

JCCC UPDATE
CSM Update
Winter opening

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Insight: Customer Support Model

- Customer support for border systems is already in place through CSG's tiered service model. This has been enhanced to provide customers with 24/7 critical care to support hauliers and goods at the border

In readiness for the 1st of January we have enhanced our model to:

- Scale up capacity beyond predicted demand across all systems, with further contingency on standby; including increasing out of hours critical care and ability to invoke uplift in the event of unforeseen peaks/ incidents
 - Increase capability (business knowledge) to handle GVMS demand and new CDS declarants
 - Escalation route in place to ensure coverage for IT/technical escalations
 - A series of contingencies are being developed in the event of any problems with goods flowing through the border
- Our tiered service starts with guidance for customers at **tier 0 – Self Service**
 - Enhanced & proactive HMRC involvement in promoting self-service options via:
 - GOV.uk
 - GVMS Availability and planned downtime on Gov.uk
 - Haulier Handbook
 - Border Operating Model
 - HMRC & CO led webinars
 - Webchat link on CIT Helpline page
 - Driver can use link provided on GMR

Insight: Customer Support Model

Tier 1 – Customs & International Trade helpline

CIT provides guidance on simple “how do I” enquiries and signposting to external facing guidance

As is opening times

- 08:00-22:00 Mon-Fri, 08:00-16:00 Sat, Sun
- Webchat 08:00-18:00 M-F, 08:00-16:00 Sat/Sun
- Details of Christmas opening on next page
- **24/7 for month of Jan '22**
- IVR menu ensuring customers with GVMS queries routed to trained advisor in/out core hours.
- Clear scripts based on GOV.uk content to ensure consistent approach.
- ‘Big Word’ Service 7:30-18:00 M-S.
- Referral of complex cases to tier 2.

DeskPro

24x7 Links from .gov.uk pages
Staffed Monday Friday 8am to 6pm

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

Trader Support Service

Telephone: 0800 060 8888
<https://www.gov.uk/guidance/trader-support-service>
24x7

- NI Protocol advice, guidance training and support
- GVMS queries when TSS acted as intermediary

Online Services Helpdesk

Telephone: 0300 200 3600
8.00am to 4.00pm Monday to Friday

- Government Gateway credential loss or reset

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

Insight: C&IT Christmas opening times

Dates	Opening hours
Monday 20 December to Thursday 23 December	Business as usual
Friday 24 December	8am to 10pm
Saturday 25 December to Tuesday 28 December	CIT Line closed
Wednesday 29 and Thursday 30 December	Business as usual
Friday 31 December	8am to 10pm
Saturday 1 January to Monday 3 January	8am to 4pm
Tuesday 4 January	Business as usual
Customs 24-hour roster will continue as usual.	

Insight: Customer Support Model

Tier 2 – Low demand/high value contact for customers with more complex queries

- **Complex Case Triage**
- **OE Business Desk** (08:00-20:00, Mon-Fri): Triage of complex cases – liaison with CDIO/C&BD re suspected technical or policy issues.
- **Deskpro** (09:00-17:00, Mon-Fri): Triage of issues concerning front-end digital screens and processes.

- **CSG Ancillary Teams**
- **Online Services Desk** (08:00-18:00 M-F. Webchat M-F 08:00-07:30, Sat 08:00-16:00)
- **EORI Mismatch Team** (09:00-17:00, Mon-Fri)

Tier 3

- IT issues resolution and Policy support
- Account management for large businesses