

# Weekly bulletin

171<sup>st</sup> edition

11 April 2024



## Trader Support Service (TSS)

### Weekly bulletin: Key updates to support you

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#### Advanced warning of TSS outage: update

The planned maintenance of the Trader Support Service on 14th April **has been postponed** and will now take place from 17:00 to 23:00 on Saturday 20th April 2024. All declaration and payment submissions from the TSS Portal will be disabled during this period.

During this time, you will be able to add detail to draft declarations but not submit them. We advise that you submit your declarations well in advance for any goods movements you are planning to make during this period.

In addition, Supplementary Declaration submission will remain disabled until 08:00 on Monday 22nd April 2024.

# Labelling requirements for moving goods from GB to retail premises in NI under NIRMS

The **Northern Ireland Retail Movement Scheme (NIRMS)** is a new way to move prepacked retail goods such as [food, drink, cut flowers and pet food](#) from GB into NI. You can find out more about NIRMS on [NICTA](#).

The scheme started on 1 October 2023, replacing the existing Scheme for Temporary Agrifood Movements into Northern Ireland (STAMNI).

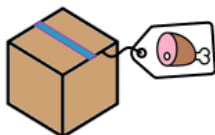
Under the Northern Ireland Retail Movement Scheme (NIRMS) some food products need individual product labels with the words 'Not for EU'. These requirements will be brought in through three phases from October 2023 to July 2025.

## Phase 1

Phase 1 started on 1 October 2023. From 1 October 2023 all meat products and some dairy products moved from Great Britain to Northern Ireland need to be individually labelled. The full list of commodity codes included in phase 1 is available on [GOV.UK](#).

In the first phase, only products moving into Northern Ireland under the Northern Ireland Retail Movement Scheme need to meet the labelling requirements.

## Meat products



Since 1 October 2023, individual labels are required on all prepacked meat, prepacked meat products and meat packed on sales premises.

Compound products are included if they contain one or more of the products in the phase 1 list, for example a chicken kiev or a cheeseburger. You can find out how to identify compound products on [GOV.UK](#).

Phase 1 does not include composite products, for example lasagne, pork pies or pepperoni pizza.

## Dairy products



Some dairy products are included in the phase 1 labelling requirements, including:

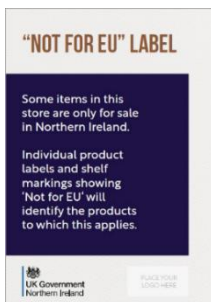
- pasteurised milk, buttermilk or cream products

- cottage cheese, quark cheese or raw (unprocessed) cheese, of any animal origin
- crème fraiche and sour cream

## Box labels

Since 1 October 2023, where products are not individually labelled with the words ‘Not for EU’, you now need to label the box or crate.

## Labelling for retailer premises in NI



Where products are not individually labelled, retail premises must make it visible in store that these goods are not to be sold in the EU. These requirements apply to all retail establishments in NI.

Retail premises must also display posters in their stores, so customers are aware that goods moved under this scheme are intended for consumption in the UK and are not to be sold or consumed in the EU.

## GVMS feedback

### Improving the GVMS user experience

HMRC’s aim is to make sure the GMR journey is quick and easy for users who are moving goods from Great Britain (GB) to Northern Ireland (NI). They are looking for people who use the Goods Vehicle Movement Service (GVMS) to create GMRs for GB-NI movements. They need to speak to people who are responsible for creating/managing/editing GMRs day-to-day.

HMRC wants to speak to:

- Hauliers who move goods between GB-NI
- Hauliers who use the Goods Vehicle Movement Service (GVMS) for creating GMRs
- People they haven’t spoken to before

### Upcoming projects

HMRC has a number of projects over the coming weeks, including:

- Discovery user research sessions (informal interviews)
- Usability testing sessions (test the new designs)

Please email Holly Draper, GVMS User Researcher, to register interest:  
[holly.draper@digital.hmrc.gov.uk](mailto:holly.draper@digital.hmrc.gov.uk)

## 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 help 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.

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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