



Guidance on resolution to common error codes for Entry Summary and Simplified Frontier Declarations

January 2024



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Introduction and Contents

Guidance on interpreting error codes in the
Trader Support Service (TSS) Portal

Explanation of common errors

Introduction

This document will help you to...

- Understand how to interpret the text of an error message in the TSS Portal
 - Understand the meaning of some of the most common error messages seen in the Simplified Frontier Declaration and how to resolve them (see the summary on the next screen). Your Simplified Frontier Declaration is populated by information in your Entry Summary Declaration
-

This document **does not** contain a comprehensive list of how to resolve every error you may encounter on the TSS Portal.

For further information on any data field that an error pertains to, please refer to the [Data guide: TSS declaration data requirements](#) and CDS error code guidance available in [GOV.UK](#).

Common Errors (1/2)

Error	Description
R840	Invalid EU/XI EORI number input in Consignor EORI / Consignee EORI field
BASIC	Field contains a non alpha-numeric character
CDS10001	Obligation error: mandatory data element has not been provided
CDS10020	Data field entry has invalid value
CDS12005	Invalid Exporter EORI
CDS12007	The authorisation(s) you have entered are not valid
CDS12024	Uniqueness error: the value declared should be unique
CDS12056	Relation error: the values in two or more related fields are incompatible
CDS12070	Relation error: given information in one data field is populated, information must not be put in another data field
CDS12075	Relation error: information in one data field cannot be written, given information in another data field

Common Errors (2/2)

Error	Description
CDS12077	Relation error: information in one data field must be written, given information in another data field
CDS12096	Relation error: not declared all the relevant authorisations at an item level
CDS12123	Value must be greater than 0
CDS12149	Relation error means that information in one data field cannot be written, given information in another data field. In this case, it means that using Additional Procedure Code '000' means you cannot use another Additional Procedure Code
CDS40011	A data value is missing for the relevant field
CDS40013	An invalid value has been added, e.g. an invalid Commodity Code
CDS40045	A document for an item in the Document References tab is missing
CDS40066	The Commodity Code cannot be declared for your items due to restrictions in the use of the Commodity Code
CDS71200	Documents with identical Document References are not permitted

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How do I interpret an error code from Import Control System (ICS*) in the TSS Portal?

A sample error code message for R840 is presented here for reference

1

Error Code

The reference number for the error and internal validation code in ICS

2

Description of the error

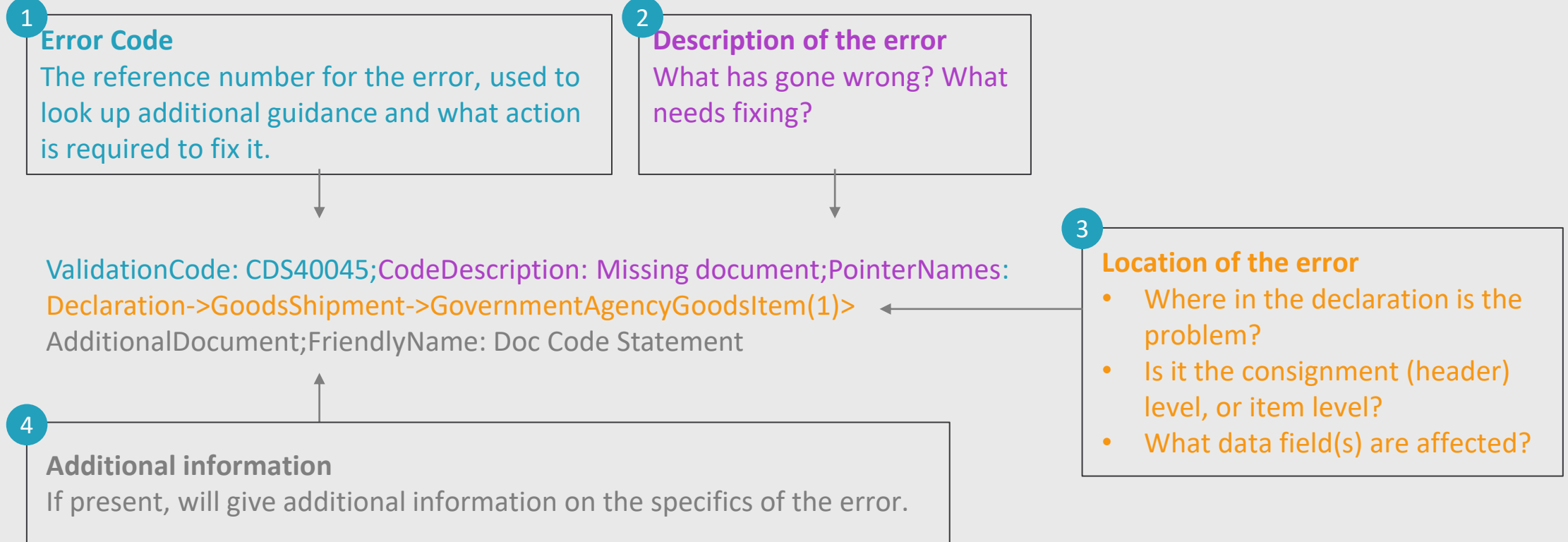
What has gone wrong? What needs fixing?

