

# Weekly bulletin

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HM Revenue  
& Customs



# Trader Support Service (TSS)

## Weekly bulletin

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### TSS this week: in numbers

#### **39,300**

The number of businesses now registered on TSS, with approximately 14,300 signing up since 1 January.

#### **225,000**

The total number of reported goods movements created by TSS since 1 January, involving over 750,000 consignments.

#### **54,200**

The total number of inbound calls to TSS since 1 January, with over 108,000 outbound calls to support traders.



## Notice of planned TSS downtime on 20 June

From 09:00 to 17:00 on 20 June 2021, the Trader Support Service is being upgraded. All declaration and payment submissions from the TSS portal will be unavailable during this period. For any goods movements you are planning to make in the period, we advise you submit your declarations well in advance. During this time, you will be able to add detail to draft declarations but not submit them.

We apologise for any inconvenience this may cause. Please call the TSS contact centre on 0800 060 8888 for assistance or any queries you have.

## New features on TSS available from 21 June

The Trader Support Service is continually introducing new features to enhance its support for businesses moving goods moving between Great Britain and Northern Ireland. The latest improvements will be made available from 21 June and include:

### Amendments

Using the two-stage process for completing declarations you 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.

However, TSS will soon allow you to amend pre-submitted data when completing your supplementary declaration. TSS will also notify HMRC of any amends you make in the supplementary declaration 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 consignment. This will remove the need to raise multiple simplified frontier declarations for several 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 for your goods movement via the TSS portal without raising an associated simplified frontier declaration.



This may be useful if you:

- complete your simplified frontier declarations using a system outside of TSS
- move goods for which only an oral customs declaration is allowed
- are a haulier carrying empty containers under a contract of carriage

New guidance will soon be available on the TSS education site (NICTA) explaining these features.

### **Important: upcoming change to the 'Importer EORI' field in TSS**

The 'Importer EORI' field within the TSS portal will become a mandatory data item in the ENS safety and security declaration.

This change allows you to meet your obligations when submitting declarations to HMRC for your goods movements. It also enables hauliers to support their customers' compliance with customs processes. Hauliers should ensure that they obtain the correct 'Importer EORI' for the goods movement as this will be needed to generate the inbound declaration.

Hauliers who only wish to use TSS to submit an ENS safety and security declaration, without an associated simplified frontier declaration, can do so by selecting the 'ENS only' option at the consignment level.

If you are moving goods, including non-commercial goods, on behalf of an individual rather than a business, please call the TSS contact centre on 0800 060 8888 (from 7:30am to 10:30pm seven days a week) for support with your next steps.

### **Important: update your company details in the TSS portal**

It is important you ensure that your company details within the TSS portal are accurate. Updating the information you provide will help us to give the most appropriate and timely support to the correct people within your business.

Please take the time to check that the information you've provided is up to date by following these instructions:

- Complete the 'Company size' field, choosing small, medium or large. Page 8 of the [registration guide](#) provides information on which option best applies to your business
- Make sure the associated contact details are correct – including the primary account holder and importer details



- Add contacts as required - people who have joined your organisation supporting the declarations process, since you registered
- Remove people from contacts who have left your organisation since you registered

### Updated error codes guidance to help you with your declarations

Our error code guides help you to understand how to interpret the most common error messages that may appear when you are trying to submit your declarations in the TSS portal and what you can do to resolve them.

We've added new error messages and instructions to the guides for completing [ENS safety and security declarations](#) and [supplementary declarations](#).

### 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 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. Therefore the submission dates for supplementary declarations have been extended 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** 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 tariff options, what simplifications are on offer and the data you need to provide to complete your declarations when taking advantage of these simplifications.
- **using the new gov.uk tool** to check if you need to pay a tariff on goods brought into NI from GB, available [here](#).

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: ongoing support helps trader complete their outstanding supplementary declarations

A packaging materials company was having problems submitting some of their supplementary declarations into CDS because they were missing some of the required codes.

A TSS agent called the business and walked them through the process of submitting supplementary declarations, showing them how to view tariff codes within the TSS portal – a recently added new feature.

The trader was subsequently able to complete seven further declarations themselves using this information.

“This information and guidance have been most helpful,” said the trader following the face-to-face support.

If you require further guidance to complete your declarations, TSS can provide ongoing support and walk you through the declaration submission process using screen sharing technology.

If you require any further support on the items covered in this bulletin please contact one of our TSS customs experts 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](#).