

# Weekly bulletin

147th edition

Date: 12/10/2023



## Trader Support Service (TSS)

### Weekly bulletin: Key updates to support you

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#### Trader Support Service contract extended



HMRC is pleased to confirm the extension of the Trader Support Service (TSS) until 31 December 2024. The government remains committed to long-term support for traders moving goods within the UK between Great Britain and Northern Ireland. This follows the agreement reached earlier this year by the UK and EU to introduce the Windsor Framework.

TSS was set up in 2020 as a free-to-use service, educating business on the processes of trading goods into Northern Ireland and supporting them to complete declarations without needing to engage directly with HMRC systems.

HMRC recognises both the significant support the service has provided to businesses and the large number of traders that have benefitted from its assistance over the past 3 years.

TSS will continue to operate as a free-to-use service, educating traders on applicable processes and supporting them to submit customs and safety and security declarations.

## Moving hand-tools from Great Britain to Northern Ireland using oral declaration or declaration by conduct



If you are moving tools to provide services in Northern Ireland (e.g., door fittings, household plumbing, etc.) you may not need to make a written import declaration (either in the TSS Portal or outside of TSS).

You can make an oral declaration or declaration by conduct at the point of exit from Great Britain if your goods:

- Have a value of less than £1,500
- Weigh less than 1,000 kg in total
- Are not restricted goods or do not need a license (controlled goods – see the NICTA guidance on [Controlled Goods](#)) and are not alcohol, tobacco or fuel (excise goods)
- Are not being put into or taken out of a customs special procedure or you're not claiming a relief on them – see the NICTA guidance on [Special Procedures and duty relief](#)

There are steps to take if you are eligible to make an oral declaration or declaration by conduct:

- Complete an Entry Summary Declaration in the TSS Portal and note your oral declaration intention by selecting 'I am transporting an empty container/trailer/van/lorry under a contract of carriage, which requires a safety and security declaration for GVMS' as the **ENS Only Reason** in all oral declaration cases (i.e., regardless of whether the statement is true for your goods and movement)
- Create a Goods Movement Reference (GMR) in the HMRC Goods Vehicle Movement Service (GVMS) and select 'Oral or by conduct declaration' on GVMS prior to the goods movement

You must keep all records and evidence (e.g. a list of tools and the value) for customs audit.

## Advanced warning of TSS outage: new TSS features and NICTA updates coming in October



Later this month there will be an update to the TSS Portal as well as improvements to the Northern Ireland Customs and Trade Academy (NICTA) website.

These changes will require a short downtime of the Portal, which is currently planned for Sunday 29 October 2023 from 17:00 to 22:00. A short summary of the changes will be provided in next week's bulletin.

## Windsor Framework (DEFRA): Northern Ireland Retail Movement Scheme (NIRMS) further updates and webinars series



To ensure that you remain informed on Windsor Framework developments as new information becomes available, we added a [new Windsor Framework section](#) to NICTA in July.

This dynamic resource has been created to accommodate the evolving landscape of the Windsor Framework as new schemes (including NIRMS) and services that underpin the agreement are launched.

To further support businesses in readiness for the movement of goods from Great Britain to Northern Ireland using NIRMS, the Department for Agriculture, Environment and Rural Affairs (DAERA) has provided these additional materials:

- A [Getting started page](#) which gives a general overview of the scheme and quick steps to avail of the NIRMS
- The [NIRMS Journey Map](#) (PDF) which elaborates the journey and operational processes required from different parties involved in moving goods under NIRMS

### What further support will be provided to businesses?

Throughout October, DEFRA are running a series of webinars and new in-depth demonstration sessions. There are four additional webinars for the end-to-end process for NIRMS, groupage and mixed load consignments, covering four topic areas. **The sessions** will take place via Microsoft Teams on the following dates and times:

| Webinars   |               |            |               |
|------------|---------------|------------|---------------|
| 17/10/2023 | 09:30 – 11:00 | 31/10/2023 | 09:30 – 11:00 |

| Document Creation - Creating GCs and CHEDs |               |            |               |
|--|---------------|------------|---------------|
| 20/10/2023                                 | 15:00 – 16:00 | 31/10/2023 | 09:00 – 10:00 |
| 26/10/2023                                 | 11:00 – 12:00 |            |               |

| Registering to the Northern Ireland Retail Movement Scheme: |               |            |               |
|---|---------------|------------|---------------|
| 17/10/2023  | 14:30 – 15:30 | 25/10/2023 | 09:30 – 10:30 |

| TRACES Registration: |               |            |               |
|----------------------|---------------|------------|---------------|
| 18/10/2023           | 10:30 – 11:30 | 30/10/2023 | 15:30 – 16:30 |
| 24/10/2023           | 14:00 – 15:00 |            |               |

### How to join the webinars and demonstration sessions

You can register and book a place for the webinars or demonstration sessions via the [Defra: Information and Training Sessions](#) page on Eventbrite. The links on that page provide more information on the topic areas covered in each event.

## GB-NI Food Supply Chain Forum

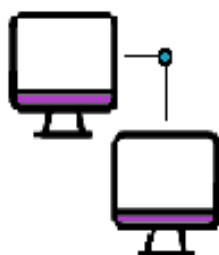
DEFRA also encourage you to attend their fortnightly GB-NI Food Supply Chain Forum, where they will continue to provide the latest updates on the Windsor Framework. If you would like to attend and do not already have the invite, please email:

[NIGBFoodSupplyChainForum@defra.gov.uk](mailto:NIGBFoodSupplyChainForum@defra.gov.uk).

Should you have any questions or queries about this in the meantime, please email:

[traders@defra.gov.uk](mailto:traders@defra.gov.uk).

## Benefit from our TSS screen-sharing service by booking a session



TSS offers an interactive Microsoft Teams screen-sharing service, to give traders 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 them with a comprehensive solution to resolve different TSS-related tasks.

Whether you need assistance in submitting declarations or have queries regarding customs regulations, the screen-sharing service supports different areas of the TSS system and can be tailored to your specific needs.

To schedule a screen-sharing session, please call the [TSS Contact Centre](#) 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 you, ensuring you get the necessary support. So please don't hesitate to contact us if you require assistance, and we'll be more than happy to help.

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



[Trader Support Service \(@Trader\\_SS\\_UK\) / X \(formerly known as Twitter\)](#)



[Trader Support Service - Home | Facebook](#)



[Trader Support Service | LinkedIn](#)



[Trader Support Service | What is the Trader Support Service?](#)

## TSS Contact Centre hours of operation:

07:30 to 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.

**NOTE:** Please do not reply to this email as this mailbox is not monitored