

BORDER REQUIREMENTS

QUESTIONS & ANSWERS

General questions

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

UK government:

- [Border Operating model](#)
- <https://www.gov.uk/prepare-to-import-to-great-britain-from-january-2021>
- <https://www.gov.uk/prepare-to-export-from-great-britain-from-january-2021>

FR government:

- [French Customs guidelines for preparing Brexit](#)

Q: What Border information will my drivers be required to present when crossing with Eurotunnel from 1st January 2021?

A: The following information will be required to cross the border:

- Customs references (e.g. Transit MRN barcodes, Goods Movement Reference – GMR...)
- Mandatory sanitary certificates (if not prelodged digitally by the Trader/Custom Broker)
- Safety and security references (e.g ENS/ICS, ECS...)

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

Q. What is the Agile Border Pass?

A: For speed and convenience, your border data can be sent to Eurotunnel in advance through your online booking account, before your driver turns up at the terminal. Once all information is entered, you will then get your Agile Border Pass which is a unique reference. It can be done up to 30 min before the arrival of your vehicle.

The vehicle will instantly be recognised by the registration number so the driver will not need to present any documents at Pit Stop.

Q. Can my vehicle arrive at the terminal without sending information in advance?

A: Yes – Your driver will simply need his border references with barcodes which will be scanned at the relevant Pit Stop upon presentation and associated to the vehicle registration number.

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 is the role of Eurotunnel Border Service “EBS” in Coquelles?

A: Eurotunnel Border service is the official representative of Customs brokers (Représentant en Douane Enregistré) **who are in contract with Eurotunnel only.**

The teams will be available 24/7 to assist drivers with contacting your company or your custom broker in order to complete their EU Export or UK import declarations.

The team will be equipped with PCs, scanners, printers, telephones and mobile translation devices and can therefore print any document needed for travel.

The team will also be official representative of Customs brokers in contract with Eurotunnel during the Customs and SIVEP inspections.

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

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

A: 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. GMR will be mandatory from 1st July 2021 for empty vehicles and postal goods.

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: 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.

➤ **I am travelling from France to the UK**

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

A: From 01/01/2021

For UK authorities (UK Import) GMR is required only for goods travelling under Transit (CTC).

For French authorities (EU Export) references of export documents are required including Transit.

From 01/07/2021

For UK authorities (UK Import) GMR is required for all vehicles even if empty or postal.

For French authorities (EU Export) references of export documents are required including Transit.

Q. What is the role of Eurotunnel Border Service “EBS” at the Border facilities building?

Eurotunnel Border service is the official representative of Customs brokers (Représentant en Douane Enregistré) who are in contract with Eurotunnel only.

The teams will be available 24/7 to assist drivers with contacting your company or your custom broker in order to complete their EU Export or UK import declarations.

The team will be equipped with PCs, scanners, printers, telephones and mobile translation devices and can therefore print any document needed for travel.

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

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

A: There will be no significant impact on vehicle’s journey time, especially if your driver has an Agile Border Pass. The only difference being that the barcodes will need to be presented and scanned at the Pit Stop if information has not been sent in advance.

If UK Border Authorities decide to control the documents or the goods, they will do this remotely at Sevington, which is a dedicated site operated by the relevant UK authorities located 9 miles away from Eurotunnel’s terminal, just off the M20 motorway.

➤ **I am travelling from the UK to France**

Q. What are the requirements if the truck carries goods subject to Sanitary or Phytosanitary controls?

A: Before travelling, either the driver must have the sanitary certificates on board or haulier has to be sure that the digital sanitary certificate has been sent with the relevant DCSE to the French sanitary authorities through TRACES NT.

At the Pit Stop, your driver will have to declare to the Eurotunnel Pit stop agent that 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.

Q: What are the requirements for the transport of seafood?

A: 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 EU Import declaration has already been done?

A: From 01/01/2021

For UK authorities (UK Export) GMR is required only for goods travelling under Transit (CTC).

For French authorities (EU Import) references of import documents are required including Transit.

From 01/07/2021

For UK authorities (UK Export) GMR is required for all vehicles even if empty or postal.

For French authorities (EU Import) references of import documents are required including Transit.

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.

These instructions will also be given via the Eurotunnel Driver Info app.

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

A: The team will be official representative of Customs brokers **in contract with Eurotunnel** during the Customs and SIVEP inspections.

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

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, especially if your driver has an Agile Border Pass. The only difference being that the barcodes will need to be presented and scanned at the Pit Stop if information has not been sent in advance.

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, your driver will have to go directly to the SIVEP located in Boulogne-sur-Mer exiting by the green lane.