Weekly bulletin

78th edition

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Trader Support Service (TSS)

Weekly bulletin: Key updates to support you

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NICTA revamp

The NICTA website and navigation pane received an update this week for an easier and more intuitive user journey.

Over the past few months, we have been listening to trader feedback about how we could improve the user experience of the NICTA website. A major part of this is introducing pages that reflect the journey your goods take, so you can easily identify all the requirements for your specific journey and access the guidance for completing these on the TSS Portal.

As a result, we have created nine new journey-focused landing pages and updated the navigation pane to reflect this. These new pages include:

A single page with all of the information you'll need for each of the four types of goods movement TSS supports:

- Great Britain to Northern Ireland direct
- Great Britain to Northern Ireland, indirect via Ireland

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- Rest of World excluding the European Union to Northern Ireland
- Northern Ireland to Great Britain, either direct, or indirect via Ireland

Additional webpages to consolidate related information into one place:

- A new 'Getting Started page', hosting all the information you need to start moving goods to and from Northern Ireland
- A 'Trader Tools' page, to host the new Trader Journey Assistant and the SDA tool
- A 'Resolving Error Codes' page dedicated to guidance helping you to respond to any error codes you receive
- An 'Additional Requirements' page, outlining extra information that might be useful in certain circumstances
- A "TSS Portal and Policy Updates" page focused on letting you know what has changed with the latest TSS and NICTA updates

All the declaration-specific pages you would have used previously will still be accessible from the navigation pane, under the 'Declarations' heading.

We hope that these changes will make NICTA easier and more intuitive for you to use. If you'd like to provide feedback on these changes, please use the pop-up survey on the NICTA homepage, or on the individual landing pages. If you can't see these surveys, please accept cookies for the NICTA website.

LAUNCH Trader Journey Assistant

The Trader Journey Assistant is a new tool which has just launched on the NICTA website.

The tool will pose a series of questions, which if answered, will help you to understand the declarations requirements for your goods movement, and point you towards the relevant guidance so that you can complete these requirements on the TSS Portal.

The topics covered by the Trader Journey Assistant include:

- Your familiarity with TSS and NICTA
- The journey on which your goods will move
- If your goods are moving under special procedures / reliefs
- If your goods are controlled
- Information about UKTS and tariffs

Over the coming months we will be building more detail and granularity into the Trader Journey Assistant, to better help traders navigate their goods movement. If you would like to provide feedback on what should be included, or how the current model can be improved, please use the red feedback button on the right-hand-side of the screen. If you can't see this feedback button, please accept cookies for the NICTA website.

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TSS agents – answering your trade queries

If you're having difficulty completing your declaration, unsure as to what information you need to provide to resolve your error code or are confused as to what additional documents are required when you're moving a controlled good, you can reach out to the TSS Contact Centre for help.

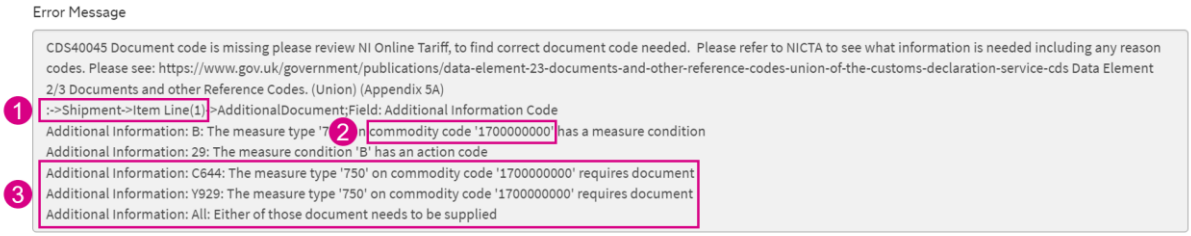
The expert agents at the TSS Contact Centre can help you resolve your trade queries, whether you need help with a standard process, or if you require specialist knowledge relating to a complex and niche issue.

You can contact the TSS Contact Centre on 0800 060 8888 if you require assistance at any point on your trade journey.

Error code guidance – CDS40045

If you notice the CDS error code 'CDS40045' whilst submitting your declaration for goods movements, a document in the 'Document Reference' tab of the form is missing for a specific item.

The CDS40045 error code will look like:



To identify which item is missing a required document, please review the error code; the item will match the goods shipment / goods item reference (#1 in the example above).

The documents required will depend on the commodity code; your commodity code (#2 in the example above) will be specified in the 'Additional Information' section of the error code. The characters in the 'AddInforCode' section of the error code may highlight some of the document codes you need to add (#3 in the example above).

To add the required documents to your declaration, you will need to navigate to the 'Declaration Goods' tab at the bottom of the consignment page and click on the relevant item. You will then need to navigate to the 'Document Reference' tab at the bottom of the item page and click 'new' to add the relevant information for your document.

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If you need any further support resolving this error code, please contact the TSS Contact Centre on 0800 060 8888.

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

Using your own Duty Deferment Account (DDA) 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 Northern Ireland, 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 Northern Ireland 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.

Apply to the UK Trader Scheme (UKTS) to declare goods not 'at risk' of moving to the European Union

If you are moving goods from Great Britain to Northern Ireland and those goods are to remain in Northern Ireland, you can declare your goods as being not 'at risk' of moving into the European Union to avoid becoming subject to EzU import duty. You will need to become authorised under the UK Trader Scheme (UKTS).

To review the eligibility criteria and make an application, visit the UK Trader Scheme page on gov.uk. We recommend 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 Great Britain to Northern Ireland, with your goods for sale to, or for final use by end consumers located in the United Kingdom
- You will need to demonstrate that your goods are:

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- Not ‘at risk’ of moving to the European Union by being able to show records, systems, controls, and evidence of your Great Britain to Northern Ireland movements
- For sale to, or provided for final use by, end consumers located in the United Kingdom

- You must meet the qualification criteria for the scheme

For further information about how to apply click here.

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Feedback on the Bulletin

If you would like to provide feedback on this week’s bulletin, you can fill out this short 1-minute survey.

TSS Contact Centre hours of operation:

07:30 – 22:30, 7 days a week

Contact options

Tel: 0800 060 8888

Welsh speakers Tel: 0800 060 8988

Northern Ireland Customs & Trade Academy (NICTA)

Find guides, webinars, and training on the NICTA website to assist with your customs movements and using TSS.

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