

As part of our ongoing IT improvement there will be a short period of GVMS downtime from **12am GMT to 2am GMT on 28<sup>th</sup> February 2021**. For hauliers this means they must have completed all GVMS related actions prior to arriving at the port, before 12am GMT on 28<sup>th</sup> February 2021, as it will not be possible to make amendments or updates to Goods Movement References during this downtime.

We've been working with carriers and hauliers to make sure everyone is aware of this downtime but GVMS availability has been updated on the service availability page and encourage you all to share with your networks

<https://www.gov.uk/government/publications/register-for-the-goods-vehicle-movement-service-availability-and-issues>

### **Future downtime for NCTS web channel departure users.**

There is NCTS web channel planned downtime on **14 March**. The web channel for departures will be unavailable for **around 5 hours from midnight**. Users will not need to resubmit any messages, these will be queued and automatically processed when the system is restored. NCTS XML and email channels will be unaffected, and web arrivals users will be automatically redirected to the new Digital Arrivals channel during these hours. To minimise the impact on users, we are carrying out these updates at a time that stakeholders identified as best.

You will not need to resubmit any messages, which will be queued and automatically processed when the system is restored. We'll be confirming service availability but details of all HMRC service availability are updated on [gov.uk](https://www.gov.uk) at

[gov.uk/government/collections/hm-revenue-and-customs-service-availability-and-issues](https://www.gov.uk/government/collections/hm-revenue-and-customs-service-availability-and-issues)

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## Rules of Origin Flowchart Tool

HMRC have taken on board stakeholder feedback and have produced a flowchart tool to help with Rules of Origin guidance. This is newly published and [can be found here](#).

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# Upcoming Webinars and On Demand Videos

The UK Government continues to run a series of webinars and on demand videos across a range of topics relating to the new rules and procedures. We recommend you take the time to visit [this page](#), which has links to all the upcoming webinars and instructions on how to register. The link also gives you access to previously run webinars which you can watch on demand.

## HMRC Live Webinars

HMRC are delivering daily webinars including

- What are customs import declarations?
- What you need to know about staged controls
- Trader responsibilities when using an intermediary
- Exporting: what you need to know to keep your goods moving

If you'd like to attend any of these webinars you can [register here](#).

## Webinar Series for Importing Products of Animal Origin (POAO) for Human Consumption from EU to GB

In April, there will be a further set of changes coming into effect on imports of products of animal origin (POAO) for human consumption, as outlined in the [Border operating Model](#). These changes affect imports of food and drink containing animal products. SPS Borders & Boundaries Programme at Defra invite you to join their webinar series, which will run throughout February and March (please see a full timetable below).

The webinar for POAO will include:

- Actions you must take to continue importing POAO from the EU into GB from 1 April 2021
- Guidance on how to meet the new requirements
- Useful links to essential information
- The opportunity to have your questions answered by Defra officials

The key objective is to ensure you are ready to continue importing from the EU.

Ahead of the webinar, Defra will issue a separate email containing a link to Zoom (meeting platform). A 'How To' guide is [attached](#) for those who are unfamiliar with this platform.

If you have any POAO queries, please email: [SPSanimalimportenquiries@defra.gov.uk](mailto:SPSanimalimportenquiries@defra.gov.uk) and for more information, please see the Gov.uk webpage [here](#).

Webinar	Date	Registration Link
Importing Products of Animal Origin (POAO) from the European Union into Great Britain- With a focus on Composites	01/03/2021 14:00-15:00	<a href="#">Register here</a>

Importing Products of Animal Origin (POAO) from the European Union into Great Britain	08/03/2021 14:00-15:00	<a href="#">Register here</a>
Importing Products of Animal Origin (POAO) from the European Union into Great Britain- With a focus on Composites	15/03/2021 14:00- 15:00	<a href="#">Register here</a>
Importing Products of Animal Origin (POAO) from the European Union into Great Britain- With a focus on Fish & Fish Products	22/03/2021 14:00-15:00	<a href="#">Register here</a>
Importing Products of Animal Origin (POAO) from the European Union into Great Britain	29/03/2021 14:00-15:00	<a href="#">Register here</a>

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## Frequently Asked Questions

### **Question: What does the UK's zero tariff deal with the EU mean for businesses?**

**Answer:** The UK has left the EU customs union so there are changes to the way that we do business with the EU. The deal that the UK has agreed with the EU means that UK businesses may be able to continue to:

- sell goods to the EU without their EU customer being charged Customs Duty
- buy goods from the EU without being charged Customs Duty when their goods arrive in the UK

However, this isn't the same as being in a customs union. To benefit from the zero rate of duty, businesses will have to provide proof that their goods (or their parts/ingredients) originate in the EU or the UK (as the exporting country). Where the goods originate from means where they are manufactured or produced, not just where they are shipped or bought from. The answer to question 2 explains what proof you will need to claim the zero rate of duty.

