

General questions

Q: Where can I find all the relevant guidance from UK and French governments?

- [Transporting goods between the UK and EU in a no-deal Brexit: guidance for hauliers](#)
- [French Customs guidelines for preparing Brexit](#)

Q: Do I need to have 2 EORI numbers, one for the UK and one for the EU?

A: Yes, both EORI numbers are required. However, it may be necessary to check if these have already been obtained by your customers.

Q: What documents will my drivers be required to present on arrival at the Eurotunnel terminals?

A: Unless your vehicle is empty or carries only postal mail, your drivers will have to present customs documents (paper or digital version), either a Transit document or Import/Export declarations with barcodes which will be scanned at the relevant Pit Stop. The customs documents can also be a TIR/ATA carnet.

Click on the link to view [Drivers' requirements to cross with Eurotunnel](#)

Q: Will my vehicle turning up without any customs documents be accepted for travel?

A: Empty vehicles or vehicles carrying postal mail will be accepted for travel as no documents are required.

For vehicles carrying goods, from Day 1, drivers without the required documents will be refused for travel and exited from our terminals at Check-in or at Pit Stops.

Q: Do Eurotunnel require proof that customs declarations have been made?

A: The Smart Border solution designed for the Short straits is based on matching the vehicle's registration numbers (tractor and trailer) and the customs barcodes that are scanned.

From Day 1, Eurotunnel's mission is to collect and transfer this data to both authorities but not to check or control the validity of the documents.

Q: How will it work for empty vehicles?

A: The process is defined by customs authorities. Your driver will declare if the vehicle is empty. A unique declaration can be made for empty containers (e.g. crates, plastic trays, etc...) if carried regularly in order to avoid making customs declarations for every crossing.

Q: Do I have to confirm to the authorities that the goods have arrived in the country?

A: No. The authorities will be informed directly by Eurotunnel when the vehicle has crossed.

Q: What is an envelope code?

A: If you have multiple declarations with different barcodes, French customs have developed a solution whereby you can generate one single barcode (envelope code) thus grouping the declarations and saving time in scanning documents.

Q: What type of paperwork should hauliers provide in case of unavailability of the French customs system ?

A: The printable emergency “**customs documents**” may be used as customs declarations should the French customs system be unavailable. At the Pit Stops, these documents without a barcode will be accepted as a valid customs declaration.

I am travelling from France to the UK

Q: What documents will my drivers be required to present on arrival at the Coquelles terminal?

A: Unless your vehicle is empty or carries only postal mail, your drivers will have to present customs documents (paper or digital version), either a Transit document or Import/Export declarations with barcodes which will be scanned at the Coquelles Pit Stop. The customs documents can also be a TIR/ATA carnet.

Please find attached the slides detailing [the Drivers' requirements to cross with Eurotunnel](#).

Q: Does my vehicle need to have an EU Export declaration even if an Import UK declaration has already been made?

A: Yes, both UK Import and EU Export declarations are required for travel. An Export declaration is mandatory to leave the EU. However, there is no need to do an Export declaration if the vehicle travels under Transit (CTC).

Q: What happens if my driver arrives at the French terminal without an Export declaration?

A: Unless the vehicle is empty or carries postal mail, drivers without an Export declaration will be exited from the terminal at the Coquelles Pit Stop.

Drivers will have the possibility to go to the Export facility in Coquelles to complete an Export declaration.

The Eurotunnel Border Service team who will be available 24/7, will assist drivers with contacting your company or your RDE/ customs agent in order to complete the Export declarations.

The team will be equipped with PCs, scanners, printers, telephones and mobile translation devices and can therefore print the Export declaration once completed.

If you travel without an Export declaration, you may be subject to a fine by the French authorities.

[Click here](#) to view the slides detailing the role of our dedicated Eurotunnel Border Service team on the French terminal.

Q: Do I need to declare in the Delta French system (French Customs system)?

A: Only if your company is registered in France. Otherwise, both the Transit (CTC) and/or Export declaration can be made in the local country customs' system.

Q: What is the likely impact of the controls on the journey time?

A: There will be no significant impact on vehicle's journey time, the only difference being that the barcodes will need to be scanned at the Pit Stop.

