

Step-by-step guide to:-

- Registering for GVMS
- Creating a Goods Movement Reference (GMR)
- How to check if you need to report for an inspection
- How to avoid and correct common errors
- Help and Support available



About the Goods Vehicle Movement Service (GVMS)

On 31/12/20 the UK Government introduced a new IT platform called the Goods Vehicle Movement Service (GVMS) to support the Pre-Lodgement model for both imports and exports and to facilitate Transit movements.

The pre-lodgement model (developed as an alternative for where border locations may not have the space and infrastructure to operate temporary storage regimes) ensures that all declarations are pre-lodged before they board - this will maintain flow, especially at high volume RoRo locations.

GVMS enables:

- declaration references to be linked together so that the person moving the goods (e.g., a driver) only has to present one single reference (Goods Movement Reference or GMR) at the frontier
- the linking of the movement of the goods to declarations, enabling the automatic arrival/departure of goods within HMRC systems.
- Automation of the Office of Transit function, marking the entry of goods into NI or GB
- notification of the risking outcome of declarations (held or cleared) in HMRC systems to be sent to the person in control of the goods by the time they physically arrive in GB.

GVMS has been live for goods moving under CTC (Common Transit Convention) procedures into GB, since 1 Jan 2021. It will be used for both imports and exports from 1 January 2022 as well as goods moving under TIR (Transports Internationaux Routiers or International Road Transports) procedures.



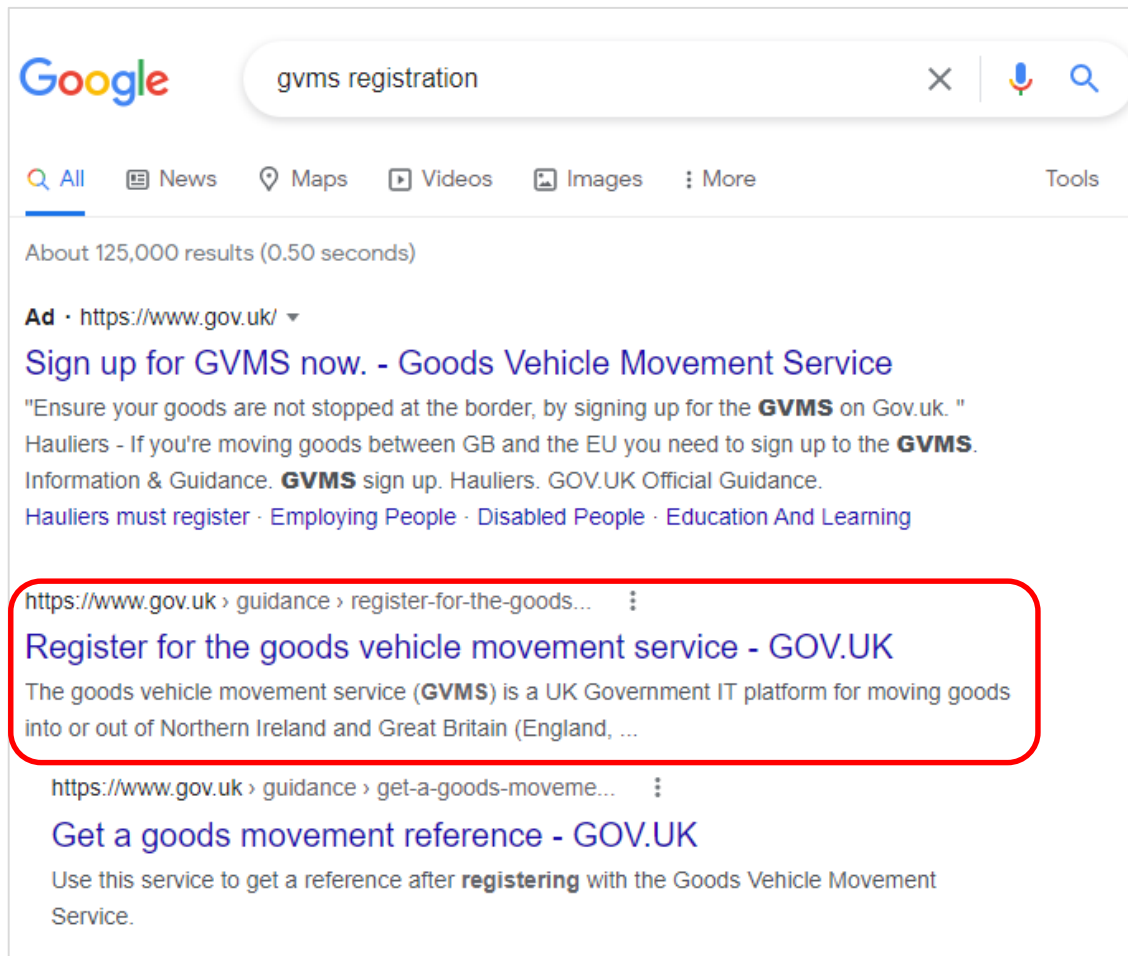
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How to Register for GVMS

