

PART 7:

ENABLE INTERACTIONS WITH HMRC

The table(s) below set out the Authority Requirements, how those requirements are met including any further expansion on or description of the Authority Requirements and associated boundaries and where applicable, the Trader Journeys to which they relate.

In each table, row 1 of the table is the heading; row 2 is the Authority Requirement; and row 3 includes the relevant elements of the Supplier Solution and describes in full what is required of the Supplier in order to comply with the Authority Requirement together with any dependencies or Authority Responsibilities, in each case to be performed by the Authority, that are particularly associated with the Authority Requirement. In addition to the specific Authority Responsibilities where referenced in the tables below, the general Authority Responsibilities apply as set out in Schedule 3.

4. ENABLE INTERACTIONS WITH HMRC

4.1 Submissions to CDS

4.1.1 Enable Interactions with HMRC
The Supplier must be able to submit legal, UCC compliant Customs Declarations of all types (including SFD, FFD, SD) on behalf of a User and must be able to support the User to ensure that all the required information is passed on to the Supplier in a timely manner.
<p>4.1.1(a) To comply with requirement 4.1.1 the Supplier shall undertake the activities and tasks set out in 4.1.1(b).</p> <p>4.1.1(b) Supplier tasks and activities:</p> <ul style="list-style-type: none">• Make available on the NICTA Portal the online training content and how to guides in accordance with Annex 4 to provide guidance to Users in how to submit SFD, SD and FFDs in a timely manner.• Provide reactive and proactive guidance via the Contact Centre to Users on the declaration processes as described in Part 1 and 3.• Proactively identify and help Traders who have not secured Ready to Trade status to secure Ready to Trade status.• The Supplier shall comply with the Trader Journey Processes for the relevant Trader Journey.

Once created by the User, Submit into Authority Systems Declarations comprising the relevant Agreed Datasets on behalf of the User.

4.1.2 Enable Interactions with HMRC

The Supplier must be able to submit legal, UCC compliant Customs Declarations of all types (including SFD, FFD, SD) into the CDS system on behalf of a User. The Supplier must ensure that the Services include access to the relevant systems, authorisations, knowledge, tools and resources for the following journeys and the Supplier must have capacity to promptly scale up the Services to the volumes as specified in Annex 10 (ITT Metrics):

1. Import declaration for goods moving into NI from RoW
2. Import declaration for goods moving into NI from GB
3. Export declaration for the scenarios as set out in the NI Protocol command paper

<https://www.gov.uk/government/publications/the-uks-approach-to-the-northern-ireland-protocol>

4.1.2(a) To comply with requirement 4.1.2 the Supplier shall undertake the activities and tasks set out in 4.1.2(b) below for all Trader Journeys with the exception of Trader Journey 13, 14, 16 and 17 identified in Table 1 in Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).

4.1.2(b) Supplier tasks and activities:

The Supplier shall perform the processes described in the relevant Trader Journey Processes and provide the Services as described in Part 3 of Schedule 2.1.

4.1.3 Enable Interactions with HMRC

The Supplier must ensure that all pre-lodged Declarations submitted via the Service have the full, complete and appropriate documentation attached at the time of submission.

4.1.3(a) To comply with requirement 4.1.3 the Supplier shall undertake the activities and tasks set out in 4.1.3(b) below for Trader Journeys identified in Table 1 in Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description) for Declarations submitted into CDS.

4.1.3(b) Supplier tasks and activities:

The Supplier shall make available on the NICTA Portal the online training content and how to guides in accordance with Annex 4 to provide guidance to Users as to what documents are required to submit a pre-lodged declaration.

The Supplier shall comply with the Trader Journey Processes for the relevant Trader Journey. The Service shall have the capability to store and retain a record of the Declarations submitted utilising the Services and the ability to upload any associated documentation such as an Invoice Packing List provided by the User in anticipation of the Authority requiring the consignment to be controlled by the Authority as a Route 1 or Route 2 Customs Procedures consignment.

4.1.4 Enable Interactions with HMRC

The Supplier must be able to submit legal, UCC compliant Declarations into CDS System on behalf of Fast Parcel Operators at the volumes outlined in Annex 10 (ITT Metrics)

4.1.4(a) To comply with requirement 4.1.4 the Supplier shall support undertake the activities and tasks set out in 4.1.4(b) below for all Trader Journeys identified in Table 1 in Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).

