



## HM Revenue & Customs

### EoSCC Imports Webinar Part -1 FAQ (held on 1<sup>st</sup> December 2021)

#### **Support and Help:**

1. What support options are available from HMRC if I need help with GVMS?

*Ans: The support options we have available are:*

- **Customs and International Trade Helpline (CIT):** this support is for general GVMS Queries, registration problems and error messages when creating a GMR. They also provide advice and help with moving goods at the GB border. They are open from 8am to 10pm Monday to Friday and 8am to 4pm on the weekend. You can contact the CIT helpline for further advice on 0300 322 9434 (08:00-22:20 Mon-Fri & 08:00-16:00 Sat-Sun)
- **Trader Support Service,** provide advice, guidance and training on NI Protocols. They also offer support for GVMS queries. You can use the Trader Support Service if you are moving the goods yourself or act on behalf of someone if for example you are a haulier  
*Please sign up now using the Trader Support Service website to our gov.uk website.*
- **Online services helpdesk** 03002003600 can help with Government gateway credential issues or resets. The helpline is open 8am to 4pm Monday to Friday. Online service helpdesk is not available over the weekend.
- **Desk Pro Service:** If you experience issues with .gov.uk pages or the GVMS web user interface, you can report an issue using the **Report a problem with this page** located at the end of each webpage.

#### **BCP:**

2. What will happen If GVMS has an unplanned outage – what are your fallback procedures?

*Ans: 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) will 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 will 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 you can check service availability on [GOV.UK](#)*

3. Can we use a container number for accompanied vehicles? Where can we find the full list of shortcuts/acronyms and what they mean? e.g., TRN = truck registration number.

*Ans: You can use container number for the accompanied vehicles, but it is optional. However, for accompanied vehicles VRN (Vehicle Registration Number) is mandatory.*

*The full list of acronyms are available in the haulier handbook. You can download this from our website by accessing-*

*[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1024203/hauliers-handbook-2-english.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1024203/hauliers-handbook-2-english.pdf)*

## **How to access GVMS**

4. How does GVMS recognise that all declarations are included in the GMR? e.g. Is Gross weight for entries matched against vehicle Gross weight?

*Ans: GVMS does not have 'package-matching' functionality to validate that a GMR includes declaration references for all of the goods being carried in a vehicle or trailer. It is for declarants, hauliers and drivers to ensure they can meet their legal requirements as part of the pre-lodgement model. This includes the responsibility of the driver to carry evidence in the form of a valid GMR including all necessary declarations prior to boarding on the EU side.*

*HMRC carries out monitoring and compliance work and reserves the right to apply penalties if these obligations are not met.*

5. Can we complete more than one GMR per vehicle?

*Ans: No, from the 1<sup>st</sup> of January 2022 if you are moving goods between EU and UK, you are required to present a valid GMR for each vehicle or container or trailer.*

6. Is there an EDI-link available? (e.g., API)

*Ans: Yes, there is GVMS API available for customers. For more details click the link below to view the GVMS API webpage-*

*<https://developer.service.hmrc.gov.uk/api-documentation/docs/api/service/goods-movement-system-haulier-api/>*

## **Transit/Carnets**

7. Will hauliers moving goods under ATA and TIR need to complete S&S declarations and enter both references into GVMS?

*Ans: For imports, If you are moving goods under ATA Carnet, there is no need to complete an Entry Summary (ENS) declaration, provided the goods are not carried under a transport contract. For goods moved from the EU into GB, the ENS declarations are not required until 1 July 2022.*

*For exports, if you are moving goods under ATA carnet, there's no need to submit pre-departure safety and security declaration, regardless whether goods are moved under a transport contract or not.*

*All imports and exports for goods moved under TIR carnet will require a safety and security declaration unless they're covered by the temporary ENS waiver.*

### **GMR population and changes**

8. Does the GMR require the truck/or trailer registration number?

*Ans: To create a valid GMR you are required to enter the correct vehicle registration number (if driver accompanied) or trailer/container registration number (if unaccompanied).*

9. If multiple reference numbers (e.g., MRN/ERN) are issued for the same shipment, will the hauliers need to apply for multiple GMRs?

*Ans: From 1<sup>st</sup> of January 2022 you are required to create only one valid GMR for each vehicle or trailer or container. GVMS has ability to accept up to 25,000 reference types in a single GMR.*

10. When completing an entry for a GMR does the entry needs to be pre-lodged?

*Ans: Yes, the declaration needs to be pre-lodged and the MRN for the declaration needs to be included within the GMR.*

*Before moving goods into or out from UK via a route that is using the Goods Vehicle Movement Service, the haulier must get a Goods Movement Reference. Without a valid GMR, vehicles will not be allowed to check-in for their crossing.*

11. Has it been considered to make GMR creating and GVMS registration available in additional languages (Not only the inspection part)?

