

Weekly bulletin

21st Edition

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin

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TSS this week: in numbers

36,427

The number of businesses now registered on TSS, with approximately 11,000 signing up since 1 January.

109,000

The total number of reported goods movements created by TSS since 1 January, involving 337,000 consignments.

32,000

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

Making duty payments: TSS Duty Deferment Account available soon

You will soon be able to use TSS to make payments for any duty calculated in your supplementary declarations.

For more information about the process for payments and deadlines for when they need to be made, view our new guide [here](#).

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Initially you will only be able to make payments associated with your declarations using the TSS Duty Deferment Account (DDA). This means that every time you submit a supplementary declaration that attracts duty, you will need to make a payment to TSS, which will then pay HMRC on your behalf.

You will need to make payments to the TSS Duty Deferment Account (DDA) online by using one of the following card types:

- Mastercard or VISA Personal or Corporate Debit Cards issued in the UK or European Economic Area (EEA)
- Mastercard or VISA Corporate Credit Cards issued in the UK/EEA and Rest of the World

Setting up your own DDA

In future you may wish to set up your own DDA to make use of an extended period for deferring payments. We will notify you when you can start using your own DDA.

Please note that if you are a larger trader (i.e. your business has over 250 employees) you will need to use your own DDA from 1 July 2021.

Payment of duty: consider your options

If you have submitted a supplementary declaration that will attract duty and has 'pending payment' status, make sure you have considered all potential options for offsetting or removing the need to pay duty. These include:

1. **Claiming the preferential rate of duty** under the *EU-UK Trade and Cooperation Agreement*
2. **Claiming a waiver** on the duty up to specified limits – this option might be the most appropriate if you make a small number of movements (for more details, please refer to GOV.UK guidance [here](#))
3. **Declaring your goods are not 'at risk'**. To exercise this option, you must be authorised under the UK Trader Scheme (UKTS). For eligibility requirements and information about how to apply for the UKTS, view GOV.UK guidance [here](#). This option may be the most appropriate for you if you know who the end-consumer of your goods will be.

After listening to your feedback, we have added a 'recall to draft' function to the portal so that you can update and resubmit your declaration if any of the above options apply.

Guidance on how to use these options in your declaration can be found [here](#), and if you need any more support you can contact us via the TSS portal [here](#) or call us on 0800 060 8888 from 7:30am to 10:30pm seven days a week.



TSS API facility updated

If you submit large numbers of ENS declarations, you can automate the submission process through use of an API.

Following a recent upgrade, the API will soon support the upload of simplified frontier declarations for controlled goods as well as supplementary declarations for standard goods.

Guidance to support your development of an API can be found [here](#). When you're ready to start testing this new functionality please raise a case to access the test environment through the [TSS Portal](#), as new credentials will be required.

In the meantime, you can also use the GOV.UK Trade Tariff [online tool](#) to validate your inventory data, in preparation for making your declarations over the updated API.

Customs Declaration Service (CDS) maintenance on 1 April

As you will know from last week's bulletin, CDS (which interfaces with TSS for declarations involving controlled goods) will not be operational on 1 April due to planned maintenance being carried out on the service.

This will not impact any declarations already completed through CDS.

However, if you plan to move goods on or immediately after 1 April, then you are advised to complete the declaration process before that date to ensure the movement of your goods runs smoothly.

You will not be able to submit supplementary declarations on 1 April, although you will be able to input and save your information for submission the following day.

TSS in action: questions about supplementary declarations

Your most frequently asked questions to our team of trade experts continue to be mostly around supplementary declarations.

Here is a reminder of the key issues you've been raising:

1. Supplementary declarations: error codes

When inputting your supplementary declaration data into the TSS portal, you may receive error codes that you can resolve yourself – [see guidance here](#) – or with the help of the TSS team. See the next section for an example of this.

2. Supplementary declarations: paying duty



We often get asked how to pay duty associated with supplementary declarations. For more information about this process, review our new guide [here](#).

3. Supplementary declarations: controlled goods

The TSS digital service for controlled goods was launched on 22 March and you can find more information about this [here](#).

4. Supplementary declarations: proving the origin of goods

You have asked how to prove the origin of your goods when making supplementary declarations. The process for doing this is outlined in this [guide](#).

For those wishing to take advantage of tariff-free trade under the EU-UK free trade deal (the EU-UK Trade and Cooperation Agreement) signed at the end of 2020, see this [webinar video here](#).

TSS in action: ‘one little code change’ makes the difference for a NI car dealer

Eakin Bros Ltd, a car dealer based in Northern Ireland, contacted TSS for help processing their supplementary declarations through the portal last week.

A TSS agent supported the trader by looking up the commodity codes for the goods using the [‘Northern Ireland Online Tariff’ service](#).

Once the agent found the correct page for the goods in the tariff checker, they opened the “import” tab and reviewed the relevant information to find that one of the codes the trader was using had an incorrect character. Once the trader used the correct code, the declaration was successfully processed.

The trader was happy with the support provided, saying “one little code change” was all it took.

“Printing out all the codes and guidelines, along with error code guides, is a must to help resolve issues,” said Anne Eakin, from Eakin Bros’ Claudy & Maydown dealership.

As a result of this help their supplementary declarations were successfully completed and they are now able to use the completed submissions as a template for future goods movements.

“Once you get a few declarations closed off, relating to different scenarios within your business, you will be fine,” Anne added.



Remember, when inputting your supplementary declaration data into the TSS portal, you may receive error codes that you can resolve yourself – [see guidance here](#).

Alternatively talk to us via the [TSS portal](#) or by calling 0800 060 8888 from 7:30am to 10:30pm, seven days a week. Whatever the size of your business we will be happy to help.

TSS in action: your opinion counts

Here are some examples of actions that we have taken to address your recent feedback:

1. Portal process simplified: Country of Origin no longer mandatory

Previously when you entered a new item into a declaration which already contained another item, the preferential Country of Origin was flagged as a required field resulting in additional steps to perform the input task. This has been updated so that the Country of Origin is not mandatory for all items, helping to simplify declaration completion.

2. Outbound calling support: supplementary declaration error codes

Supplementary declaration error codes are still the cause of much of the feedback we receive. Our contact centre agents are calling traders to resolve error code issues and provide proactive support.

Your feedback is important to us and we will continue to develop the service to enhance your experience.