Intermodal – Customs UK HMRC integration

Updated February 5, 2026

Introduction

In transport and logistics, speed, accuracy, and traceability are non-negotiable. The Qargo integration delivers an end-to-end, connected flow that links core systems, such as booking and status tracking, into a single, auditable workspace. With the integration, data is automatically shared between systems, so there is no need to re-enter information or chase updates. The result is improved compliance, faster operations, and clearer visibility for operations teams, dispatch, and freight partners.

Key benefits

- Faster, more accurate shipment updates
- Reduced manual data entry and fewer mistakes
- End-to-end visibility across the supply chain
- Flexible, scalable integration that adapts to changing routes, carriers, and systems

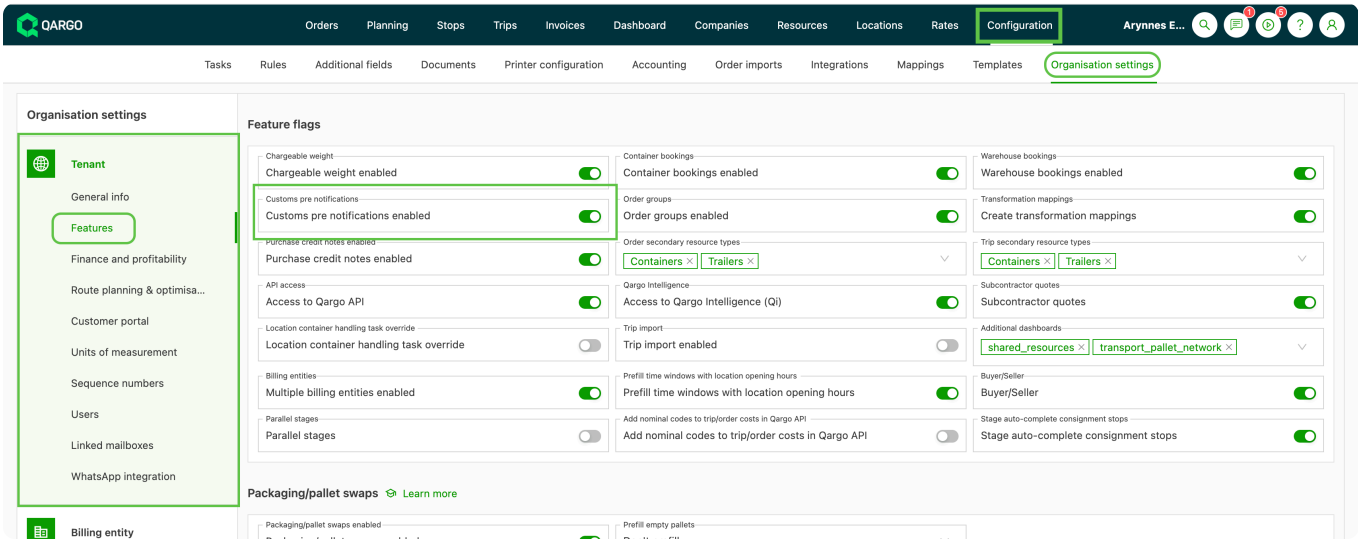
Terminology

Term	Definition
MRN declaration	A Movement Reference Number (MRN) declaration is a unique 18-character identifier that customs assigns to a specific shipment when an import, export, or transit declaration is submitted.
GMR declaration	A Goods Movement Reference (GMR) is a unique, mandatory digital code used when transporting goods between the UK and the EU, as well as between GB and Northern Ireland.
Connector	The component that enables communication between systems, handling authentication, data mapping, and transport
Data mapping	Aligning fields from one system with matching fields in another to ensure correct data transfer.
Authentication	Verifying identity to access resources (e.g., API keys, OAuth tokens).
Authorization	Granting permissions to perform actions or access data after authentication.
Logging & audit trail	Recorded events that provide visibility into the integration's activity for troubleshooting and compliance.

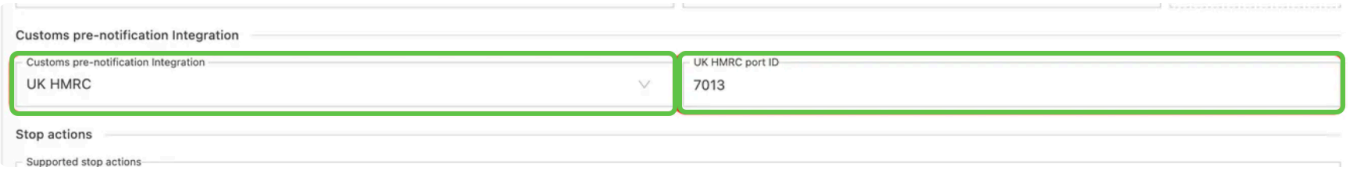
Prerequisites (Qargo Admin only)

💬 **Integration with UK HMRC services requires activation.**
Contact the Account Manager to request setup assistance.