*Ans: Currently this service is only available in English and the Welsh language. However, it will be accessible in 10 different languages from January 2022.*

12. If the goods are moving under transit, is it ok just to add all the DUCRs rather than the TAD MRN? Do you still require physical copy of TAD documents when GVMS being live?

*Ans: For imports from EU>GB you must only enter the TAD MRN into a GMR and ensure that the paper TAD physically travels with the goods. CTC (Common Transit Convention) requirements are that the paper TAD accompanies the goods during the transit movement.*

13. In the transit movement, GVMS showing no inspection needed if any transit with destination GB need discharging before unloading? Shall the system not suggest visiting office of destination?

*Ans: For transit movements GVMS allows us to carry out the Office of Transit functions for entry into GB. This will include movements through GB to other CTC contracting parties which would not have an Office of Destination here. So, such a message would be confusing. However, the haulier should be aware that they must attend the Office of Destination in GB to get the transit movement closed and the guarantee released.*

## **Driver messaging**

14. Does the driver need to log into the GVMS for the 'check if you need an inspection service' status?

*Ans: You do not need to login to GVMS to access this service. You can check the current status by accessing to "check if you need to report for an Inspection Service" via our GOV.UK website and these are accessible without a Government Gateway Account*

15. What are the procedures for the drivers to follow the inspection status and consequences if they don't follow it?

*Ans: When importing goods from 1 January 2022, you must follow HMRC instructions about whether you need to get your goods checked on arrival. You may be directed to an Inland Border Facility (IBF) for documentary or physical checks of your load if these checks cannot be done at the border. This currently applies for border locations at Dover, Eurotunnel terminal at Cheriton, and Holyhead.*

*The person who created the Goods Movement Reference (GMR) (usually the haulier) should ensure that the goods arrive at an IBF for a check and that their drivers are made aware or have the means to check if an inspection is required.*

*A driver can check the status of their goods themselves using the Check if you need to report for an inspection service, as long as they have access to a device that can access the internet such as a mobile phone.*

*The haulier and/or driver may be liable to a penalty of up to £2,500 if they fail to follow HMRC instructions.*

*It is important that you take steps to ensure that your supply chain is ready and understand how you intend to operate from January 2022.*

16. Are there plans to include DEFRA holds / checks / inspections?

*Ans: The Government announced in September that full customs declarations and controls will continue to be introduced on 1 January 2022, but that Phytosanitary Certificates and physical checks on SPS goods at Border Control Posts, due to be introduced on 1 January 2022, will now be introduced on 1 July 2022.*

*GVMS is connected to the UK's customs declarations systems (CHIEF and CDS) which are linked to DEFRA systems. If goods are held due to a DEFRA check, this will be flagged through the customs declaration system and through GVMS.*

*Further updates to the check you need an inspection service are planned for later in 2022 that will enhance the service further and include more detailed information around further checks such as DEFRA.*

17. Does the CHIEF/CDS declaration need to be cleared before entry into GMR? Can I enter more than one reference into GMR?

*Ans: From 1<sup>st</sup> of January 2022, you are required to enter all the declarations into the GVMS to create a valid GMR (one GMR per truck/vehicle). The GVMS functionality allows you enter both CHIEF and CDS declarations in the same GMR.*

18. How will an independent driver update GVMS if he is driving?

*Ans: If the driver is an independent haulier who completes the GVMS actions and creates a GMR themselves, then they are responsible for ensuring the GMR is correct. In such a situation, it is haulier's responsibility to update/amend the GMR and check the inspection status. The haulier would need to take the necessary steps to ensure these actions are carried out. Failure to present a correct GMR will involve the driver being turned away from the port.*

19. If there is duty to pay. Is this required to be paid upfront?

*Ans: GVMS is a platform for goods vehicle movement service from UK Government and there is no payment required for GVMS registration. However, traders or individual buyers are liable to clear all the obligatory customs duty when they made their import declarations. If duty is not paid or there is a lack of funds then the driver may be held at the border location or Inland Border Facility until this is resolved.*

20. What about EAD's? They are currently not accepted on GVMS, will this be changed from 1<sup>st</sup> of January 2022?

*Ans: EAD's (Export Accompanying Documents) references are not required for entry into GVMS, unless you are indirectly exporting goods from Ireland to Great Britain via a Northern Irish port. These are not required for any other movements or routes.*

#### **EIDR:**

21. How do we become authorised traders to register for EIDR/Simplified Customs Declaration procedures? How will HMRC monitor that the EIDR & EORI numbers aren't used repeatedly or fraudulently?

