

Weekly bulletin

42nd Edition

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin: 5 key updates to support you

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TSS in numbers

41,141

The number of businesses now registered on TSS, with over 16,100 signing up since 1 January.

314,000

The total number of reported goods movements created by TSS since 1 January, involving over 1,084,200 consignments.

64,756

The total number of inbound calls to TSS since 1 January, with over 154,975 outbound calls to support traders.

Enhancements to TSS – you've asked, we've listened

TSS has been upgraded with new and enhanced features, improving the service and expanding the options available to traders.



This includes providing a greater range of options for traders using TSS to submit full frontier declarations (FFD). It is now possible to submit an FFD for goods that are already in Northern Ireland, opening new routes and customs procedures in TSS.

Updates include:

- **Enabling inventory-linking** – TSS now supports movements by air into inventory-linked ports (ILPs) from countries outside the UK, as well as from GB locations, opening the TSS service to new customers. All ILP movements will require the use of FFDs
- **Supporting further customs procedures** – TSS now allows declarations for an expanded list of procedures and special procedures, including customs and excise warehousing, inward processing, and temporary admissions. It also provides more options for traders applying to use Returned Goods Relief
- **New payments options** – it is now possible to pay security deposits, if required, for FFD movements (for example, if bringing goods into Northern Ireland under the Temporary Admissions procedure), using either your own duty deferment account (DDA), or the Customs Declaration Service (CDS) cash account. It is also now possible to pay duties using electronic credit transfer or immediate payment by cash account, rather than by using your personal or corporate credit card. It is possible to set your preference for payments within your registration information on the TSS portal

New features coming soon

TSS won't stop there – we continue to listen to user feedback and implement updates to the portal to make sure it's providing the best service possible for your business.

Upcoming new features will include:

- **Customs special procedures for supplementary declarations** – the ability to apply customs special procedures to your goods movement is currently only available if you



are completing FFDs, but this will soon be available for traders submitting supplementary declarations using TSS

- **Use your own Customs Freight Simplified Procedure authorisation on TSS** – if you have your own CFSP authorisation, and you use special procedures, you will soon be able to submit your declarations through TSS under your CFSP authorisation

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](#)**. 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 Northern Ireland from Great Britain

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

Together we can improve HMRC services

HMRC want to improve the services you use but can only do this with your help. They would especially like to chat with sole traders or businesses with less than 50 employees that are based in:

- Northern Ireland and import from Great Britain or another non-EU country



- Northern Ireland and export to a non-EU country other than Great Britain
- Great Britain or another non-EU country, and export to Northern Ireland

If you would be willing to help, please provide your details [here](#).

Webinar recording: 'Tariffs on goods entering NI – what are my options?'

Earlier this month, TSS hosted a webinar guiding you through the options you have for the tariffs that may apply to your goods movement from GB to NI and the decisions you need to make.

The webinar covered:

- Identifying if goods are 'at risk' of entering the EU and are liable to tariffs
- If preferential tariffs apply to your goods under the EU-UK Trade and Cooperation Agreement
- Determining applicable duties for your goods under the EU Common External Tariff
- How to become authorised under the UK Trader Scheme to show your goods are not 'at risk'
- How to claim a waiver to cover the cost of duties if your goods are deemed 'at risk'

The webinar walked you through how to apply the tariff decisions you make when submitting either your full frontier or supplementary declaration.

You can watch a recording of the webinar [here](#).

TSS Contact Centre hours of operation:

07:30 – 22:30, 7 days a week

Tel: 0800 060 8888