ValidationCode: 15;CodeDescription: R840;PointerNames: MES.CO1.TIN

*Safety and security data for moving goods from Great Britain (GB) to Northern Ireland (NI) is required by a lodgment of an Entry Summary Declaration. TSS submits information on the Entry Summary Declaration to ICS NI for risk assessment.

How do I interpret an error code beginning with CDS in the TSS Portal?

A sample error code message for CDS40045 is presented here for reference



1 Breaking down a CDS error message – error code reference number

Error code reference number:

ValidationCode: CDS40045;CodeDescription: Missing document;PointerNames: Declaration->GoodsShipment->GovernmentAgencyGoodsItem(1)->AdditionalDocument;FriendlyName: Doc Code Statement

ValidationCode: CDS40045;

This provides the reference number for the specific error.

The reference number can be used to look up additional guidance on the error and what action is required to fix it.

<https://www.gov.uk/government/publications/customs-declaration-service-error-codes>

2 Breaking down a CDS error message – description of the error

Description of the error

ValidationCode: CDS40045;**CodeDescription: Missing document;**PointerNames: Declaration->GoodsShipment->GovernmentAgencyGoodsItem(1)->AdditionalDocument;FriendlyName: Doc Code Statement

CodeDescription: Missing document;

The description gives you an overview of what is wrong: in this case a document that is required to declare the goods is missing.

This part of the error code will give you an initial idea of what is wrong.

3 Breaking down a CDS error message – location of the error

Location of the error

ValidationCode: CDS40045;CodeDescription: Missing document;PointerNames:

Declaration->GoodsShipment->GovernmentAgencyGoodsItem(1)-> AdditionalDocument;FriendlyName: Doc Code Statement

PointerNames: **Declaration->GoodsShipment->**

Where the error code shows only Declaration->GoodsShipment-> this means the error is with a consignment (header) level data element.

PointerNames: **Declaration->GoodsShipment->GovernmentAgencyGoodsItem(1)**

Where Declaration->GoodsShipment-> is followed by GovernmentAgencyGoodsItem(xx) this means the error is with a specific item on the declaration. The number in brackets, in this example (1), identifies the goods item with the error, in this case item number 1.

Multiple instances of the same error may be received for each goods item that contains the error.

4 Breaking down a CDS error message – identifying the problem

Identifying the problem – what type of error?

ValidationCode: CDS40045;CodeDescription: Missing document;PointerNames: Declaration->GoodsShipment->GovernmentAgencyGoodsItem(1)->AdditionalDocument;FriendlyName: Doc Code Statement

AdditionalDocument;FriendlyName: Doc Code Statement

This part of the message provides details on what has actually gone wrong. In this case a Document Code statement.

