

Weekly bulletin

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin

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TSS this week: in numbers

39,665

The number of businesses now registered on TSS, with approximately 14,700 signing up since 1 January.

240,000

The total number of reported goods movements created by TSS since 1 January, involving over 805,000 consignments.

56,000

The total number of inbound calls to TSS since 1 January, with over 117,000 outbound calls to support traders.

Coming soon: full frontier declarations

From the beginning of next week full frontier declarations (FFD) are available in TSS. This functionality will enable importers to submit customs declarations for certain procedure codes that are not currently supported under the simplified journey (the simplified frontier declaration and supplementary declaration process). This initial release will be particularly beneficial for businesses that wish to use Return Goods Relief (RGR). TSS will extend



functionality in further releases that will unlock usage of further customs procedures. More information on the supported procedure codes will be available soon.

There are some key differences of the FFD journey relative to the TSS simplified journey:

- **FFDs must be submitted and approved before goods move:** Adequate time must be allowed to complete the declaration, to avoid any delays in movement
- **The full frontier declaration (FFD) is generated by the importer (or their representative):** The Movement Reference Number (MRN) must be passed to the haulier upon completion
- **The ENS Safety and Security declaration must be generated separately:** When the haulier is submitting the ENS data through TSS, the “ENS Only” option must be selected to ensure that the Simplified journey is not activated
- **Payment option must be selected before movement:** When using the TSS Duty Deferment Account (DDA), the payment of any applicable duties needs to be completed before goods movement.

For FFDs you can choose to take advantage of using your own Duty Deferment Account (DDA) to pay any duty calculated by TSS. This will provide the cashflow benefit of deferring customs duty, import VAT and excise duty for an average of 30 days.

New guidance on the FFD process will be available soon on the [TSS education website \(NICTA\)](#).

Recent TSS webinar on live animal movements

To find out more information about the rules and processes for moving live animals from GB into NI, please [watch this free webinar](#) featuring both TSS and HMRC experts.

The one-hour webinar:

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

In the meantime, here’s a **short checklist for moving live animals:**

- ✓ Register on TRACES
- ✓ Raise a CHED Part A
- ✓ Arrange a veterinary inspection to obtain your export health certificate (EHC)
- ✓ Update your CHED form and receive a CHED reference



- ✓ Raise your ENS Safety & Security declaration and simplified frontier declaration, including information from your EHC and CHED and attaching these to the declaration
- ✓ Route to a border control post (BCP) in NI for a physical inspection
- ✓ Finish your supplementary declaration on TSS after the movement is complete

TSS beginners guide available

If you haven't used the TSS service before or you are not fully familiar with TSS processes, why not catch up by reading a new introductory guide to TSS for traders. This guide provides a simple overview of how to use TSS services and is available [here](#) from the TSS education website NICTA.

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

TSS in Action: Hyundai gets help from the TSS team to clear supplementary declaration backlog

Car manufacturer Hyundai has been working hard to clear its backlog of supplementary declarations.

TSS offered to support the Hyundai team on a one-to-one basis, providing reassurance and support.



This involved a TSS customs agent who has been working with the Hyundai team over the last few weeks walking them through the process, helping to copy-and-paste commodity codes and other fields.

Hyundai found the [Supplementary Declaration Assistant](#) tool recently introduced by TSS particularly useful, as it allowed the car maker to better understand the data needed for inputting into its declarations and explains the process to simplify its supplementary declaration submission by condensing all line items into a single item.

The team at Hyundai was very grateful for this bespoke support. *“Working together, we have been able to streamline our supplementary declaration completion process... and the copy function has been fine,”* said Andrew Smith, Hyundai’s Operations Accountant Manager.

The Hyundai team says it now feels more confident completing supplementary declarations themselves and is successfully managing to clear its backlog.

When inputting your supplementary declaration data into the TSS portal, you can talk to us by calling 0800 060 8888 from 7:30am to 10:30pm seven days a week or arrange a one-to-one meeting with us to walk you through the process.