4.1.4(b) Supplier tasks and activities:

The Supplier shall perform the processes described in the relevant Trader Journey Processes and provide the Services as described in Part 3 of Schedule 2.1 including:

- Make available a Bulk Upload capability to enable the bulk upload of ENS, SFD and SD declarations. FPOs will be discouraged from submitting FFD via Bulk Upload and, at the Supplier reasonable discretion, may block FPO from submitting FFD via Bulk Upload. FPOs will be able to use the TSS Portal for all Declarations.
- Enable the FPO to use the Service using their own CFSP authorisation on a Simplified Frontier or Entry in Declarants Record basis.

4.1.5 Enable Interactions with HMRC

The Supplier must promptly interact with Users to collect any required additional information to submit Declarations and to enable Users to self-assess that their goods are not At Risk Goods.

4.1.5(a) To comply with requirement 4.1.5 the Supplier shall undertake the activities and tasks set out in 4.1.5(b) below for GB to NI Trader Journeys identified in Table 1 in Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).

4.1.5(b) Supplier tasks and activities:

Provide training and education to explain the concept of At Risk Goods and the implication for Traders. Training to include an explanation of the UK Trader Scheme and how to apply to become authorised under the scheme.

The Supplier shall make available the TSS Portal (and the Bulk Upload where identified in Table 1 of Part 1) which shall have the capability required to capture the inputs from the User of the Declaration data to enable the movement of not At Risk Goods to be declared to the extent described in the Trader Journey Processes relevant to the Trader Journey and the Contact Centre will provide guidance if requested.

During the initial period of service Traders that intend to apply for the UK Trader Scheme or are in the process of applying for the UK Trader Scheme will be permitted to act as though they are already authorised by the UK Trader Scheme and will be able to self-declare that goods are not At Risk Goods.

4.1.6 Enable Interactions with HMRC

The Supplier must be able to provide the required additional information on Customs Declarations involving the movement of goods into NI to allow Users to promptly claim a State Aid Subsidy to offset their tariff liability on At Risk Goods. The Supplier must also promptly interact with the Users to collect the appropriate information (including informing the User of the specific information required, and the sources they may gather this data from) to assist the Users in the process of claiming the State Aid Subsidy.

4.1.6(a) To comply with requirement 4.1.6 the Supplier shall undertake the activities and tasks set out in 4.1.6(b) below for GB to NI Trader Journeys identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).

4.1.6(b) Supplier tasks and activities:

The Supplier shall make available online the training as set out in Annex 4 and guidance via the TSS Portal through webinars, masterclasses, online tools and how-to guides to provide guidance to Traders on how to claim a state subsidy to offset their tariff liability on At Risk Goods and the sources from which appropriate information to support this position (to the Authority) can be collected.

The Supplier shall provide Traders with guidance from the Contact Centre.

The Supplier shall:

- Perform the State Aid Subsidy Process as described in Part 1; and

- Make available the TSS Portal with capability to capture the required declaration data for Traders to claim State Aid Subsidies to offset any duties payable on At Risk Goods that are moved using the Service;

In each case to the extent described in the Trader Journey Processes.

4.1.7 Enable Interactions with HMRC

Where an export declaration is required for goods movements from NI to GB, the Supplier must have the knowledge, tools, skills and authorisations to be able to depart the declaration by submitting the appropriate departure message into the correct Authority System.

4.1.7(a) To comply with requirement 4.1.7 the Supplier shall undertake the activities and tasks set out in 4.1.7(b) below for NI to GB Trader Journeys identified in Table 1 of Part 1 of this Schedule 2.1 (Services Description).

4.1.7(b) Supplier tasks and activities:

The Supplier will support the Trader Journeys identified in 4.1.7(a) by performing the processes described in the Trader Journey Processes set out in Part 1 of this Schedule 1.

If GVMS is not available, the Service will depart Declarations and Traders will upload proof of departure to the TSS Portal.