This combined with the [CodeDescription: Missing document](#) tells the user that a Document Code and its associated details are missing from the declaration.

This may be supported by additional information text or codes to expand on what is required for that missing document.

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Import Control System (ICS) Error R840

Error	Corresponding field	Description of error
R840	Consignor EORI field in the Entry Summary Declaration	MES.CO1.TIN: This error is caused by an invalid EU/XI EORI number input in Consignor EORI field
	Consignee EORI field in the Entry Summary Declaration	MES.CE1.TIN: This error is caused by an invalid EU/XI EORI number input in Consignee EORI field

Consignor

Consignor EORI Unknown

* Consignor Name

* Consignor Street and Number

* Consignor City

* Consignor Postcode

* Consignor Country

Consignee

Consignee EORI Unknown

* Consignee Name

* Consignee Street and Number

* Consignee City

* Consignee Postcode

* Consignee Country

Resolution

How to find the field

The **Consignor EORI** field is located under **Consignor** section on the consignment page of the Entry Summary Declaration.

The **Consignee EORI** field is located under **Consignee** section on the consignment page of the Entry Summary Declaration.

You can check the validity of the EORI number(s), visit the [Europa Economic Operator Systems EORI checker](#).

What you need to populate it with

You will need to provide the Consignor or Consignee details manually by ticking the **Consignor EORI Unknown** and/ or **Consignee EORI Unknown** box depending on which error code applies.

See the [Data guide: TSS declaration data requirements](#)

Error BASIC: Field contains a non alpha-numeric character

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>	<u>Resolution</u>
BASIC	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	This error is caused by the presence of non alpha-numeric characters (anything that is not a letter, number, space or symbol). This is often caused by a tab character (additional space created by clicking the 'tab' button), a CRLF (carriage return / line feed) or new line character. These characters may be present if you copy the data from another source, e.g. an Excel or Word document.	How to find the field The Error Generating Field Path will guide you to the field causing the error. What you need to populate it with You will need to remove any non-alphanumeric characters, e.g. tab characters or CRLF (carriage return / line feed) characters (blank lines). If this error persists, re-type manually without copying and pasting from another source.

See the [Data guide: TSS declaration data requirements](#)

Error CDS10001: Obligation error: mandatory data element has not been provided

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>	<u>Resolution</u>
CDS10001	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	Obligation error: mandatory data element has not been provided.	How to find the field The error generating field path will guide you to the field causing the error. What you need to populate it with Data must be inputted into the field referred to by the error.

See the [Data guide: TSS declaration data requirements](#)

Error CDS10020: Data field entry has an invalid value

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>	<u>Resolution</u>
CDS10020	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	This error occurs when the data field value 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.	<p>How to find the field</p> <p>The Error Generating Field Path will guide you to the field causing the error.</p> <p>What you need to populate it with</p> <p>This 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. (The Data guide: TSS declaration data requirements will flag how the specifics of your movement may affect the population of the field.)</p>

See the [Data guide: TSS declaration data requirements](#)

Error CDS12005: Party EORI invalid

Error	Corresponding field	Description of error
CDS12005	Consignment (header) level: Exporter EORI field	The Party EORI inputted is not a valid EORI number.

Exporter

* Exporter EORI

Exporter EORI Unknown

Resolution

How to find the field

The **Exporter EORI** field can be found within the Consignment Information section of the declaration.

What you need to populate it with

The user should review the **Exporter EORI** field and ensure they are inputting a valid one. Note that all valid Exporter EORIs will start with GB or XI and be followed by 12-15 digits.

