

Weekly bulletin

30th Edition

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin

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TSS this week: in numbers

38,800

The number of businesses now registered on TSS, with approximately 13,800 signing up since 1 January.

205,000

The total number of reported goods movements created by TSS since 1 January, involving over 674,000 consignments.

51,100

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



New features on TSS: coming soon

The Trader Support Service team continue to listen to your feedback and we are pleased to advise that new features will be introduced in the coming weeks to increase the support provided for goods moving between Great Britain (GB) and Northern Ireland (NI).

These include:

Full frontier declaration support

TSS will soon support the completion of full frontier declarations (FFDs). This is an option you might prefer because you complete all your customs declarations processes in one go.

FFDs contain all the information for an import to take place and are presented before goods move, with all duties and taxes also collected before the goods arrive at their import destination. As such, the process for completing FFDs differs from the two-stage procedure that TSS has so far supported in that all the information is presented up front, removing the need for a supplementary declaration to be completed after the goods move.

More information about the processes available from TSS for FFDs and the data required to support their completion will be available shortly, along with a step-by-step guide on how to use the TSS portal to submit them.

Amendments

Traders using the two-stage process for completing declarations provide data for the simplified frontier declaration before the goods move and for the supplementary declaration after the movement. TSS carries over the data submitted at the simplified frontier declaration stage to the supplementary declaration, where the same fields apply.

Currently if the information you provided for the simplified frontier declaration changes by the time you complete your supplementary declaration, you need to report this to HMRC. This is due to change imminently.

In the TSS portal, when completing your supplementary declaration, you will soon be able to amend the data that has been carried over from the simplified frontier declaration. If you amend any of these fields in the supplementary declaration, TSS will notify HMRC of these changes on your behalf.

Link multiple supplementary declarations to one simplified frontier declaration

This new feature will allow traders to add multiple supplementary declarations to a single simplified frontier declaration which has been completed for a particular consignment. This will remove the need to raise multiple simplified frontier declarations for multiple goods that are moving in one consignment.



Submit an ENS Safety and Security declaration without a simplified frontier declaration

There are some scenarios where you may want to submit an ENS Safety and Security declaration without raising an associated simplified frontier declaration. TSS will soon allow you to do this. This may be useful if you are completing the simplified frontier declaration using a system outside of TSS, if you are moving goods for which only an oral customs declaration is allowed or if you are a haulier carrying empty containers under a contract of carriage.

We will be providing guidance on all these new features soon.

Upcoming TSS webinar on live animal movements

To find out more information about the rules and processes for moving live animals from GB into NI, register for a free webinar featuring both TSS and HMRC experts on Wednesday 9 June from 10:00am to 11:00am.

The one-hour webinar will:

- review the current sanitary and phytosanitary (SPS) requirements for live animal movements, as set by DEFRA for the whole UK and DAERA in NI
- demonstrate how to raise a Common Health Entry Document (CHED) form and obtain an Export Health Certificate (EHC)
- show you how to interact with all the necessary government systems including TSS, CDS and TRACES NT
- describe a typical live animal movement from GB into NI in detail, using live horses as an example

Register now to attend this webinar [here](#).

Update: Meursing codes

The EU Commission recently confirmed that if goods originate in GB and are exported to the EU tariff-free, having qualified for preferential rates under the UK-EU Trade and Cooperation Agreement (TCA), a Meursing code will not be required for the completion of EU import formalities.

This also applies where goods are moved from GB to NI and the TCA is used to remove a tariff. You will not need to enter anything in the Meursing code data field on TSS if preference has been claimed.



Supplementary declarations: timeline reminder

If you have moved goods from GB to NI using the two-stage declaration process mentioned above, you are required to submit a supplementary declaration to complete the declaration process, normally by the fourth working day of the month following the goods movement.

For example, for goods moved in June 2021, you should submit your supplementary declaration by 6 July 2021, which is the fourth working day of that month.

Submitting supplementary declarations is:

- a legal requirement and needs to be done to comply with the law
- the final step in your import process

HMRC recognises that this may initially be challenging for traders and hauliers new to completing declarations for GB to NI goods movements. It has therefore extended submission dates for supplementary declarations with new deadlines outlined in the table below. However, there's no reason to delay your supplementary declaration submissions if you're ready to submit sooner.

| Movement dates (2021) | Supplementary declaration submission deadlines (2021) |
|-----------------------|---|
| 1-31 March | 28 June |
| 1-30 April | 28 June |

Please note that you are not yet required to submit supplementary declarations for any goods that use non-standard customs procedure codes. TSS will contact you in due course about these submissions.

Supplementary declarations: help is on hand

TSS is on hand to support you with the completion of your supplementary declarations. You can access support by:

- talking to a TSS customs expert by calling the TSS helpline on 0800 060 8888 (from 7:30am to 10:30pm seven days a week) or by raising a case on the TSS portal. Through this process you can get access to experts who will be able to guide you on the information you are required to provide for your supplementary declaration and where to obtain this.
- reading guidance on completing supplementary declarations, available [here](#). These guides explain your tariff options, what simplifications are on offer and the data you need to provide to complete your declarations when taking advantage of these simplifications.



For a full explanation of the terminology used in our guides, you can access the [Jargon Buster](#) for simple and accessible explanations.

TSS in action: your opinion counts

Your feedback is important to us and we will continue to develop the service to ensure your experience is as positive as possible.

You will notice that we will ask you to complete a customer satisfaction survey at the end of calls or cases raised to our TSS customs experts. It is important that we understand your concerns and where issues are raised we will contact you to hear your feedback directly. We will try to resolve your issues there and then or set up a further discussion at a time more convenient for you.