



P&O Portal User Guide

For UK Imports

EU to UK

Table of Contents

1.	EU TO UK	3
1.1	FIND MY BOOKING	4
1.2	SELECT A LOAD LINE TO UPDATE	5
1.3	PRE-LODGE (GVMS) / GMR SECTION	7
1.4	BOOKING SECTION	9
1.5	CONSIGNMENT SECTION	10
1.6	GOODS ITEM SECTION	12
1.7	APPENDIX	13

1. EU to UK

From 21 June 2021, we introduced mandatory changes to our Transit process on our North Sea routes, which improved the current process by reducing the amount of paperwork.

From 1 January 2022, if you ship goods with P&O Ferries from Zeebrugge or Europoort to Hull, Teesport or Tilbury, it will be mandatory to have a GMR Id for all Self-Drive vehicles, including Transit movements and Empties.

For Un-accompanied Transit movements, using GVMS remains optional.

For Un-accompanied non-Transit movements, the use of GVMS is optional.

If you are using GVMS - you will first need to obtain a Goods Movement Record (GMR) from the GVMS system to move your goods from Europoort & Zeebrugge for shipment to our UK ports.

For Transit, your Transit MRNs will need to be linked together within the single Goods Movement Record (GMR). Each GMR contains details for a single crossing and can be used only once.

It is important to note that although ENS is not required until July 1st, 2022, some data items are required to ensure that the correct information is passed to Destin8. These mandatory items are highlighted with a *. These must be completed in the P&O Freight Portal before any unit arrives at port. If supplementary information is not completed, then a unit may not be checked in for shipment.

Once a unit is checked in no changes to supplementary information will be possible.

1.1 Find My Booking

The screenshot shows the 'Find My Bookings' section of the P&O Ferries portal. At the top, there is a navigation bar with the P&O Ferries logo, the URL 'pofreight.com', and links for 'Welcome' and 'Contact us'. Below the navigation bar, there are dropdown menus for 'BOOKINGS' and 'BOOKING MANAGEMENT'. The main heading is 'FIND MY BOOKINGS'. A note states: 'Note: Supplementary Information is not currently required for Imports into the UK from Belgium and the Netherlands'. The instructions tell the user to enter the waybill number (booking reference) and that this will retrieve the booking and all load lines. It also provides examples of how to format the booking reference for Portbase or Dutch Customs (e.g., HU012345678 must be quoted as PONFHU012345678). There are links to download PDF user guides for Belgium, The Netherlands, France, Northern Ireland, and the Republic of Ireland. A form is shown with the text 'Enter Waybill :', a text input field containing 'EU01795091', and a red 'X' icon indicating an error. Below the input field is an orange button with a magnifying glass icon and the text 'RETRIEVE BOOKING'. The 'Instructions' section contains a red warning message: 'Safety & Security Information data entry is pending for your selected booking.'. The 'Booking Summary' section provides details for the selected booking: Waybill: EU01795091, Job Reference: POFM Generic, Route: Europoort - Hull, 17-05-2021, Container Id: RV01170521E, and Cumulative Booking Weight: 5000.

- Enter the Waybill Number for your booking and press “Retrieve Booking”.
- If mandatory supplementary data is missing for the selected booking a warning message in red will display as shown above.

1.2 Select a Load line to Update

Enter Waybill :

EU01795091

✘

Q RETRIEVE BOOKING

Instructions

Safety & Security Information data entry is pending for your selected booking.

Booking Summary

Select the load lines that comprise of a single customs declaration and click 'Add Additional Information'. Repeat this process after submitting the current Safety & Security information, if there is more one customs declaration for the load lines on the booking.

Waybill : EU01795091 Route: Europort - Hull, 17-05- Container Id : RV01170521E Cumulative Booking Weight: 5000
 Job Reference : POFM Generic 2021
 Ref 001

For Hazardous Loads contact the relevant Freight Booking Office - Do not use this portal for Hazardous Loads.

Load Line	Load Description	Hazardous?	Same Customs Declaration?	Edit/Remove/Save
1	STEEL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Add Load Line

Add Additional Information

Partners

[P&O Freight](#)

Contact Us

T : +44(0) 1304 863875

E : freightsupport@poferries.com

[More contact details](#)



- Select the Load line to be updated by ticking the box under “Same Customs Declaration?”. Press “Add Additional Information”.
- For Hazardous loads, please also provide the Freight Booking office with the Accompanying Dangerous Goods note/s.