Step 1

Use any Search Engine to search for GVMS registration.

Select the gov.uk search result



Google search results for "gvms registration". The search bar shows "gvms registration" with a search icon. Below the search bar, there are tabs for "All", "News", "Maps", "Videos", "Images", and "More". The search results show "About 125,000 results (0.50 seconds)". The first result is an advertisement from "https://www.gov.uk/" titled "Sign up for GVMS now. - Goods Vehicle Movement Service". The description says: "Ensure your goods are not stopped at the border, by signing up for the **GVMS** on Gov.uk. " Hauliers - If you're moving goods between GB and the EU you need to sign up to the **GVMS**. Information & Guidance. **GVMS** sign up. Hauliers. GOV.UK Official Guidance. Hauliers must register · Employing People · Disabled People · Education And Learning". Below the advertisement, there is a search result from "https://www.gov.uk > guidance > register-for-the-goods..." titled "Register for the goods vehicle movement service - GOV.UK". The description says: "The goods vehicle movement service (**GVMS**) is a UK Government IT platform for moving goods into or out of Northern Ireland and Great Britain (England, ...". Below this, there is another search result from "https://www.gov.uk > guidance > get-a-goods-moveme..." titled "Get a goods movement reference - GOV.UK". The description says: "Use this service to get a reference after **registering** with the Goods Vehicle Movement Service."



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Step 2

GOV.UK

Home > Import, export and customs for businesses

Guidance

Register for the Goods Vehicle Movement Service

If you're a haulier and move goods through a port in the UK that uses Goods Vehicle Movement Service you'll need to register for the service to get your goods through customs.

From: [HM Revenue & Customs](#)
Published 8 December 2020
Last updated 24 May 2021 — [See all updates](#)

Contents

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- [When to register](#)
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- [How to register](#)
- [After you've registered](#)

Print this page

If you want to add a team member to your Goods Vehicle Movement Service account you must:

- select 'Organisation' when setting up your Government Gateway account
- have a Business Tax Account with administrator access

Related content

- [Check how to move goods through ports that use the Goods Vehicle Movement Service](#)
- [Find out when to make an exit summary declaration](#)
- [Register to make an entry summary declaration in Great Britain](#)
- [Register to make an entry summary declaration in Great Britain](#)
- [Check if a goods movement reference is valid](#)
- [Get a goods movement reference](#)

Make sure you read and understand the information on this page.

When you're ready, click Register now

Links to more information related to GVMS

Who should register

If you're a haulier that moves goods through one or more ports that uses the Goods Vehicle Movement Service, you should apply to use Goods Vehicle Movement Service.

If you're a haulier that moves goods into Great Britain (England, Wales and Scotland) from the EU, you only need to register if your goods are moving under the Common Transit Convention.

When to register

You can register from 8 December 2020.

Before you register

You should use exactly the same address for Goods Vehicle Movement Service registration that you have used for any other Government Gateway service.

Your registration application will be delayed if you use a different address.

You can find out the address you have previously used by accessing a HMRC service you're already registered for and checking your details.

To register, you will need to [get an EORI](#) starting with GB.

How to register

You will need a Government Gateway user ID and password. If you do not have a user ID, you can create one for your business when you register.

Register now >

Online services may be slow during busy times. Check if there are any [problems with this service](#).

After you've registered

You need to [Get a goods movement reference](#)

Add a team member



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Step 3

Sign in using Government Gateway

Government Gateway user ID

This could be up to 12 characters.

Password

Sign in

[Create sign in details](#)

Problems signing in

[I have forgotten my password](#)

[I have forgotten my Government Gateway user ID](#)

[I have forgotten my Government Gateway user ID and password](#)

You need to enter your Government Gateway user ID and Password.