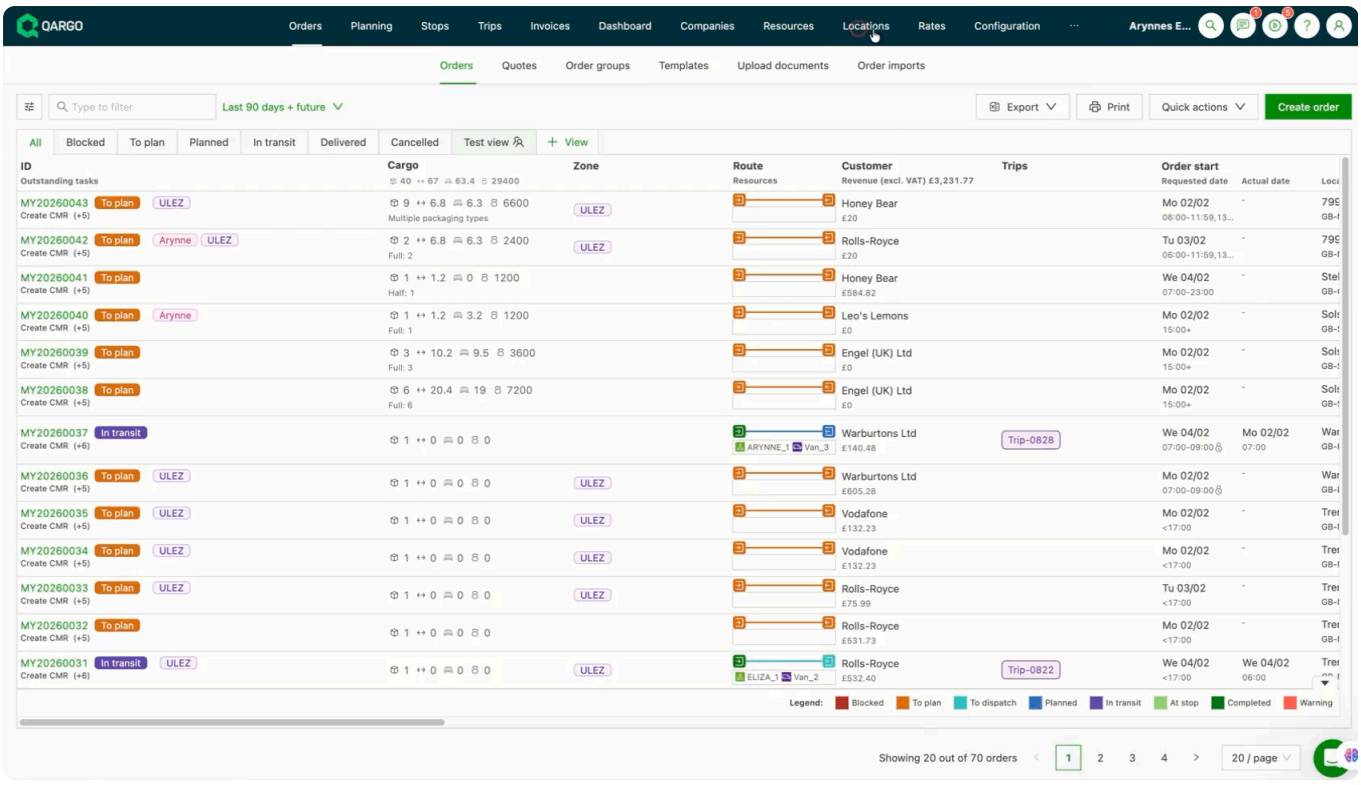
- Activate the Customs Pre Notification feature flag



