

Weekly bulletin

24th Edition

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin

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TSS this week: in numbers

37,500

The number of businesses now registered on TSS, with approximately 12,500 signing up since 1 January.

148,000

The total number of reported goods movements created by TSS since 1 January, involving over 465,000 consignments.

39,000

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

Supplementary declarations: submission dates to note

The supplementary declaration is the final step in the import process and one that you are legally required to complete.

HMRC recognises that businesses making supplementary declarations for the first time need extra support. It is therefore giving you longer to submit your declaration information to TSS,



allowing you to get used to the process and catch up with those declarations that are outstanding.

If you moved goods between 1 January and 14 February, you will receive emails from TSS over the next month informing you that you have supplementary declarations to complete.

For goods moved between 1- 13 January, you will have received an email informing you that you can now complete your supplementary declarations. You must complete these by 1 May.

See the table below for HMRC's extended supplementary declaration submission dates:

Movement dates 2021	Supplementary declaration submission dates 2021
1-14 January	1 May
15-31 January	14 May
1-28 February	1 June
1-31 March	28 June
1-30 April	28 June

If you need additional support with your supplementary declarations you can:

- Talk to a **TSS customs expert** about tariff options and how to complete the supplementary declaration. Call the TSS helpline on 0800 060 8888 from 7:30am to 10:30pm **seven days a week** or raise a case on the [TSS portal](#)
- **Read guidance** on completing supplementary declarations (available [here](#)) explaining tariff options, the data you need to provide and the simplifications on offer

To avoid paying unnecessary duty, you should also consider the options outlined in this [tariff guide](#) before submitting your declaration.

Please note that you are not yet required to submit declarations for any goods that use non-standard customs procedure codes or that require unreleased bulk API upload functionality. TSS will contact you at a later date to complete these submissions.

Using TSS to submit declarations for the first time

Even with more than 37,000 businesses now registered with TSS, a number are yet to make a declaration with the service. If you are planning to move goods from GB to NI and are yet to use TSS to submit your declarations here are some useful resources to help you prepare:

- Access [NICTA](#) (Northern Ireland Customs & Trade Academy), the TSS training partner, for free-to-use learning materials on GB to NI trade processes.



- A series of quick-read [checklists](#) where you can view summaries of important processes

If you require further support, contact us via the TSS portal [here](#) or call us on 0800 060 8888 from 7:30am to 10:30pm seven days a week.

Creating a Goods Movement Reference (GMR) on GVMS: new checklist available

Please ensure you are using the correct declaration references when obtaining your GMR on GVMS. **Do not use** references beginning with: ENS, SFD, DEC. These are your email IDs for TSS and **will not work** with GVMS.

The correct process, options and data have now been summarised in a new step-by-step checklist [downloadable here](#).

Even if you have completed a GVMS process successfully before, we advise that you review this short document to ensure you are up-to-date with the right procedure.

TSS does not support with transit declarations for goods moving from GB into NI.

However, if you are moving goods under the **Common Transit Convention**, select 'transit declaration' and provide your Transit Accompanying Document (TAD) MRN. This number will begin '21' and be followed by the country and office code of your Office of Departure where the transit movement was started. You will also need to enter your ENS (Safety & Security) declaration for each consignment – this is the number from the TSS confirmation email beginning with '21X1'.

It is important to note that without a GMR, ferry operators will not allow your goods to board the vessel. Using the correct references in GVMS acts as the ferry operators' confirmation of the GMR and triggers TSS to begin the supplementary declaration process with your trader.

If you are moving goods using GVMS on another route, for example from Ireland into Great Britain, then please read the GVMS guidance on GOV.UK [here](#) to find out when a GMR is required.

Update your contact details in the TSS portal

Please check that you have given us the correct contact details for your TSS account, including your mobile phone number where available. Incorrect or out of date details could



impact the time it takes us to contact you to provide support with your declaration submissions.

You may need to update your contact details if, for example, the person who registered for TSS on your behalf has since left the company. You can update your contact details [here](#).

TSS in action: FAQs

Here are the most frequently raised topics last week, with links to where you can find detailed answers.

1. Declaring goods not 'at risk'

You can still apply for the [UK Trader Scheme](#) allowing authorised businesses to self-declare that the goods they are moving into NI are not 'at risk' of onward movement to the EU (i.e. Ireland) and so have no tariff liabilities.

2. Supplementary declarations: paying duty

For more information on how to pay duty associated with supplementary declarations read our new guide [here](#).

TSS in action: your opinion counts

Your feedback is important to us and we will continue to develop the service to enhance your experience. We have taken the following actions based on recent feedback:

1. Simplified our explanation of 'controlled goods'

You told us that it was difficult to identify what we mean by controlled goods. To help you, we have included a pop-up box on the consignment information form and simplified the way we explain what controlled goods are.

2. Made it harder to cancel declarations by mistake

You told us that it was too easy to cancel your declarations by mistake. To help we have added a prompt for you to confirm if you intend to cancel.

3. Added new system features

In response to your feedback, we recently added some new features to the TSS process available to make it easier to submit declarations.

These include:

- A way of showing movement information on your supplementary declaration. We have added a new collapsible banner that provides the reference numbers for your ENS and simplified frontier declarations along with arrival information



- The addition of a free-text field (limited to 100 characters) for you to include additional information against your declarations as you wish
- The ability to tell us about any processes or authorisations you are using to reduce customs duty, with improved labelling of the options available
- The ability to recall a supplementary declaration from the 'Pending Payment' status back into a 'Draft' state so you can update the details and resubmit