Then click Sign In

If you have not already created a Government Gateway account, click Create sign in details*

Links to help if you have forgotten your details



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*when you create sign in details these will be displayed on the screen immediately.

Step 4

Your Government Gateway user ID is linked to an EORI

Our records show that the Government Gateway user ID you signed in with is connected to the EORI:

GB987654312000

Your registration will be linked to this EORI.

If you use a different EORI most of the time then you should [sign out and sign back in](#) using the Government Gateway user ID linked to the EORI you would like to register with.

Continue



[Is this page not working properly? \(opens in new tab\)](#)

Confirmation that your Government Gateway ID has been found and that your GVMS registration will be linked to the same EORI number

Click Continue



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Note: The registration process takes approximately 5 minutes to complete. This is based on a user having when you create sign in details these will be displayed on the screen immediately.

OFFICIAL

Step 5

Application confirmed

EORI number:

GB123456789101

What happens next

You are now enrolled to Get a goods movement reference.

Continue



Your application to register for GVMS has now been confirmed.

You're ready to go!

Click Continue



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Multi Factor Authentication

The first time you sign in to your Government Gateway account after registering for GVMS, you will need to set up additional security – this is called Multi Factor Authentication.

Click Continue

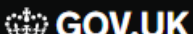


You need to set up additional security

This is to make sure only you can sign in.

Continue

[Get help with this page](#)



How do you want to get access codes?

☒

Text message
Get codes sent to a mobile phone.

☐

Voice call
Get codes by automated message to a UK mobile or landline.

☐

Authentication app for smartphone or tablet
Get codes generated by an authentication app on your mobile device such as a smartphone or tablet.

Continue

Select how you want to receive access codes

Click Continue



If you chose 'Text Message' as the option, you are asked if the mobile number is a UK mobile.

Click Continue



The screenshot shows the GOV.UK header with a crown icon. Below it is a blue horizontal bar. The main content area has a '< Back' link at the top left. The title 'Are you adding a UK mobile number?' is centered in large, bold, black text. Below the title are two radio button options: 'Yes' (unselected) and 'No' (selected). At the bottom is a green 'Continue' button. A red arrow points from the 'Click Continue' text to this button.

Enter the English language name of the country of the mobile phone number

Click Continue



The screenshot shows the GOV.UK header with a crown icon. Below it is a blue horizontal bar. The main content area has a '< Back' link at the top left. The title 'Enter a country for this mobile phone number' is centered in large, bold, black text. Below the title is a text input field containing 'Italy (+39)'. Below the input field is a blue link that says 'Choose a different way to get access codes'. At the bottom is a green 'Continue' button. A red arrow points from the 'Click Continue' text to this button.



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[< Back](#)

Enter a mobile phone number

We will send an access code to this mobile phone by text message.

Mobile phone number

[Choose a different way to get access codes](#)

Send access code

Enter the mobile phone number.
Note: the country code will be populated automatically

Click Send access code



You'll then be sent an access code to the mobile phone number you've provided

Enter the access code



Click Continue





[< Back](#)

Enter the access code

We have sent a 6 digit access code to **+39**

It may take a few minutes to arrive

If you have a UK mobile your 6-digit code will arrive from the phone number 60 551.

Access code

Problems with this code? [Try another option](#)

