

# Weekly bulletin for registered users

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HM Revenue  
& Customs



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# Trader Support Service (TSS)

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***[nicustomstradeacademy.co.uk](http://nicustomstradeacademy.co.uk)***

### **Trader Support Service hits a milestone: nearly 10,000 new declarations**

The Trader Support Service, two weeks after its launch on 1 January 2021, has hit an important milestone: nearly 10,000 ENS Safety & Security declarations have been created by the digital-first service, supporting the movement of 42,000 consignments.

The free-to-use service is designed to support traders with new rules and procedures for moving goods between GB and NI, as set out in the Northern Ireland Protocol.

This includes wider training and knowledge provision on goods movement processes. We can report that to date, there have been more than 111,000 downloads of *User Guides*, *Checklists* and *How-To Guides* from the [NICTA portal](#).

Since TSS began registering traders and their intermediaries for the service on 28 September, some 28,500 businesses have signed up. In the first two weeks of January alone, as new rules on moving goods between GB and NI took effect, 3,500 businesses registered on TSS for advice and support.

Below you will see a case study below of how TSS is successfully being used to move critical blood supplies from GB to NI.

### **So TSS is ready: are you?**

The [TSS online portal](#) is available for you or your haulier to submit ENS Safety & Security declarations up to 14 days in advance of your goods movement. Alongside this, the TSS dedicated contact centre is there to help you with queries related to the movement of goods.

If you're just getting started with using TSS, as mentioned above you'll find a range of succinct guides on the NICTA website to download and read.

Why not start with the quick-read selection of [Checklists](#) on various procedures, before moving on to longer but highly practical [User Guides and videos](#) on how to use the TSS service?



As ENS declarations are so pivotal to the successful movement of goods from GB to NI, we recommend downloading [three short User Guides](#) and two videos on how TSS can help you make these declarations.

### **TSS in action: case studies to inspire you**

In this section we report on real-life cases handled by the TSS since 1 January, ensuring that goods keep moving between GB and NI.

#### **CASE STUDY OF THE WEEK: TSS supports delivery of blood supplies to NI**

**The task:** As urgent dispatches go, few rank so high as the safe and swift delivery of human blood supplies necessary for hospital transfusions.

A recent shortage of blood supplies at NI hospitals required fast restocking and a journey from Belfast to GB and back again to NI by express carrier Data Dispatch Ltd.

**TSS provides support:** Data Dispatch proprietor Gerard Robinson contacted TSS, getting through to customs consultant Rhonda who advised on the quickest way to expedite requirements to move the blood supplies.

After checking that Data Dispatch had the necessary health certificates, Rhonda told Gerard he needed to create an ENS declaration on the TSS platform, which would create the MRN (Movement Reference Number).

She explained that the MRN would need to be entered into [Goods Vehicle Movement Service](#) (GVMS) to generate the Goods Movement Reference (GMR) necessary to board the ship for the journey from Cairnryan to Belfast.

“I followed this up with an email to Gerard, containing links to the NICTA site, in particular to the [TSS How-to Guide on the data required](#) to create the ENS and how to complete the form,” Rhonda says.

“I also included a link to register for GVMS, telling him how he would need his consignor and consignee’s EORI number too.”

Finally, Rhonda advised Gerard that a [supplementary declaration](#) would be required by the fourth day of the following month.

**Outcome:** Data Dispatch declared the TSS service “fantastic”, with Gerard asking if there was a feedback mechanism for positive comments. “Our cargo involved an urgent delivery of medical supplies for Belfast hospitals and TSS was responsible for making sure it was a smooth journey taking 24 hours from NI to GB and back again,” Gerard says.

“Rhonda was superb, helping us with the requirements and ensuring our journey was fully compliant with all new rules on GB to NI movements.”



### An important reminder for hauliers who also move goods to France

Drivers and crew of HGVs, LGVs and vans heading to any port crossing to France must display proof of an authorised negative COVID test, conducted within 72 hours prior to travel.

Visit [GOV.UK](https://www.gov.uk) to find sites where drivers and crew of HGVs, LGVs and vans can get free COVID-19 tests and border readiness checks before transporting goods to the EU.

### Moving goods from Northern Ireland to Great Britain: new Checklist to help guide you on indirect export declarations

**1. Direct from NI to GB:** Most goods moving *directly* from NI to GB do not require export declarations. There are, however, limited cases of movements from NI to GB that **do** require the submission of a declaration and these are:

- Goods placed or moving under a customs special procedure in NI  
or
- Goods on a list of certain prohibited and restricted goods which apply for movements from NI to GB

The instances when you need to submit export declarations from NI to GB are listed in this [government guidance](#). For an explanation of the processes involved, you can download a *Checklist* called [NI:GB Export Declarations](#) from the NICTA website.

**2. Indirect from NI to GB:** All goods moving *indirectly* from NI to GB via Ireland will require declarations, as they are moving through the EU to arrive in the UK.

A new *Checklist* on procedures for this goods movement is now available to download from NICTA in the [Checklists](#) area.

It is important to note that as the processes for indirect routes from NI to GB differ from direct movements, you may now need to give more consideration to your journey route and what impact this may have on declarations you require.

