

Weekly bulletin

46th 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

41,731

The number of businesses now registered on TSS, with over 16,742 signing up since 1 January.

350,479

The total number of reported goods movements created by TSS since 1 January, involving over 1,208,824 consignments.

68,534

The total number of inbound calls to TSS since 1 January, with over 178,792 outbound calls to support traders.



Agents and intermediaries using TSS on behalf of traders – things to consider

If you are a customs agent or intermediary who provides services to traders, TSS will soon enable you to complete declarations and make payments on your customer's behalf.

How will it work?

- If you are new to TSS, you can register for a new profile type which will designate you as a customs agent or intermediary
- If you are already a TSS user, there will be a simple process to follow to convert your existing profile into a customs agent profile
- Agents and intermediaries will be able to act on behalf of multiple traders
- Your traders will be able to authorise you to represent them on TSS to create, edit, and submit declarations, as well as making payments on their behalf
 - Note: Your trader must also be a registered user of TSS. If you intend to use TSS for your shipments from RoW to NI, you may wish to contact your traders now about registering for a TSS account, if they do not already have one
- Agents and intermediaries should arrange to have commercial agreements in place with their traders
- Traders are advised to authorise their agent or intermediary via a letter of representation

Reminder to check if you need to pay a tariff on goods brought into NI from GB

This [gov.uk decision engine tool](#) can help you to identify the best options available to you to remove tariffs on GB-NI trade including:

1. **EU Common External Tariff** - Check if the EU's Most Favoured Nation (MFN) rate is zero – as set out in the EU Common External Tariff (CET). If it is, you will not be required to pay any duty for GB:NI goods movements



2. **UK Trader Scheme** - Check if your goods can be declared not 'at risk' and you are eligible for the UK Trader Scheme
3. **Preferential rules of origin** - Check if you can claim preferential tariffs, as a result of the EU-UK TCA, to reduce the tariff to zero
4. **Duty waiver** - Check if you fall within the 'de minimis' threshold and are able to claim a waiver if your goods are 'at risk'

If none of the above applies, and your goods are 'at risk', you will be subject to the EU Common External Tariff on the goods you move into NI and be liable for the associated duties (unless you use a customs special procedure).

If you would like to know more, please [watch this webinar](#) where TSS covers each of the above options in detail, available on NICTA.

UK Trader Scheme – ongoing authorisations

To provide certainty and stability as discussions proceed between the UK and EU on the proposals for the future implementation of the NI Protocol, the government set out on 6 September 2021 [here](#) that it will continue to operate the Protocol on its current basis.

This means that existing arrangements continue. HMRC has confirmed that you should continue to make declarations and carry out processes for moving goods into Northern Ireland. The government will ensure that reasonable notice is provided if the current approach changes, to enable businesses to make appropriate preparations. HMRC has updated gov.uk guidance to reflect that existing processes are continuing which includes those around the [UK Trader Scheme](#) and [Post & Parcels](#).

For the UK Trader Scheme this means businesses not established in NI, and without a fixed place of business in NI, can continue to use the UKTS beyond 31 October 2021. HMRC will write to all users of the UKTS easement to confirm that they do not need to take any action, and their authorisation will continue beyond 31 October 2021.



You should continue to follow all existing processes when moving goods to and from Northern Ireland, including ensuring supplementary declarations are completed. If you have been authorised by HMRC for UKTS under the NI establishment easement that was due to expire on 31/10/2021, you should shortly receive (or will already have received) a letter from HMRC confirming that your UKTS authorisation will continue past that date.

Using TSS' API to process declarations

TSS offers two ways to create, update and submit declarations:

- You can do this manually through the TSS portal
- Or by using the TSS API

The API makes it possible to automate the submission of large volumes of declarations data quickly. Traders have reported significant efficiency savings due to use of the API.

If you are an agent or intermediary and need to process large volumes of declarations for multiple customers, the API could be particularly useful for you. In the coming weeks, TSS will make it easier for agents and intermediaries to use the API on behalf of traders.

In the portal, you will be able to manage all your customers through your own profile. With the API, you will be able to process declarations on behalf of multiple different customers. TSS will also develop this functionality further in future to make it easier for you to represent and report to multiple traders.

The API functionality for agents and intermediaries matches what is already on the TSS portal, so it can be used for entry summary (safety and security) (ENS), supplementary and full frontier declarations (FFD).

If you think the API might be able to support your business, please arrange a conversation with the TSS API support team.



The easiest way to arrange a consultation is to raise a case in the TSS portal:

- Log in to the portal, and select 'Submit an Enquiry' in the 'Get Help' section at the bottom of the page
- Select 'Declaration Queries' as the 'Enquiry Type', enter an 'Enquiry Short Description' that starts with 'API-', and outline the 'Details of Enquiry' below - making sure to include 'API Support'

TSS in action: help with export documents allows ExxonMobil to simplify goods movements

International oil and gas company ExxonMobil was keen to find the best way to move their goods urgently from GB to NI, not having engaged with TSS before.

Following a successful introduction, a customs consultant from TSS arranged a share-screen meeting with them to talk them through the process

"Thank you for an introductory meeting to Trader Support Service. We found it useful having you guide us in the portal to successfully register our agent as an additional user for any future GB to NI movements," said ExxonMobil.

If you require help simplifying your goods movements, you can contact the TSS helpline on 0800 060 8888 (from 7:30am to 10:30pm seven days a week) or [raise a request](#) on the TSS portal.

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TSS Contact Centre hours of operation:

07:30 – 22:30, 7 days a week

Tel: 0800 060 8888

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