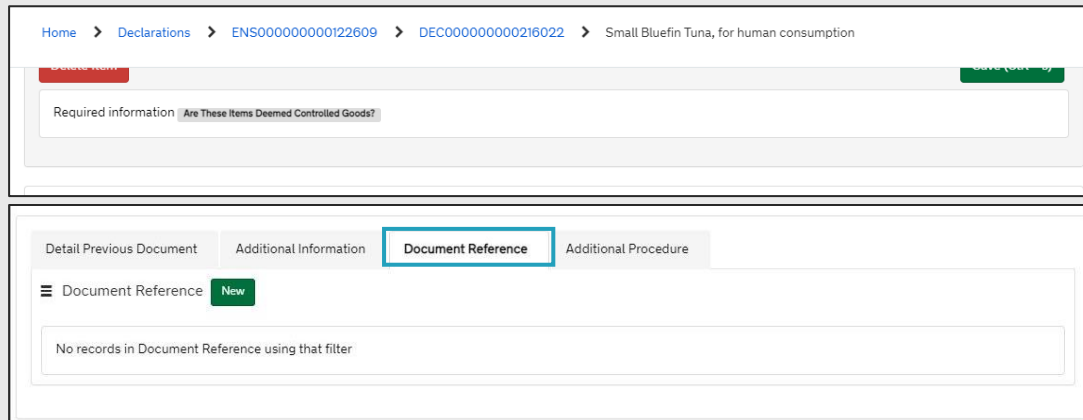
To obtain a GB or XI EORI, please see [GOV.UK](https://www.gov.uk).

However, if the exporter does not have a valid EORI as an exporter, they can still go ahead and fill in the name and address by ticking the **Exporter EORI Unknown** box, leaving the EORI field blank.

See the [Data guide: TSS declaration data requirements](#)

Error CDS12007: The authorisation(s) you have entered are not valid

Error	Corresponding field	Description of error
CDS12007	Item level: Document Reference	<p>The authorisation(s) you have entered are not valid as:</p> <ul style="list-style-type: none">• Authorisation(s) have expired• The declared authorisation(s) do not belong to the party on the declaration, either the importer or TSS• The authorisation(s)'s details are invalid



Resolution

How to find the field

To find authorisations at an item level, navigate to the [Declaration Goods](#) tab at the bottom of the consignment page, and click on the relevant item. This will be the item that matches the goods shipment / goods item reference in the error code.

Once you have selected the correct item, navigate to the [Document Reference](#) tab at the bottom of the item page, which will house the relevant authorisations.

What you need to populate it with

You should ensure that any authorisations that you have entered have not expired, have valid details, and belong to the importer.

Please reach out to TSS Agents for any further assistance on error resolution.

See the [Data guide: TSS declaration data requirements D/E 1/10](#)

Error CDS12024: Uniqueness error: the value declared should be unique

Error	Corresponding field	Description of error
CDS12024	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	Uniqueness Error: The value declared should be unique

Resolution

How to find the field

The error message will point to the field that should be reviewed.

What you need to populate it with

You must ensure you do not input a value more than once in areas that capture the same information. If you do, delete the second instance.

The **Additional Procedure Code** '000' should only be put if no other **Additional Procedure Codes** apply. This means that if you input the value '000' for an **Additional Procedure Code** in the **Goods Information** section in the relevant item page, you should not then include any other **Additional Procedure Codes** in the **Additional Procedure** tab at the bottom of the item page.

Home > Declarations > ENS000000000122609 > DEC000000000216022 > Small Bluefin Tuna, for human consumption

Procedures

* Procedure Code: 4000

* Additional Procedure Code: 000

Delete Item Save (Ctrl + s)

Required information Are These Items Deemed Controlled Goods?

Detail Previous Document **Additional Procedure** National Additional Codes

Additional Procedure New

No records in Additional Procedure using that filter

See the [Data guide: TSS declaration data requirements D/E 1/11](#)

Error CDS12056: Relation error means values in two or more related fields are incompatible

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>
CDS12056	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	Relation error means that information in one data field cannot be written, given information in another data field

Resolution

How to find the field

You will receive two of these errors consecutively. The two fields in these errors are the ones that are incompatible/empty. You should therefore navigate to the fields mentioned in the error.

What you need to populate it with

This will vary based on the fields. You should refer to the relevant row for each field in the [Data guide: TSS declaration data requirements](#) and ensure you follow the guidance correctly, taking into account any nuances that arise from your movement (the **Data guide** will flag how the specifics of your movement may affect the population of the field).