- Missing mandatory data fields will be listed in red and will be removed from the list as the data is completed.
- The Missing Fields indication is visually helpful to show which data is missing, it will **not** indicate if the data values entered are correct and in the right format.
- Please note, you will not be able to click 'Save' for final submission, until all the Missing/Incorrectly formatted fields have been completed.

[Frequently Asked Questions](#)

SUPPLEMENTARY INFORMATION

Provide the Safety & Security Information for the load lines selected. Where you have more than one Customs Declaration for the booking repeat the process on the Find My Booking page for the other customs declarations.

Attention! The following listed fields are missing or are incorrectly formatted:

- Customs Status
- Number of Packages
- Goods Description
- Gross Mass

Booking Summary

Waybill : EU01795091

Route: Europoort - Hull, 17-05-2021

Container Id : RV01170521E

Job Reference : POFM Generic Ref 001

1.3 Pre-Lodgement (GVMS) / GMR Section

Un-accompanied Movement:

Booking Summary

Waybill : EU01795091 Route: Europoort - Hull, 17-05-2021 Container Id : RV01170521E
Job Reference : POFM Generic Ref 001

Pre-Lodgement / GMR Details Click to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Booking Type Un-accompanied

Do you have a GMR for the booking?*

GMR Id*

Unit Id*

Verify

- If you have a GMR for the booking, select 'Yes'
- Enter the GMR Id and Unit Id
- The GMR consists of 12 digits beginning 'GMRXXXXXXXX' and must be uppercase.
- You can click 'Verify' to check that the details entered are ready to be validated at the port, this will check with GVMS that the GMR is ready and the GVMS response will be visible on screen, with instructions on action to take if the GMR is not ready.

Pre-Lodgement / GMR Details Click to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Booking Type Un-accompanied

Do you have a GMR for the booking?*

GMR Id*

Unit Id*

GMR is ready to check-in at the port.

Verify

- If you do not have a GMR Id for the Un-accompanied movement, you don't need to complete details in the Portal as the unit will be shipped under Temporary Storage instead.

Driver Accompanied (Self-Drive) Vehicle:

Booking Summary

Waybill : ZE14000625 Route: Zeebrugge - Hull, 25-02-2022
Job Reference : GH2102221114JR Vehicle Unit Id: GH2102221114

Pre-Lodgement / GMR DetailsClick to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Booking Type Driver Accompanied (Self Drive)

GMR Id*
This field is required.

Unit Id*

BookingClick to expand

Consignment(1-n per booking)Click to expand

Goods Item(1-n per Consignment)Click to expand

- Enter the GMR Id and Unit Id which are mandatory fields for all Self-Drive vehicles
- The GMR consists of 12 digits beginning 'GMRXXXXXXXX' and must be uppercase.
- You can click 'Verify' to check that the details entered are ready to be validated at the port, this will check with GVMS that the GMR is ready and the GVMS response will be visible on screen, with instructions on action to take if the GMR is not ready.

Pre-Lodgement / GMR DetailsClick to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Booking Type Driver Accompanied (Self Drive)

GMR Id*

Unit Id*

The GMR is not found on the GVMS system, you will need to check the information provided to P&O is correct.

1.4 Booking Section

Booking Summary

Waybill : ZE13981433 Route: Zeebrugge - Hull, 28-05-2021 Trailer ID : ME10522505
 Job Reference : ME10522505JR

Pre-Lodgement / GMR Details Click to expand

Booking Click to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Waybill ZE13981433

Unit Id ME10522505

Is this booking for an Empty with no commercial value?

Yes
No

- In this section, you are asked to confirm if the booking is for an “Empty, with NO commercial Value”.
- If the booking is Empty but with a commercial value or Laden, you must select ‘No’ as the option and complete the remainder of the fields required.
- If you have selected ‘Yes’ as Empty no Commercial Value, you will be asked to confirm the ‘Type of Empty’ shipment.

Booking Click to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Waybill ZE13981433

Unit Id ME10522505

Is this booking for an Empty with no commercial value?

Type of Empty*

Please choose type
Empty
Empty Ex Hazardous
Empty Packaging
Empty Pallets
Empty Racks
Empty Stillage

This field is required.