4.2 Inventory Linking & Port Movements

4.2.1 Enable Interactions with HMRC

The Supplier must be able to achieve the clearance of goods to and from NI Inventory Linked Ports with inventory linked Declarations into CDS System by 1st January 2021.

4.2.1(a) To comply with requirement 4.2.1 the Supplier shall undertake the activities and tasks set out in 4.2.1(b) for Trader Journeys numbered 6, 7, 8, 9, 18, 21, 22, 23 identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).

4.2.1(b) Supplier tasks and activities:

<p>Engage with the CSP operating at Belfast International Airport and the CSP operating at Belfast Sea Port and establish an operating model for the Service that enables goods to be moved through these Inventory Linked Ports.</p> <p>Make available on the NICTA Portal the online training content and how to guides in accordance with Annex 4 to provide guidance to Users in how to submit Declarations through the CSPs operating at NI Inventory Linked Ports.</p> <p>The Supplier shall comply with the Trader Journey Processes for the relevant Trader Journey.</p> <p>The Supplier shall make available the TSS Portal (and Bulk Upload where identified in Table 1 of Part 1) that has the capability to enable a User to submit the data referred to in the relevant Agreed Dataset</p> <p>Once populated by the User, submit Declaration via Inventory Linked Port CSP into Authority Systems that comprise the relevant Agreed Datasets on behalf of the User.</p> <p>If required, the Supplier shall interact with the CSP Inventory systems via manual process to clear the goods.</p> <p>The Charges and pricing under this Agreement excludes CSP transaction charges which, if payable by or via the Supplier, will be passed to the Authority (with supporting documentation) at the cost charged to the Supplier plus [REDACTED] pass-through margin.</p>
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<p>4.2.2 Enable Interactions with HMRC</p> <p>The Supplier must ensure that any Declarations into CDS and inventory clearing requests submitted by the Supplier on behalf of a User have all the correct data populated in full to facilitate matching and Goods Movement at NI Inventory Linked ports, including the inventory consignment reference.</p> <p>4.2.2(a) To comply with requirement 4.2.2 the Supplier shall undertake the activities and tasks set out in 4.2.2(b) for Trader Journeys numbered 6, 7, 8, 9, 18, 21, 22, 23 identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).</p> <p>4.2.2(b) Supplier tasks and activities:</p> <p>Make available on the NICTA Portal the online training content and how to guides in accordance with Annex 4 to provide guidance to Users in how to submit Declarations through the CSPs operating at NI Inventory Linked Ports.</p>

The Supplier shall comply with the Trader Journey Processes for the relevant Trader Journey.

The Supplier shall make available the TSS Portal (and the Bulk Upload where identified in Table 1 of Part 1) that has the capability to enable a User to submit the data referred to in the relevant Agreed Dataset

Once populated by the User, submit Declaration via Inventory Linked Port CSPs into Authority Systems that comprise the relevant Agreed Datasets including the inventory consignment reference on behalf of the User.

If required, the Supplier shall interact with the CSP Inventory systems via a manual workaround to enable Goods Movement.

The Charges and pricing under this Agreement excludes CSP transaction charges which, if payable by or via the Supplier, will be passed to the Authority (with supporting documentation) at the cost charged to the Supplier plus [REDACTED] pass-through margin.

4.2.3 Enable Interactions with HMRC

The Supplier must be able to secure all the appropriate access controls required by the operating CSP and the Authority to move goods through NI Inventory Linked Ports.

4.2.3(a) To comply with requirement 4.2.3 the Supplier shall undertake the activities and tasks set out in 4.2.3(b) for Trader Journeys numbered 6, 7, 8, 9, 18, 21, 22, 23 identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description)..

4.2.3(b) Supplier tasks and activities:

Engage with the CSP operating at Belfast International Airport and the CSP operating at Belfast Sea Port and establish an operating model for the Service that enables goods to be moved through these Inventory Linked Ports.

If required, the Supplier shall interact with the CSP Inventory systems via a manual workaround to enable Goods Movement through NI Inventory Linked Ports.

The Charges and pricing under this Agreement excludes CSP transaction charges which, if payable by or via the Supplier, will be passed to the Authority (with supporting documentation) at the cost charged to the Supplier plus [REDACTED] pass-through margin.

