

Weekly bulletin

16th Edition

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin

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TSS this week: in numbers

33,500

The number of businesses now registered on TSS, with ~8,000 signing up since 1 January

60,348

The total number of goods movements handled by TSS since 1 January, involving 175,654 consignments

17,000

The total number of inbound calls to TSS since 1 January, with an average answering speed of 6 seconds.

Trader Support Service: new functionality released

You may have noticed that TSS has changed. Here we summarise the service's new functionality.

The TSS process has three main declarations steps and we have enhanced each of these:

1. Making an **ENS Safety & Security declaration**
2. Submission of a **Simplified Frontier declaration (SFD)**, completed before goods are moved
3. Submission of the **Supplementary declaration** for imports (SDI), which is always completed after the goods have moved



The changes in detail

1. Safety and Security (ENS) declarations for groupage loads

TSS has launched a new 'Consignment First' model which allows for data on each consignment to be entered on the TSS portal individually and separately from movement information for the vehicles transporting these consignments.

This is an additional TSS service (to the standard ENS process), which may be useful if:

- you require flexibility in adding and removing consignments related to movement information e.g., where a haulier is managing groupage movements
- consignment and movement information is held by different parties e.g., where an importer holds consignment-level data for controlled goods

To see how Consignment First could work for you, please check out:

- our [user guide](#)
- a video of a [system demonstration](#)

2. Simplified Frontier declaration (SFD) for controlled goods

If you are moving controlled goods between GB and NI the process for creating SFDs has changed to align with Customs Declaration Service (CDS) declaration requirements, requiring you to submit additional data about the goods you are moving.

These changes came into effect for declarations created after 14 February.

Important information about moving SPS goods

If you are moving **SPS goods** (this includes fruits and vegetables, plants and plant related products, live animals, product of animal origin, IUU caught fish, high risk food and feed not of animal origin) please note there are additional **DEFRA/DAERA requirements to complete, you will need to:**

- Register on [TRACES](#)
- Complete a CHED part 1 form at least 24 hours before arrival at the port of departure or otherwise your consignment may be held at the port until full documentation is complete (and potentially a physical inspection has taken place)
- Arrange a health / phytosanitary inspection, where the goods can be certified and sealed
- Update the CHED with this information
- Use the information from this process (including your CHED reference, either an export health certificate or phytosanitary certificate and any other relevant licences e.g. CITES authorisation) to complete the declaration on TSS.

For more information, you can:

www.tradersupportservice.co.uk

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- read these guides – one on [ENS data requirements](#) and another step-by-step guide on how to [submit a declaration](#) for controlled goods
- watch this [video](#) on how to create a declaration that contains controlled goods.

A recording of a demonstration of how to complete a SFD for controlled goods with the new data required will be available on the [NICTA website](#) shortly.

3. Supplementary declarations (SDI)

The last declaration you need to submit to fulfil the import declaration process is the Supplementary declaration.

Submitting the SDI is a legal requirement and your import declaration is not complete without it.

TSS will contact the party responsible for raising the import declaration – you as the trader or your haulier – and request the additional information required for TSS to submit the SDI on your behalf.

The request will be made using your details (for example, your EORI number) and the delivery date provided in the ENS.

SDI – top tips for success:

When completing your supplementary declaration, remember to:

1. Input item-level data before submitting

At the bottom of the consignment page on your SDI, use the 'Declaration goods' tab to add your items and make sure you populate all mandatory fields. Please refer to the [supplementary declaration data guide](#) for guidance on which fields are mandatory

2. Ensure 'Goods Domestic Status' is set correctly

Found on the consignment page of your SDI, the status should be either NIDOM or NIIMP.

Please see page 9 of the [supplementary declaration data guide](#) to help you decide between these two options.

3. Ensure you select the right duty option:

When submitting Supplementary declarations, you may be required to pay duties. How much you pay in duties will be affected by certain options (declaring goods are 'not at risk', claiming a waiver for 'at risk' goods, using preferential tariffs and so on).

Guidance on these different options these can be found in this [TSS guide](#).



Once you have considered these options, you may have to populate certain fields in the Supplementary declaration based on which you pursue: when in the item-level page of your Supplementary declaration, you should do as follows in the 'NI Additional Information Codes' field for the relevant item (set of goods with the same commodity code):

- a. Input the code 'NIREM' if your goods are 'not at risk' and you are eligible to declare them as such. Please note you must be authorised under the UK Trader Scheme to use this code. See government guidance on this [here](#)
- b. Input 'NIAID' if you wish to claim a waiver on goods, which are 'at risk'
- c. Leave the field blank to indicate goods that are 'at risk' and hence no waiver will be applied
- d. To understand which fields to populate to claim other duty options, such as preferential tariffs, please refer to the [Supplementary declaration data guide](#).

4. Populate fields correctly by referring to the [Supplementary declaration data guide](#)

For more information, please refer to:

- [Preparation steps](#)
- [Tariffs on goods movements into NI guide](#)
- [Supplementary declaration data guide](#)
- Step-by-step [User Guide](#)
- Recordings of the supplementary declaration demo [webinar](#) and Tariff on goods movements into NI [webinar](#)

Uploading data in bulk? Latest API spec is available

If you are a trader uploading declarations data to TSS in bulk the latest bulk upload API specification has now been published, supporting the submission of Supplementary declarations and SFDs for controlled goods. To help you prepare your systems for the upgrade, you can read about it in this [guide](#).

Towards the end of March we'll provide a user test environment for traders with the updated API service going live shortly thereafter. A dedicated API support team is available for further advice and guidance, which you can reach via the TSS contact centre.



TSS in action: Procter & Gamble poses a useful question

Consumer goods giant Procter & Gamble contacted TSS with a query, the answer to which should prove useful to other TSS registered companies.

P&G's intermediary is handling declarations on the company's behalf in Ireland. On receiving an email from TSS advising that Supplementary declarations needed to be completed, P&G contacted TSS to ask if it could give the intermediary the authority to do so.

'Additional user'

A TSS agent directed the P&G representative to an area on the TSS portal that allows the registration of an 'Additional User'.

P&G's intermediary created a new account linked to P&G's TSS account. This resulted in an automatic request to P&G to approve the intermediary having access to the TSS Portal to complete Supplementary declarations on P&G's behalf.

"You can give your logistics partners access to complete Supplementary declarations," the TSS agent told P&G. This involves a level of trust between trader and intermediary: "don't forget you're passing on log-in and password details, and disclosing commercial information regarding the shipments you're sending," the TSS agent said.