

Goods stuck at the border -what do I do?

If you can gather the following information, it will help to get the goods released as quickly as possible:

Why are the goods stuck?

- Unpaid tax? – customs duty or VAT
- Incorrect declarations & paperwork?
- Type of goods – licenced and regulated goods (eg chemical, medical, plants, animals)?
- Are the goods are in a combined shipment that has been held up?
- They did not pass inspection – why?

- **the consignment tracking number/ code,**
- **the supplier's name and contact details, and**
- **the import agent/carrier's name and contact details.**

Contact the import agent/carrier

Using the tracking number, some agents/carriers' websites allow online tracking tools to give you additional information. Their customer service facilities can also be useful. If possible, try to call them for a faster response.

Who do I contact at the University?

Accounts Payable Help Desk	ufs_ap@admin.cam.ac.uk	(7)66888
Procurement	procurement.services.enquiries@admin.cam.ac.uk	(3)32233
Health & Safety	For Biologicals see https://www.safety.admin.cam.ac.uk/subjects/biologicals/import-and-export	

AP Helpdesk will contact the relevant Finance Accounting Services contacts. FAS will involve the University Tax Team (vatqueries@admin.cam.ac.uk) if relevant.

VAT registration number and EORI number

From 1 January 2021, the way that we pay import VAT is changing for imports from both EU and Non-EU countries. The University will be using its VAT return to account for import VAT on goods from all overseas suppliers. This is known as postponed VAT accounting (PVA). You may need to confirm the University's EORI number and the instruction to use PVA.

University's VAT registration	GB 823 8476 09
University's EORI number:	GB823847609000

HMRC National Clearance Hub on 0300 322 7900 24 hours a day, 7 days a week or [use webchat](#)
<https://www.gov.uk/import-customs-declaration>