

EU Exit Access to Guidance and information

At BIFA we have been receiving a greatly increase number of requests for assistance from Members asking EU Exit related questions.

The bulk of the information that we have to provide can be found on the Governments own website GOV.UK therefore, we would ask Members to keep a record of them and where possible check them to find out if the information is available online prior to contacting ourselves for clarification.

We would also encourage you to share this information with your own customers to assist them in understanding the complexities of the new trading arrangements with the EU.

General information

The government has produced a significant amount of information on the general requirements of trading with the EU, in the form of webinars which can be viewed at: <https://www.gov.uk/guidance/help-and-support-if-your-business-trades-with-the-eu#webinars-on-importing-and-exporting-goods>. These cover a wide range of subjects including Short Straits Traffic, trade with Northern Ireland and fresh produce.

The Border Operating Model

The Border Operating Model gives an overview of the processes to be followed, at least temporarily, with the third edition issued on the 6th January which can be viewed at: <https://www.gov.uk/government/publications/the-border-operating-model>. This document gives information regarding HMRC's Inland Border Facilities.

Transit

We are receiving a significant number of enquiries about Transit. This process is new to many and given by the nature and number of enquiries BIFA receive, it is not as well understood as it could be. The Transit Manual at 900 pages is too complex to serve a useful purpose for many, however the shorter guide at about 111 pages does provide much useful information.

This guide can be downloaded at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/945616/Transit_Manual_Supplement.pdf

A summary of the main problems identified to date relating to Transit can also be viewed at: [/news/articles/2021/jan/hmrc-update-on-ncts-14-january-2021?l=y](https://www.gov.uk/news/articles/2021/jan/hmrc-update-on-ncts-14-january-2021?l=y)

Haulier Information

The Department for Transport has produced the following guidance for road hauliers about the processes and documents required for operating in the EU https://www.gov.uk/guidance/carry-out-international-road-haulage?utm_medium=email&utm_campaign=govuk-notifications&utm_source=be8f0d32-9e3f-4023-9092-d1b61d50a0e3&utm_content=daily

Helpline Numbers & Online Forums

Here is the list of helplines, which government have provided to BIFA and it is hoped will be useful to Members:

- HMRC Customs & International Trade Helpline - 0300 322 9434
- HMRC Imports and Exports General Enquiries - 0300 200 3700
- 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 1000 313
- 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 (for consumer rights) - 0808 223 1133
- DfE helpline - 0370 000 2288
- HO - UK Visas & Immigration helpline - 0300 790 6268
- HO - 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.