

Weekly bulletin

35th Edition

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin

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TSS in numbers

39,967

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

253,000

The total number of reported goods movements created by TSS since 1 January, involving over 847,000 consignments.

58,000

The total number of inbound calls to TSS since 1 January, with over 122,000 outbound calls to support traders.

Responding to your feedback: new features recently made available in TSS

In response to feedback, TSS has introduced a suite of new features to enhance its support for businesses moving goods moving between GB and NI. These latest improvements were made available in recently and include:

Amendments

Using the simplified process for completing declarations you provide data for the simplified frontier declaration (SFD) before the goods move and for the supplementary declaration

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after the movement. TSS carries over the data submitted at the simplified frontier declaration stage to the supplementary declaration, where the same fields apply.

Previously, if the information you provided for the simplified frontier declaration changed by the time you complete your supplementary declaration, you needed to report this to HMRC.

However, TSS now allows you to [amend pre-submitted data when completing your supplementary declaration](#). TSS will 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 allows 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. You can find out how to do this in [our step by step user guide](#).

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

You can watch this [new video to understand how to submit](#) only an ENS safety and security declaration.

Full frontier declarations

You are now able to submit full frontier declarations (FFD) using TSS. This functionality enables 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 is particularly beneficial for businesses that wish to use Return Goods Relief (RGR). TSS will extend functionality in further releases to unlock usage of further customs procedures. More information on the supported procedure codes is available in [our new full frontier guides section](#).

There are some key differences between the FFD journey and 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 the 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 you with the cashflow benefit of deferring customs duty, import VAT and excise duty for an average of 30 days.

Your feedback on using TSS to support the movement of goods between GB and NI is invaluable, so please continue to respond to the satisfaction surveys and the TSS outreach calls.

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](#).

Updates to the Goods Vehicle Movement Service (GVMS)

On 5 July, the Goods Vehicle Movement Service (GVMS) released new features enabling drivers to check the status of a goods movement (‘cleared’ or ‘inspection required’) in real-time and to confirm what action, if any, you need to take.

You will be told how to access these new features when you receive your Goods Movement Reference (GMR) for a particular journey.

To successfully create a GMR, please ensure you put the correct ENS Movement Reference Number (MRN) and SFD MRN into GVMS, by following these steps:

1. Enter ENS Safety and Security declaration information

You should enter the MRN received from TSS starting with “21XI”

2. Add declaration data. This is based on the types of goods you are moving:

Controlled goods: For controlled goods select ‘Customs Declaration’ and provide the MRN number from the TSS email beginning with “21GB...” – please note you will



need to enter the MRN for each consignment of controlled goods on GVMS before you receive the GMR

Non-controlled: For non-controlled goods select 'EIDR' and provide the TSS-provided EORI reference beginning with "GB..." – only enter the EORI once for all TSS-declared consignments

If you are moving both controlled and non-controlled goods, you should follow both of the above steps.

It is crucial you use the correct references in GVMS as the ferry operator's confirmation of the GMR acts as the trigger for TSS to begin the supplementary declaration process with your trader.

Please do not use references beginning with ENS, SFD, DEC as these are your email IDs with TSS and are not appropriate for GVMS.

For more information, please refer to the TSS user guide here '[How to create a GMR on GVMS](#)'.

Obtaining GMRs for goods you are declaring orally or conduct

You can obtain GMRs on GVMS for goods you are declaring orally or by conduct. This can be done for goods movements including:

- pallets and their accessories
- personal effects
- sports goods
- medical, surgical and laboratory equipment
- reusable packaging
- containers
- radio and television production broadcasting equipment (pre-approval is required, read the [form C108](#))

Previously, you were advised to select the "Empty" option when creating a GMR. You can now use a new option in GVMS to make "Oral or by conduct declarations" in GVMS.

If you select this option, you will be asked to confirm if you are moving goods under a contract of carriage and, if required, you will also be able to provide a ENS declaration MRN from ICS NI.

The types of goods that can be declared orally or by conduct can be found in [Articles 135 to 140 of the Delegated Act](#).



TSS API update: legacy version is being retired

The original TSS API (legacy version) for bulk uploads was superseded by the API release of March 2021. We intend to start deactivating any unused legacy API accounts on the week beginning 12/07/21 as we move towards retiring this version. No legacy API accounts which are in current use will be affected by this account deactivation process.

The new API is aligned with the current TSS portal data fields and feature set, whereas the legacy version is not and will not be updated to do so.

The difference between the legacy API and new API for ENS consignments of non-controlled goods is small. However, if you are moving non-controlled goods and are currently using the legacy API version for this, we strongly recommend that you adopt the new API.

Please refer to the [API reference guide](#) for information on how to move to using the new API.