See the [Data guide: TSS declaration data requirements](#)

Error CDS12070: Relation error: the value supplied in data field 1 mandates the completion of data field 2

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>
CDS12070	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	Relation error means that information in one data field cannot be written, given information in another valid data field

Resolution

How to find the field

You will receive two of these errors consecutively. The two fields in these errors are the ones that are incompatible. The error message will point to the fields that should be reviewed.

What you need to populate it with

This will vary based on the fields. You should refer to the relevant row for each field in the [Data guide: TSS declaration data requirements](#) and ensure you follow the guidance correctly, taking into account any nuances that arise from your movement (the **Data guide** will flag how the specifics of your movement may affect the population of the field).

See the [Data guide: TSS declaration data requirements](#)

Error CDS12075: Relation error: information in one data field cannot be written, given information in another data field

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>
CDS12075	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	Relation error means that information in one data field cannot be written, given information in another data field

Resolution

How to find the field

You will receive two or more of these errors consecutively. The two fields in these errors are the ones that are incompatible. You should therefore navigate to the fields mentioned in the error.

What you need to populate it with

This will vary based on the fields. You should refer to the relevant row for each field in the [Data guide: TSS declaration data requirements](#), and ensure you follow the guidance correctly, taking into account any nuances that arise from your movement (the **Data guide** will flag how the specifics of your movement may affect the population of the field).

See the [Data guide: TSS declaration data requirements](#)

Error CDS12077: Relation error: information in one data field must be written, given information in another data field

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>
CDS12077	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	Relation error means that information in one data field must be written, given information in another data field

Resolution

How to find the field

You will receive two of these errors consecutively. The two fields in these errors are the ones that you should refer to. You should therefore navigate to the fields mentioned in the error.

What you need to populate it with

One of the fields will have incorrect information. To find information on how each field is populated correctly, you should refer to the relevant row for each field in the [Data guide: TSS declaration data requirements](#), and ensure you follow the guidance correctly, taking into account any nuances that arise from your movement (the **Data guide** will flag how the specifics of your movement may affect the population of the field).

See the [Data guide: TSS declaration data requirements D/E 6/14 & D/E](#)

Error CDS12096: Relation error: provided authorisation type requires specific document in Additional Documents

Error	Corresponding field	Description of error
CDS12096	Item level: Document Reference	You have not declared all the relevant Document Codes with associated authorisation numbers at the item level

The screenshot shows a web interface with a breadcrumb trail: Home > Declarations > ENS000000000122609 > DEC000000000216022. Below the breadcrumb is a search bar containing 'GB00001234000Z'. There are buttons for 'Cancel Consignment', 'Decouple from Header', 'Submit', and 'Save (Ctrl + s)'. The main content area has tabs for 'Declaration Goods', 'Header Previous Document', and 'Holder Of Authorisation'. The 'Holder Of Authorisation' tab is active and shows a 'New' button and a message: 'No records in Holder Of Authorisation using that filter'.

The screenshot shows a web interface with a breadcrumb trail: Home > Declarations > ENS000000000122609 > DEC000000000216022 > Small Bluefin Tuna, for human consumption. Below the breadcrumb is a search bar. There are buttons for 'Detail Previous Document', 'Additional Information', 'Document Reference', and 'Additional Procedure'. The 'Document Reference' tab is active and shows a 'New' button and a message: 'No records in Document Reference using that filter'.

Resolution

How to find the field

To find the **Holder Of Authorisation**, navigate to the bottom of the consignment page and locate the **Holder Of Authorisation** tab

To find authorisations at an item level, navigate to the **Declaration Goods** tab at the bottom of the consignment page, and click on the relevant item. This will be the item that matches the goods item reference in the error code.

Once you have selected the right item, navigate to the **Document Reference** tab at the bottom of the item page, which will house the relevant authorisations.

What you need to populate it with

You must ensure you do not delete any entries that are automatically populated in the **Holder Of Authorisation** tab or **Document Reference** tab. If you have deleted entries, please contact TSS, who will instruct you on how to resolve this error.