4.2.4 Enable Interactions with HMRC

The Supplier must ensure that the technology used to submit Declarations into the CDS System is also able to submit Declarations through the CSPs operating at NI Inventory Linked Ports by January 1, 2021.

4.2.4(a) To comply with requirement 4.2.4 the Supplier shall undertake the activities and tasks set out in 4.2.4(b) for Trader Journeys numbered 6, 7, 8, 9, 18, 21, 22, 23 identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).

4.2.4(b) Supplier tasks and activities:

The Supplier shall make available the TSS Portal (and Bulk Upload where identified in Table 1 of Part 1) that has the capability to enable a User to submit the data referred to in the relevant Agreed Dataset.

Once populated by the User, submit Declarations via Inventory Linked Port CSPs into Authority Systems that comprise the relevant Agreed Datasets on behalf of the User.

If required, the Supplier shall interact with the CSP Inventory systems via a manual workaround to clear the goods.

The Charges and pricing under this Agreement excludes CSP transaction charges which, if payable by or via the Supplier, will be passed to the Authority (with supporting documentation) at the cost charged to the Supplier plus [REDACTED] pass-through margin.

4.2.5 Enable Interactions with HMRC

The Supplier must ensure that Users do not incur any additional charges to move their goods through ports due to the customs obligations introduced by the NI Protocol.

4.2.5(a) To comply with requirement 4.2.5 the Supplier shall provide the Services free of charge to the Users; however, where applicable, the Supplier shall be entitled to require payment from the Traders in respect of customs duties or other Customs Liabilities.

4.3 Submissions to ICS-NI

4.3.1 Enable Interactions with HMRC

The Supplier must be able to support Goods Movements from GB to NI by submitting ENS declarations into the Import Control System on behalf of the party that is legally responsible for doing so (Carrier or Trader); and the Supplier must be able to promptly scale up the Services to the volumes specified in Annex 10 (ITT Metrics). The Supplier must ensure that the Services include access to the relevant systems, authorisations, knowledge, tools and resources.

4.3.1(a) To comply with requirement 4.3.1 the Supplier shall undertake the activities and tasks set out in 4.3.1(b) below for GB to NI Trader Journeys identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).

4.3.1(b) Supplier tasks and activities:

The Supplier shall make available online the training as set out in Annex 4 and guidance on the TSS Portal webinars, masterclasses, online tools and how-to guides to provide guidance to Users on how to submit an ENS declaration. The Supplier shall educate Users on the benefit and importance of submitting both an ENS and subsequent Declarations using the Service.

The Supplier shall make available the TSS Portal (and Bulk Upload where identified in Table 1 of Part 1) that has the capability to enable a User to capture the data referred to in the relevant Agreed Dataset to enable the Supplier to submit an ENS declaration.

For the Trader Journeys identified above, perform the Trader Journey Processes as applicable to support Goods Movements from GB to NI by sending ENS declarations of Users to ICS system to the extent set out in the Trader Journey Processes

The Services shall scale to the volumes set out in Annex 2.

4.3.2 Enable Interactions with HMRC
The Supplier must be able to support Users to ensure that all the required information to complete an ENS declaration is collected.
4.3.2(a) To comply with requirement 4.3.2 the Supplier shall undertake the activities and tasks set out in 4.3.2(b) below for GB to NI Trader Journeys identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description) .
4.3.2(b) Supplier tasks and activities:
<p>The Supplier will provide training, guidance and support to help businesses understand the importance (and benefits) of the early submission of consignment and declaration data.</p> <p>Through training and guidance the Supplier will encourage Users to submit declaration data for every consignment as early as possible.</p> <p>Make available the TSS Portal (and Bulk Upload where identified in Table 1 of Part 1) that will facilitate a User to submit an ENS declaration, operating the processes described in the Trader Journey Processes.</p> <p>Submit the declaration to the ICS system once the Declarant has completed the data capture process.</p>

4.4 Submissions to NCTS

4.4.1 Enable Interactions with HMRC
The Supplier should be able to support Goods Movements between Temporary Storage Facilities in GB and NI by submitting Transit Declarations into the New Computerised Transit System on behalf of the User wishing to carry out that Goods Movement; and the Supplier should be able to promptly scale up Services to the volumes specified in Annex 10 (ITT Metrics). The Supplier must ensure that the Services should include access to the relevant systems, authorisations, knowledge, tools and resources.
4.4.1(a) To comply with requirement 4.4.1 the Supplier shall undertake the activities and tasks set out in 4.4.1(b) below for Trader Journeys numbered 13 to 17 identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).
4.4.1(b) Supplier tasks and activities:

The Supplier shall make available online the training as set out in Annex 4 and guidance on the TSS Portal webinars, masterclasses, online tools and how-to guides to provide guidance to Users on how to submit Transit declaration.

