

Weekly bulletin

66th 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

44,572

The number of businesses now registered on TSS, with over 19,583 signing up since 1 January 2021.

527,343

The total number of reported goods movements created by TSS since 1 January 2021, involving over 1,858,226 consignments.

91,133

The total number of inbound calls to TSS since 1 January 2021, with over 291,168 outbound calls to support traders.



New TSS and NICTA features

TSS has been upgraded with new and enhanced features to improve its service and support for traders moving goods into Northern Ireland (NI).

Among the new features available are:

Special and additional procedures on the simplified declarations process

- You can now use the simplified declarations process to move goods into NI using certain special procedures
 - The simplified process is where you submit a reduced data set when the goods leave Great Britain (via a simplified frontier declaration) before providing the remaining information via a supplementary declaration by the fourth working day of the month following the goods movement
 - To make use of this new feature, you need to have entered your customs freight simplified procedures (CFSP) NI authorisation number on your TSS profile
 - This CFSP authorisation needs to be valid for movements into NI
 - Note: a CFSP number authorised only for Great Britain (GB) is not valid for use
 - If you don't already have a CFSP authorisation and want to take advantage of special procedures with the simplified declarations process, you can apply for this via [gov.uk](https://www.gov.uk)
 - Make sure you have logged your NI CFSP authorisation number on your TSS profile to take advantage of this new functionality. Guidance on how to do this can be found in this guide on the [NI Customs and Trade Academy \(NICTA\) website](#)
- You can also continue to complete full frontier declarations (FFD) for all types of special procedures



PLEASE NOTE: The process for submitting declarations using special procedures and the simplified declarations process is different compared to standard movements and varies depending on the procedure being carried out.

You can find a step-by-step guide on how to submit declarations using these procedures [here](#).

The special procedures and relief options now available on the TSS simplified journey include:

- You will be able to create a standalone arrived simplified frontier declaration (SFD) for the following procedures and relief types:
 - Customs Warehousing (CW)
 - Inward Processing (IP)
 - Returned Goods Relief (RGR)

- If you have completed the Entry In Declarant's Record (EIDR) procedure outside of TSS, you will be able to process a standalone supplementary declaration on TSS for the following procedures:
 - Authorised or End Use
 - Inward Processing (IP)

Consolidated data guide

- All TSS declaration data guides have been consolidated into one document, to make it easy for you to find guidance on TSS data fields, whatever form of declaration you are making
 - The consolidated data guide can be found [here](#)

New method of payment for agents and intermediaries using the API

- Agents and intermediaries supporting API users can now use the agent's own Duty Deferment Account (DDA) for payments on full frontier declarations
- For further information on this, please review the [agents and intermediaries guide](#)

Automatic case raising where an SFD status has not been updated



- An automatic case will now be raised if your goods have moved, but your SFD status is 'Not yet arrived' and thus the supplementary declaration has not been created. This case will be generated after 48 hours of your goods having moved and the portal will alert an agent to get in touch to help you resolve this. This ensures any problems with your SFD and the creation of your supplementary declaration will be fixed without you having to contact an agent, allowing timely completion of your end-to-end journey

TSS in action: supporting an experienced freight forwarder to use the new Customs Declarations Service

Essex-based PFE Express is an international freight forwarding company offering intelligent global logistics and supply chain management solutions to a number of large household names.

The company has recently embraced using the UK's new Customs Declaration Service (CDS), having used it via TSS when moving goods from the rest of the world to Northern Ireland (NI).

To assist PFE with some of the challenges it faced with CDS data and coding, TSS' team of customs consultants arranged a series of screensharing conference calls with them, and they were able to advise on how to submit PFE's FFDs on CDS, ensuring the smooth shipment of their goods to NI.

"Thank you so much for your help in getting this FFD down the line, very helpful and much appreciated as always," said a representative from PFE Express.

If you move goods into NI and, like PFE, you are already an experienced freight forwarder but have yet to use CDS for submitting customs declarations, TSS can help you.

Simply register on the [TSS portal](#) or talk to a TSS customs expert by calling the TSS contact centre on 0800 060 8888 from 7:30am to 10:30pm seven days a week.



Change to support hours for firms moving goods from NI to GB

If you are moving goods from NI to GB either directly or indirectly via Ireland, then please be aware that our declaration support service hours have been reduced.

We will no longer be able to support declaration submissions over the weekend – any movement of goods using these routes will now need to be submitted and cleared with TSS by 6pm the Friday before your goods are due to move.

In addition, the service is now available from 9am to 6pm. Please ensure that any declaration requirements are submitted to us in good time within these support hours.

Moving hired goods into or out of Northern Ireland (NI)

Have you ever needed to move hired goods into or out of NI?

General guidance on how to temporarily move goods can be found on [gov.uk here](#), and for more specific guidance on moving items as part of a house move go [here](#).

You may also want to take advantage of the Temporary Admission procedure, which allows goods to be moved into NI temporarily (for a period of up to 24 months) with a total relief from import duty.

Guidance on using TSS to claim Temporary Admission can be found in the [special procedures guide](#) on NICTA.

Reminder: Update on how to declare goods that have been valued using methods 2, 3, 4, 5 and 6



If you usually use valuation method 2, 3, 4, 5 or 6 on your TSS declarations for movements to NI, you will need to complete your declaration differently from usual to ensure it can be successfully processed.

Please read this [guidance on NICTA](#), which provides details on what information you should use to complete your declaration.

This guidance applies to the following movement types made using TSS:

- All types of goods (i.e. standard and controlled)
- Movements from RoW-NI and GB-NI

Please note this is a temporary measure and does not indicate a change in policy or the approach to valuing the goods.

Please contact the [TSS Contact Centre](#) on 0800 060 8888 if you have any questions.

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

Please provide your details [here](#).

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

www.tradersupportservice.co.uk

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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.



To apply for a DDA for use in NI, please provide all required information for your application to be processed. HMRC aims to process the application as soon as possible but it may be longer before you are able to use your DDA as a Customs Comprehensive Guarantee (CCG) is also needed for all NI DDA applications.

You should aim to apply as soon as you can. More information about how to apply can be found [here](#).

Once your application has been successful, refer to this [guidance](#) on NICTA on how to add the DDA details to your TSS profile and your CDS Financial Dashboard.

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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