



Play your part. Contribute to important research for HMRC!

Hello,

We would like your help with an important research study that Ipsos is conducting for HM Revenue and Customs (HMRC). This study is your opportunity to help HMRC develop their understanding of businesses' experiences when using the Goods Vehicle Movement Service (GVMS) when importing goods into the UK. We really appreciate your input in this important research.



Why take part in this research?

It is vital we gather information directly from businesses like you to help HMRC to better understand the needs of those that use GVMS and the ways in which the service can be improved for users.



What does the research involve?

Taking part involves a short interview with an Ipsos researcher (carried out using MS Teams or by telephone). The interview would last no longer than an hour and would be conducted at a time that is convenient for you during November and December 2023. As a thank you for your time, you will receive £80 from Ipsos in the form of either a direct payment or a charity donation of your choosing.



Who would we like to speak to?

For this research, we would like to speak to businesses that use GVMS in the import of goods into the UK. We are specifically interested in talking to those who have oversight for the creation of Goods Movement References (GMR) within their organisation.



What will we do with your answers?

Everything you say will be treated in the strictest confidence so HMRC will not be able to identify you. All information you provide for this study will be used for research purposes only. If you would like a copy of Ipsos' privacy policy, please email Ipsos at UK-PA-GVMS@ipsosresearch.com. For more information on how HMRC protects data they hold about you, search for 'Research at HMRC' on GOV.UK.

To check the authenticity of this research, please email Tom Maher at dbtresearch@hmrc.gov.uk or search for 'HMRC genuine contact' on GOV.UK; select 'Check genuine HMRC contact that uses more than one communication method'; and read the information under the title 'GVMS (Goods Vehicle Movement Service) research'.



Who do I contact if I want to take part?

If you would like to take part in the study, or you have further questions, please let us know by emailing Ipsos at UK-PA-GVMS@ipsosresearch.com and someone from Criteria Fieldwork acting on behalf of Ipsos will be in touch to schedule an interview at a date and time which is most convenient to you.



What if I don't want to take part?

Participation is voluntary and you don't have to take part if you don't want to.