The Supplier shall make available the TSS Portal (and the Bulk Upload where identified in Table 1 of Part 1) that has the capability to enable a User to capture the data referred to in the relevant Agreed Dataset to enable the Supplier to submit a Transit Declaration.

For the Trader Journeys identified above, perform the Trader Journey Processes as applicable to support Goods Movements between GB and NI by sending Transit Declarations of Users to NCTS to the extent set out in the Trader Journey Processes.

4.4.2 Enable Interactions with HMRC

The Supplier should be able to support Goods Movements through GB or NI and to or from another Customs Transit Convention country not in Temporary Storage by submitting Transit Declarations into the New Computerised Transit System in NI and/or the New Computerised Transit System in GB on behalf of the User wishing to carry out that movement; and the Supplier should be able to promptly scale up Services to the volumes specified in Annex 10 (ITT Metrics). The Supplier must ensure that the Services include access to the relevant systems, authorisations, knowledge, tools and resources.

4.4.2(a) To comply with requirement 4.4.2 the Supplier shall undertake the activities and tasks set out in 4.4.2(b) below for Trader Journeys numbered 13, 15 and 16 identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).

4.4.2(b) Supplier tasks and activities:

The Supplier shall make available online the training as set out in Annex 4 and guidance on the TSS Portal webinars, masterclasses, online tools and how-to guides to provide guidance to Users on how to submit Transit declaration.

The Supplier shall make available the TSS Portal (and the Bulk Upload where identified in Table 1 of Part 1) that has the capability to enable a User to capture the data referred to in the relevant Agreed Dataset to enable the Supplier to submit a Transit Declaration.

For the Trader Journeys identified above, perform the Trader Journey Processes as applicable to support Goods Movements between GB and NI by sending Transit Declarations of Users to NCTS to the extent set out in the Trader Journey Processes.

4C.1.5 Enable Interactions with HMRC
The Supplier must ensure that the Services should be able to start and end transit movements at authorised consignors / consignees premises. There is no requirement for the Service to have its own office of departure/destination.
4C.1.5(a) To comply with requirement 4C.1.5 the Supplier shall undertake the activities and tasks set out in 4C.1.5(b) below for Trader Journeys numbered 13, 14, 15, 16 and 17 identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).
4C.1.5(b) Supplier tasks and activities: The Transit Declaration Process set out in paragraph 2.6 of Part 1 of Schedule 2.1.

4B.1 Connectivity to GVMS

4B.1.1 Enable Interactions with HMRC
The Supplier should be able to manually Arrive declarations on behalf of the User in exceptional circumstances, eg GVMS is unavailable. The Supplier should be able to manually arrive the declarations within 30 minutes of being notified by the User.
4B.1.1(a) To comply with requirement 4B.1.1 the Supplier shall undertake the activities and tasks set out in 4B.1.1(b) below .
4B.1.1(b) Supplier tasks and activities: In exceptional circumstances, where agreed by the Parties from time to time, the Supplier will manually arrive Declarations into CDS and manually amending the Declaration type to "EXA" within 30 minutes of being notified of the arrival by the User.

PART 8:

SUPPORT GOODS MOVEMENT AND CLEARANCE

The table(s) below set out the Authority Requirements, how those requirements are met including any further expansion on or description of the Authority Requirements and associated boundaries and where applicable, the Trader Journeys to which they relate.

In each table, row 1 of the table is the heading; row 2 is the Authority Requirement; and row 3 includes the relevant elements of the Supplier Solution and describes in full what is required of the Supplier in order to comply with the Authority Requirement together with any dependencies or Authority Responsibilities, in each case to be performed by the Authority, that are particularly associated with the Authority Requirement. In addition to the specific Authority Responsibilities where referenced in the tables below, the general Authority Responsibilities apply as set out in Schedule 3.