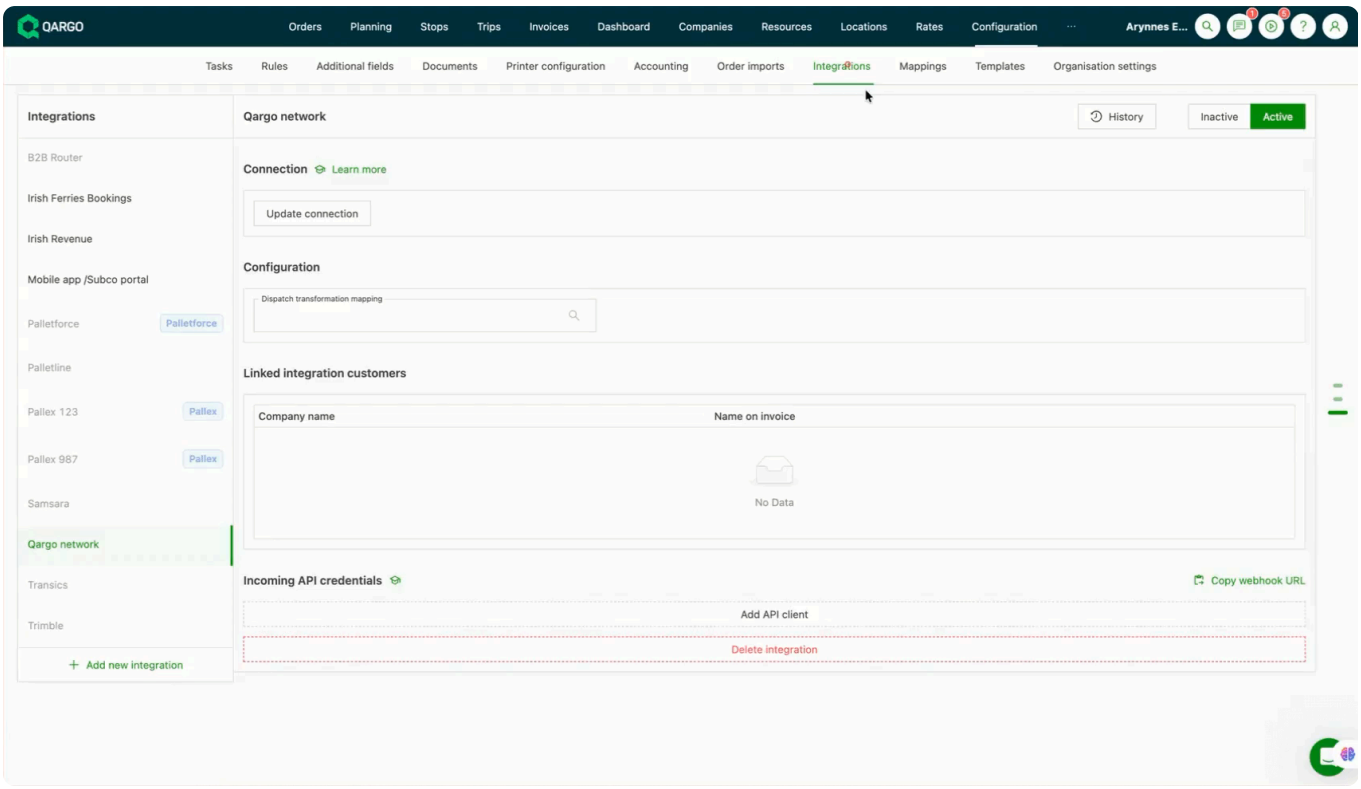
- ***Global*** locations will include the Port ID in the profile



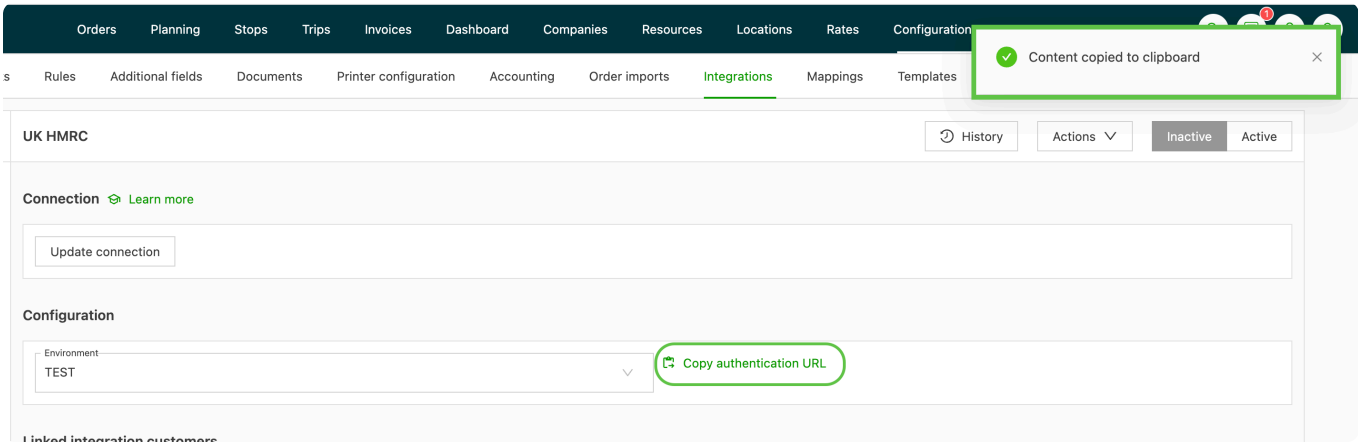
- Tenant locations must be linked to the ***'Global location'*** via the **'Qargo container terminal or intermodal location'** field