Businesses will still need to pay VAT on goods imported from the EU into Great Britain, where applicable. For more information on paying VAT on goods imported into the UK, please see the answer to question 3.

**Question: What proof do businesses need to claim the preferential zero rate of duty for goods they import from the EU into the UK?**

**Answer:** If you import goods from the EU into the UK, that originate in the EU, you need to prove to HMRC that you can claim the preferential zero rate of duty.

First, you will need to classify your goods and check if they meet the rules of origin requirements included in the UK's deal with the EU; the Trade and Co-Operation Agreement (TCA). Here's more information about the [rules of origin requirements under the UK's deal with the EU](#). If your goods [meet the rules of origin](#) and product specific rules, you will be able to claim the preferential zero rate of duty.

To claim, you will need to provide proof that your goods comply with the rules of origin. This can be either:

- a statement on origin – showing that the goods are originating, made out by the EU exporter
- through evidence you've obtained ('importer's knowledge') that the goods are originating in the EU

You can find more information about the proof you need to provide and [how to claim the preferential rate of duty](#) on [GOV.UK](#).

If you choose to delay making declarations for goods you import into the UK from the EU, you do not need to provide proof of origin until you make your supplementary declaration.

**Question: Do traders need to pay VAT for goods they import?**

**Answer:** VAT will be due on all goods:

- imported into Great Britain from overseas
- imported into Northern Ireland from outside the EU
- sold between Great Britain and Northern Ireland, as well as **movements of own goods** from Great Britain to Northern Ireland

**VAT on goods imported from outside the UK**

If you buy goods from outside the UK which don't exceed £135 in value the seller, or online marketplace (OMP) if sold through one, must charge and account for VAT when the goods are sold.

Business to Business sales that do not exceed £135 in value are also covered by the new rules. Where the UK VAT registered business provides the OMP or direct seller with its VAT registration number, the responsibility to account for VAT is with the UK VAT registered business customer, who will account for it if the goods are supplied in:

- Great Britain using a 'reverse charge' procedure
- Northern Ireland, using [Postponed VAT Accounting](#).

If a valid UK VAT number is not provided, the direct seller or OMP, must treat the transaction as though it were a business to consumer sale and charge VAT accordingly.

You can find more information on [GOV.UK](https://www.gov.uk) about the VAT treatment of overseas goods sold to UK customers either [directly](#) or [through an online marketplace](#).

If you buy goods from outside the UK that exceed £135 in value, you will need to pay import VAT when your goods arrive in the UK. HMRC uses [commodity codes](#) (also known as tariff codes) to work out the amount of VAT and Customs Duty that you owe on goods you move in or out the UK. When you complete your import declarations, you must make sure you included the correct commodity code. Once you have the correct code, you can check if you need to pay VAT or duty, and how much.

You can use the [Trade Tariff tool](#) on [GOV.UK](https://www.gov.uk) to find the correct commodity code for your goods. If you have hired a customs intermediary to deal with your import and export declarations, they will be able to help, but you will need to provide accurate information about your goods.

### **VAT on goods sold or moved between Great Britain and Northern Ireland**

Import VAT will be due on goods sold between Great Britain and Northern Ireland, as well as **movements of own goods** from Great Britain to Northern Ireland. However, it should be accounted for by the seller/sender of the goods via the VAT return. You can find more information regarding the [VAT treatment of goods moving to and from Northern Ireland](#) on [GOV.UK](https://www.gov.uk).

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## **HMRC Customs & International Trade Support**

HMRC has put in place a range of support for customs and international trade customers. Our support model is designed to help all customers from large-scale and more complex to those with smaller, more general needs.

