



HM Revenue
& Customs

Haulier Customer Support Model and Business Continuity Plan

10/12/21

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Introduction

From 1 January 2022, full customs controls will apply to all goods moving between the European Union (EU) and Great Britain (GB).

HMRC continues to undertake a wide variety of engagement activity with stakeholders to ensure they understand the new obligations and processes which will be in place from January 2022.

There is plenty of support available to ensure you are well positioned to comply with the new UK border processes and this guide will provide you with the appropriate channels to direct any issues you may have.

Customer Support Model (CSM)

Customs & International Trade helpline (CIT)

The Customs & International Trade helpline **offers 24/7 help for urgent issues preventing goods progressing through the border** (Telephone: 0300 322 9434) and is the main route in for customers with general customs queries including:

- help moving goods at all border locations
- general advice on the Goods Vehicle Movement Service (GVMS)
- problems registering for GVMS
- error messages when creating Goods Movement Reference (GMR)

We have increased our capacity to ensure we are able to handle many operational queries including general calls about GVMS.

Government Gateway credentials lost or reset

The Government Gateway platform is a vital part of accessing on our IT systems. If you have lost credentials or need them reset, you can call us (Telephone 0300 200 3600).

Deskpro

You can use this service to raise any issues you may have with GOV.UK service webpages or the GVMS web interface. You can raise a support ticket by selecting the "Get Help with this page" link at the bottom of each screen.

You will be asked to provide your name and email address to ensure we can contact you back.

HMRC service availability and issues

We will always try to minimise disruption for businesses and individuals wherever possible, but due to the complexity of our IT systems we sometimes need to have downtime to make these changes. This is a normal approach to updating systems and you will need to plan around this downtime.

Visit our [service availability](#) GOV.UK page for more information.

Customer Support Model (CSM) – Visual Summary

CIT Helpline

Telephone: 03000 322 9434

08:00 – 22:00 Monday to Friday

08:00 – 16:00 Weekends

08:00 – 16:00 1, 2 & 3 January 2022 (bank holiday weekend) Option 1 outside of these hours for urgent issues



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

Online Service Helpdesk

Telephone: 0300 200 3600

08:00 – 16:00 Monday to Friday



- Government Gateway credential loss or reset

DeskPro

Links from gov.uk pages 24/7

Staffed 08:00 – 18:00 Monday to Friday



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

GVMS availability and future planned downtime available on gov.uk



Business Continuity Plan (BCP)

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.

Business Continuity Plan (BCP)

Hauliers

Hauliers moving goods through a location that uses the Goods Vehicle Movement Service (GVMS) will need to get a Goods Movement Reference (GMR) to move goods.

Hauliers should not travel to the port without a finalised GMR.

Goods without a GMR will not be allowed to embark, unless this instruction has been explicitly issued by HMRC.

Any instance of unscheduled service downtime will be monitored by HMRC, and further instructions will be issued if required, to minimise disruption of trade whilst work is completed to repair the system.

Notification of downtime

There is a live service page on GOV.UK that is available to view the status of the service. It can be found here:

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