5. SUPPORT GOODS MOVEMENT AND CLEARANCE

5.1 Documentation & Control Responses

5.1.1 Support Goods Movement and Clearance
The Supplier must respond to any Route 1 Customs Procedure for any declarations the Supplier has submitted on behalf of a User. This must include providing the appropriate supporting documentation to clear the goods, where applicable.
5.1.1(a) To comply with requirement 5.1.1 the Supplier shall undertake the activities and tasks set out in 5.1.1(b) below for all Trader Journeys identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).
5.1.1(b) Supplier tasks and activities: Provide the applicable training and guidance to Users as set out in Annex 4. When notified the Supplier will promptly communicate the details of the document inspection control procedure to the User and help the User to identify and upload the required documents into TSS Portal and/or email for onward transmission to CDS Provide telephone support via Tier 3(b) Customs Agents in accordance with Annex 3 to Users who request support from the Service.

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5.1.2 Support Goods Movement and Clearance
Where a Route 2 Customs Procedure is raised on a declaration submitted by the Supplier on behalf of a User, the Supplier must inform the User that the clearance of their goods has been delayed.
5.1.2(a) To comply with requirement 5.1.2 the Supplier shall undertake the activities and tasks set out in 5.1.2(b) below for all Trader Journeys identified in Table 1 of Part 1 (Trader Journeys) of this Schedule 2.1 (Services Description).
5.1.2(b) Supplier tasks and activities:
Provide the applicable training and guidance to Users as set out in Annex 4.
When notified the Service will promptly communicate the details of the physical inspection control procedure to the User and help the User to identify and upload the required documents into TSS Portal and/or by email for onward transmission to CDS.
Provide telephone support via Tier 3(b) Customs Agents in accordance with Annex 3 to Users who request support from the Service when their Consignment is to be physically inspected by Border Force.

5.1.3 Support Goods Movement and Clearance
The Supplier must be able to respond to the Authority to support the clearance of goods at all hours and for all customs procedure routes within the scope of the Services.
5.1.3(a) To comply with requirement 5.1.3 the Supplier shall undertake the activities and tasks set out in 5.1.3(b) below.
5.1.3(b) Supplier tasks and activities:
The Service will support the clearance of goods by interacting with the Authority and the User for all Trader Journeys as set out in the Trader Journey Processes at all hours.

PART 9:

POST GOODS MOVEMENT SUPPORT

The table(s) below set out the Authority Requirements, how those requirements are met including any further expansion on or description of the Authority Requirements and associated boundaries and where applicable, the Trader Journeys to which they relate.

In each table, row 1 of the table is the heading; row 2 is the Authority Requirement; and row 3 includes the relevant elements of the Supplier Solution and describes in full what is required of the Supplier in order to comply with the Authority Requirement together with any dependencies or Authority Responsibilities, in each case to be performed by the Authority, that are particularly associated with the Authority Requirement. In addition to the specific Authority Responsibilities where referenced in the tables below, the general Authority Responsibilities apply as set out in Schedule 3.

6. POST GOODS MOVEMENT SUPPORT

6.1 Repayment Claims

6.1.1 Post Goods Movement Support
The Supplier must be able to provide guidance and support for Users to allow them to understand the scenarios where they can claim a repayment and provide the evidence required to support it.
<p>6.1.1(a) To comply with requirement 6.1.1 the Supplier shall undertake the activities and tasks set out in 6.1.1(b) below.</p> <p>6.1.1(b) Supplier tasks and activities:</p> <p>Provide the applicable training and guidance to Contact Centre Agents as set out in Annex 4.</p> <p>Provide education, guidance and support for Users, both online and through the Contact Centre, related to the scenarios where they can claim a repayment and the evidence required to support it, by:</p> <ol style="list-style-type: none">1. Making available online reference materials and 'how to' guides; and2. Making available templates for Users to use.

The Parties will agree when the obligation to comply with this 6.1.1 applies following receipt from the Authority of its detailed requirements and the process agreed between the Parties.