### Moving goods from GB to NI, via Ireland

Since 1 January, hauliers moving goods from GB to NI via Ireland (e.g. via the Holyhead-to-Dublin route) have two options: using Transit or by exporting to Ireland.

It will not be possible to do a GB:IE:NI goods movement journey without following one of these two processes. They involve legal requirements as part of the UK's legal requirements.

Either way, the haulier and/or trader must complete certain procedures and a new *TSS How-to Guide* downloadable from the NICTA website clearly sets these out.



This guide, called [Options for moving goods from GB to NI via Ireland](#), explains how TSS supports Transit GB:NI movements via Ireland and the steps you need to take for successful journeys.

Accompanying this guide is [a shorter one](#) showing you how to fill in a Transit movement form and the data required.

### Using an XI-EORI – an urgent note on valid numbers

We have emphasised that traders in Northern Ireland, or those based in GB that need to make declarations in NI, require an EORI number starting with XI to access EU systems and continue moving goods between GB and NI.

As enrolment for EORIs gathers pace, some EORI numbers being inputted by traders into their TSS accounts have been identified as invalid.

If you are experiencing difficulties using an XI EORI, and you are registered to TSS, here are actions you can take:

- Call the TSS Contact Centre on 0800 060 8888 and choose option 3
- Remember that EORIs you receive from HMRC require five working days after receipt before they can be used
- Check if your XI EORI number is valid [by using the checking tool here](#)

### Getting an XI-EORI – a reminder of how to do so

Applying for an EORI number that starts with XI takes five to 10 minutes. You can do this online via <https://www.gov.uk/eori>.

- You will need you EORI number starting with GB to apply. If you cannot find your number, please visit <https://www.gov.uk/eori> for help
- You can apply for an EORI number that starts with GB and one that starts with XI at the same time via <https://www.gov.uk/eori>
- When you receive your EORI number starting with XI, please log into your [company account on TSS](#) and enter both of your EORI numbers starting with GB and XI

### Register for the Goods Vehicle Movement Service

GVMS is the government's new system for coordinating the movement of vehicles, supporting the pre-lodgement model for imports and exports and to facilitate Transit movements.



The system allows declaration references to be linked together so that hauliers moving the goods have to present only a single reference (a Goods Movement Reference or GMR) at the port to prove their goods have all the necessary declarations pre-logged.

If you're a haulier and move goods through a port in the UK that uses the Goods Vehicle Movement Service [you'll need to register](#) for the service to get your goods through customs.

Since 1 January, hauliers now need to get a GMR to move goods from:

- o Great Britain to Northern Ireland
- o The EU to Great Britain (for transit movements only)
- o Northern Ireland to Great Britain (for transit movements only)

Carriers will require hauliers to give them the GMR generated by GVMS. This applies even for empty vehicles making a crossing. Without GVMS registration, your transport will not receive a GMR and hence will not be allowed to board the vessel.

Please note that you need to register for GVMS *separately* from your registration for the Trader Support Service.

Want to know more? There is a series of Checklists on NICTA on how to create a GMR for GVMS for GB:NI journeys that you can download:

- For [traders of any goods](#)
- For [freight forwarders](#)
- For [hauliers/carriers](#)

Further information can also be found at: [www.gov.uk/guidance/get-a-goods-movement-reference](http://www.gov.uk/guidance/get-a-goods-movement-reference).

### **UK Trader Scheme: helping you manage potential tariffs**

The government provides a scheme for traders to manage 'at risk' and 'not at risk' processes.

The [UK Trader Scheme](#) allows authorised businesses to undertake that the goods they are moving into NI are 'not at risk' of onward movement to the EU (ie Ireland). This means that authorised businesses will be able to move their goods from GB with no tariff liabilities.

The scheme will be focused on goods being sold to, or provided for final use by, end consumers located in NI or, for internal UK trade, elsewhere in the UK.

While the UK-EU Free Trade Agreement, announced on Christmas Eve, delivers zero tariffs on imports and exports, there remain some instances where duty may be due.

Therefore businesses moving goods from GB to NI are being urged to apply for the UK Trader Scheme: you'll find a [very quick guide here](#) on how to do so.



Apply before end of February to receive a provisional authorisation for up to four months.

### **Moving goods between NI and the Isle of Man**

**Isle of Man to NI:** This movement requires customs processes and will be treated identically to movements between GB and NI. Import declarations, including ENS, are required on all commercial goods movements from IoM to NI.

**NI to IoM:** There are no requirements for export declarations for NI to IoM movements, but with the same limited exceptions that apply for GB. Customs duty rules will be the same as for movements between GB and NI.

Traders moving goods between IoM and NI can use the TSS declaration service to manage customs requirements.

### **Moving goods between the Channel Islands (CIs) and NI**

**Channel Islands to NI:** This movement is subject to the same declaration requirements as for movements between GB and NI. Import declarations, including ENS, are required on all commercial goods movements from CIs to NI.

Customs duty calculations may differ when selecting country codes corresponding to CIs (GG/JE), but the process for declaring goods as 'not at risk' will be similar as for goods moving from GB to NI.

**NI to CIs:** There will be no requirements for export declarations for goods movements from NI to CIs with the same limited exceptions that apply for GB.

Traders moving goods between CIs and NI may use the TSS declaration service to satisfy the customs requirements.