



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

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Windsor Framework unveiled to fix problems of the Northern Ireland Protocol

The [Windsor Framework](#), agreed by the Prime Minister and European Commission President, replaces the old Northern Ireland Protocol, providing a [new legal and UK constitutional framework](#).

Find out more about the Framework by reading these [Sector explainers](#), including one on the [Food retail green lane](#).

Read or watch the [Prime Minister's speech](#) and press conference with the European Commission President.

Exporting food and drink to China

In April 2021, China's General Administration of Customs (GACC) announced new registration requirements that affect all overseas food manufacturers, processors, and storage facilities of food products exported to China. These requirements are described in China's Decree 248 and came into effect on 1 January 2022.

In advance of bringing in the new import regulations in January 2022, GACC offered businesses who were or planned to export medium and low risk products to China to 'fast track' their application. This enabled businesses who were successful in their fast track application to continue to export to China from 1st January 2022, without registering via the new China Import Food Enterprise Registration (CIFER) system.

However, GACC now requires all businesses who were successful as part of the fast-track process in 2021, to modify their details on the Cifer system before 30 June 2023.

To modify an application, businesses are required to update and provide the necessary information required when registering with the GACC under their product category. This includes a signed and stamped checklist and declaration. Failure to modify a registration could result in delays, blockages or an inability to export to China. Further information can be found in these [FAQs](#).

All Stakeholder Calls

Thank you to those of you who completed our short survey on the future of our all stakeholders where we sought ideas as to how we can improve these calls for you all going forward.

We appreciate the time you took in providing us with your thoughts and all feedback received will now be considered.

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](#)
- 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](#).
