

Weekly bulletin

149th edition

Date: 26/10/2023



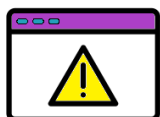
Trader Support Service (TSS)

Weekly bulletin: Key updates to support you

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Resolving error codes



When submitting declarations on the TSS Portal, you may occasionally receive error messages if data has been entered incorrectly or if there is any missing information.

To help overcome these issues, please refer to the [Data Guide](#) on NICTA for information on the requirements of each field on the TSS Portal, and how to input the necessary data. There is also other useful guidance on NICTA that can help if you have received an error message:

- The [Introduction to Error Messages](#) video provides an overview of what an error code signifies and help on how to understand and interpret errors
- The guidance on [Entry Summary Declaration / Simplified Frontier Declaration error codes](#) and [Supplementary Declaration / Full Frontier Declaration error codes](#) offers detailed advice on resolving the most frequent errors in these declarations
- The [Document Code Guide](#) can help with completing document codes in your declarations

If you require further information, please consult the [TSS Contact Centre](#) for support on 0800 060 8888.

TSS Portal outage



The next round of TSS Portal updates is planned for Sunday 29 October 2023.

The Portal will be unavailable from 17:00 on Sunday to 01:00 on Monday 30 October. During this update, behind the scenes functionality will be improved and a system enhancement will be released.

Easy access to case-related declarations

Hyperlinks will be added to auto-generated emails during case creation. When you 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 for quick access.

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 the EU then selling into the EU or NI?

My name is Jon Parker, and I am a digital service user researcher at HMRC. I am calling on service or product traders based in Northern Ireland to assist me in essential user research to support the design and build of digital services. Your insight and experience will help me better understand our current and future traders, and ultimately help us improve the GOV.UK website and services.

I am interested in understanding your first-hand experience and how your business (or the business you currently work for) trades low-value goods into the EU and to understand any pain points or frustrations you experience when declaring and paying VAT on these sales.

Our online research sessions are always incentivised with a gift voucher as a thank you for your time. We conduct these using MS Teams or similar and they last up to 60 minutes.

To accept this invitation, please complete this [survey](#) and we will formally invite you to a session. You can always decline any invitations if it is not convenient for you.

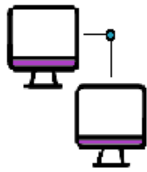
If you have any questions or would like to discuss this further, please do so by emailing me at jon.parker@hmrc.gov.uk

Facebook update



Some of you may have noticed that we have recently experienced some issues with our **Facebook** page. Following some behind the scenes updates, we are now back up and running. [Sign up to our page](#) to get the latest updates.

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



The 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 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 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.

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](#)



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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