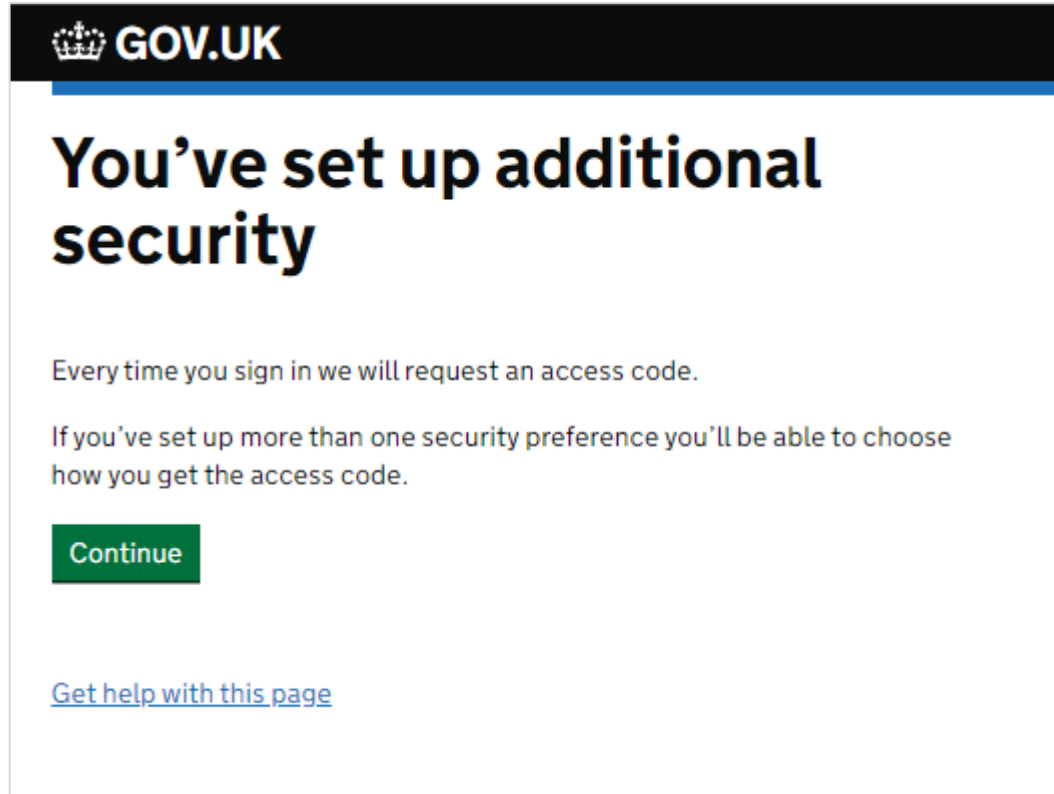
Continue



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You've now set up your additional security.

Every time you sign in to your Government Gateway account after this you will be asked to enter a new access code which will be sent to you



The screenshot shows a confirmation page from GOV.UK. At the top is a black header with the GOV.UK logo. Below this, the main heading reads 'You've set up additional security'. The text explains that an access code will be requested every time the user signs in. It also notes that if multiple security preferences were set, the user could choose how to receive the access code. A green 'Continue' button is present, along with a link to 'Get help with this page'.

GOV.UK

You've set up additional security

Every time you sign in we will request an access code.

If you've set up more than one security preference you'll be able to choose how you get the access code.

[Continue](#)

[Get help with this page](#)



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How to Create a Goods Movement Reference

Step 1

This is the GVMS dashboard

View or create goods movement references (GMRs)

For each GMR the driver moving the goods will need to:

- present a copy of the GMR at the port of departure
- use the ['Check if you need to report for an inspection' service \(opens in new tab\)](#) while crossing with the goods

Create a new GMR

Goods movement references

Goods movement reference ID	Vehicle or trailer number	Planned route	Status
GMR C A2KE LAWK			Draft
GMR A UN1T Y7PZ			Draft
GMR A ZNQT WYIZ	BN78 NKJ	Hook of Holland (Rotterdam) to Harwich	Draft
GMR A 9KH9 PPMC			Draft
GMR C PTRD JAXL	EO68 WAA	Cairnryan to Larne	Draft

[View GMRs that have completed their crossing](#)

[Is this page not working properly? \(opens in new tab\)](#)

There is a link to check if you/your driver needs to report for an inspection

You can view your draft and previously completed GMR's

Click here to create a new GMR



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< [Back](#)

Where is this crossing going from and to?

- ☒ From a port in the European Union (EU) or Norway into Great Britain (England, Scotland and Wales)
- ☐ From Great Britain into Northern Ireland
- ☐ From Northern Ireland into Great Britain

Continue

[Is this page not working properly? \(opens in new tab\)](#)

Step 2

Select your route
then click continue

< [Back](#)

Check the direction

Direction

From a port in the European Union (EU) or Norway into Great Britain (England, Scotland and Wales)

[Change](#)

Creating a draft goods movement reference

You can use this draft goods movement reference to make transport bookings.

You must complete all mandatory fields, but you can make changes at any time before the driver checks in at the port.

! You will not be able to change the direction once you create a draft good movement reference.

Save and continue

[Is this page not working properly? \(opens in new tab\)](#)

Step 3

You must check you've entered
the correct route because it
cannot be changed after this
step.

