

Weekly bulletin

148th edition

Date: 19/10/2023



Trader Support Service (TSS)

Weekly bulletin: Key updates to support you

Contents

Latest TSS Portal updates: general improvements coming soon	1
Improvements to NI-based UK VAT-registered user experience	2
TSS feature spotlight – GMR Automation	3
Open a Duty Deferment Account to manage your NI declarations.....	4
If you receive error code CDS10020.....	4

Latest TSS Portal updates: general improvements coming soon



The next round of updates is planned for Sunday 29 October 2023 when the TSS Portal will be unavailable from 17:00 to 22:00. During this update, behind the scenes functionality will be improved and a system enhancement will be released, as detailed below.

Easy access to case-related declarations

Hyperlinks will be added to auto-generated emails during case creation. When traders receive automatically generated emails relating to cases on the TSS Portal, the case number and related declaration will be hyperlinked to the relevant page on the TSS Portal from within those emails to provide quick access.

Please be aware that this enhancement does not impact the guidance hosted on NICTA and so no amendments are required.

Improvements to NI-based UK VAT-registered user experience



Are you a UK VAT-registered NI trader importing B2C goods valued £135 or less from outside of the EU then selling into the EU or NI? If so, HMRC would love to hear from you.

If you are based in Northern Ireland and sell low-value services or products (£135/€150) to consumers in the EU, HMRC would like to ask you some questions and show you some design prototypes for a service we think you might be interested in and ultimately use as part of your day-to-day activities.

Your insight and experience will help HMRC better understand their current and future traders, and ultimately help them improve the GOV.UK website and services.

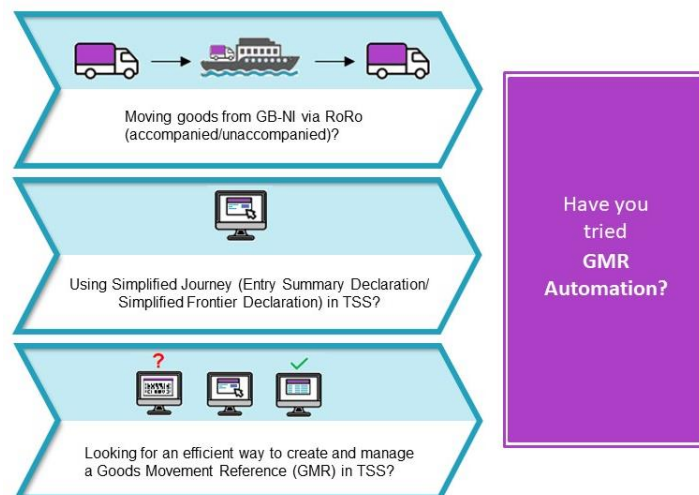
As part of a research campaign starting in the next couple of weeks, HMRC would like to understand any challenges traders encounter when selling low-value goods to customers in the EU and declaring (and paying) VAT on these sales.

The online research sessions are incentivised with a gift voucher as a thank you for your time and conducted using MS Teams or similar, lasting up to 60 minutes.

Please [complete this online form](#) to express an interest (but not commit) to participate in a research session. The nature and duration of each session will be explained in the invitation you receive, and you can decide if it's something you would like to do.

This survey will be conducted by HMRC. If you have any questions or would like to find out more, please email jon.parker@hmrc.gov.uk who will be happy to help.

TSS feature spotlight – GMR Automation



Make sure you have registered for GVMS via GOV.UK and authorise TSS to activate the GMR automation. This can be done in the 'GMR Automation' section under your Company Profile.

Home > Company Profile

Enhanced Supplementary Declaration Service (ESDS)

ESDS State: Available
ESDS requests accepted in the current month: 0
ESDS entitlement for the current month: 5

Existing Users

Name	Email	Deactivated User
Adam4 Trader 4	t06cul@gmail.com	false

GMR Automation

Our REST API allows for system to system integration, it provides functionality that is similar to the portal. You will need your IT development team to create and configure your system to use the API. Full details will be provided upon registration.

[Change API account password](#)

By clicking on "Authorise" you will be temporarily redirected to the Government Gateway login page so that you can provide authorisation for TSS to create and update your GMRs on your behalf.

☐ I agree to the GMR Automation T&Cs - [here](#)

[Authorise](#)

The 'Create GMR' button will appear at the bottom of the Entry Summary Declaration Movement header page.

Cancel Declaration [Create GMR](#)

Consignment Information 4 **GMR Details**

Consignment Information [New](#) [Associate Consignment\(s\)](#)

Local Reference Number	Status	Client Job Number
DEC000000000343931	Authorised for Movement	ENS000000000195433

Monitor the status of all GMRs related to your account including GMR Inspection requirement without a need to go to GVMS.

Trader Support Service

Declarations Maritime Inventory NI - GB Moves Cases Payments **GMRs** Templates Company Profile

Need more information? Visit the 'Step-by-step GMR creation via the TSS Portal (GMR automation)' section in the [How to create a GMR](#) guide on NICTA.

Open a Duty Deferment Account to manage your NI declarations

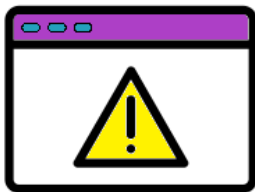
Using your own duty deferment account (DDA) allows you to delay paying most customs or tax charges when you import goods or release goods from an excise warehouse.

Both traders and agents/intermediaries can apply for a DDA. As an agent or intermediary submitting customs declarations on behalf of a trader, you may use either your own DDA or your trader's DDA, provided that your trader has authorised you to act on their behalf.

To apply for a DDA for use in Northern Ireland (NI), please provide all the information required for your application to be processed. HMRC aims to process the application as soon as possible.

More information about how to apply can be found on [GOV.UK](https://www.gov.uk). Once your application has been successful, refer to the [Payments: Step-by-step guide using TSS](#) on NICTA for advice on how to add the DDA details to your TSS profile and your Customs Declaration Service (CDS) customs financial accounts.

If you receive error code CDS10020



Information to help you resolve this error code

Error code CDS10020 arises when the data field value in any field in the Entry Summary Declaration or Simplified Frontier Declaration is empty, or the code used in the declaration is either not a recognised code or is not a code permitted on the particular declaration.

Resolution

The Error Generating Field Path will guide you to the field causing the error. What you need to populate it with will vary based on the fields. You should refer to the relevant row for each field and ensure you follow the guidance correctly, taking into account any nuances that arise from your movement. TSS declaration data requirements will flag how the specifics of your movement may affect the population of the field.

There is further information on the TSS declaration data requirements in a handy [Data guide: TSS declaration data requirements](#) on NICTA.

If you are unfamiliar with error codes within the TSS system, please review this [short video guide](#) on what they are, how they are identified within the system, and how to interpret the information when an error code is presented to you. We also have written guidance that provides information on common error codes and how to resolve them:

- [Error code guidance for Entry Summary Declarations and Simplified Frontier Declarations](#)
- [Error code guidance for Supplementary Declarations and Full Frontier Declarations](#)

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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.

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