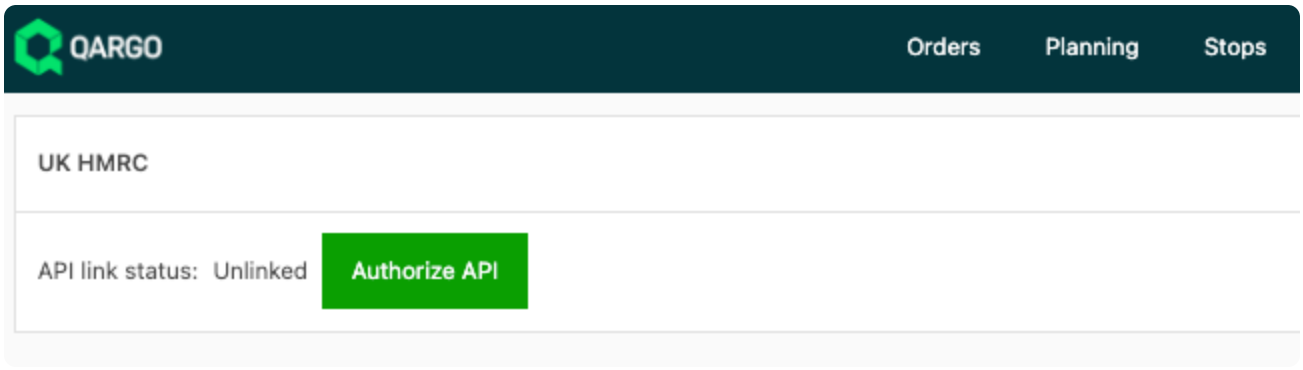
- Create & activate a new ***'UK HMRC'*** integration (**Qargo Admin only**)



- The integration with UK HMRC must be authorized.
- Use the **'Copy authentication URL'** link



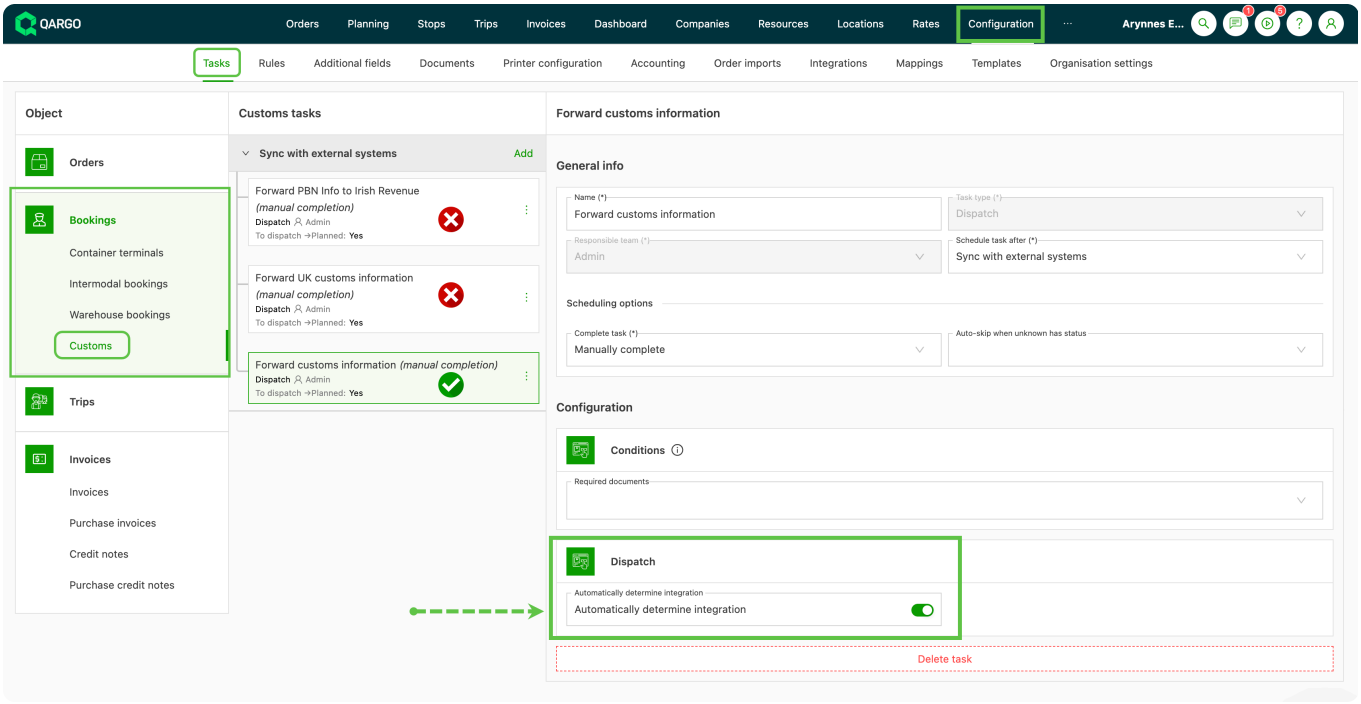
- Paste the copied link into a browser and click ***'Authorise API'***



