

# Weekly bulletin

**161<sup>st</sup> edition**

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## Trader Support Service (TSS)

### Weekly bulletin: Key updates to support you

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#### Windsor Framework update

As many of you will be aware, there have been developments this week in relation to the Windsor Framework and its implementation. We will update you further in our next bulletin but the Government's [Safeguarding the Union command paper](#) has been published and sets things out in detail.

#### Updates to the Excise Movement and Control System (EMCS)

Some updated features of the Excise Movement and Control System (EMCS) are being tested in a public beta test. Users may notice a difference when they:

- report a receipt
- explain a delay, shortage or excess for a movement
- submit an alert about a movement or reject a movement
- cancel an electronic Administrative Document (eAD)

Other features within EMCS will be updated and beta tested when ready. Final improvements to the whole service will get released later this year.

## Help us improve EMCS

You can play an instrumental role in helping to improve EMCS by taking part in the next beta test or signing up for a user research session. Your participation will help to ensure the new EMCS is user friendly and meets accessibility standards.

### Take part in the next beta test

As part of the improvement development, HMRC are looking for customers to trial the latest updated features of EMCS for the next beta test and feed back your experiences. This will help ensure the system works well and is as user friendly as possible.

The test is for customers who currently submit draft movements and/or change of destinations using the existing HMRC platform.

HMRC expect the beta test to start in April 2024 and last approximately 10 weeks.

### What you will do during the beta test

If you choose to take part, HMRC will ask you to continue using EMCS as you normally would.

During the beta test, some parts of EMCS will look and behave differently. However, your sign-in details and the information you need to give to create your draft movements and change of destinations won't change. HMRC will also provide dedicated support to help you complete your transactions without delay.

When the beta test ends, HMRC will invite you to give your thoughts and feedback. Your insights will be anonymised and used to help improve the service before its public release.

### How to take part in user research for EMCS

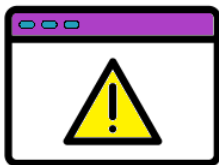
The testing will take part in person or online with you being asked to complete a task within EMCS. The task will be recorded to help HMRC remember what you did and what you said. HMRC may share the recording with other teams at [GOV.UK](https://www.gov.uk), but they will not share your personal details. It's up to you if you want to say 'yes' or 'no'.

### How to sign up

If you would like to take part in the next EMCS beta test, please send an email to: [emcsprojectsupport@hmrc.gov.uk](mailto:emcsprojectsupport@hmrc.gov.uk). To sign up for user research, [register here to take part in a user research session for EMCS](#). You will be asked to provide your name and email address, as well some basic information about your business. Your information will not be shared.

## If you receive error code CDS40013

### Information to help you resolve this error code



If you notice the CDS error code 'CDS40013' when completing your Supplementary Declaration, you will have entered an invalid value, such as an invalid commodity code. The error message will point to the field that should be reviewed.

The resolution varies based on the field containing the error. Please refer to the relevant row for each field in the [Data guide: TSS declaration data requirements](#) on NICTA and follow the guidance correctly, considering any nuances that arise from your movement. You can use the [online tariff tool](#) on GOV.UK to find a valid commodity code or search in the relevant appendix in Volume 3 of the tariff, which has a list of codes that may be used in that field.

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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### 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