

# Weekly bulletin

83<sup>rd</sup> edition

Date: 30/6/2022



## Trader Support Service (TSS)

### Weekly bulletin: Key updates to support you

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#### Have you used the Assisted Completion Service yet?

Do you struggle to find time to submit your Supplementary Declarations? Would you like expert help?

We would encourage you to **take advantage of the TSS Assisted Completion Service!**

With the Assisted Completion Service, a TSS agent will complete up to five Supplementary Declarations a month on your behalf. This includes data submission on the portal and help with resolution of any errors.

All you need to do is click the **Assisted Completion** button on each of your five declarations on the [TSS Portal](#).

This service is complimentary for all TSS-registered traders. **NOTE:** traders who are already using an agent or intermediary on TSS are not eligible to use the Assisted Completion Service.

## TSS in action: supporting options available for Rest of World imports to Northern Ireland

Do you need help with VAT and customs processes? If so, we're here to help.

A wholesaler distributor of accessories from China requested information on the VAT mechanism for the Northern Ireland Protocol and about onward supply relief.

Our TSS customs consultants met with the trader and discussed the options available for Rest of World imports to Northern Ireland, encompassing full frontier declaration (FFD), onward supply relief, duty implications and how VAT is working for movements from Rest of World and Great Britain into Northern Ireland and from Northern Ireland to Ireland.

The trader was very happy with the answers provided. They had previously paid for external consultancy, which unfortunately did not result in the correct solutions provided by TSS. They said that the call with TSS was the most useful and clear information they have received since starting to investigate post-Brexit logistics in 2019.

*If you are in need of any support or guidance to complete your Supplementary Declarations for the goods you have moved, then please do not hesitate to contact the TSS Contact Centre on 0800 060 8888 or via the TSS Portal.*

## Submission deadline for Supplementary Declarations for goods movements made in June 2022

On Sunday 19 June 2022, the deadline for the submission of Supplementary Declarations changed to **9pm on the fourth working day of the month following the goods movement.**

The submission deadline for any Supplementary Declarations made in June 2022 is **9pm on Wednesday 6 July 2022.**

Please ensure that those responsible for your declarations are aware of this deadline. Submission by 9pm is required to enable TSS to create and submit the final Supplementary Declaration on your behalf.

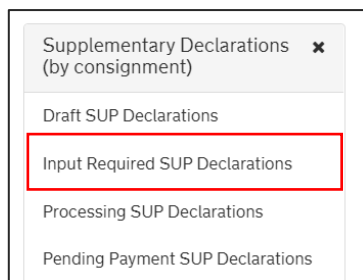
If you require any support with completing your Supplementary Declaration, just click the **Assisted Completion** button at the top of the screen when looking at your declaration.

## Error codes – information to help you resolve errors

While most declarations in TSS are submitted without any issues, sometimes you may receive error messages. Most commonly, declaration errors occur because information on your declaration is missing, invalid or incorrectly formatted/entered. TSS provides support at each step of the error resolution process.

### 1. Identify that an issue has occurred

You will be alerted to an issue with your declaration through an email informing you that your declaration has gone into 'Trader Input Required' status. Your declaration will appear in the 'Input Required' section of the declaration page and the 'Error Message' field will be populated.



### 2. Identify what the issue is

First check the email you received. For many error types, this email will contain detailed information about what has gone wrong and where you need to fix something on your declaration.

You should also check the error message on the declaration. The message will give you information about what has gone wrong. [This video](#) gives an introduction on how to interpret error messages.

### 3. Update or correct the information on your declaration

Navigate to the relevant part of the declaration and the data field causing the error. Review the [data guide](#) or relevant declaration guide (e.g. [Supplementary Declaration guide](#)) on [NICTA](#) for the requirements for each data field on the TSS Portal. You can also have a look at the [dedicated error support page](#), with links to guides on how to resolve the most common error types.

### 4. Reach out for support if needed

If you have any issues, reach out to the [TSS Contact Centre](#) on 0800 060 8888 or select the 'Get Help' button on your declaration. Trained agents can talk you through how to resolve any errors.

TSS also provides support to help you prevent errors before they occur. This includes:

- Pop-up messages on the portal, which can warn you if your data is incorrect when you try to submit

- Light blue boxes below data fields, which provide quick tips on how to accurately fill in your declaration
- The **required information** box at the bottom of each page, which highlights missing mandatory information
- The **Tariff Requirements** box on the goods item page, which will highlight any specific declaration requirements for your commodity code

If you need more support or have any questions on declaration errors, please contact the [TSS Contact Centre](#) on 0800 060 8888.

## TSS tips for importers completing Supplementary Declarations

Our team of [TSS experts is on hand](#) to help you complete declarations, answer your queries and guide you through the process.

Here are a few tips from our agents:

1. If you are completing an Entry Summary Declaration for a goods movement but are not responsible for the Supplementary Declaration, you can add information into the **Trader's Reference** free text field that will assist the importer of the goods with completing the Supplementary Declaration.

Trader Reference

Here you should enter details such as the **invoice number** or the buyer/importer's **purchase order number**. This will help the importer to identify the Entry Summary Declaration that is linked to the import customs Supplementary Declaration into Northern Ireland.

2. If you are completing a Supplementary Declaration, you can view Previous Movement Information to find the above information by clicking on the drop-down arrow on the light blue bar at the top of the Header page of your Supplementary Declaration.

Previous Movement Information
✕

ENS Declaration Reference: [DEC000000000315901](#)

Arrival Information: Coleraine (GBAUCRLRCLRLR) on 26/05/2021 10:32:45

SFD Declaration Reference: [DEC000000000315902](#)

Transport Document Number: PL Row Pay2

3. For audit purposes, you may wish to attach documents such as invoices, packing lists, purchase order numbers and delivery notes to an Entry Summary or Supplementary Declaration. You can do this by clicking the paperclip button at the top of the declaration

☰ SUP0000000000063538



## 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 EU 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 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 Great Britain to Northern Ireland 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](#).

## 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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## 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.