Click Save and continue



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Step 4

Your draft goods movement reference (GMR) has been created

You can only use a draft GMR to make transport bookings. You must complete your GMR to use it for moving goods.

Your draft GMR is: **GMRA2QHLOUEQ**

Add more information to this draft to complete your GMR

This can be done at any time before you travel, but you will need to leave enough time to gather all the information needed.

Check the status of your completed GMR

Track the progress of your GMR by checking its latest status on the dashboard, for example, to see if it has been checked in, or embarked.

You must check the status of your GMR and correct any errors before travelling to the port.

▶ [If you are moving goods under the Common Transit Convention \(CTC\)](#)

▶ [If you have a European Union \(EU\) Export Accompanying Document \(EAD\)](#)

Continue

[Go back to the dashboard](#)

[Is this page not working properly? \(opens in new tab\)](#)

There are different pieces of information on this page, including

Your GMR - you need to make sure the driver has this before checking in

Additional information to help you

A link to go back to the dashboard

A link to report issues with the page

When you're happy you've read and understood everything here, click Continue to start entering the data



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Step 5

Update GMR A XT1U XVDN direction: EU to GB

1. About your crossing

[Select the planned route](#)

Not started

2. About your vehicle

[Confirm if the driver will travel with the vehicle](#)

Not started

Enter unit reference numbers

Cannot start yet

3. About your declarations

[Confirm if the vehicle contains goods](#)

Not started

Enter declaration reference numbers

Cannot start yet

Completing your goods movement reference

You must complete all of the sections relevant to this crossing before you go to the port.

If a section is marked completed then the answers are stored.

[Go back to dashboard](#)

[Delete this goods movement reference](#)

[Is this page not working properly? \(opens in new tab\)](#)

This page gives you 3 sections that need to be completed:

1. Your journey
2. Your vehicle, and
3. Your declarations

We'll show these in order. First select your planned route

A note to remind you to complete all of the sections **before** you go to the port.

An extra link on this page, compared to the last page. This one is a chance to delete the whole GMR.



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< [Back](#)

Section 1: About your crossing

What is the planned route of the crossing?

Select the ports for the crossing that this goods movement reference applies to.

Select a port of departure

Calais

Select a port of arrival

Dover

Continue

[Is this page not working properly? \(opens in new tab\)](#)

Step 5.1

Choose your departure and arrival locations from the dropdown options

Then select Continue

Step 5.1.1

Choose the carrier you'll be crossing with

Then select Continue

< [Back](#)

Section 1: About your crossing

Select a carrier

☒ DFDS Seaways

☐ P&O Ferries

☐ Unknown

☐ Irish Ferries

Continue

[Is this page not working properly? \(opens in new tab\)](#)



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Update GMR A XT1U XVDN direction: EU to GB

1. About your crossing

[Select the planned route](#)

Completed

2. About your vehicle

[Confirm if the driver will travel with the vehicle](#)

Not started

Enter unit reference numbers

Cannot start yet

3. About your declarations

[Confirm if the vehicle contains goods](#)

Not started

Enter declaration reference numbers

Cannot start yet

Completing your goods movement reference

You must complete all of the sections relevant to this crossing before you go to the port.

If a section is marked completed then the answers are stored.

[Go back to dashboard](#)

[Delete this goods movement reference](#)

[Is this page not working properly? \(opens in new tab\)](#)

You can now see that we've completed Section 1.

We can choose to update Section 2 or 3 next but there are some parts we can't complete before others

We'll update our vehicle information next



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< [Back](#)

Section 2: About your vehicle

Will the driver be travelling with the vehicle on the crossing?

This means the driver will be driving the vehicle onto the ferry or train at the port of departure and driving it off at the port of arrival to continue the journey.



Yes, the driver will be travelling with the vehicle



No, the goods will be unaccompanied on the crossing

Continue

[Is this page not working properly? \(opens in new tab\)](#)

Step 5.2

Tell us if this is an Accompanied movement or an Unaccompanied movement

Then select Continue

Step 5.2.1

Now we can fill in the vehicle Registration details and select Continue

< [Back](#)

Section 2: About your vehicle

What is the vehicle registration number (VRN) of the vehicle making the crossing?

The VRN is the number found on a vehicle's number plate or licence plate.

