

HMRC Customs & International Trade helpline and helpdesk support

Introduction

HMRC will provide a range of support to 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.

Our offering can be categorised as follows:

Customs & International Trade Helpline – 0300 322 9434

The helpline is the main route in for customers with general customs queries. We have scaled up capacity on this team following the end of the Transition Period. Colleagues on the helpline are able to handle the vast majority of operational queries including general calls about NCTS and GVMS. The helpline opening hours are Mon-Fri 08.00-20.00, weekend 08.00-16.00 and has a Webchat capability access via GOV.uk:

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

In the event we are experiencing any system outages or known problems, we will aim to broadcast short support messages on this line.

Technical support

We know that some customers will occasionally require more support that isn't directly impacting goods on the move. For support with specific systems we have the following:

- CDS submission enquiries - You can email HMRC about issues with electronic CDS submissions to cds.operations@hmrc.gov.uk. Emails are monitored Monday to Friday: 9am to 5pm.
- CHIEF Error codes - Not all of the error responses currently have a solution. If you find an error response that doesn't have a solution or you need clarification then please email chief.operations@hmrc.gov.uk. This will help HM Revenue and Customs to improve the service. You can also email if you need information on CHIEF error code responses that haven't been included on the trade version of the help text.
- GVMS – contact details will follow
- 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.

Outside of that we have set up a dedicated Technical e-mail account monitored by an expert team and with access to a range of HMRC support if required. We are already identifying customers requiring this support, providing them with access details. We will be monitoring this Helpdesk during business hours and aim to respond to operational technical questions within 48 hours. Please send request for help to technicalcustomssupport@hmrc. If the request is urgent, please can you mark the subject heading when sending your enquiry

National Clearance Hub

Across all customer groups we have the National Clearance Hub which supports border movements and operates 24/7. As with the CIT Helpline, we have added additional capacity in anticipation of demand increase now we've left the Transition Period. The email address for NCH is nch@hmrc.gov.uk.