Once the integration is authenticated, it is ready for use.

Create workflow task (Super Admin / Admin user)

- Create a standard Customs Task to send data and return status updates.

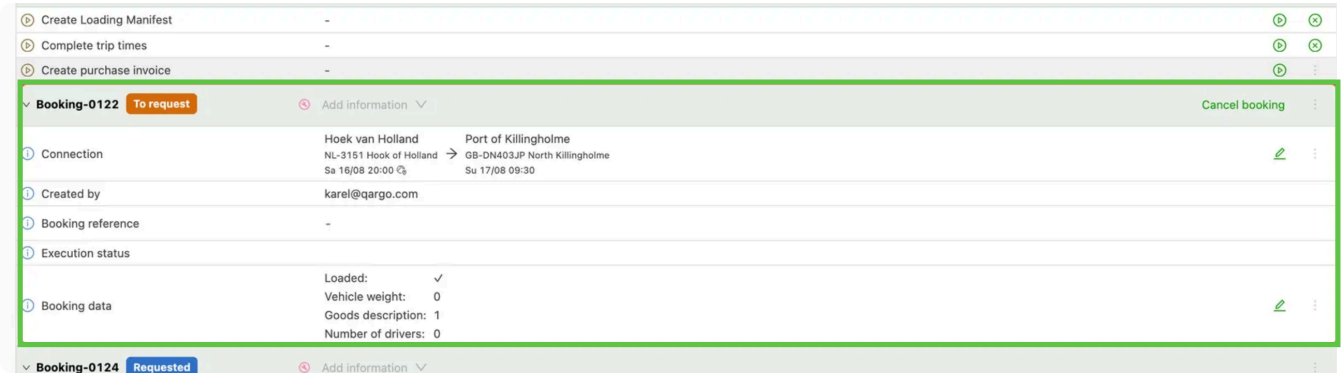


🧰 If multiple customs integrations are used (Irish Revenue / UK HMRC), create a single standard Customs Task. Enable the ***'automatically determine integration'*** toggle to send to the correct integration partner.

Practical workflow (step-by-step)

