

# Weekly bulletin

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HM Revenue  
& Customs



# Trader Support Service (TSS)

## Weekly bulletin

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### TSS this week: in numbers

**36,500**

The number of businesses now registered on TSS, with approximately 11,500 signing up since 1 January.

**120,000**

The total number of reported goods movements created by TSS since 1 January, involving 370,000 consignments.

**34,000**

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

### Customs Declaration Service (CDS) downtime from 9:00pm on 1 April

From 9:00pm today (1 April) until 8:00am on 2 April all declaration and payment submissions from the TSS portal will be disabled while the Customs Declaration Service (CDS) is upgraded by HMRC.

This will not impact any declarations already completed through TSS or CDS.

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[www.tradersupportservice.co.uk](http://www.tradersupportservice.co.uk)

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However, if you plan to move goods during or immediately after this period then you are advised to complete the declaration process well in advance of the 9:00pm deadline to ensure the movement of your goods runs smoothly.

You will not be able to submit any declarations after 9:00pm on 1 April, although you will be able to input and save your information on TSS for submission the following day.

## The TSS Duty Deferment Account can now be used to make duty payments

You can now use TSS to make payments for any duty calculated in your supplementary declarations.

For more information about the process for payments and dates you need to make them by, you can view the guide available [here](#).

Initially you will only be able to make payments associated with your declarations using the TSS Duty Deferment Account (DDA), which will then pay HMRC on your behalf.

You will be able to make payments 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 the rest of the world

### **Payment of duty: consider your options**

If you have submitted a supplementary declaration that has 'pending payment' status, make sure you have considered all potential options for offsetting or removing the need to pay duty. Further guidance can be found [here](#).

For any more 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.

## Additional Brexit grant for SMEs

HMRC is providing further support to help small- and medium-sized businesses adjust to new rules following Brexit and the end of transition from the EU Customs Union.



SMEs established in the UK with no more than 500 employees can now claim up to £2,000 in grants from the SME Brexit Support Fund for advice and training.

The grant is open to any small- or medium- sized business that requires additional help on importing and exporting (such as advice on rules of origin or advice on dealing with a supply chain).

If you would like to apply then please follow this [link](#).

## TSS in action: FAQs

A frequently asked question this week has been whether the total invoice value you enter into your supplementary declaration should include VAT.

The total invoice value is the real value you have paid for the goods you are selling.

The answer is that you should always **exclude VAT** in all individual item values you list on the supplementary declaration for GB to NI movements. Make sure you also do not add it into the additional VAT field as this is for Rest of World imports.

For example, if goods are valued at £100 plus VAT, you would enter only £100.

## TSS in action: resolving error codes helps intermediary

Abbey VAT & Customs Services, an intermediary supporting several traders, was approached by an NI client importing a vehicle from GB to then sell it on to a customer in Ireland.

Despite adding the correct commodity codes, customs procedure codes and postponed VAT details, the trader was still receiving multiple error messages on CDS when completing its supplementary declarations.

TSS resolved the problem when it discovered that the trader had deleted some of the information already pre-populated on the system. When the original codes were re-entered, the declaration was accepted by CDS.

*“Our trader client has since successfully completed seven further supplementary declarations and is now confident it can complete future ones without assistance,”* said Garth Armstrong of Abbey VAT & Customs Services.

So when entering the various codes you should not delete or change pre-populated fields on CDS as this will cause error messages. You just need to complete the additional information requirements. [See guidance here](#) for more details.



Alternatively you can contact us at the TSS contact centre on 0800 060 8888 to ensure your supplementary declarations will be accepted.

## Your opinion counts: new home page for the TSS education site (NICTA)

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

As NICTA's body of knowledge grows, you have asked if we can make it easier to find material by topic.

Topics include making any [duty payments due for supplementary declarations](#) or how to create new [ENS safety and security declarations](#).

A refresh of the [NICTA home page](#) has gone live this week. Updates include:

- Highlighting the most recent updates in government policy and guidance
- New headings and a restructured navigation bar on the homepage to make it easier to access information by declaration type

We are always listening to your feedback on TSS and acting on it to make the service even more accessible.