

# Weekly bulletin

118<sup>th</sup> edition

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## Trader Support Service (TSS)

### Weekly bulletin: Key updates to support you

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#### Final reminder: TSS Portal outage this weekend

There will be a full service outage this **Sunday 26 March** between **5pm and 6pm**. This short downtime is to accommodate the routine transition across to daylight saving time. We apologise for any inconvenience this may cause.

#### New to TSS? Try using the Trader Journey Assistant

The [Trader Journey Assistant](#) is a helpful tool that has been specifically designed to assist traders in navigating the complex process of moving goods from Great Britain to Northern Ireland (GB-NI).

The [Trader Journey Assistant](#) helps traders comply with regulations as efficiently as possible by asking the user a series of questions. Through answering these questions, traders are directed to the relevant guidance for completing the requirements on the TSS Portal. The tool covers a wide range of topics, including the trader's familiarity with TSS, the goods' journey, any special procedures or reliefs, controlled goods, and information about the UK Trader Scheme (UKTS) and tariffs.

For those who are new to the process of moving goods from GB-NI, the tool provides a helpful and comprehensive guide that covers all aspects of the process. For more experienced traders, the tool

can serve as a useful refresher, highlighting any changes or updates to the process that they may not be aware of.

This resource is hosted on the [Northern Ireland Customs Trader Academy \(NICTA\) website](#), which is the primary resource for traders who are looking to move goods from GB-NI. The NICTA website is also home to a range of other helpful resources and tools, including guidance documents, checklists, and interactive learning modules.

## TSS in action: Helping traders complete Declarations

Are you struggling with the requirements for movements covered by the Northern Ireland Protocol? If so, we're here to help!

British Steel is a leading European steel manufacturer with facilities across the UK and Europe, supplying premium long products around the world.

Amanda Irvine, Business Support Leader at the firm's Lisburn Service Centre, has been receiving help and advice from our TSS Consultants.

*"The TSS Consultants have been working with me for a few weeks now, giving assistance with clearing the backlog of declarations. They have been very friendly and knowledgeable; there hasn't been a question I have asked that they haven't answered in an easy-to-understand way. They have helped me understand the TSS system better and explained what the different codes are for. For declarations that I have struggled with, they have helped me find the correct information I needed. They are very approachable, and I will not hesitate to drop them an email if I have any queries. I am finding their assistance invaluable, and I cannot recommend them highly enough."*

If you are in need of any support or guidance to complete Supplementary Declarations, then please do not hesitate to contact the [TSS Contact Centre](#).

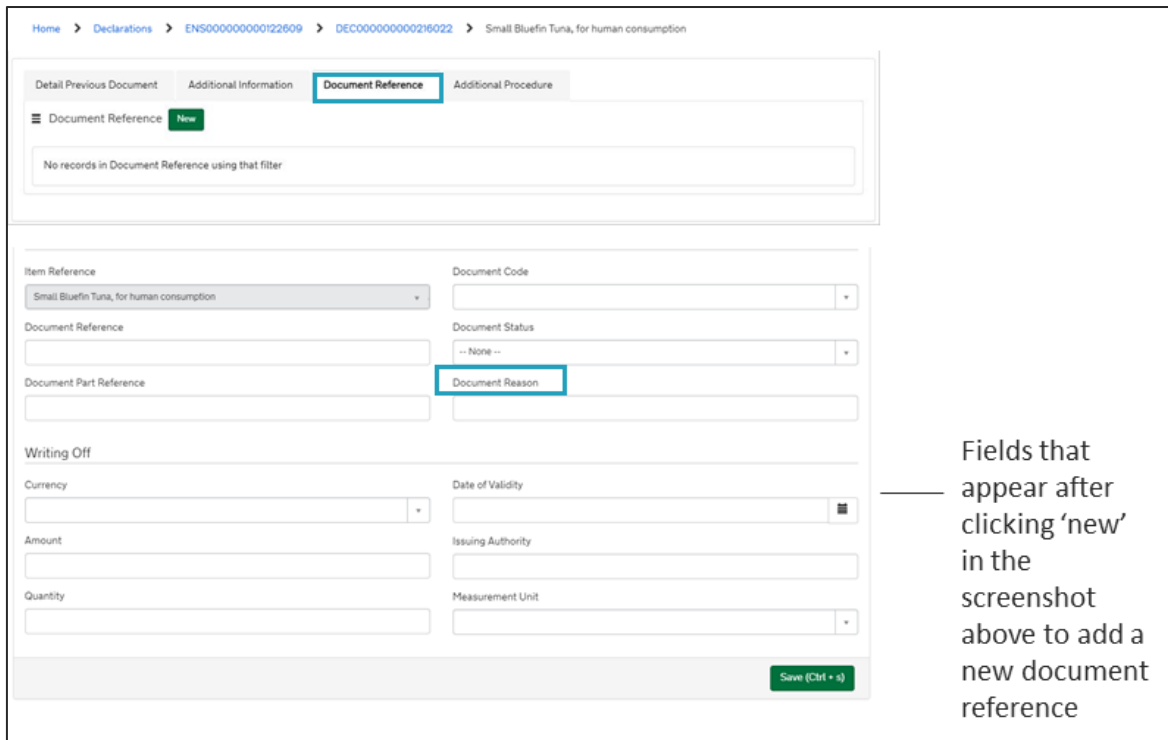
## TSS Improvements – have your say!

At TSS we are continually looking to improve the service we provide our users. We review every piece of feedback we receive to explore methods to make your experience of using TSS simpler, quicker, and easier to understand. We would like to hear your thoughts on what you would like to see improved. Please send us your feedback via this form: <https://forms.office.com/e/p66YeuR0nm>

## Support with error code CDS77005

### Guidance on how to resolve the error

If you are receiving error code CDS77005, it is in relation to the **Document Reason** field at item level (as shown below). In most cases, if you enter a **Document Code** that starts with 'Y', you must enter a **Document Reason** as highlighted.



### How to find the field causing the error

**Document Reason** is part of the information required for documents in the **Document Reference** tab. To find this, navigate to the **Declaration Goods** tab at the bottom of the consignment page, and click on the item that matches the goods shipment / goods item reference in the error code.

Once you have selected the item, navigate to the **Document Reference** tab at the bottom of the item page, where you can view your documents. Click on the relevant **Document Code**.

### What you need to populate the fields with

For most document codes that start with 'Y', you need to add a suitable document reason. You can check what reason is required by viewing the relevant guidance for your document code in Table 1 and 2 of Appendix 5A [here](#) (Table 1 for Union codes, Table 2 for National codes).

## 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, you must provide all necessary information 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](#).

## 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.