



## Getting help and support when using the Customs Declaration Service (CDS)

Dear customer,

We have now completed migration of all declarations from the Customs Handling of Import and Export Freight (CHIEF) service to the CDS.

Thank you for all your hard work that has contributed to this success.

Now that all declarations must be made through the CDS, we would like to let you know who you need to contact if you need any help and support.

### All customers

You can use GOV.UK to [report a problem when using the CDS](#). If your problem is considered urgent, you'll receive a response within two hours. All other problems will be responded to within 24 hours.

For critical issues outside our customer service hours, such as goods stuck at the border, please call our helpline on 0300 322 9434 and choose option one. If the issue is more complex, you can [email cds.operations@hmrc.gov.uk](mailto:cds.operations@hmrc.gov.uk) for technical support. Both channels are available for critical issues only from 8pm to 8am weekdays and weekends.

To raise an issue with a GOV.UK service webpage or interface such as the Customs Financial Account, you can create a support ticket by selecting the "Get help with this page" link at the bottom of any screen.

Please contact [tdrcommunications@hmrc.gov.uk](mailto:tdrcommunications@hmrc.gov.uk) for problems with a declaration submitted in our test environment - the Trader Dress Rehearsal.

If you have a question regarding your EORI number, you can fill in the [online enquiry form](#).

You can also always keep up to date with [HMRC service availability and issues](#) on GOV.UK.

### Customers with Large Business or Compliance Manager support

Please contact your Large Business (LB) account manager or your Customer Compliance Manager if you are having problems when submitting declarations through the CDS.

To help us track any widespread issues on the CDS, please also let us know by using the [report a problem when using the CDS](#) page on GOV.UK.

## Further help and support

You can find information and resources on the [CDS guidance pages](#).

You can use the [Customs Declaration Service error codes](#) list to check any errors showing on your declaration. The [CDS known error workarounds](#) gives details of ongoing workarounds to help you submit customs clearance requests or customs declarations through the CDS.

Our [Customs Declaration Service videos](#) give instructions for registering and importing through the CDS and our [CDS customs clearance instructions for exports videos](#) take you through the key steps required to complete an export declaration.

You can also apply to use the HMRC '[Make and Manage an Export Declaration Online](#)' service. This service is free-to-use and has replaced the NESweb service previously used by businesses to submit export declarations through CHIEF.

If you are not ready to use the CDS to make your declarations, you should use a [customs agent who can submit declarations on your behalf](#).

Yours faithfully,  
HM Revenue & Customs