Consignment(1-n per b Click to expand

Goods Item(1-n per Consignment) Click to expand

1.5 Consignment Section

Consignment(1-n per booking)
Click to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Shipment Id	ZE14000624000	
Customs Status*	<div style="border: 1px solid red; padding: 2px; display: inline-block;">Please choose customs status ▼</div>	
Destination Customs Office Code ⓘ	<div style="border: 1px solid gray; padding: 2px; display: inline-block;"> Please choose customs status Transit - through transit Transit - customs declaration required Carnet Declaration required Status not known </div>	
Transit Document Reference ⓘ	<div style="border: 1px solid gray; padding: 2px; display: inline-block;">Transit Document Reference</div>	
Original location to dispatch	BEZEE	
Final location to discharge	GBHUL	

- 'Custom Status' must be selected from the drop-down menu. See Appendix 1.7 for more information.
- If either of the 'Transit' statuses are selected, the 'Transit Document Reference' field will become mandatory to be completed. The 'Destination Customs Office Code' is optional.

Consignment(1-n per booking)
Click to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Shipment Id	ZE14000624000	
Customs Status*	<div style="border: 1px solid green; padding: 2px; display: inline-block;">Transit - customs declaration required ▼</div>	<small>Goods travelling under a CTC arrangement, where the Transit will be discharged at the port of arrival. Note if the Transit is discharged in the EU, then the goods are no longer travelling under a CTC arrangement when they move to the UK, and this status should not be selected</small>
Destination Customs Office Code ⓘ	<div style="border: 1px solid green; padding: 2px; display: inline-block;">Code</div>	
Transit Document Reference ⓘ*	<div style="border: 1px solid red; padding: 2px; display: inline-block;">Transit Document Reference</div> <small>This field is required.</small>	
Original location to dispatch	BEZEE	
Final location to discharge	GBHUL	

- **IMPORTANT: End of Staged Customs controls - EIDR ('C' status is Destin8) ended on 31st December 2021, therefore "Cleared or SCC eligible goods" is no longer available as a Customs Status option.**

- If you have not entered a GMR earlier in the Pre-Lodgement section and the booking is Unaccompanied, 'Consignee Name and Address' and 'Consignor Name and Address' fields, are present. These are optional for completion until 1st July 2022, when the fields will become mandatory. This will allow P&O to submit ENS for the booking.
- Additionally, if you have not entered a GMR earlier in the Pre-Lodgement section and the booking is Unaccompanied, Seal Number will be visible for completion. If your unit has a seal, the reference must be added here, if no seal is present, the field can be left blank.

Consignment(1-n per booking)
Click to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Shipment Id ZE14000624000

Customs Status* Please choose customs status ▼
This field is required.

Destination
Customs Office
Code ⓘ

Transit Document
Reference ⓘ

Original location to
dispatch BEZEE

Final location to
discharge GBHUL

In capacity as Consignor ▼

Consignor Name
and address

Please choose country ▼

In capacity as Consignee ▼

Consignee Name
And Address

Please choose country ▼

Seal Number

1.6 Goods Item Section

Goods Item(1-n per Consignment)
Click to expand

All fields marked with * are mandatory. [Frequently Asked Questions](#)

Sequence Number 1

Type of packages (UN Code) ⓘ

Number of packages ⓘ *
This field is required.

Goods description*
This field is required.

Gross mass (KG) ⓘ *
This field is required.

Marks and Labels

Hazardous ✘

Go Back
Save
Save for Later

- The above mandatory data must be entered for goods within the consignment.
- If you have not entered a GMR earlier in the Pre-Lodgement section and the booking is Unaccompanied, 'Type of Packages' and 'Marks and Labels' fields are present. These are optional for completion until 1st July 2022 when they will become mandatory. This will allow P&O to submit ENS for the booking.
- The data provided in the Freight Portal or EDI will be transferred into Destin8 via the CUSCAR Manifest.

1.7 Appendix

Custom Status

Customs Status	<p>Customs Procedure under which the consignment is transported -</p> <ul style="list-style-type: none">• Transit – Through Transit – T2 ('EX' status in Destin8)• Transit Declaration Required – T1 ('T1' status in Destin8)• Carnet – ATA or TIR Carnet ('EX' status in Destin8)• Declaration Required – Full UK Import Customs ('TX' status in Destin8)• Status Not Known - (defaults to 'TX' status in Destin8)
----------------	---

For any further Brexit Advice please visit:

[Get Ready for Brexit](#)

[Brexit | P&O Freight](#)