

Weekly bulletin

81st edition

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Trader Support Service (TSS)

Weekly bulletin: Key updates to support you

Contents

- New TSS features and NICTA improvements coming on 19 June
- KEY CHANGE: New submission deadline for Supplementary Declarations
- New Assisted Completion Service coming soon to TSS
- Additional support for error resolution and prevention coming next week
- Error code guidance – CDS77002
- Apply for and use your own Duty Deferment Account (DDA)
- Apply to the UK Trader Scheme (UKTS) to declare goods not 'at risk' of moving to the EU

New TSS features and NICTA improvements coming on 19 June

There will be an update to the TSS Portal on 19 June, as well as improvements to the Northern Ireland Customs and Trade Academy (NICTA) website.

These changes will require a short downtime of the portal, which is **currently planned for Sunday 19 June 2022 from 17:00 to 22:00**.

These changes are based on the feedback you have provided and will include:

- Service enhancements to **make the TSS Portal easier to use** and **help users to avoid making errors when completing declarations** (see overview below of error support)
- Introduction of the **auto-generation of Final Supplementary Declarations** (see [Bulletin 79](#))
- Updates to our advice including a new guide on **document codes**

A detailed overview of the changes will be given in next week's bulletin to enable you to take advantage of these new features.

KEY CHANGE: New submission deadline for Supplementary Declarations

From Sunday 19 June 2022, the deadline for the submission of Supplementary Declarations is changing to **9pm on the fourth working day of the month following the goods movement**. This is three hours earlier than the previous deadline of midnight on the same day.

Please ensure that you or your staff that handle your declarations are aware of this change.

The new deadline will enable TSS to automatically create the Final Supplementary Declaration report on your behalf, helping you to fulfil all customs declaration requirements set out by HMRC.

Any Supplementary Declarations submitted after the 9pm deadline will be reported as late on the Final Supplementary Declaration report submitted to HMRC for that month.

A banner will appear each month on the TSS Portal to remind you of this deadline. From 17 June, all guidance on NICTA will also be updated to highlight the new submission time: **9pm on the fourth working day of the month following the goods movement**.

New Assisted Completion Service coming soon to TSS

From 20 June 2022, TSS is launching a new **Assisted Completion Service** which will provide further support for traders submitting Supplementary Declarations using the TSS Portal.

What is the service?

The Assisted Completion Service offers traders support with completing Supplementary Declarations for goods movements from Great Britain (GB) to Northern Ireland (NI), either direct or via Ireland.

When using the Assisted Completion Service, a **TSS agent will complete up to 5 Supplementary Declarations per month on your behalf**. This will ease any technical difficulties or teething issues you might otherwise face when dealing with unfamiliar customs terms and procedures or the TSS declaration process.

Who can use the service?

The Assisted Completion service is **available to all traders using TSS from 20 June 2022**, with a few requirements:

- Traders can take advantage of the service to support with the **completion of up to 5 Supplementary Declarations per month**
- Supplementary Declarations with a **Tax Point Date over 330 days old are not supported**

- Supplementary Declarations **made using an agent or intermediary are excluded**

Please note, the standard deadline for submitting Supplementary Declarations still applies for declarations completed using this new service.

How can I take advantage of the service?

You can ask for assisted completion of one of your Supplementary Declarations directly on the TSS Portal or by phoning the TSS Contact Centre:

- On the TSS Portal, select the **Assisted Completion** button at the top of the Supplementary Declaration with which you want support
- Call the TSS Contact Centre on **0800 060 8888** and request the **Assisted Completion Service**, specifying which Supplementary Declaration(s) you wish to be completed

Once confirmed, a TSS agent will be in touch by raising a 'case' for you on the TSS Portal to request the information required to complete the Supplementary Declaration on your behalf.

There will also be a dedicated guide on NICTA to support you with using the Assisted Completion Service. Just search for *Assisted Completion* or navigate to the [Trader Tools](#) section of NICTA.

For any questions, please contact the [TSS Contact Centre](#) on 0800 060 8888.

Additional support for error resolution and prevention coming next week

From 20 June, TSS will be providing more support to you to help resolve and prevent errors about document codes and related tariff requirements for your TSS declarations. This includes:

- **Error prevention:** The TSS system will warn you if you try to submit a declaration with key fields left blank, if these fields are required or if you have entered an invalid document code – e.g., if you haven't correctly inputted data in the following fields: Document Code, Commodity Code, Supplementary Unit, Item Value
- **Improved information:** The emails you receive about errors relating to document codes or other relevant tariff information in your declarations will now include information about exactly which goods line items are causing the error. This will help you resolve the error quicker, without having to look through each goods line
- **New guide:** a new guide on document codes will be available from 20 June. This guide will help you understand what these codes are, how to correctly enter them on your declarations, and how to resolve frequent errors caused by missing or incorrect document codes

Error code guidance – CDS77002

If you encounter the **CDS error code “CDS77002”** when submitting your declaration, it’s because a **‘Document Status’ code that is mandated by CDS is missing.**

What is a ‘Document Status’ code?

For certain document types, the ‘Document Status’ code is a mandatory field and the declaration cannot be progressed if it is missing.

It is a two-letter code that connotes information about the documents that are required for a particular goods movement. It is entered on the ‘Document Reference’ tab against a goods item as part of your Supplementary or Full Frontier Declaration.

A full list of the Document Status codes and their descriptions can be found on the [GOV.UK](https://www.gov.uk) website, additional information about submission requirements for CDS Data Element 2/3.

Read the CDS77002 error

The error message you receive will:

- 1) tell you what the issue is
- 2) point you to the field that should be reviewed

Error Message

CDS77002 Obligation Error: enter relevant document status in the "Document Status" field. The guidance is on the HMRC website under the Data Element 2/3 Documents and other Reference Codes. (Union) (Appendix 5A)
->Shipment->Item Line(1)->AdditionalDocument(8)->TypeCode;FriendlyName: Document Code Type
Continuation of obligation error:->Shipment->Item Line(1)->AdditionalDocument(8)->CategoryCode;FriendlyName: Document Code - Category
Continuation of obligation error:->Shipment->Item Line(1)->AdditionalDocument(8)->LPCOExemptionCode;FriendlyName: Doc Code Status

In the example above, the error message is telling you that:

- 1) The error is caused by information being missing from the ‘Document Status’ field
- 2) The missing ‘Document Status’ code is associated with goods item #1

Resolving the error

Within the declaration, you will need to navigate to the relevant goods item and open the ‘Document Reference’ tab (at the bottom of the page). Based on the Document Code you have entered, you will be presented with a drop-down list of the eligible codes, with a plain-English description of each code. Populate the field with the relevant code and resubmit the declaration. Please review the [declaration data guide](#) for more information on these fields.

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 EU import duty. Becoming authorised under the UK Trader Scheme (UKTS) is the simplest way to be able to declare goods not 'at risk'.

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:
 - 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](#).

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](#).

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[Trader Support Service | What is the Trader Support Service?](#)

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.