See the [Data guide: TSS declaration data requirements D/E 2/3 & D/E](#)

Error CDS12123: Data Error: Value must be greater than 0

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>	<u>Resolution</u>
CDS12123	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	Data Error: Value must be greater than 0	How to find the field The error message will point to the field that should be reviewed. What you need to populate it with A value of greater than 0 is required. The error points to the field that should be corrected.

See the [Data guide: TSS declaration data requirements](#)

Error CDS12149: Relation Error: Additional Procedure Code 000 cannot be declared with any other Additional Procedure Codes

Error	Corresponding field	Description of error
CDS12149	Item level: Additional Procedure Code	Relation error means that information in one data field cannot be written, given information in another data field. In this case, it means that using Additional Procedure Code '000' means you cannot use another Additional Procedure Code

Resolution

How to find the field

To find the field [Additional Procedure Code](#), navigate to the [Declaration Goods](#) tab at the bottom of the consignment page, and click on the relevant item. This will be the item that matches the goods shipment / goods item reference in the error code. Once you have selected the right item, navigate to the [Procedures](#) section.

To find the [Additional Procedure](#) tab, please navigate to the bottom of the same item page where you found the [Additional Procedure Code](#).

What you need to populate it with

[Additional Procedure Code](#) '000' should only be used if no other [Additional Procedure Codes](#) apply. This means that if you input value '000' for an [Additional Procedure Code](#) in the [Goods Information](#) section in the relevant item page, you should not then include any other [Additional Procedure Codes](#) in the [Additional Procedure](#) tab at the bottom of the item page.

Home > Declarations > ENS00000000122609 > DEC00000000216022 > Small Bluefin Tuna, for human consumption

Procedures

*Procedure Code: 4000

*Additional Procedure Code: 000

Delete Item Save (Ctrl + s)

Required information: Are These Items Deemed Controlled Goods?

Detail Previous Document: **Additional Procedure** National Additional Codes

Additional Procedure: **New**

No records in Additional Procedure using that filter

See the [Data guide: TSS declaration data requirements D/E 1/11](#)

Error CDS40011: A data value is missing for the relevant field

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>	<u>Resolution</u>
CDS40011	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	A data value is missing for the relevant field	How to find the field The error message will point to the field that should be reviewed. What you need to populate it with This will vary based on the fields. You should refer to the relevant row for each field in the Data guide: TSS declaration data requirements , and ensure you follow guidance correctly, taking into account any nuances that arise from your movement (the Data guide will flag how the specifics of your movement may affect the population of the field).

See the [Data guide: TSS declaration data requirements](#)

Error CDS40013: An invalid value has been added

<u>Error</u>	<u>Corresponding field</u>	<u>Description of error</u>
CDS40013	Any field in the Entry Summary Declaration or Simplified Frontier Declaration	An invalid value has been added, e.g. an invalid Commodity Code

Resolution

How to find the field

The error message will point to the field that should be reviewed.

What you need to populate it with

This will vary based on the fields. You should refer to the relevant row for each field in the [Data guide: TSS declaration data requirements](#), and ensure you follow the guidance correctly, taking into account any nuances that arise from your movement (the **Data guide** will flag how the specifics of your movement may affect the population of the field).

See the [Data guide: TSS declaration data requirements](#)

Error CDS40045: A document for an item in the Document Reference tab is missing

Error	Corresponding field	Description of error
CDS40045	Item level: Fields in the Document Reference tab	A document for an item in the Document Reference tab is missing

Fields that appear after clicking **New** in the screenshot above to add a new **Document Reference**

Resolution

How to find the field

To add documents to the **Document Reference** tab, navigate to the **Declaration Goods** tab at the bottom of the consignment page, and click on the relevant item. This will be the item that matches the goods shipment / goods item reference in the error code. Once you have selected the right item, navigate to the **Document Reference** tab at the bottom of the item page. Click **New** so you can add the relevant information for your document.