The steps below walk through how to use the forwarding process

1. Add the intermodal booking to a load that includes locations linked to UK HMRC locations

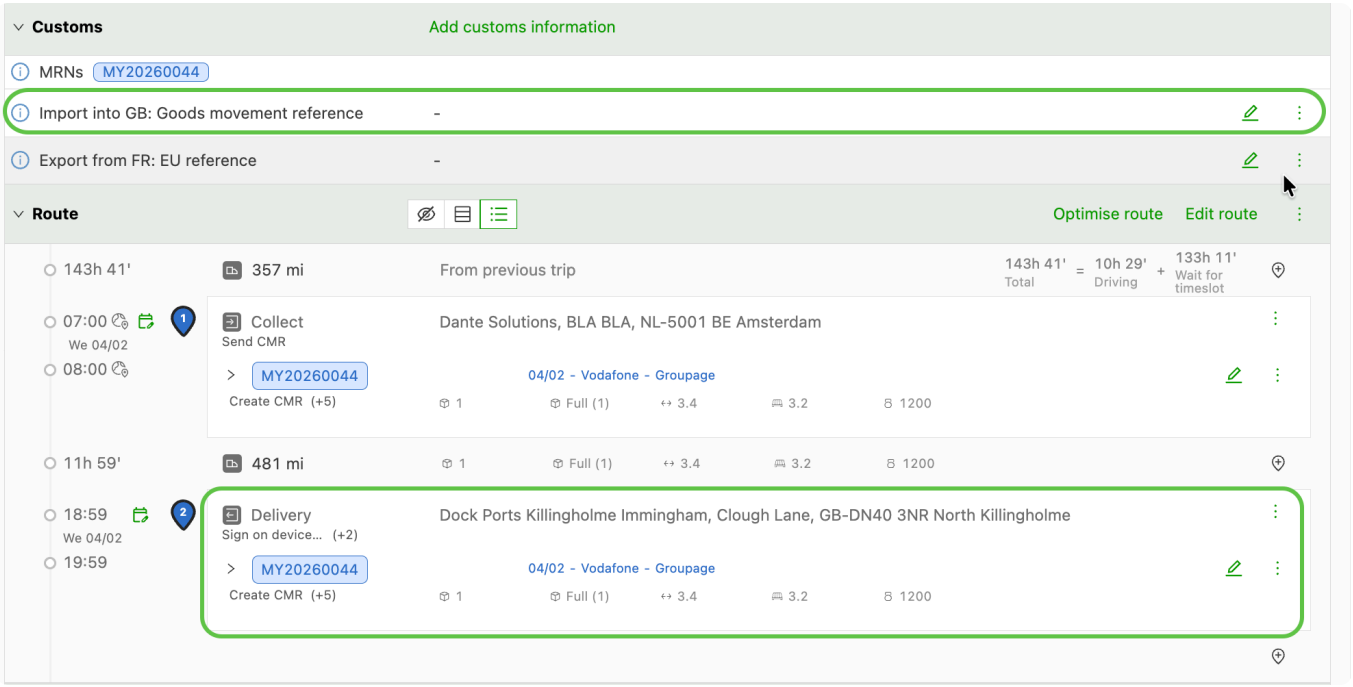


Create a load with a location that:

1. has a border crossing

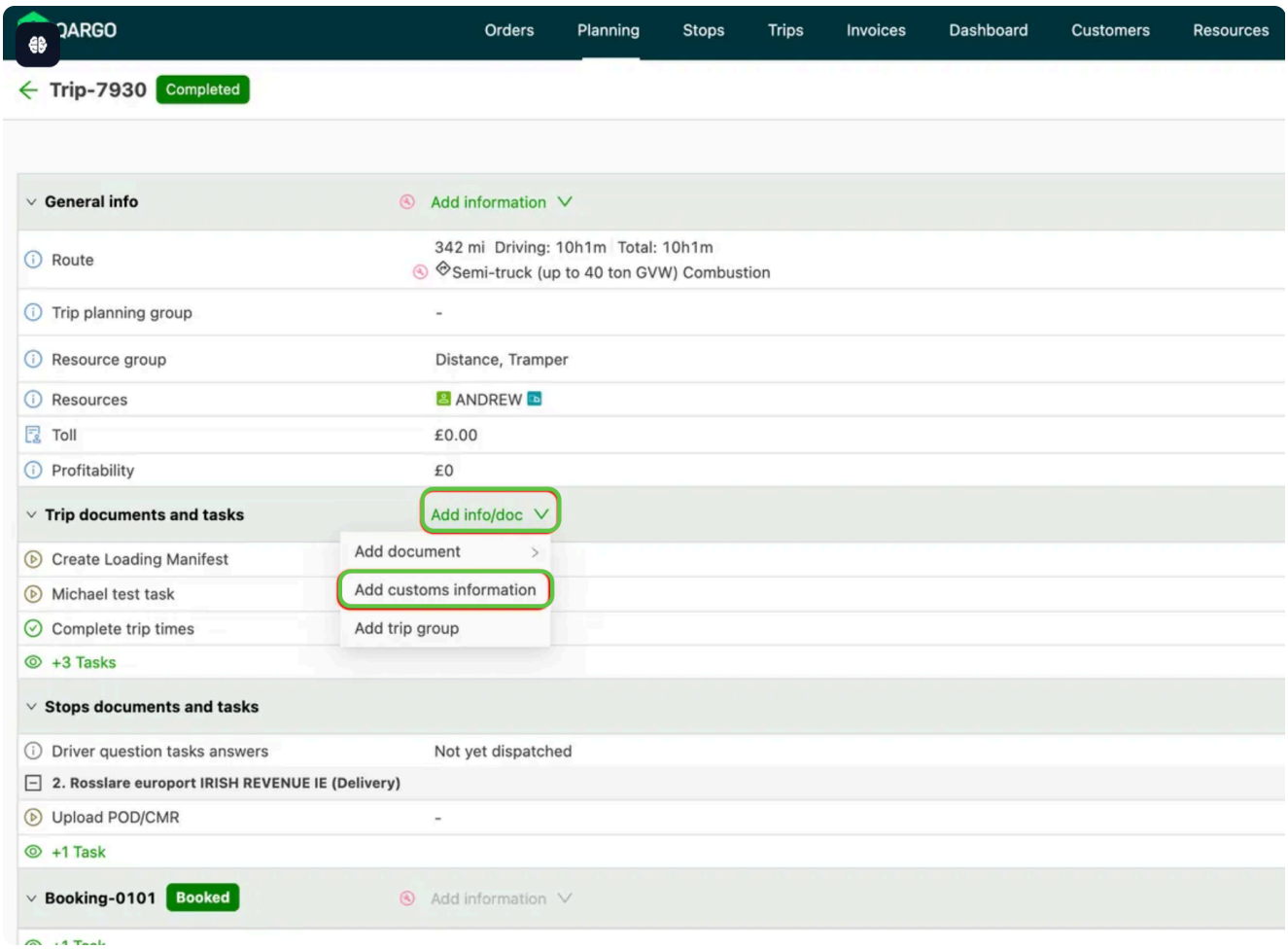
2. is linked to HMRC

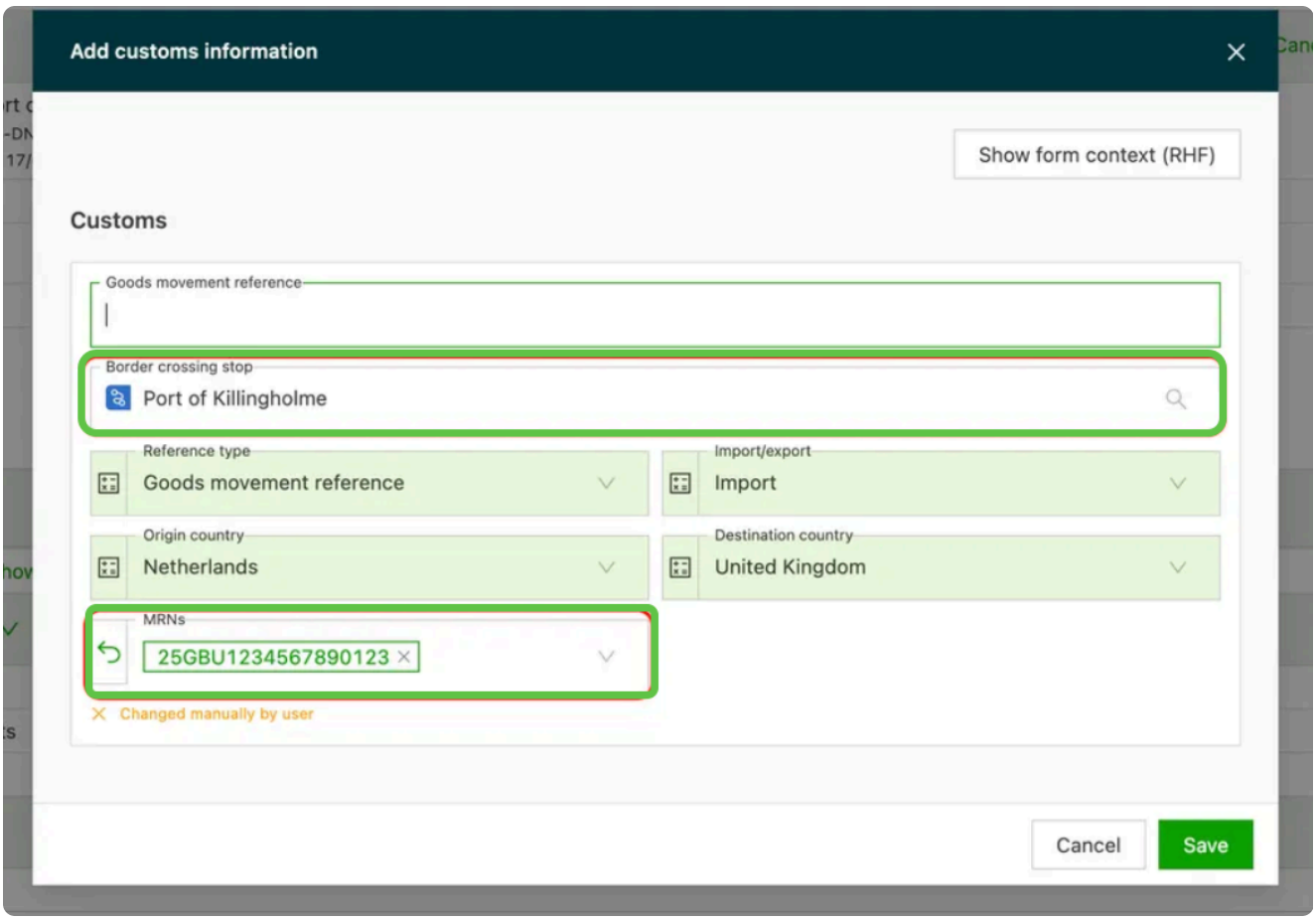
2. The import/export customs field should appear