CU57 OMS

Continue

[Is this page not working properly? \(opens in new tab\)](#)



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Update GMR A XT1U XVDN direction: EU to GB

1. About your crossing

Select the planned route	Completed
--	-----------

2. About your vehicle

Confirm if the driver will travel with the vehicle	Completed
--	-----------

Enter the vehicle registration number	Completed
---	-----------

3. About your declarations

Confirm if the vehicle contains goods	Not started
---	-------------

Enter declaration reference numbers	Cannot start yet
-------------------------------------	------------------

Completing your goods movement reference

You must complete all of the sections relevant to this crossing before you go to the port.

If a section is marked completed then the answers are stored.

[Go back to dashboard](#)

[Delete this goods movement reference](#)

[Is this page not working properly? \(opens in new tab\)](#)

This page has been updated to show that we've completed Sections 1 and 2

Finally we'll add our declaration details

You can still go back to the dashboard

You can still delete the GMR



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< [Back](#)

Section 3: About your declarations

Confirm if the vehicle contains goods

☒ Yes, the vehicle contains goods

☐ No, the vehicle is empty

Continue

[Is this page not working properly? \(opens in new tab\)](#)

Step 5.3

Tell us if your vehicle is loaded or empty

Then select Continue

You can add as many declaration types as you need to - but only one at a time

< [Back](#)

Section 3: About your declarations

Add a declaration

Select a declaration type to add it to this goods movement reference. You must add declarations one at a time, but you can add as many as you need to.

☐ Customs declaration
This could be an import declaration, a simplified frontier declaration (SFD) or a bulk import reduced data set (BIRDS)

☒ Transit declaration
This could be a Transit Accompanying Document (TAD) or a Transit Security Accompanying Document (TSAD)

☐ Entry In Declarant's Records (EIDR)

☐ TIR Carnet

☐ ATA Carnet

Continue

[Is this page not working properly? \(opens in new tab\)](#)

Step 5.3.1

Select your declaration type

Then select Continue



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Step 5.3.2

You're prompted for the Transit MRN

And asked to confirm the type of transit document*

Then select Continue

[< Back](#)

Section 3: About your declarations

Enter a transit Movement Reference Number (MRN)

It is 18 characters in the format 2 numbers then 2 letters followed by 14 numbers or letters. For example, 12AB12345678910111

Confirm the type of document

☒ Transit Accompanying Document (TAD)

☐ Transit Security Accompanying Document (TSAD)

[Continue](#)

[Is this page not working properly? \(opens in new tab\)](#)

There is useful information to help you identify the correct format

Step 5.3.3

You can change or remove a declaration

Section 3: About your declarations

You have added 1 declaration

You must add declarations for all goods on this crossing.

[Add another declaration](#)

▶ [Help with errors](#)

Transit declaration		Change Remove
Reference	11LT12345678901123	
Safety and security		
Status	OK	

You must add declarations for all goods on this crossing.

[Add another declaration](#)

[Continue](#)

[Is this page not working properly? \(opens in new tab\)](#)

You can add more declarations

Then select Continue



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*TSADs cannot currently be used to provide
Safety & Security information

Update GMR A XT1U XVDN direction: EU to GB

1. About your crossing

Select the planned route	Completed
--	-----------

2. About your vehicle

Confirm if the driver will travel with the vehicle	Completed
Enter the vehicle registration number	Completed

3. About your declarations

Confirm if the vehicle contains goods	Completed
Enter declaration reference numbers	Completed

Completing your goods movement reference

You have completed all of the sections relevant to this crossing. Select continue to check your answers before you go to the port.

Continue

We've now completed all of the sections needed for the GMR.

You're prompted to check your answers before you proceed to the port

Select Continue



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Final Step

This is your final chance to make sure you've entered the correct information

About your crossing

Planned route
Departing: Calais
Arriving: Dover
Carrier: DFDS Seawa

About your vehicle

Driver travelling with the vehicle Yes
Vehicle registration number CU57 OMS

About your declarations

Vehicle contains goods Yes
Type Transit declaration
Declaration reference 11LT12345678901123

[< Back](#)

Check your answers

Goods movement reference GMR A XT1U XVDN
Direction From a port in the EU into Great Britain (England, Scotland and Wales)

About your crossing

Planned route Departing: Calais
Arriving: Dover
Carrier: DFDS Seaways [Change](#)

About your vehicle

Driver travelling with the vehicle Yes [Change](#)
Vehicle registration number CU57 OMS [Change](#)

About your declarations

Vehicle contains goods Yes [Change](#)
Type Transit declaration
Declaration reference 11LT12345678901123 [Change](#)

Finish your goods movement reference

You are confirming that, to the best of your knowledge, the details you are providing are correct.

