

Weekly bulletin

47th Edition

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin: 4 key updates to support you

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TSS in numbers

41,874

The number of businesses now registered on TSS, with over 16,885 signing up since 1 January.

359,415

The total number of reported goods movements created by TSS since 1 January, involving over 1,241,077 consignments.

69,330

The total number of inbound calls to TSS since 1 January, with over 183,905 outbound calls to support traders.



Moving goods for seasonal events - Halloween, Bonfire, Diwali, and Christmas

Over the coming months, seasonal festivals and events may change demand for certain goods. If you are considering changing the way you move goods between Great Britain and Northern Ireland, TSS is here to support you.

TSS can offer guidance if you plan to move more goods than normal, move goods in different combinations, or even move different types of goods. We have published [tailored guidance](#) on Northern Ireland Customs and Trade Academy (NICTA), including advice for new users.

In late October and early November, Halloween, Bonfire Night and Diwali all take place in the space of a few days. If you are planning to move fireworks, you will need to consult the controlled goods guidance on the page above and for gift packs containing different classifications of product there may also be specific rules to adhere to – for example, if you are moving toys and food together.

Further ahead, you may be planning to move goods in greater quantities for the festive season. Remember that certain foodstuffs, such as packed meats and goods of plant origin, may be subject to certain additional rules. Again, please consult the published [guidance](#).

Please also be sure to book the transport for your goods well in advance for the upcoming peak season. As always, if you have any questions or concerns, please contact the TSS Contact Centre (details at the end), and our trained customs experts will be able to assist.

Upcoming TSS webinar on live animal movements

To find out more information about the rules and processes for moving live animals from GB into NI, register for a free webinar featuring both TSS and HMRC experts on Wednesday 27 October from 10:00am to 11:00am.

The one-hour webinar will:



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

Register [here](#) to attend this webinar.

Guidance can also be found on gov.uk [here](#).

TSS in action: importing data from one supplementary declaration to another accelerates submissions for Rosco Engineering (NI) Ltd

Rosco Engineering Ltd, steel traders based in NI, had several outstanding supplementary declarations to complete and were keen to learn from TSS how to simplify the process.

A TSS customs consultant arranged two share-screen meetings with them. The first was to walk them through the process and confirm relevant commodity codes for their products. The second allowed Rosco to complete the declarations themselves, using the 'Populate item-level information' section of the [TSS Supplementary declarations: Step-by-step guide](#).

This new section advises traders of multiple ways to submit declarations more efficiently, including copy-and-pasting details from previous supplementary declarations or saving considerable time by auto-populating mandatory fields.

“Thank you very much for all the help; we successfully closed all our pending Supplementary declarations with the support provided,” said Rosco.



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 for us to talk through the process with you.

HMRC wants your feedback

HMRC is constantly reviewing its services and adapting to meet the needs of its customers. It is asking for your help to do this and would like to hear from businesses of all sizes 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](#) – this will only take one to two minutes.

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TSS Contact Centre hours of operation:

07:30 – 22:30, 7 days a week

Tel: 0800 060 8888