

Weekly bulletin

61st edition

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HM Revenue
& Customs



Trader Support Service (TSS)

Weekly bulletin: Key updates to support you

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TSS in numbers

43,945

The number of businesses now registered on TSS, with over 18,956 signing up since 1 January 2021.

486,266

The total number of reported goods movements created by TSS since 1 January 2021, involving over 1,706,493 consignments.

85,485

The total number of inbound calls to TSS since 1 January 2021, with over 261,932 outbound calls to support traders.



Outage notification:

As part of our ongoing IT improvements, essential maintenance of back-end systems will be carried out for 7.5 hours from **9:30pm Saturday 29 January 2022 to 5:00am Sunday 30 January 2022**.

Impact:

- This will impact the Goods Vehicle Movement Service (GVMS)
 - o It will not be possible to create Goods Movement References (GMRs) or make amendments or updates to GMRs which include any CDS declarations during this downtime (9:30pm Saturday 29 January to 5:00am Sunday 30 January)
- It will not be possible to submit declarations during this time

GVMS Impact - Haulier steps to take:

- Please ensure you have completed all your GVMS related actions **prior to 9:30pm** on Saturday 29 January 2022

We have informed carriers about the steps to take and apologise for any inconvenience caused.

You can find out about downtime and technical issues with HMRC services via [GOV.UK](https://www.gov.uk).

Updates to TSS and NICTA to improve service for traders

TSS has been updated with new features improving the service and support traders completing declarations when moving goods into Northern Ireland (NI).

ENS validation for controlled goods movements

- On 25 January 2022, new functionality was added to TSS for controlled goods under the simplified journey to ensure that all required information is provided prior to submission of the Entry Summary (ENS) declaration



- If any of the information is missing, you will see an error message on the screen and you will be prompted to enter the missing data before successfully submitting your ENS
- The benefit is to reduce the number of errors being made and make it easier for you to identify any missing information for controlled goods movements
- For any mixed consignments of controlled and non-controlled goods, you will need to supply full line level details for all goods (including non-controlled)
 - You may find it easier to create separate consignments for controlled and non-controlled goods

ENS User Guides consolidated on NICTA

- The 'Standard Process' and 'Consignment First ENS Declaration' guides have been consolidated into one guide called ['ENS Step-by-step guide: Standard Process and Consignment First Process'](#)
- This will provide you with a one-stop-shop for any support or questions on ENS declarations whether using the standard process or consignment first

Live animal movements

- The guide on ['Live Animal Movements to Northern Ireland'](#) has been updated with more detailed guidance for movements into Northern Ireland from Rest of World (RoW) countries and from the EU via the GB land bridge
- The new sections outline the points of entry through which live animals must enter as well as the pre- and post-arrival procedures

Reminder to 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.

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- **Having issues with setting up your (Application Programming Interface) API?**
 - Join us for an hour on [8 February](#)
- **Having trouble with movements under a customs special procedure?**
 - Join us for an hour on [9 February](#)
- **Are your declarations stuck in Trader Input Required (TIR), with errors, draft or payment pending?**
 - Join us for an hour on [10 February](#)

We look forward to seeing you!

TSS survey reminder

As a registered user of the Trader Support Service, you will have received an email this week asking for your input on the service we provide to your business.

[Click here](#) to answer a very short multiple-choice survey which should take not more than two to three minutes to complete.

Alternatively, the survey can also be accessed by copying and pasting the following address into your web browser: https://www.surveys.online/jfe/form/SV_40yBuImUplv5ygC

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 fewer 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

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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](#). We 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).

You can apply for a DDA for use in NI by providing 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 to your TSS profile (see this [guidance](#)) or use it [directly in CDS](#).

Follow us on social media for updates on new features:



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TSS Contact Centre hours of operation:

07:30 – 22:30, 7 days a week

Tel: 0800 060 8888

Northern Ireland Customs & Trade Academy (NICTA)

Find [guides, webinars and training](#) to assist with your customs movements and using TSS