

Weekly bulletin

114th edition

Date: 23/02/2023



Trader Support Service (TSS)

Weekly bulletin: Key updates to support you

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CHIEF/CDS system outage notification

Please be aware there is planned maintenance work for the Customs Handling of Import Export Freight (CHIEF) and Customs Declaration Service (CDS):

- CHIEF – 9.30pm to 11pm on Saturday 25 February 2023
- CDS – 9.30pm on Saturday 25 February 2023 to 4.30am on Sunday 26 February 2023

Declarations submitted during the timeframes above will be processed at the end of the downtime. Creating, updating, or embarking a goods movement reference (GMR) during these times will be affected. For guidance on GVMS please refer to the GVMS [service availability page](#).

We apologise for any inconvenience this may cause.

Upgrading the TSS Platform

Important – Please Read

Protecting your security and privacy is one of our top priorities. To make the ServiceNow platform more secure we are upgrading the system on **25 February 2023**. In preparation for this upgrade and to ensure your continued access to TSS, please check you are able to reach the ServiceNow home page here: [ServiceNow.com](https://www.servicenow.com). If you get an error, please refer to your Internet Service Provider.

We apologise for any inconvenience this may cause. Please call our Contact Desk on 0800 060 8888 for any further assistance on any queries you may have.

TSS February release summary

The latest updates were successfully applied to the TSS platform last weekend on **Sunday 19 February**. Please review the details listed below for a summary of the updates implemented.

The enhancements included as part of this release were as follows:

Update description	Change Summary
Destination Country	The Entry Summary Declaration, Simplified Frontier Declaration, and Supplementary Declaration now include a field for the Destination Country at the consignment level. This field has been introduced to assist users whose movements involve Onward Supply Relief (OSR) and ensures that declarations will be accepted by the CDS system when using OSR.
Auto-update GMR	'Auto-update GMR' functionality has been introduced to reduce user input requirements by automatically updating their Goods Movement Reference (GMR) record in Goods Vehicle Movement Service (GVMS) when the consignments related to Entry Summary Declarations or Simplified Frontier Declarations are updated.
Entry Summary Declaration (ENS) templates	A new read-only field called Templated from will be introduced in all declarations at the goods level. This will appear above the Goods Description field on the record when a template is used at the goods level of any declaration. The new field will be auto-populated with the name of the template used.
Update to the copy goods line functionality	This allows traders to use the copy goods line functionality for Entry Summary Declarations or Supplementary Declarations, so that it copies across all relevant fields.
Update to the copy consignment for ENS	When using the Copy Consignment functionality, additional fields will now be copied to the new consignment details.
Excluding documents that cannot template	This now minimises the risk that a trader can copy a document that is likely to cause errors or duplicate document codes.
Creation of Trader Input Required (TIR) triggered cases	This now ensures that when a declaration goes into TIR the existing case is updated and no new case is created.

are not to be created where there is an existing case	
A new button for traders to change the contact of a case to themselves	The Make Me Case Contact button enables traders to take ownership of a case by appointing themselves as the point of contact. Changing the case owner can only be completed when the status of the case is not resolved, closed or cancelled. This button is only displayed when the user viewing the case is not the current 'Case Contact'.

Error code guidance: Error CDS12056

If you are receiving error code CDS12056, this means that information – mostly codes in one data field – is not compatible with another data field or compulsorily requires certain values to occur together across fields. For example, this may occur when declaring an Incoterm that requires an addition or deduction that is missing.

How to find the field causing the error

You will receive two or more of these errors consecutively. The two fields in these errors are the ones that are incompatible. You should therefore navigate to the fields mentioned in the error.

What you need to populate the fields with

This will vary based on the fields identified. You should refer to the relevant row for each field in the data guide and ensure you follow guidance correctly, taking into account any nuances that arise from your movement. The [Data guide: TSS declaration data requirements](#) will flag how the specifics of your movement may affect the population of the field.

TSS bulletin research invite

HMRC are looking for TSS users to take part in research on this and other relevant (trade) services. This is a great opportunity to get involved in shaping the tools you use and making sure services work well for you.

If you are interested in taking part, please sign up to the HMRC User Panel. You can find more information on HMRC's User Panel at <https://www.gov.uk/government/news/join-the-hmrc-user-panel-and-help-improve-govuk>.

Please note anything you say will be anonymous and confidential and you can opt out of taking part at any time. We appreciate your support and expertise and look forward to hearing from you.

Open a Duty Deferment Account to manage your Northern Ireland declarations

The option to delay payment for customs or tax charges on imported goods, or goods released from an excise warehouse, can be granted by using a Duty Deferment Account (DDA). Traders and agents/intermediaries can apply for a DDA, with the latter being able to use either their own or their trader's DDA if authorised by the trader.

To apply for a DDA for use in Northern Ireland, all necessary information must be provided to HMRC for processing. More information about how to apply can be found on [GOV.UK](https://www.gov.uk). Please be aware that it may take some time to use your DDA once registered as a Customs Comprehensive Guarantee is also required. Once approved, the DDA details should be added to the related TSS profile and Customs Declaration Service customs financial accounts. For support on this, please refer to this [guidance](#) on NICTA.

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.