What you need to populate it with

You will need to input documents depending on what your **Commodity Code** is (note that, separately, some **Procedure Codes/Additional Procedure Codes** / authorisations etc. also require Document References). Your **Commodity Code** will be identified in the 'AddInfoText' section of the error code. The characters in the 'AddInfoCode' section of the error code may highlight **some** of the **Document Codes** you need to add.

For more information on exactly what documents are needed, and on when/how to populate each field for the **Document Reference**, based on what your document is, please refer to guidance around [resolution of error code CDS12096](#).

For further guidance specifically relating to Document Code errors please refer to the [Document Code Guide](#)

See the [Data guide: TSS declaration data requirements D/E 2/1](#)

Error CDS40066: The restrictions for your Commodity Code have not been fulfilled

Error	Corresponding field	Description of error
CDS40066	Item level: Commodity Code	The restrictions for your Commodity Code have not been fulfilled

Resolution

How to find the field

To find the **Commodity Code** field, navigate to the **Declaration Goods** tab at the bottom of the consignment page, and click on the relevant item. This will be the item that matches the goods shipment / goods item reference in the error code. Once you have selected the right item, navigate to the **Controlled Goods** section

What you need to populate it with

Commodity Codes are 10-digit codes that classify goods for movement and are essential as they link the goods to duty and VAT rates. You can use the [Northern Ireland \(EU\) Tariff](#) to look up the **Commodity Codes** for your goods and ensure you comply with the restrictions for the **Commodity Code**. For example, for **Commodity Code** '2009909880', the [tariff](#) shows you cannot input a price greater than 30 Euros per 100 KG of the item.

It must be noted that restrictions depend on the goods movement type and hence UKGT rules may also apply.

Home > Declarations > ENS00000000217319 > DEC00000000423836 > Test

Controlled Goods

* What Type of Controlled Goods Are You Carrying?
-- None --

* Country of Origin
United Kingdom x

* Commodity Code

* Item Currency
Pounds Sterling x

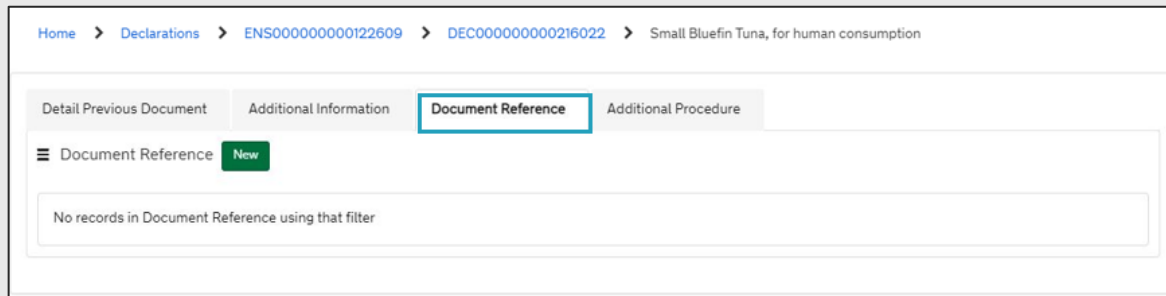
Supplementary Units

* Item Price / Amount

See the [Data guide: TSS declaration data requirements D/E 6/14 & D/E](#)

Error CDS71200: Documents with identical document references are not permitted

Error	Corresponding field	Description of error
CDS71200	Item level: Document Reference	Documents with identical Document References are not permitted



Resolution

How to find the field

Document References are part of the information 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 relevant item. This will be the item that matches the goods shipment / goods item reference in the error code.

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

What you need to populate it with

Identify the documents with a combination of the same **Document Codes** and **Document IDs** and amend one of them to resolve this error.

Example: A combination of 'C644 Doc ID 1234' and 'C644 Doc ID 1234' will trigger the error. However, a combination of 'C644 Doc ID 1234' and 'C678 Doc ID 1234' will not lead to this error.

See the [Data guide: TSS declaration data requirements D/E 2/1](#)

END