6B.1.1 Post Goods Movement Support

The Supplier should be able to submit repayment claims for movements from GB to NI on behalf of Users scaling up to be able to handle the volumes in Annex 10 (ITT Metrics). This should include access to the relevant systems, knowledge, tools and resources to submit these repayment claims. The Supplier must ensure that Users have an appropriate reason and all the evidence to support a repayment claim. Appropriate reasons for submission of a repayment claim are stated below:

- Genuine error
- The User didn't claim subsidy and subsequently wanted to
- The goods were declared as At Risk Goods and the risk did not materialise
- The User has re-exported their goods and would like a repayment on the security taken for a special procedure
- The User has the documentation required for a preference claim which was missing at the time of declaration submission.

6B.1.1 (a) To comply with requirement 6B.1.1 the Supplier shall undertake the activities and tasks set out in 6.B.1.1(b) below.

6B.1.1 (b) Supplier tasks and activities:

Provide the applicable training and guidance to Contact Centre Agents as set out in Annex 4.

Submit repayment claims digitally when requested to do so by the User for any one of the following reasons :

- Genuine Error
- The User didn't claim subsidy and subsequently wanted to
- The goods were declared as At Risk Goods and the risk did not materialise
- The User has re-exported their goods and would like a repayment on the security taken for a special procedure
- The User has the documentation required for a preference claim which was missing at the time of declaration submission.

The Parties will agree when the obligation to comply with this 6B.1.1 applies following receipt from the Authority of its detailed requirements and following completion by the Authority of the software functionality within the Authority Systems that will enable the Supplier to meet this obligation.

6B.1.2 Post Goods Movement Support
The Supplier should ensure that all the appropriate evidence is provided when submitting a repayment claim on behalf of a Trader. The Supplier should submit the repayment claim no later than ten days after receiving a repayment request from a Trader.
6B.1.2 (a) To comply with requirement 6B.1.2 the Supplier shall undertake the activities and tasks set out in 6B.1.2(b) below for movements from GB to NI only.
6B.1.2 (b) Supplier tasks and activities:
Provide the applicable training and guidance to Contact Centre Agents as set out in Annex 4.
Submit the repayment claim within 10 days of receiving the repayment request subject to the Trader providing to the Supplier any information or documents that it may reasonably require to meet the obligation.
The Parties will agree when the obligation to comply with 6B.1.2 once the Authority has provided both the detailed requirements and software functionality within the Authority Systems to enable the Supplier to meet the obligation.

6.2 Underpayments & Compliance

6.2.1 Post Goods Movement Support
The Supplier must respond to and support any post-clearance compliance checks within 24 hours of receiving notice from the Authority.
6.2.1(a) To comply with requirement 6.2.1 the Supplier shall undertake the activities and tasks set out in 6.2.1(b) below.
6.2.1(b) Supplier tasks and activities:
The Supplier will make available to Users online training and guidance on the Authority's post-clearance compliance check process.
The Supplier will store a digital copy of any documentation received by the Service from the Declarant or the Authority.
The Supplier will submit a digital copy of any stored documents and/or data and/or information that is reasonably required by the Authority (in such format as the Supplier, acting reasonably, deems appropriate) within 24 hours following receipt a request for such from the Authority.

The Supplier shall interact with the User as appropriate via the Contact Centre to provide information that may be needed to satisfy the obligation.

6.2.2 Post Goods Movement Support

The Supplier must meet all the legal requirements of a Customs Intermediary by maintaining all the appropriate invoices and declaration records

6.2.2(a) To comply with requirement 6.2.2 the Supplier shall maintain a digital record of all Declaration and invoice records for the Term and such records shall be managed on termination or expiry of this Agreement in accordance with Schedule 8.5 (Exit Management).

6.2.3 Post Goods Movement Support

The Supplier must meet all the legal requirements for each of the authorisations held by the Supplier by maintaining all the appropriate invoices and declaration records.

6.2.3(a) To comply with requirement 6.2.3 the Supplier shall maintain digital records of the authorisations held by the Service by maintaining all the appropriate invoices and Declarations records for the Term and managing such records on termination or expiry of this Agreement in accordance with Schedule 8.5 (Exit Management).