3. Once the **Customs** panel is available, users can manually add customs information

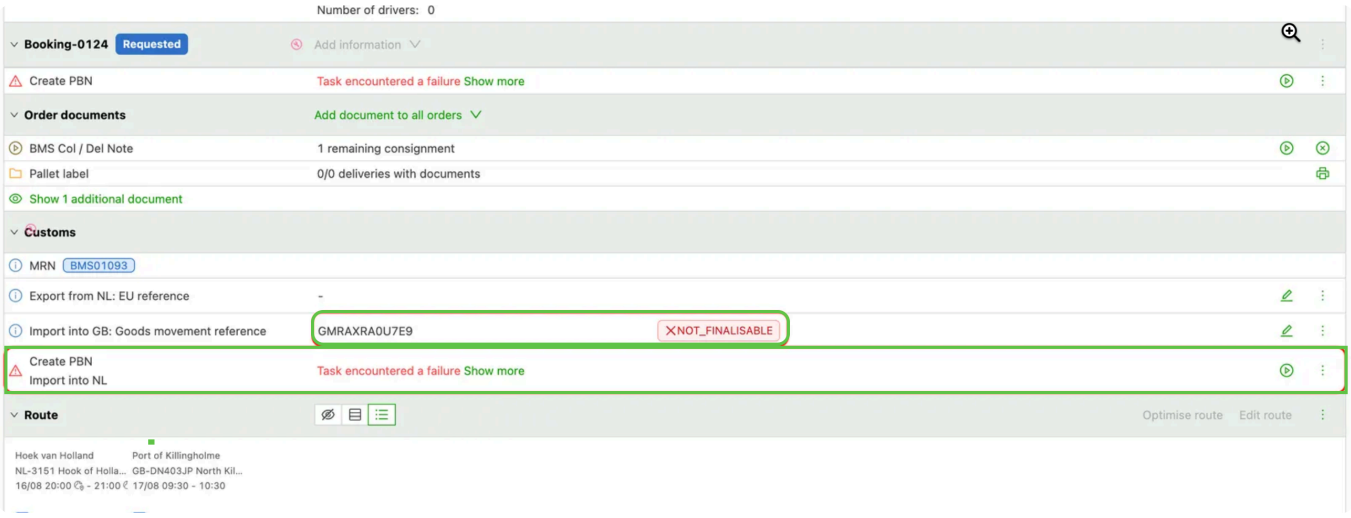
    1. Use ***Add info/doc > Add customs information*** to manually add details


QARGO
Orders
Planning
Stops
Trips
Invoices
Dashboard
Customers
Resources
Trip-7930
Completed
General info
Add information
Route
342 mi Driving: 10h1m Total: 10h1m
Semi-truck (up to 40 ton GVW) Combustion
Trip planning group
-
Resource group
Distance, Tramper
Resources
ANDREW
Toll
£0.00
Profitability
£0
Trip documents and tasks
Add info/doc
Add document
Add customs information
Add trip group
Create Loading Manifest
Michael test task
Complete trip times
+3 Tasks
Stops documents and tasks
Driver question tasks answers
Not yet dispatched
2. Rosslare europort IRISH REVENUE IE (Delivery)
Upload POD/CMR
-
+1 Task
Booking-0101
Booked
Add information



4. With the import location selected and the GMR/MRN numbers entered, the task should appear.

    1. Once triggered, it will automatically forward to HMRC



Supported status updates

UK HMRC status	Description
CHECKED_IN	The GMR has been provided to the carrier
OPEN	This is the initial status when a GMR is created but not yet finalized or submitted.
EMBARKED	This status shows that the vehicle has boarded the transport
PROCEED	This status grants permission for the vehicle to proceed through the border after checks. It is often a post-arrival status, indicating that no holds or further inspections are needed.
COMPLETED	This status means the GMR's lifecycle is **fully resolved**.\
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Inbound: The goods have arrived in GB, disembarked, and passed any inbound customs controls (e.g., import declarations matched and cleared).\	
The GMR is closed, and no further action is needed unless audits occur later.\	
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Outbound: The goods have departed GB and arrived at the EU/NI destination, with export/transit declarations finalized (e.g., via EU systems such as NCTS for transits).\	
The GMR is archived, confirming successful export.	
NOT_FINALISABLE	This is an error or warning status indicating that the GMR cannot be finalized (i.e., marked ready for border crossing) due to issues such as incomplete/invalid declarations, mismatches, or system errors.\
Prevents progression until resolved.	
INSPECTION	Inspection required at customs.\
Will contain additional information on where the driver needs to be for inspection.	