

Weekly bulletin

68th 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

44,805

The number of businesses now registered on TSS, with over 19,816 signing up since 1 January 2021.

544,441

The total number of reported goods movements created by TSS since 1 January 2021, involving over 1,920,535 consignments.

92,789

The total number of inbound calls to TSS since 1 January 2021, with over 301,884 outbound calls to support traders.



TSS in action: NI pharmacy successfully submits their supplementary declarations following support from TSS consultants

O'Brien's is an independently owned pharmacy based in Northern Ireland (NI). The business had been having considerable trouble understanding how best to use TSS to submit their backlog of over 90 supplementary declarations.

Two TSS consultants arranged screen-sharing sessions with O'Brien's and explained how they could use the TSS system to successfully submit their declarations.

"We were having difficulties using TSS but after a number of calls and support, we went away a happy trader!" said a grateful contact at the pharmacy.

If you are struggling to use TSS don't worry – we can help you to use the system in a way that is most beneficial for your business. Just call 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.

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

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 a 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