In response to feedback that customers are experiencing difficulties with transit for imports/exports, we have introduced 24/7 support. The out of hours support is in place to help customers with urgent issues including transit and the Covid19 vaccination programme. Our support model is as follows:

### **Customs & International Trade Helpline – 0300 322 9434**

The helpline continues to be the main route in for customers with general customs questions. Colleagues on the helpline handle general calls on most aspects of Customs and International Trade, including calls about transit. Opening hours are:

- **Mon-Fri 08.00-22.00**

- **Saturday and Sunday 08.00-16.00**
- **Out of hours: Monday to Friday 10pm to 8am and Saturday and Sunday 4pm to 8am**

We continue to refine our telephony operating model, using customer feedback, and adding technical capacity and capability to support customers, most recently with issues relating to NCTS/Transit, Customs Comprehensive Guarantees, blocked movements or stuck messages in NCTS.

**Outside of opening hours, customers with urgent CCG or Transit movement related issues can call the Customs & International Trade helpline on: 0300 322 9434.**

- Select option 1 on the 'closed' message being played
- you will be put through to an out of hours duty team
- colleagues will help with your query or escalate the call to a senior leader

**The core and out-of-hours provision for Transit and CCG related queries is summarised as follows:**

<b>Tier</b>	<b>Core</b>	<b>Out-of-hours</b>
Tier 1	<ul style="list-style-type: none"> <li>• All transit-related calls routed to the CIT helpline for general advice and guidance</li> <li>• <b>8am-10pm Mon – Fri</b></li> <li>• <b>8am-4pm Sat - Sun</b></li> </ul>	<ul style="list-style-type: none"> <li>• Call to CIT are played message to select support for urgent transit</li> <li>• <b>10pm-8am Mon – Fri</b></li> <li>• <b>4pm-8am Sat – Sun</b></li> </ul>
Tier 2	<ul style="list-style-type: none"> <li>• NCTS operational support for technical issues</li> <li>• Guarantee top up - we can increase guarantee limits but only where the customer has all the supporting paperwork.</li> </ul> <p><b>** we cannot increase your guarantee if you don't provide the relevant paperwork</b></p>	<p>On-call support for urgent queries for example:</p> <ul style="list-style-type: none"> <li>• Clearing frozen movements &amp; Releasing MRNs</li> <li>• GVMS registration support – EORI mismatches and emergency XI EORI only</li> <li>• Triage &amp; escalation of urgent HMRC IT system faults</li> </ul>

Tier 3	<ul style="list-style-type: none"> <li>• Account management for high-value customer incidents</li> <li>• We are monitoring customers and their use of their guarantee, alerting those nearing their limit</li> <li>• Working with technical and HMRC IT experts to resolve complex IT and readiness-based incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Senior HMRC cover on-call 24/7 to triage, resolve or establish a clear route to solution</li> <li>• Critical case management service for urgent blocked transit movements and support with NCTS error messaging</li> </ul>
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#### Technical support:

- To ensure we're responding to urgent issues we're increasing out-of-hours support to monitor the email accounts detailed below. Out of hours we will respond to emails sent to these mail boxes within 2 hours.

**We would however strongly recommend calling the helpline (0300 322 9434) to ensure you get the fastest response.**

For support with technical questions we have the following e-mail routes

- NCTS Technical questions – Customers with questions around a specific consignment that is already live in transit can contact the ***NCTS.helpdesk@hmrc.gov.uk***. As these queries may be more time sensitive
- We have a dedicated Technical e-mail account monitored by an expert team and with access to a range of HMRC support. ***technicalcustomssupport@hmrc.gov.uk***. This in-box is for more complex queries that may take time to review and resolve. **We don't recommend using this mail box if you require an urgent response.**
- The National Clearance Hub which supports border movements and operates 24/7. This duty team will respond to urgent Transit, CCG, Covid vaccine or seafood movement related issues. The email address for NCH is *nch@hmrc.gov.uk*
- **We also have a webchat service which can be accessed via GOV.uk:**

<https://www.gov.uk/government/organisations/hm-revenue-customs/contact/customs-international-trade-and-excise-enquiries>

**\*\* Please note: We have removed the outofhoursncts@hmrc.gov.uk mailbox as we now have 24/7 telephone support for urgent transit queries. Please do not use this mail box.**

# Helpline Numbers & Online Forums

**Here are the list of helplines you may find useful.** We have added hyperlinks that will take you to pages that provide extra information such as the opening hours for the helpline all of which have sufficient capacity to support businesses.

