

Weekly bulletin

59th edition

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin: the first of 2022

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TSS in numbers

43,662

The number of businesses now registered on TSS, with over 18,673 signing up since 1 January 2021.

469,408

The total number of reported goods movements created by TSS since 1 January 2021, involving over 1,644,792 consignments.

83,102

The total number of inbound calls to TSS since 1 January 2021, with over 253,042 outbound calls to support traders.

Continuing to improve the TSS service in 2022

www.tradersupportservice.co.uk

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Welcome to the first bulletin of the year. In 2022 we will continue to provide the TSS service and to use your feedback to make improvements.

To date, in response to your feedback, we have been able improve the system with these enhancements:

- Providing additional options for package type codes (e.g. hanging rails)
- Updating data fields with more meaningful field names such as 'Item Price / Amount' and 'Item Currency'
- Introducing e-mail notifications when updates are added to complaints records and giving you the ability to 'reject' complaint resolutions if you are unsatisfied
- Making the user experience more consistent around consignments containing controlled goods i.e. the system now makes it clear what you need to complete in relation to controlled goods
- Improvements to supplementary declaration list views to show statuses and deadlines for action
- Adding links to support materials on the declaration pages within the TSS portal

Please continue to let us know how we're doing via the customer satisfaction surveys through 2022 so that we can continue to provide improvements to the service.

Register to a new series of 'Ask the expert' events across January and February

To support you in completing your supplementary declarations, we will be running interactive Q&A sessions with small groups across January and February, allowing you to put your more complex queries to our customs and trade experts.

Click on the dates below to register for attendance.

- **Having issues with setting up your (Application Programming Interface) API?**



- Join us for an hour on [25 January](#) or [8 February](#)
- **Having trouble with movements under a customs special procedure?**
 - Join us for an hour on [26 January](#) or [9 February](#)
- **Are your declarations stuck in Trader Input Required (TIR), with errors, draft or payment pending?**
 - Join us for an hour on [27 January](#) or [10 February](#)

We look forward to seeing you!

Do you move goods from Great Britain (GB) to Northern Ireland (NI) via Ireland (IE)?

There are only two ways for goods to move from GB to NI via IE:

1. A **Transit** process whereby goods depart from GB, move through IE and into NI, where they are presented to customs on arrival. This process allows the goods to move under duty suspension, until arrival in NI, at which point an import declaration is required.

TSS offers a declarations service to support this process, including starting and ending the Transit and ending the customs procedure involved with the movement.

For more information, please review the [TSS Transit guide](#)

2. A **direct import** into IE whereby goods are imported and declared to customs at the point of entry into IE and are then in free circulation for onward movement within IE (or to another EU country)



TSS does not support this movement because this is a direct import to a European member state. If you choose this journey, you will need to arrange for your own customs processes to be completed.

Reminder: Update of commodity codes and how this might impact you

On 1 January 2022, the UK introduced its 2022 Integrated Tariff. This incorporates the World Customs Organization (WCO)'s changes to the Harmonized System nomenclature.

The WCO's Harmonized System classifies commodities into six-digit codes and these codes are incorporated into the commodity codes set by national governments around the world.

Visit [gov.uk](https://www.gov.uk) to review the new 2022 commodity codes and check if your regularly used commodity codes have changed.

How could this impact you?

- You need to use the correct commodity code from the 2022 Integrated Tariff for any movements or declarations created after 1 January 2022
- If you're bringing goods into Northern Ireland from outside the UK or EU and your goods are not 'at risk' of onward movement to the EU, then the [UK Integrated Online Tariff](#) will apply for the applicable duty calculations
- If your goods are 'at risk' of onward movement to the EU, then the [Northern Ireland Online Tariff](#) will apply for the applicable duty calculations
- Where there are specific tariff measures associated with the goods, the requirements of both the [UK Integrated Online Tariff](#) and the [Northern Ireland Online Tariff](#) will apply and must be met
- For any supplementary declarations, you should use the commodity code valid on the date of movement
 - Use the date look-up option on the Northern Ireland Online Tariff to review commodity codes valid for past dates



- You can do this by either adjusting the 'Date of Import' (from the main search page) or the 'Date of Trade' (from the chapter, heading, or commodity overview pages) to the relevant date

For help, please call the [TSS Contact Centre](#) on 0800 060 8888.

How to successfully move controlled goods to NI

From 25 January 2022, there will be additional validations in the TSS Portal for controlled goods to ensure all required information is included prior to declaration submission. If you don't submit all of the required information, you may receive additional error messages which may result in a delay to your movement.

It is your responsibility as the trader to determine whether controls may apply to your goods based on your commodity code and relevant legislation. You should refer to the Trade Tariff on gov.uk in the first instance.

If you are moving controlled goods you need to ensure:

1. You have obtained the required licences or authorisations pertinent to your goods prior to dispatch. You can find out more about these in [this guide](#) on the NI Customs and Trade Academy (NICTA) website
2. You have or can provide your haulier/intermediary with additional data required to complete a safety and security declaration (ENS) for controlled goods. A full list of data requirements can be found in [here](#)

Top tips to make meeting your data entry requirements as simple as possible:

1. **Limit mixed consignments** - If you are creating a mixed consignment of controlled and non-controlled goods you need to provide full item level data for all goods (including non-controlled). To simplify this, you can create separate consignments for controlled and non-controlled goods



2. **Consider using 'consignment first ENS':** Using the 'consignment first ENS' functionality will allow you to complete the required consignment level data before passing the ENS onto your haulier for completion
3. **Share data with your haulier/trader:** Consider generating a formatted spreadsheet for sharing information with your trader/haulier and agree a process for transferring any required documents

Together we can improve HMRC services:

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

- NI and import from GB or another non-EU country
- NI and export to a non-EU country other than GB
- GB or another non-EU country, and export to NI

Please provide your details [here](#)

Apply to the UK Trader Scheme for goods not 'at risk' of moving to the EU

If you are moving goods from GB to NI and those goods are to remain in NI, you should declare your goods not 'at risk' of moving into the EU to avoid becoming subject to EU import duty. To do this you will need to become authorised under the UK Trader Scheme (UKTS).

To review the eligibility criteria, and to make an application, [visit the UK Trader Scheme page on gov.uk](#). It's recommended that you allow sufficient time for the application process and apply at least a month before you intend to move your goods.

Some key points to consider:



- You should be moving goods from GB to NI, with your goods for sale to, or for final use by end consumers located in the UK
- You will need to demonstrate that your goods are:
 - Not 'at risk' of moving to the EU by being able to show records, systems, controls and evidence of your GB to NI movements
 - For sale to, or provided for final use by, end consumers located in the UK
- You must meet the [qualification criteria](#) for the scheme

For further information about how to apply click [here](#).

Apply for and use your own Duty Deferment Account (DDA)

Using your own DDA account allows you to delay paying most customs or tax charges when you import goods or release goods from an excise warehouse.

Both traders and agents/intermediaries can apply for a DDA.

As an agent or intermediary, submitting customs declarations on behalf of your trader, you may use either your own DDA, or your trader's (provided that your trader has authorised you to act on their behalf).

To apply for a DDA for use in NI, please provide all required information and allow 30 days for your application to be processed (and longer if a Customs Comprehensive Guarantee (CCG) is needed). More information about how to apply can be found [here](#).

Once your application has been successful, you can add your DDA number in to your TSS profile (see this [guidance](#)) or use it [directly in CDS](#).

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TSS Contact Centre hours of operation:

07:30 – 22:30, 7 days a week

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