*Ans: Please refer to the guidance on GOV.UK for further information on how to become authorised. HMRC constantly monitors its systems and processes, however if you have any concerns around incorrect or fraudulent use of authorised EORI's please contact us.*

22. What do we need to enter when we have some goods moving under EIDR and some under pre-lodgement?

*Ans: You would enter the pre-lodged declarations into the GMR as well as the GB EORI for the authorised trader for any goods moving under Simplified Customs Declaration Procedures.*

23. Can you confirm a GMR will be required even for empty vehicles?

*Ans: Yes, from 1st of January 2022 GMR will be required for all commercial vehicles even when empty.*

## **CHIEF:**

24. Is the ERN the same as the SFD/CEN number?

*Ans: The Entry Reference Number is obtained from Customs Handling of Imports and Export Freight (CHIEF) and comprised of the following:*

*EPU (Entry Processing Unit): 3 numbers*

*Entry number (ENO): 6 numbers followed by one letter*

*Date: DDMMYYYY*

25. If the goods are loaded before 31.12.2021 but travelling AFTER 01.01.2022 are they exempt from the new GMR regulations? There will be many trucks loaded in 2021 but sailing to UK in 2022 in first 2-3 weeks of January?

*Ans: Any movements through a GVMS port that leaves the EU after Midnight GMT on 31 December 2021 – regardless of when the goods were loaded, will require a GMR. GVMS will go live from 15 December 2021 and hauliers will be able to create a GMR if they are planning to move goods from January 2022 onward.*

*If you do not have a GMR you will not be able to*

- board the ferry or shuttle,*
- cross the GB/EU border, and*
- clear your goods through customs*

## **Groupage consignments:**

26. What happens if one of the groupage consignments gets called to an IBF?

*Ans: The driver must report to an IBF for checks to be carried out. For more information around attending an IBF please refer to [GOV.UK](#)*

## **Import declaration:**

27. Can you confirm that the new GVMS system will in fact ‘arrive’ the UK imports or if there are some manual steps.

*Ans: GVMS will automatically “arrive” import declarations made into either CHIEF or CDS.*

28. Does the ERN need to be in the GVMS before going to the IBF to close the T1?

*Ans: No, for Transit movements you should always enter the TAD MRN.*

29. Which do we need to complete first? GVMS or MRN/C88?

*Ans: GVMS is the goods vehicle movement service and MRN stands for movement reference number. When you are using a port adopted pre-lodgement model you need to create a valid GMR through GVMS which also require MRN or other relevant information. For more details, please visit our website:*

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

## **CHIEF/CDS**

30. Will GVMS automatically arrive the declaration entry of CHIEF or CDS for a phase 1, e.g., driver accompanied/unaccompanied? And how does it link up with SPS check?

*Ans: If we select your goods for checks it will be flagged on CHIEF (Customs Handling of Import and Export Freight) and visible to the importer (declarant/trader) regardless of driver accompanied/unaccompanied. Once checks are cleared, they will be marked as such in CHIEF (either by Border Force for a route 2 or NCH for route 1. If it's a route 6 with lack of funds; once funds deposited it will automatically clear). CHIEF will also pass that message onto GVMS who will mark the GMR as 'complete'.*

31. With the new GVMS introductions how does the TSS and CDS/CHIEF linked with each other? Currently, for NI we complete the GVMS & TSS entry.

*Ans: This presentation today referred to movements between GB and EU only. For Northern Ireland movements you should continue with the current procedures as advised by TSS.*

32. Could you share full list of ports using GVMS? What about the ones that state they will use both GVMS and temp?

*Ans: Please visit our website to see the full list of ports using GVMS service- List of ports using the Goods Vehicle Movement Service - GOV.UK ([www.gov.uk](http://www.gov.uk))*

33. If a haulier is subcontracting to a freight forwarder, would the freight forwarder be the company who would register for GVMS and link all its sub-contractor hauliers to their account?

*Ans: It is haulier responsibility to create a GMR and put all the relevant imports information into GVMS. Hauliers must provide a valid GMR to their carrier/freight forwarder.*

34. What is the Dual code system and how does it work?

*Ans: When moving "arrived" exports between the ports of Tunnel of Dover and Eurotunnel – hauliers/drivers could decide to swap from one port 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 and swaps to Dover or*
- *Declarant/Trader has selected their departure location as Dover and swaps to Eurotunnel*

*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)*

*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 ports of Eurotunnel or Dover*

35. If the import declaration does not contain the VRN will it create a mismatch in GVMS?

*Ans: You need to enter the VRN into GVMS for accompanied movements to obtain a GMR. If there are any changes of vehicle it's haulier responsibility to update it before presenting to the carrier. Any mismatch will create an error message/invalid GMR, and you will not be able to proceed. However, the VRN entered on GVMS does not have to match the VRN entered on the import declaration.*

36. Could we make some trials without any issue to test the system before the end of December 2021?

*Ans: There are currently live proving tests being undertaken by volunteers. To participate our live proving service please contact to EULive Proving mailbox - euliveproving@hmrc.gov.uk*