

# Weekly bulletin

116<sup>th</sup> edition

Date: 09/03/2023



## Trader Support Service (TSS)

### Weekly bulletin: Key updates to support you

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#### Northern Ireland Update: Agreement in principle reached by the UK and EU regarding the Windsor Framework

As you may have seen, the Prime Minister announced on Monday 27 February 2023 that the UK Government has reached an agreement in principle with the EU, aimed at addressing post-Brexit problems with the Northern Ireland Protocol.

This agreement, the [Windsor Framework](#), replaces the old Northern Ireland Protocol, dealing with the issues it has created and providing a new legal and UK constitutional framework. It delivers free-flowing trade in goods between Great Britain and Northern Ireland through a new green lane.

#### What does this mean for you?

- You do not need to take any action now and should continue to move goods into and out of Northern Ireland in the same way as you currently do
- Relevant guidance will be updated in due course, and we will give you time to prepare for new requirements

#### Current guidance can be found on GOV.UK

- [Trading and moving goods in and out of Northern Ireland](#)
- [Sending parcels to and from Northern Ireland](#)
- [Apply for authorisation for the UK Trader Scheme if you bring goods into Northern Ireland](#)

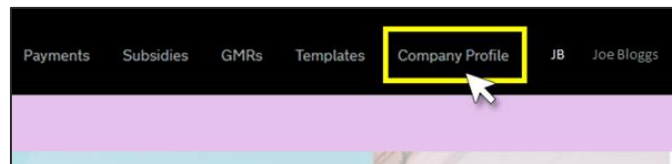
Over the coming weeks, we will work closely with traders to help you prepare and take full advantage of [the simplifications that the Agreement offers](#). We will provide you with further updates on how we will be doing this in due course.

## Maintaining your contact details on your TSS profile

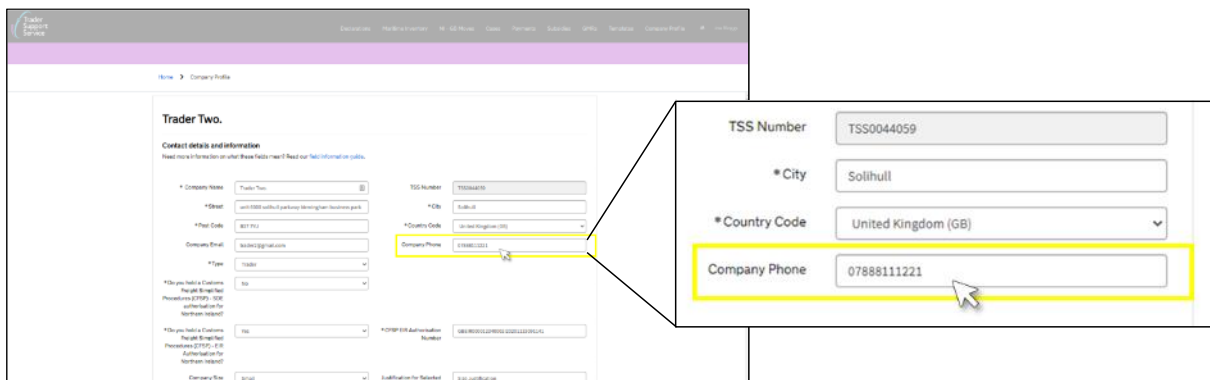
So that our TSS support team can reach you quickly and easily when needed, especially if any issues you are encountering are time-sensitive, please make sure your mobile contact information is accurate and up to date. We appreciate that the colleagues you allocate to perform tasks in the TSS system can change, so please make sure you also update those mobile contact details when any changes in personnel occur.

You can complete this activity by following the simple steps shown below:

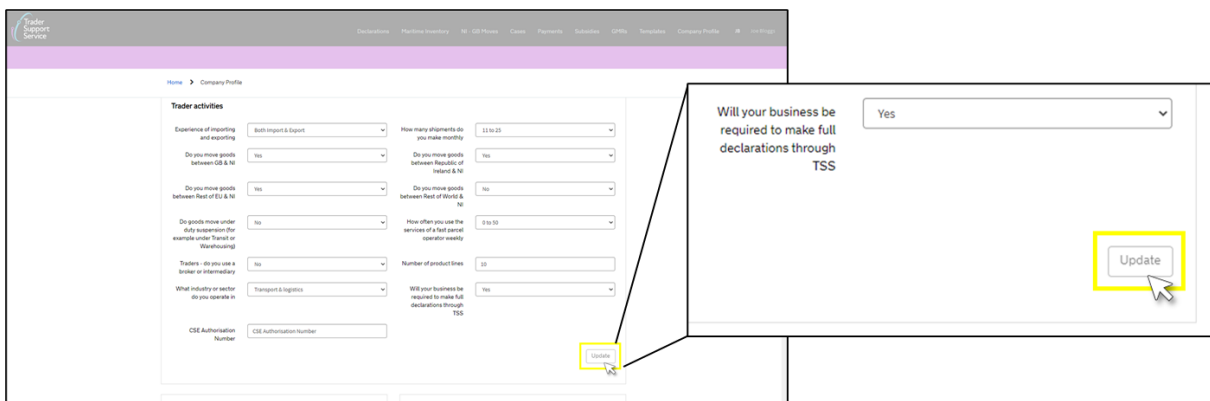
1. Log in to the TSS Portal and select **Company Profile**



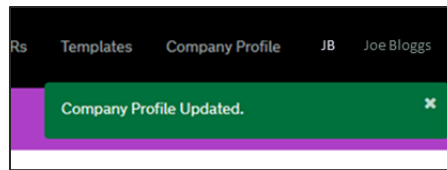
2. Select the **Company Phone** field to amend the mobile contact number details



3. Once completed, scroll down and then click **Update**



4. A green dialogue box will appear to confirm the latest changes have been saved



## How to resolve Error Code CDS40011

### Information to help you resolve error codes

If you encounter the CDS error code 'CDS40011' whilst submitting your declaration, it's because a data value is missing for a relevant field – i.e., a field on the declaration may have been left blank.

The error message should point you to the field to be reviewed. The requirements for that field will vary based on the requirements of your movement. Please review the [Data guide: TSS declaration data requirements](#) for more information relating to the specific fields.

If you need any further support resolving this error code, please contact the [TSS Contact Centre](#).

## 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 we will confirm a new date 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.com 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 contact us for any further assistance.

## Learn how to defer your duty payments

A Duty Deferment Account (DDA) offers the possibility to postpone payment of customs or tax fees for imported goods, as well as goods released from an excise warehouse. 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 in Northern Ireland, traders and intermediaries must submit all the required information to HMRC for processing. Additional information about the application process can be found on [GOV.UK](#).

Please note that it may take some time to use a registered DDA, 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 assistance with this, please consult the [guidance](#) provided on the Northern Ireland Customs & Trade Academy (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](#).

## Follow us on social media for updates on new features:



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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.