- HMRC Customs & International Trade Helpline - 0300 200 3700
- [HMRC Imports and Exports General Enquiries](#) - 0300 322 9434
- [New Computerised Transit System](#) - 0300 322 7095
- [DVLA Contact Centre](#) - 0300 790 6802
- DVSA:
  - [Vehicle Operator Licensing Enquiries](#) - 0300 123 9000
  - [International Road Haulage Permits](#) - 0330 678 1117
- [The Office for Product Safety and Standards](#) - 0121 345 1201
- [MHRA Customer Service Centre](#) - 020 3080 6000
- [National Supply Disruption Centre](#) - 0800 915 9964
- [Rural Payments Agency \(RPA\) Trader team](#) - 0330 041 6500
- [Animal, Plant and Health Agency \(APHA\)](#) - 0300 1000 313
- [Defra Rural Services](#) - 0300 020 0301
- [Environment Agency England](#) - 03708 506 506
- [Forestry Commission](#) - 0300 067 4000
- [Fish Exports Helpline](#) - 0330 159 1989
- [The Intellectual Property Office](#) - 0300 300 2000
- [BEIS Public Enquiries Helpline](#) - 020 7215 5000
- BEIS Business Support Lines:
  - [England](#) - 0800 998 1098
  - [Scotland](#) - 0300 303 0660
  - [Wales](#) - 0300 060 3000
  - [Northern Ireland](#) - 0800 181 4422
- [Citizen Advice Consumer Helpline](#) - 0808 223 1133
- [Department for Education Helpline](#) - 0370 000 2288
- [Home Office - UK Visas & Immigration Helpline](#) - 0300 790 6268
- [Home Office - EU Settlement Scheme Application Resolution Centre](#) - 0300 123 7379

HMRC also operates a number of services, including:

- Import/export general enquiries can be made by calling 0300 200 3700.
- You can also [speak to an adviser online](#) about general import and export queries.
- It is also possible to [send a question about imports, exports and customs reliefs](#).

DEFRA Helplines:

DEFRA also has a number of additional [helplines](#) for the commodity you are exporting to the EU.

For questions to the DVSA on vehicle operator licensing you can call 0300 123 9000. For questions to the DVLA you should call 0300 790 6802.

The UK Government also operates two online forums where you can access key information and ask questions directly:

- [For customs and tax-related queries](#)
  - [For all other border-related queries](#)
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## **Products and information from previous bulletins**

[Step by step guide - Importing](#)

[Step by step guide - Exporting](#)

[Process flows - Importing](#)

[Process flows - Exporting](#)

[Process flows - Moving meat, dairy and plant products](#)

[Customs Grant Scheme](#)

[What is Customs?](#)

[What you need to know to bring goods into the UK?](#)

[What you need to do to send goods out of the UK?](#)

[How a customs agent or intermediary can help businesses](#)

[Exports of animal and animal products from Great Britain to the European Union - understanding Export Health Certificate requirements](#)

[Help and support if your business trades with the EU](#)

[DEFRA Webinars](#)

[Border Operating Model](#)

[Check an HGV is Ready to Cross the Border - A New GOV.UK Web Service](#)

[Freight Capacity](#)

[New rules and logos to protect British food and drink](#)

[Businesses trading timber urged to prepare for change](#)

[Helping businesses get ready for changes to trade with Europe from 1 January 2021](#)

[HMRC online forum where you can submit questions](#)

[New HMRC UK Transition webinar available now](#)

[HMRC's new trader tool](#)

[EU Transition Trader and Industry Forum](#)

[Haulier Handbook](#)

[Haulier Information & Advice sites](#)

[Digital guide covering the key actions food and drink businesses may need to take](#)

[What you need to know to bring goods into the UK](#)

[What you need to know to send goods out of the UK](#)

[Link to register for the live webinar](#)

[HMRC Customs controls at border locations](#)

[The list of UK RoRo locations](#)

[DIT Commodity Code Tariffs](#)

[DFT New Traffic management plans for hauliers travelling to Kent to cross the border](#)

[Northern Ireland Protocol Command Paper](#)

[Trader checklist](#)

[Check a UK VAT Number](#)

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#### **BPDG contact**

BPDG moved into the Cabinet Office on 1 June 2020 and staff are now operating with Cabinet Office email addresses. If you are unable to contact anyone within BPDG, you can contact the enquiries mailbox and the email will be forwarded to the relevant person or team.

Please use [BPDG.Enquiries@cabinetoffice.gov.uk](mailto:BPDG.Enquiries@cabinetoffice.gov.uk) for enquiries.

Thank you and best wishes.

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