



# 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)

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## Imports IT system update from Defra: Pause on transition of users from PEACH to IPAFFS

Following user feedback, Defra has made the decision to pause the transition of users from PEACH to IPAFFS and are asking traders who have not yet registered and submitted an application on IPAFFS to continue using the PEACH system.

If you have already registered and submitted an application, you can continue to do so using the IPAFFS platform. Defra welcomes any comments or feedback about your user experience, this will help us to continue developing and enhancing the IPAFFS service, ensuring system functionality is fully operational and ready to use.

Defra thanks those who filled in the IPAFFS transition survey, this provided useful insight into how they can support a smoother transition for importers going forward.

Defra will contact all traders when the system is ready for full transition.

If you have any questions on the pause to transitioning users from PEACH to IPAFFS, please contact [defra-spsit-plant\\_comms\\_enquiries@defra.gov.uk](mailto:defra-spsit-plant_comms_enquiries@defra.gov.uk)

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## Defra: NI-GB Food Supply Chain Forum

A reminder that:

- Updates and FAQs will no longer be shared on our [Trader Showcase](#) as we are migrating to [GOV.UK](#). We will begin distributing FAQs in these emails (including all of the past questions, once we have taken the opportunity to ensure that they are all accurate and up to date).
- If you have urgent questions relating to Export Health Certificates, then please send them to APHA at [Exports@APHA.gov.uk](mailto:Exports@APHA.gov.uk)
- The Retained EU Law (Revocation and Reform) Bill was introduced to Parliament on 22 September 2022. It will enable the Government, via Parliament to [amend more easily, repeal and replace retained EU Law](#).
- Please see new FAQs in the document attached.

We encourage you to send any questions or comments to [NIGBFoodSupplyChainForum@defra.gov.uk](mailto:NIGBFoodSupplyChainForum@defra.gov.uk). Alternatively, you can bring any questions to the forum and post them using the chat function.

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## Support service for Northern Ireland traders extended for a year

On Monday 3 October, HMRC announced that the Trader Support Service (TSS) will be extended until 31 December 2023.

The TSS was launched in 2020 to help businesses and traders understand the changes to the way goods move between Great Britain and Northern Ireland. The service completes import and safety and security declarations on behalf of traders, provides guidance and training, and runs a call centre for traders.

HMRC recognises both the significant support the service has provided to businesses and the large number of traders that have benefited from its assistance over the past 2 years.

Traders can find out more about the support that TSS can provide on [GOV.UK](#) and the [TSS website](#).

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# Traders: Use the Customs Declaration Service to bring goods into the UK

The Customs Declaration Service must now be used for import declarations. You can make import declarations yourself or [find a customs agent](#) who can help you.

Only businesses that have successfully applied for permission to use CHIEF for imports after 30 September 2022 or have been contacted directly to say that they have permission to keep using it can continue making their import declarations on CHIEF for a short period.

If you aren't already on the Customs Declaration Service or are using it but not yet making all of your declarations on there, act now to:

- [subscribe](#)
- use the [help and support](#) available on [GOV.UK](#), including our [declarant](#) or [trader checklists](#) and [Customs Clearance Instructions for Imports](#)
- watch our suite of [YouTube](#) videos

More information about the [Customs Declaration Service](#) can be found on [GOV.UK](#).

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## Inland Border Facilities to close

HMRC has published an Inland Border Facilities update on [GOV.UK](#) detailing that two temporary Inland Border Facilities (IBFs), Ebbsfleet and Warrington, will be closing earlier than planned, in November 2022. You can read more in the article found [here](#)

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## The Retained EU Law (Revocation and Reform) Bill

The Retained EU Law (Revocation and Reform) Bill was introduced to Parliament on 22 September 2022. It will enable the Government, via Parliament to [amend more easily, repeal and replace retained EU Law](#). The Bill will also include a sunset date, by which all remaining retained EU Law will either be repealed, or assimilated into UK domestic law. The sunset may be extended until 2026 for specified pieces of retained EU Law.

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# 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](#).

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