

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



GVMS Availability and future planned downtime available on gov.uk



HM Revenue
& Customs