
**IEA Memo: Contact details for support from the HM Revenue
and Customs in the UK**

December 2021

Should you have any issues engaging with UK requirements from January 1st, please contact the following services:

CIT Helpline <ul style="list-style-type: none"> • 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 	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
Online Service Helpdesk <ul style="list-style-type: none"> • Government Gateway credential loss or reset 	Telephone: 0300 200 3600 08.00 - 16:00 Monday to Friday
DeskPro <ul style="list-style-type: none"> • Issues with gov.uk webpages • Issues with GVMS Web User Interface 	Links from gov.uk pages 24/7 Staffed 08:00 - 18:00 Monday to Friday