[Finish](#)

You can change any of your answers

Select Finish when you're happy



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Use the links to check if you need to report for an inspection

The barcode can be scanned at check-in

Print the GMR if you need to give it to a driver

Use the links to check if you need to report for an inspection

Present this goods movement reference at the port

GMR A XT1U XVDN



Planned route	Calais to Dover
Vehicle registration number	CU57 OMS

[Print or save as PDF](#)

What happens next

For drivers

Present GMR at port

The driver will need to present this goods movement reference (GMR) at the port of departure.

Check if an inspection is needed

To find out if an inspection of their goods is needed the driver should use the [‘Check if you need to report for an inspection’ service \(opens in new tab\)](#) before arriving at their port of arrival or departure.

For hauliers

Before the goods travel to the port of departure you will need to:

- give a copy of this GMR to the driver moving these goods – they will need to present this at the port
- give the driver details of the [‘Check if you need to report for an inspection’ service \(opens in new tab\)](#)
- check for and correct any errors showing on the GMR dashboard

You can change any of the details for this GMR at any time before it is checked in. The barcode and reference will stay the same, so you only need to print or share this once.

You can also check for the latest status of this GMR on the dashboard.

[Return to dashboard](#)

Before you go

Your feedback helps us make our services better.

[Take our survey \(opens in a new tab\)](#) to share your feedback on this service. It takes about 1 minute to complete.

[Is this page not working properly? \(opens in new tab\)](#)



How to check if you need to report for an inspection

Step 1

This is the opening page when you access the service. There is NO registration needed, to access this service

Check if you need to report for an inspection

This service is available in:

- [English](#)
- [Welsh \(Cymraeg\)](#)
- [Bulgarian \(Български\)](#)
- [Croatian \(Hrvatski\)](#)
- [Czech \(Čeština\)](#)
- [French \(Français\)](#)
- [German \(Deutsch\)](#)
- [Hungarian \(Magyar\)](#)
- [Lithuanian \(Lietuviškai\)](#)
- [Polish \(Polski\)](#)
- [Romanian \(Română\)](#)
- [Spanish \(Español\)](#)

Click on which language you'd like to view the service in

Use this service to check if you need an inspection of your goods

If you are entering the UK:

Check this towards the end of your crossing, around 10 minutes before you reach your port of arrival.

If you are leaving the UK:

Check this before arriving at your port of departure.

Before you start

You will need to enter your goods movement reference (GMR).

You will get one of these responses:

- inspection needed
- no inspection needed
- your inspection status is not ready yet

If an inspection is needed

You will be told what inspections are needed, and you will need to report to the appropriate inspection location. This will either be at your port of arrival, port of departure or at an [inland border facility \(IBF\)](#).

Start now >

You can use it for both Imports to and Exports from Great Britain

You must have the GMR to use this service.

You will see one of 3 possible responses

And be told what to do in the event of an inspection being required

Select Start now



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Step 2

What is your goods movement reference (GMR)?

You will find this on the copy of the GMR you used to check in to this crossing. It is 12 characters starting with GMR. For example, GMRA00002KW2.

Continue

If the GMR is entered incorrectly, you will see a message like this...

Enter the GMR

Select Continue

There is a problem

Enter a GMR in the correct format

What is your goods movement reference (GMR)?

You will find this on the copy of the GMR you used to check in to this crossing. It is 12 characters starting with GMR. For example, GMRA00002KW2.

Enter a GMR in the correct format

Continue

You are reminded where to find the GMR and the correct format

Check and re-enter the GMR in the correct format

Select continue



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Step 3

You could get a message advising the status is not available yet. That is because HMRC systems need to risk the declarations and send the result back to GVMS.

It will tell you to check again approximately 10 minutes before you get to the arrival border location

Your inspection status is not ready yet

Your inspection status should be ready around 10 minutes before you reach your port of arrival. You can check again to see if it's ready using the button below.

Last checked at 13:48:26 CET on 23 August 2021

Check status again

[Check another GMR](#)

When you're ready,
check the status again

Or check another
GMR



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The result could be that you do not need to report for an inspection

No inspection needed

What happens next

You do not need to report for an inspection of your goods, but you may still need to report for other controls.

