



Borders Bulletin

Dear Stakeholder,

This bulletin provides the latest news from the Government relating to UK borders.

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)

Thank you to those of you who attended our stakeholder workshops on the development of the Target Operating Model (TOM). We will provide a summary of the points raised by stakeholders next week.

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One month left for importers to move to the single customs platform

HMRC has [this week advised importers](#) that they only have a few weeks left to move over from CHIEF, to the more streamlined Customs Declaration Service (CDS) to keep importing goods into the UK. From 1st October all traders and declarants must submit import declarations through CDS and HMRC is advising those affected to begin this process now.

Businesses have been advised that those with customs agents should check they are ready to use CDS: whilst those without must check they are ready to self-declare using software that works with the system.

To help streamline the process further, HMRC has been directing customers to the relevant information packs on Gov.UK:

- [Customs Declaration Service communication pack - GOV.UK \(www.gov.uk\)](#)
- [Subscribe to the Customs Declaration Service - GOV.UK \(www.gov.uk\)](#)

African Swine Fever: New controls on pork and pork products entering Great Britain

From Thursday 1 September [new restrictions are in place for the import of pork and pork products](#) into Great Britain from the European Union (EU) and European Free Trade Association (EFTA) states.

It is no longer legal to bring pork or pork products weighing over two kilograms into Great Britain unless they meet commercial EU production standards.

These restrictions will protect against the threat of African Swine Fever, which is spreading across Europe towards the UK.

For further information please see:

- [Imports, exports and EU trade of animals and animal products: topical issues](#)
- [The updated risk assessment](#)
- [Defra's African swine fever guide](#)
- [Guidance on bringing food into Great Britain](#)

Single Trade Window

Less than two weeks left to have your say on our consultation: The UK Single Trade Window: Consultation on Features to Inform Design and Legislation

The Government consultation relating to the UK Single Trade Window (STW) was published on 21 July on [gov.uk](#). The consultation paper sets out the UK government's proposed approach to four key areas, where it's expected that legislation will be needed to enable the full functionality of the STW:

- The collection, use and sharing of data within government;
- Enabling government visibility, and use of, supply chain data;
- Facilitating trade through targeted international data sharing with other countries and territories; and
- Transitioning to the STW as the sole point of entry for border data required for transactional processes.

The Government is interested in any views or feedback you may have so that we can ensure the STW improves UK businesses' ability to import and export by reducing costs and

burdens, and ultimately drives economic growth. Your feedback will inform the approach the government takes to legislating to enable the STW. If you wish to discuss the proposals, please contact btbo-event-enquiries@cabinetoffice.gov.uk or submit a response via the survey linked in the [gov.uk](https://www.gov.uk) page for the consultation. **The consultation will close on 15th September.**

Plant Imports: new IPAFFS webpage and survey

The new IT system, IPAFFS, is now available for importers of plants and plant products to raise pre-notifications on from any country of origin.

Following insight from the IPAFFS introductory webinars that Defra recently held, they [have created a new webpage](#) which includes further information on how to locate commodity codes in IPAFFS.

If you are moving over to IPAFFS, [please could you fill in this short survey](#) to help us identify the correct information to communicate while you make this transition.

Reminder: Plant exports – move from eDomero to PHES (England and Wales only)

[The Plant Health Export Service](#) (PHES) is replacing PEACH and eDomero. Those who export plants and produce are already using PHES, and Defra are migrating over the final commodities so that all exporters of plants and plant products can submit export applications through PHES. The new service is faster, more efficient, and provides a modern and user-friendly interface for traders to submit export applications.

When do the final commodities need to move over to PHES?

- If you're an exporter of seeds, you can no longer apply using eDomero and will need to move over to PHES and complete your export applications on there
- If you are an exporter of potatoes or bulbs, you can now move over to PHES and complete your export applications on there.

From the end of August you will not be able to make export applications on eDomero for potatoes.

From 12 September you will not be able to make export export applications for bulbs on eDomero.

If you have any questions, contact: Defra-SPSIT-Plant_comms_enquiries@defra.gov.uk.

Helpline numbers

Here is 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.

- [Export support service](#)
 - Telephone: 0300 303 8955
 - Textphone: 18001 0300 303 8955
 - Monday to Friday, 8am to 6pm (excluding public holidays)
- HMRC Customs & International Trade Helpline - 0300 200 3700
- [HMRC Imports and Exports General Enquiries](#) (including GVMS) - 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 100 0313
 - IPAFFS general - 0300 100 0313
 - IPAFFS technical - 0330 041 6999
 - PEACH - 0345 607 3224
- [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 an online forum where you can access key information and ask questions directly on [customs and tax](#).
