

## **How to resolve unrarried declarations due to an issue with the Goods Movement Reference (GMR)**

The Goods Vehicle Movement Service (GVMS) is a new IT service and with any new system we appreciate it takes some time for people to become familiar with how to use it and work through any issues.

### **My GMR inspection status is not ready yet and I have arrived at the port. What should I do?**

Drivers should use the 'check if you need to report for an inspection service' to check regularly for updates throughout the crossing to determine whether goods require any further checks.

[Check if you need to report for an inspection - Check if you need to report for an inspection - GOV.UK \(tax.service.gov.uk\)](https://www.gov.uk/government/publications/register-for-the-goods-vehicle-movement-service-service-availability-and-issues)

If you are at the port and your GMR inspection status is still not ready you cannot go straight to your destination as your goods have not been customs cleared. You must go straight to the nearest inspection facility where Border Force or customs officials will tell you what to do next.

To understand why your GMR inspection status is not available you should check the GVMS service availability on GOV.UK to see if there are any reported problems. <https://www.gov.uk/government/publications/register-for-the-goods-vehicle-movement-service-service-availability-and-issues>

HMRC publishes advance notice of any planned system downtime on this page so you can also check this before scheduling movements or creating a GMR.

If there are no reported problems with the service or any scheduled downtime but your GMR is in an 'open' or 'not finalisable' state, please contact your carrier to check if there were any issues when the GMR was checked-in and embarked at the port.

### **My GMR has been embarked but is stuck in an "inspection required" status and my declaration has failed to arrive in CHIEF. What should I do?**

Staff at the inland border facility you arrive at will contact the declarant of the goods you are carrying to establish why the declaration has failed to arrive in CHIEF.

The declarant, trader or third-party intermediary, must ensure that a pre-lodged full or simplified import declaration has been submitted into CHIEF or CDS, and has an 'arrived' status once the goods have arrived in the UK, so that HMRC is aware that the goods are in the country.

In most cases, goods will be 'arrived' in CHIEF or CDS via the Goods Vehicle Movement Service (GVMS) or the port inventory system. It is very important that you add the Entry Reference Numbers (ERNs) for all the goods in the movement. If a declaration reference is not in GVMS then GVMS cannot 'arrive' the declaration in CHIEF or CDS.

However, there could be some occasions where a declaration for goods covered by a GMR are not processed successfully in HMRC systems by the time the goods reach the GB border location.

In many cases this will be due to an inaccuracy with the data on the declaration submission (e.g. an incorrect licence or commodity code) which means that GVMS could not arrive the declaration. If this is the case, the declaration will need to be amended and then manually arrived.

The declarant, trader or third-party intermediary who submitted the declaration must check that the status of a customs declaration is correct and, if not, they must take action to notify HMRC of the goods' arrival manually.

To do this the declarant, trader or third-party intermediary will need to log into CHIEF or CDS and send the 'arrival' message confirming the goods are in the UK. They do not need to follow this process if the customs declaration has the correct status, or if the goods have been imported under Entry in Declarants Record (EIDR).

If a GMR is stuck in the 'inspection required' status due to there being an unarrived declaration, the declarant, trader or third-party intermediary will need to:

If using CHIEF:

- Arrive the declaration using the Agent Notify Goods Arrival (ANGA) transaction in CHIEF Human Computer Interface (HCI).
- If an amendment is required, CHIEF will call up the Amend Import Entry (AIME) screen. Do not remove the RRS01 code. Amend the appropriate data field(s), validate and commit. This will arrive the declaration.
- If no amendment is required, CHIEF will validate and commit the transaction. This will arrive the declaration.
- If the software developer does not provide HCI access to CHIEF, and you have either a Pentant, Compass or Destin8 badge, you can log onto the HCI screens via your Community System Provider (CSP).
- Do not use Electronic Data Interchange to amend as this will not move the GMR to a 'completed' no inspection status.

If no amendment is required, CHIEF will validate and commit the transaction.

Providing the entry does not attract Route 1 or Route 2, CHIEF will clear the entry following the dwell time for the location (between one to ten minutes). GVMS will receive a status update of 'goods cleared' from CHIEF. At this point the entry is also finalised on CHIEF and all processing is complete.

If using CDS:

In the first instance the declarant, trader or third-party intermediary should manually arrive their declaration through the third-party software. If they are unable to do this they will need to submit a replacement arrived entry. They should not create a new GMR but instead provide the new Movement Reference Number to staff at the IBF showing it as a replacement to the unarrived entry.

The declarant, trader or third-party intermediary who submitted the original import declaration will need to cancel it after replacing it with an arrived entry. Alternatively the original declaration will cancel automatically in 30 days.

If moving goods through a Temporary Storage locations using GVMS:

If you're moving goods through a Temporary Storage location that is using GVMS to control goods, in some cases the goods may be placed into Temporary Storage if there are issues with the boarding of GMRs that are not in the correct 'open' status.

If you're moving goods through one of these locations, you should continue to monitor the status of the GMR to check if the goods have been placed into Temporary Storage. If the GMR has not progressed to either an 'inspection required' or a 'completed' state, you should check with your carrier or the border location of arrival about what to do. The trader, their agent or intermediary may need to take further action to claim the consignment on the location's inventory system before the goods can leave.