

Weekly bulletin

162nd 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.

Advanced warning of TSS outage: New TSS features and NICTA updates coming in February



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 TSS Portal, which is currently planned for Sunday 25 February 2024 from 17:00 to 22:00.

A short summary of these changes will be provided in next week's bulletin.

TSS Tip: Saving time when completing Supplementary Declarations

Import declarations are required in most cases when you are moving goods from Great Britain to Northern Ireland. It's the Importer's responsibility to complete Supplementary Declarations accurately in the timeframe allowed by HMRC (i.e., by the tenth calendar day of the month following the goods movement for TSS simplified movements).

The graphic below shows several ways you can save time when completing Supplementary Declarations:



Notes:

- ¹ Refer to the [Simplify your customs declarations: group goods under one commodity code](#) guide on NICTA.
- ² Visit the 'Step-by-step walkthrough of the TSS Supplementary Declaration process' section of the [Supplementary Declarations: Step-by-step guide](#) on NICTA.
- ³ Check the [Periodic Declaration: General Guidance](#) on NICTA.

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

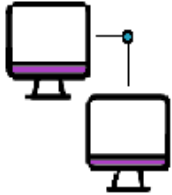
The testing will take part in person or online with you being asked to complete a task within EMCS. The task will be recorded to help HMRC remember what you did and what you said. HMRC may share the recording with other teams at [GOV.UK](https://www.gov.uk), but they will not share your personal details. 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.

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.

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 with submitting your declarations or have queries regarding customs regulations, reach out and request a screen-sharing session. The service supports different areas in TSS 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.

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