



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://www.gov.uk/transition)

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Daily All Stakeholder Call

BPDG have organised daily thirty minute stakeholder calls since Monday 4th January which ran until Friday 15th January. These calls will continue next week at the same time of 3pm. 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

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.

On Thursday 8th January, BPDG hosted a webinar focusing on exporting good from GB to EU via the Short Straits and the recording can be found [here](#).

Top Issues

New Computerised Transit System

We are aware of possible delays when moving goods under transit /CTC into Calais-port or Dunkerque where the Office of Transit included on the declaration is different to the actual port of arrival in France. e.g. Calais-port was included on the declaration but on check-in at Dover, the haulier decided to take a crossing that arrives in Dunkerque.

This may cause delays on arrival in France and be routed to orange lanes to allow the completion of the Office of Transit formalities through emergency procedures to address the error message sent between the 2 NCTS systems.

HMRC met with French Customs today to work on further solutions. We hope to share outcomes as soon as they are confirmed.

Guidance is available here:

<https://www.gov.uk/government/organisations/hm-revenue-customs/contact/new-computerised-transit-system-enquiries>

Important information for hauliers travelling through Dover or Eurotunnel

HMRC has set up five inland border facilities (IBFs) across the country for hauliers to use. Drivers are encouraged to pre-book their space at an inland border facility by using the [online service](#), which will allow them to check how busy each site is to avoid delays. To access the app or the online service either click on the link above or search for 'Attend Inland Border Facility' on [GOV.UK](#).

We strongly advise hauliers to use IBFs other than Ashford Waterbrook where wait times are likely to be longer. The other four IBFs are at Ebbsfleet, North Weald (Essex), Birmingham Airport and Warrington. Hauliers can visit whichever site is most convenient for them.

When to visit an IBF

Hauliers moving goods under the Common Transit Convention (CTC or 'transit'), Convention on International Trade in Endangered Species (CITES) or ATA Carnets will need to visit an Inland Border Facility before reaching Dover or Eurotunnel.

If you are travelling from the North, use Birmingham or Warrington. North Weald and Ebbsfleet are also available. If this doesn't apply to you and you have already made an export declaration, have a Green Kent Access Permit and a negative COVID result, you can head straight to Dover or Eurotunnel.

If you are starting or ending a CTC movement via an Authorised Consignor/ Consignee you do not need to attend an IBF

Rugby & Rotherham

If you are starting a movement, you can also use the Office of Departure 'Lite' services at Rugby and Rotherham, which are temporary Inland Border Facilities working in conjunction with the Department for Transport Information & Advice sites. Please consider these sites in the short term when planning your journey.

The addresses can be found [here](#).

Trader Support Service (TSS) GB->NI Hauliers and Traders

HMRC have flagged two specific issues, details on each are below.

1. Double check that you have a valid XI EORI

Check your XI EORI is valid by using the following link:

https://ec.europa.eu/taxation_customs/dds2/eos/eori_validation.jsp?Lang=en

Please note that the GB EORI is not the same as the XI EORI, and that you will not be able to just swap the prefix of your GB EORI. A new registration is required to create an XI EORI, so check with your carrier if you have one.

If you do not have a valid XI EORI, you will need to apply for one: <https://www.gov.uk/eori>

2. Check XI EORI application has no errors. Errors can occur when copying and pasting information between fields on the TSS portal.

Goods Vehicle Movement Service (GVMS)

GVMS incorrect Transit Movement Reference Number

Users are inserting their Export Accompanying Document (EAD) references instead of the Transit Movement Reference Number. Entering these details could result in hauliers being delayed at ports.

Covid Testing

France: HGVs leaving England for France can only cross the Channel with evidence of an [authorised negative COVID test](#), that has been conducted within the 72-hour period before their departure. Drivers must get tested before arriving in Kent, and will get turned away from port without a valid test.

Kent Access Permit

HGV drivers must have correct documentation, including [Kent Access Permits](#), before arriving in Kent to ensure they can cross the Channel. Each permit is valid for 24 hours. Drivers could be stopped and fined up to £300 for entering Kent without having a Kent Access Permit, or for making false declarations when travelling to the Port of Dover or Eurotunnel.

Hauliers

If you are carrying a consignment containing animal products such as meat and cheese, plants and plant products including fruit and vegetables or live animals, you must present the correct health certification at the Border Control Post. More information on Border Control Posts is available [here](#).

Traders

If you are exporting animal products such as meat and cheese, plant and plant products including fruit and vegetables or live animals you'll need to:

- Make sure you have the correct health certification. More info [here](#) for animals and animal products and here for [plants](#).
 - Ensure that EU border authorities are expecting your consignment so they can be inspected. Your EU importer must notify the relevant EU Border Control Post through the EU's Trade Control and Export System (TRACES). More information on Border Control Posts is available [here](#).
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New or updated guidance

HMRC support for businesses that trade with the EU

HMRC has published updated [guides to help businesses understand the new customs and VAT requirements](#) when moving goods between Great Britain and EU countries. Whether businesses are completing customs declarations themselves or have an intermediary to do it for them, these guides will take them through each step and set out their options.

If businesses need more help they can also:

- sign up to receive [weekly trader updates](#) that provide hints and tips on getting used to the new rules. There's also information about where to access more support.
- attend one of HMRC's free [webinars](#) or watch one of their short films about importing and exporting.
- use the [transition checker](#) on GOV.UK to understand new processes for importing, exporting or customs relief or call the Customs & International Trade Helpline on 0300 322 9434.

Businesses planning to move goods between Great Britain and Northern Ireland can also register for the free [Trader Support Service](#).

We would be grateful if you can share these useful links with your clients and members.

Helpline Numbers & Online Forums

Here are the list of helplines you may find useful:

- HMRC Customs & International Trade Helpline - 0300 322 9434
- [HMRC Imports and Exports General Enquiries](#) - 0300 200 3700
- [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 (for consumer rights) - 0808 223 1133
- DfE helpline - 0370 000 2288
- HO - UK Visas & Immigration helpline - 0300 790 6268
- HO - 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](#).

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](#)

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 for enquiries.

Thank you and best wishes.
