

# Weekly bulletin

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HM Revenue  
& Customs



# Trader Support Service (TSS)

## Weekly bulletin

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### TSS in numbers

**40,146**

The number of businesses now registered on TSS, with approximately 14,800 signing up since 1 January.

**262,000**

The total number of reported goods movements created by TSS since 1 January, involving over 883,000 consignments.

**59,000**

The total number of inbound calls to TSS since 1 January, with over 127,000 outbound calls to support traders.

### Responding to your feedback: access NICTA guides and support within the TSS portal

The Trader Support Service (TSS) was launched to support traders with the completion of declarations for goods moving between Great Britain (GB) and Northern Ireland (NI). As part of this service we've also been publishing guides and checklists on the NI Customs and Trade Academy (NICTA) website covering how to use TSS and what you need to do to successfully submit your declarations.

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

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To make the declaration submission process on TSS easier, we have now added links within the portal to the information and support that is available on NICTA. This can be accessed via a blue banner that will appear at the top of each page within the TSS portal.

The banner is dynamic, meaning that you will be provided with the information on NICTA that is most relevant to the stage of the declaration process you are at within the portal.

## Automatic Licence Verification System (ALVS) – coming soon to TSS

The Automatic Licence Verification System is being integrated with the TSS portal in the latest enhancement of our support for traders.

ALVS confirms compliance between the DEFRA, TRACES NT and TSS declaration and pre-notification systems. It will be used to track declarations and customs clearance decisions for movements of goods that are subject to sanitary and phytosanitary (SPS) controls, including products of animal and plant origin.

Its integration with TSS will be completed in phases from August onwards, and will be introduced for different categories of goods in the following order:

- fruit and vegetables
- plants and plant materials
- fish
- high risk food and feed
- products of animal origin

Details of the documents you need, how to obtain them and where to input them on your TSS declaration will be published shortly in the updated guides for submitting simplified and full frontier declarations, both of which will be available on the NICTA website.

To find out more about ALVS, review [this guidance](#) on gov.uk.

## Reminder: updated Goods Vehicle Movement Service (GVMS)

As noted in last week's bulletin, the Goods Vehicle Movement Service (GVMS) was updated on 5 July to include 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 by 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”.



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 an 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](#).

### Updated Customs Declaration Service (CDS) error code guidance

The CDS error code guides help you 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 CDS error messages and resolution instructions to the [supplementary declaration error codes guide](#) and [ENS safety and security/ simplified frontier declarations error codes guide](#).

### Find out if you need to pay a tariff on your goods brought into Northern Ireland from Great Britain

You can use HMRC's new [online tool](#) to help understand your duty options for moving goods from Great Britain to Northern Ireland. It takes less than five minutes to use the tool on gov.uk.

Once you've submitted some details about your business into the tool, it will guide you to the options which may be best for your business to help you minimise the amount of duty you have to pay. It's quick, easy to use and could help your business continue to trade smoothly.

*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.*