Weekly bulletin

115th edition

Date: 02/03/2023

Trader Support Service (TSS)

Weekly bulletin: Key updates to support you

Contents

Take advantage of our screen-sharing service

The TSS offers an innovative interactive Microsoft Teams screen-sharing service that enables traders to receive guidance and support for any tasks or issues they may face while using the TSS Portal. With this service, traders can directly see what is happening on-screen within the TSS system, providing a comprehensive solution to resolve different types of TSS-related tasks.

Whether you need assistance in submitting declarations or have queries regarding customs regulations, the screen-sharing service supports different areas of TSS system, and can be tailored to your specific needs. To schedule a screen-sharing session, all you need to do is call the TSS Contact Centre on 0800 060 8888, and our dedicated agents will arrange an appointment for a time that suits you. The process is simple and efficient, and our agents are well-equipped to guide and support you through the entire process. So please don't hesitate to contact us if you require assistance – we'll be more than happy to help.

TSS February Release recap

We just wanted to share with you a brief summary of the TSS system updates that occurred on 19 February. We will cover the key changes and improvements made to the system, highlighting any notable impacts or benefits that may be relevant to you. This summary does re-emphasise key

information that has been previously shared over the last few weeks. For a more in-depth view of the changes, please refer to Bulletin 113.

Update description	Change Summary
Destination Country	The Entry Summary Declaration (ENS), Simplified Frontier Declaration (SFD), 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 Refence (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 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 are not to be created where there is an existing case	This now ensures that when a declaration goes into TIR the existing case is updated and no new case is created.
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'.

For your information: REACH codes updated in TSS

REACH stands for Registration, Evaluation, Authorisation and Restriction of Chemicals, and this entered into force on 1 June 2007. REACH is a regulation of the European Union, adopted to improve the protection of human health and the environment from the risks that can be posed by chemicals, while enhancing the competitiveness of the EU chemicals industry. It also promotes alternative methods for the hazard assessment of substances in order to reduce the number of tests on animals. More information can be found on the ECHA (European Chemicals Agency) website.

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Recent updates to the document coding have now been reflected in the TSS system to ensure that your declarations are processed successfully. The table below provides a summary of these changes. If you would like more information about Data Element 2/3 for the Customs Declaration Service (CDS), please refer to this guidance.

Document Codes - Y106 / Y110 AND Y113

Document Code	Import/ Export/ Both	Description and Usage of Code	Details to be entered on the declaration	Status Codes
Y106	I	Compliance with the REACH restrictions defined in Column 2 of Annex XVII of Regulation (EC) No 1907/2006	Complete statement "REACH Compliant". Use of this document code constitutes a legal declaration of compliance with the REACH restrictions defined in Column 2 of Annex XVII of Regulation (EC) No 1907/2006. Sufficient evidence must be held in records to demonstrate eligibility for this exemption and must be produced on demand.	No status code is required.
Y110	I	Exemption from REACH restrictions by virtue of Article 67(1) and 67(2) of Regulation (EC) No 1907/2006	Complete statement "Reg. 1907/2006 Exempt". Use of this code constitutes a legal declaration that the goods are covered by the exemptions in Article 67(1) and 67(2) of Regulation (EU) No 1907/2006. Sufficient evidence must be held in records to demonstrate eligibility for this exemption and must be produced on demand.	No status code is required.
Y113	I	Product not subjected to the provisions of Regulation (EC) No 1907/2006	Complete statement "Reg. 1907/2006 Exempt". Use of this code constitutes a legal declaration that the goods are exempt from the provisions of Regulation (EU) No 1907/2006. Sufficient evidence must be held in records to demonstrate eligibility for this exemption and must be produced on demand.	No status code is required.

Using the Assisted Completion Service to reduce your workload

If you sign up to the TSS Assisted Completion Service, the service will complete 20 Supplementary Declarations on your behalf for free.

If you have up to 20 draft Supplementary Declarations still outstanding, you can take full advantage of this offer by simply clicking the Assisted Completion button on each of those declarations on the TSS Portal, and a TSS agent will assist you with completing them.

If your Supplementary Declaration meets the service's criteria, all you need to do is provide the agent with some important information (e.g. data from the **Commercial Invoice, Packing Slip, Transport document**) using the template provided.

Please make sure you save the template and reupload it to TSS so that the agent can access the data you have populated. The **Help** and **Examples** tabs on the data template provided by the TSS agent will show you how to extract the information required from these two documents.

For an overview and quick guidance of how to gather the required data, please refer to the Assisted Completion Service quick guide. The full Assisted Completion Service guide provides more in-depth understanding of the service, if required.

Please note, outside of the current offer period, the service completes five declarations on your behalf per month, instead of the 20 currently advertised. This offer maybe revoked at any point in the near future, so please take advantage of the service whilst it still remains.

For any questions, please contact the TSS Contact Centre on 0800 060 8888.

TSS Platform Update – upgrade delayed

Protecting your security and privacy is one of our top priorities. The ServiceNow platform security upgrade has been delayed and a new date will be confirmed in due course.

In preparation for this upgrade and to ensure your continued access to TSS, please check you are able to reach the ServiceNow home page by clicking this ServiceNow link. 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 required on any outstanding queries you may have.

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.

Follow us on social media for updates on new features:

Trader Support Service (@Trader_SS_UK) / Twitter

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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.