



HM Revenue
& Customs

20 March 2023

Problems Submitting a Declaration Using the Customs Declaration Service

If you or one of your customers has a problem submitting a declaration using the Customs Declaration Service

Problems using the Customs Declaration Service to move goods across the border should be reported using a new online form:

<https://tax.service.gov.uk/submissions/new-form/report-problem-submitting-declaration-using-customs-declaration-service>

The online form has been introduced to make resolving issues with the Customs Declaration Process as easy as possible, urgent enquires will be dealt with in 2 hours, and all other enquires should have a response within 24 hours.

However, if the problem relates to:

- registering for CDS service - email ISBC.eoricontact@hmrc.gov.uk
- CDS Dashboard in GOV.UK service webpages or interfaces - raise a support ticket by selecting the 'Get help with this page' link at the bottom of the screen that identifies the issue.
- Trader Dress Rehearsal issues email tdrcommunications@hmrc.gov.uk