Other controls you may need to report for

Some goods movements still need other controls at their point of entry.

These include controls on:

- transit movements arriving in their country of destination (report to an office of destination)
- movements of animals, plants, or organics
- goods covered by the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES)

Check with your declarant.

If you have no other controls to report for

You can continue from your port of arrival, to your destination.

[Check another GMR](#)

Further information tells you that you might need to report for other controls

Other controls are explained in more detail and could be:

- Certain transit movements
- DEFRA checks
- CITES checks

If you have checked with your declarant and no other controls are needed, you can carry on to your destination.



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Step 4.1

The result could be that you **MUST** report for an inspection.

Inspection needed

The goods are not cleared from customs control.

You are advised that the goods have **NOT** cleared customs controls and told what you need to do next.

What happens next

Report to UK Border Force for an inspection of the goods at your nearest customs inspection site. This is either at your port of arrival or inland. [Check GOV.UK for details \(opens in new tab\)](#).

Use this link to get more information about Inland Border Facilities (IBFs), including where you can go and how to book-in in advance.

If you are ending a transit movement

You must also present the goods at your nearest office of destination. This is usually at the same inspection site.

You are told what to do if you're ending a Transit movement.

You may also need to report for additional controls

Some movements need additional controls at their point of entry.

Further information tells you that you might need to report for additional controls

These include movements of:

- food, animals or organics
- goods covered by the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES)

Check with your declarant.

[Check another GMR](#)



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How to correct errors

You need to check the status of your GMR in the GVMS dashboard.

Click the GMR reference to go back and correct errors

You can see clearly if there are any errors

Sort by	Departure date (last) ▾			
Goods movement reference ID	Vehicle or Trailer registration number	Planned route	Planned departure date and time	Status
GMR G FRAY RW2V				Draft
GMR O LEJF ME2G	HT68 EER	Tyne to Amsterdam	25/01/2021 at 19:20	Draft contains errors
GMR I MEER WF7B	GH66 BNG	Rosslare to Fishguard	25/01/2021 at 17:40	Complete
GMR O LEPP RM9P	ME69 LAD		24/01/2021 at 08:40	Draft
GMR I UENR WE1B		Le Havre to Portsmouth	24/01/2021 at 19:10	Draft
GMR I LRJJ JW9A	AB69 DEF T0252 T0345	Folkestone to Coquelles	24/01/2021 at 22:40	Complete contains errors

If you do not correct errors in the GMR the driver will be turned away from check-in and will need to move to a designated parking area or away from the port to resolve any issues with the haulier or intermediary who created the GMR.



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How to avoid common errors

Incorrect Transit Accompanying Document (TAD) Movement Reference Number (MRN) for Transit movements

Only the TAD MRN from NCTS is entered in the declaration reference box. If you enter an invalid number you will receive an error message

Incorrect Entry Reference Numbers (ERN) or Movement Reference Numbers (MRN) from CHIEF or CDS

if you enter an invalid ERN or MRN you will receive an error message.

Entry in Declarants Records (EIDR)

You can only enter the EORI of a trader who is authorised to use 'Simplified Customs Declaration Procedures'. If the EORI is not authorised you will receive an error message.

Incorrect Vehicle Registration Number (VRN) and / or Trailer Reference Number (TRN)

You must ensure the correct Vehicle Registration Number and Trailer Reference Numbers are entered into the GMR. If the vehicle details in the GMR are different to the vehicle that arrives at the border location, you will not be able to board until the GMR is corrected.



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CIT Helpline

Telephone: 0300 322 9434

08:00 - 22:00 Monday to Friday

08:00 - 16:00 Weekends

Select Option 1 for urgent issues outside of these hours.



- General advice on GVMS
- Help moving goods at the border
- Problems registering for GVMS
- Error messages when creating GMRs
- 24/7 help for urgent issues preventing goods progressing through the border

- Government Gateway credential loss or reset

Online Services Helpdesk

Telephone: 0300 200 3600

08.00 - 16:00 Monday to Friday



DeskPro

Links from gov.uk pages 24/7

Staffed 08:00 - 18:00 Monday to Friday



- Issues with gov.uk webpages
- Issues with GVMS Web User Interface



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GVMS Availability and future planned downtime
available on [gov.uk](https://www.gov.uk)