If UK Border Authorities decide to control the documents or the goods, they will do this remotely once the vehicle has left the UK terminal.

Q: Are there any charges for hauliers/drivers for using the Export facility? What is the fee from the RDE team (Représentants en Douane enregistrés) for amending customs declarations?

A: Neither the hauliers or drivers will be charged at the Export facility in Coquelles. However, the service carried out by the Eurotunnel Border Service team will be charged by the RDE (in line with the contract agreed between Eurotunnel and the RDE).

I am travelling from the UK to France

Q: What documents will my driver be required to show on arrival at the Folkestone terminal?

A: Unless your vehicle is empty or carries only postal mail, your drivers will have to present customs documents (paper or digital version), either a Transit document or Import/Export declarations with barcodes which will be scanned at the Folkestone Pit Stop. The customs documents can also be a TIR/ATA carnet.

Please find attached the slides explaining [drivers' requirements to cross with Eurotunnel](#).

In addition, the mandatory sanitary certificate relating to products of plant and animal origin has to be presented to a Eurotunnel agent. At the Pit Stop, your driver will be asked if they are carrying such goods. They will then be required to proceed to the Centre Douane SIVEP in Coquelles after the crossing where the relevant certificates will be requested by the SIVEP agents.

Customers carrying seafood will need to proceed directly to the SIVEP facility in Boulogne-sur-Mer.

Q: Could my vehicle be requested to return to the UK after a control at Centre Douane SIVEP?

A: In some rare occasions, for instance when goods of plant or animal origin are declared as unsuitable for entry into the EU for sanitary reasons by SIVEP, the owner of the goods will be asked to choose between having the goods destroyed (at their cost) or travelling back to the UK, escorted by the authorities (at the haulier's cost).

Q: Does my vehicle need to have an UK Export declaration even if an Import EU declaration has already been done?

A: Both EU Import and UK Export declarations are required, unless the vehicle travels under Transit (CTC).

Q: How and when will my driver know if the vehicle has been identified as green or orange?

A: Green or orange instructions will be given to your driver directly after their crossing and clearly displayed on digital panels on the exit road.

In the future, these instructions are planned to be included in the Driver Info web app.

Q: Do I need to make my declarations in the Delta system? (French Customs system)

A: The EU Import declaration has to be made in Delta, unless the vehicle travels under Transit (CTC), even if your company is not registered in France.

Q: What is the role of the Eurotunnel Border Service Team at the Centre Douane SIVEP?

At the CDS, the Eurotunnel Border team will assist your driver with contacting your company or your RDE/customs agent in order to finalise or amend the EU customs declaration.

This team will be delegated by French registered RDE (Représentant en Douane Enregistré = Customs agent) some of whom will also be represented on site.

The team will also help Customs and SIVEP agents carry out controls which may require the handling of goods with forklifts.

[Click here](#) to view the slides detailing the role of our dedicated Eurotunnel Border Service team on the French terminal.

Q: What is the impact of the controls on the journey time?

A: There will be no significant impact on vehicle's journey time, the only difference being that the barcodes will need to be scanned at the Pit Stop. Customs will then decide on the vehicle status:

- ▶ If the vehicle status is green: your driver will continue his journey directly.
- ▶ If the vehicle status is orange: your driver will have to go to the Centre Douane SIVEP for controls. If all the documentation is in order, these checks should be completed very quickly.
- ▶ For a vehicle carrying plant or animal origin goods: additional checks will be required at the SIVEP controls which should also be quickly completed if only the paperwork needs to be checked.
- ▶ It may take longer if a physical control of the goods is requested by either Customs or SIVEP or if the RDE (Customs Agent) has to intervene in the process.
- ▶ For a vehicle carrying seafood products, the vehicle status is green: your driver will have to go directly to the SIVEP located in Boulogne-sur-Mer.

Q: If a vehicle carries a mix load of fish and meat products, does it need to go to the SIVEP in Boulogne-sur-Mer ?

A: If the vehicle carries sanitary goods, the customs status will be 'orange' and as a result, the driver will be required to go to the SIVEP in Coquelles. The SIVEP agents may also ask for the fish products to be checked at the Boulogne SIVEP.