

1. What is the average turnaround time for freight solutions?

There is no standard turnaround time as it depends on the solution required.

The following will give you an indication:

- If the collection is a parcel within Europe (main city or town), we anticipate that in 90% of cases a collection request entered before 12:00hrs (midday) would be collected same day.
- If it is a pallet, we anticipate a collection to be made the next working day.
- If it is a controlled movement (i.e. GDP compliance or requires conditional carriage, such as temperature control or monitoring), then it would be moved by the Biocair “specials” solution and will be dependent on a specific quote and a solution mapped to the specific requirement. We expect proposed solutions and costs from the provider within 4 hours of a request for the service.

2. What are the maximum volumes for use on the Express Freight Service (EFS)?

The service can accommodate shipments from small parcels to full trailer loads. There is no stipulated maximum volume of parcels or pallets that can be shipped using the EFS. However, larger and regular consignments that would usually enter the UK on an HGV, should first consider the Government Secured Freight Service (GSFC) ahead of the EFS.

3. What products can be transported via the Express Freight Service?

The EFS is designed for the transportation of medicines, medical products and items that support the delivery of health and social care and that are imported from the European Union (EU) and European Economic Area (EEA) countries.

4. What charges will be incurred for use of the EFS and do the suppliers pay under each of the three (parcel, pallet and special freight) service categories?

Yes, suppliers are responsible for payment of carriage and any additional services agreed in conjunction with product movements under each of the EFS solutions (Parcel, Pallets and Specials) when used.

- For standard parcel and pallet shipments, charges will be made in line with published tariffs listed on the carrier website.
- For shipments of a specialist nature, suppliers will be provided with a bespoke cost quotation through National Supply Disruption Response (NSDR) service. This will reflect the volume, urgency and nature of the shipment.

Suppliers using this service will be required to confirm their agreement to proceed with the proposed services, in line with the service providers standard terms, and to pay the quoted associated costs directly to the carrier.

5. How will suppliers access the Department’s Express Freight Service?

Suppliers are required to be registered before they can access the EFS. This is done through the mix-move online portal, accessible through the following links:

- To register for the first time, please use this link:
<https://ship.mixmove.io/customForm/DHSCSupplierRegistration>
- To check a registration using your existing credentials, please use this link:
<https://ship.mixmove.io/customForm/DHSCSupplierRegistration/login>

This registration process should be actioned in advance of the end of the transition period (before the 31 December 2020), and we would encourage all suppliers to do this to avoid unnecessary delays in the event that they need to access the service to resolve a supply issue. The portal is now open, and suppliers can register now.

Once registered and should supply be disrupted after the end of the transition period, suppliers requiring emergency shipments and needing to access the EFS, should contact the NSDR. [Tel No. **0800 915 9964** or a direct line from overseas: **0191 283 6543**].

Suppliers will then be referred to the NSDR's complex case team who, after investigation, will be responsible for approving requests to utilise the EFS. On approval suppliers will be referred to the most appropriate service provider with shipment authorisation and account user instructions.

6. Does using the EFS enable fast-tracking through customs?

No. Goods imported into the UK using the EFS will have to go through the usual customs and border checks.

7. Is the planned GSFC service offering anything different to the previous service offering in October 2019?

The GSFC will operate in a very similar manner to how it was structured in October 2019. However, the details of the routes available and the booking process do vary slightly and therefore it is important that suppliers and their appointed logistics providers familiarise themselves with the details of the new arrangements. This will include full details of how suppliers can register for GSFC and book capacity for their freight movements.

- To register for the GSFC, please use this link:
<https://ship.mixmove.io/customForm/DHSCSupplierRegistration>

As previously the GSFC will still be an option for suppliers where there is a longer lead time and they are wishing to ship using Roll-on, Roll-off (RoRo) HGVs.

Once registered, suppliers' logistics providers will be able to book ferry services secured under the GSFC scheme directly with the ferry operators. Where suppliers encounter difficulties, they should contact the NSDR for assistance.

NSDR will also consider GSFC as a possible freight solution should supply be disrupted after the end of the transition period and where appropriate provide suppliers, who have contacted NSDR, with details on how to register and book.

8. Can suppliers check their registration for GSFC?

Please note that **supplier access codes** from registrations made previously as part of no-deal Brexit planning are invalid, so you will need to re-register.

The system has retained the information suppliers entered previously, but suppliers will need to log on, check and re-submit their details.

As a [category 1 goods](#) supplier, we strongly encourage you to register to use this capacity as early as possible.

All SACs (and TACs) for this round of GSFC will be prefaced by the numeral '3' – so the code will be for example 3AA12345678912.

9. What routes are available on the GSFC?

The Government Secured Freight Capacity will be in operation from 31 December 2020 to 30 June 2021. During this period capacity on the below routes will be available for Category 1 suppliers and hauliers. Full details of sailing schedules, crossing times, commencement dates and prices will be released in mid-November prior to the sale of tickets.

The table below outlines the specific routes for each operator where capacity is being made available:

Operator	UK Terminal	EEA Terminal	Accompanied/ Unaccompanied
Brittany Ferries	Poole	Cherbourg	Accompanied
	Portsmouth	Le Havre	Accompanied
DFDS	Felixstowe	Vlaardingen	Unaccompanied
	Newhaven	Dieppe	Accompanied
P&O	Hull	Europort	Accompanied
	Tilbury	Zeebrugge	Accompanied
	Tilbury	Zeebrugge	Unaccompanied
	Teesport	Zeebrugge	Unaccompanied
Stena	Harwich	Hook of Holland	Accompanied
	Harwich	Rotterdam	Unaccompanied

10. Do I pass my registration code to my haulier?

Suppliers are responsible for passing on the relevant information to their Hauliers, including the Supplier's unique Supplier Access Code. The Supplier will instruct their Haulier to complete the registration instructions. A Haulier will only need to complete the Haulier Registration Process once, even if they transport goods on behalf of multiple Suppliers.

A Haulier must complete the following registration process to access the Government secured freight capacity. Any access codes generated as part of contingency preparations in 2019 are no longer valid.

To register as an Approved Haulier to use the Government secured freight capacity, you are required to complete the following Steps:

Department of Health and Social Care
End of Transition Period - Freight Solutions FAQ

- 1 Store the Supplier Access Codes in a safe place for future reference. If you transport Category 1 goods for multiple authorised Suppliers, you should retain every unique code provided to them. These will be required when booking tickets for the Government secured freight capacity.
- 2 Read the 'Terms of Usage' information provided in Annex A of this document and the 'Background to Government secured freight capacity' document – it is essential that you understand this information.
- 3 Complete the Direct Agreement **through this link.** (<https://docs.google.com/forms/d/e/1FAIpQLSfwfWzGlqiULbUfWN5Z74oJE5VwV6PXA14Jkze4BWRHj3qi9Q/closedform>). Full text of the Direct Agreement is available for viewing as Annex E of this document but the form must be completed using the online link.