

PART 1
TRADER JOURNEYS AND PROCESSES

1 INTRODUCTION

- 1.1 This Part 1 of Schedule 2.1 (Services Description) identifies in Table 1 below the various Trader Journeys that the Supplier shall support through the provision of the TSS Portal, Bulk Upload (where applicable) and the Contact Centre.
- 1.2 For each Trader Journey, to the extent identified in the column headed “Processes” in Table 1 below the Supplier shall perform the following processes (each of which is set out in further detail in Paragraph 2 below):
- 1.2.1 Entry Summary Declaration Process or ENS Process as set out in Paragraph 2.1;
 - 1.2.2 Simplified Frontier Declaration Process or SFD Process as set out in Paragraph 2.2;
 - 1.2.3 Supplementary Declaration Process or SD process as set out in Paragraph 2.3;
 - 1.2.4 Full Frontier Declaration Process or FFD Process as set out in Paragraph 2.4;
 - 1.2.5 Final Supplementary Declaration Process or FSD Process as set out in Paragraph 2.5;
 - 1.2.6 Transit Declaration Process as set out in Paragraph 2.6
 - 1.2.7 Transit Declaration Process – Continuity Process as set out in Paragraph 2.7;
 - 1.2.8 Export Declaration Process as set out in Paragraph 2.8;
 - 1.2.9 Export Declaration Process – Continuity Process as set out in Paragraph 2.9; and
 - 1.2.10 Entry In Declarants Record Process or EIDR as set out in Paragraph 2.10.
- 1.3 The processes described in paragraph 2 below typically utilise an automated process which generally enable immediate electronic transfer of data when all mandatory data has been provided by the User, all as described in Part 3 of this Schedule 2.1
- 1.4 A Trader Journey shall be limited to:
- 1.4.1 the route and method of transportation identified in the column headed “Route” in Table 1;
 - 1.4.2 commencement via the process identified in the column headed “Trader journey/need” in Table 1;
 - 1.4.3 data entry by the User on the TSS Portal or by a Bulk Upload in accordance with the data entry requirements identified in the column headed “Required Data Entry” in Table 1;

- 1.4.4 the relevant notes set out beneath Table 1; and
- 1.4.5 only the Trader Journeys identified as “yes” in the column headed “ILP” in Table 1 shall be through an inventory linked port.
- 1.5 The column headed “Trader Category” in Table 1 identifies the type of Users who typically utilise each Trader Journey but does not restrict the use of the Trader Journey to those types of Users.

2 TRADER JOURNEY PROCESSES

2.1 Entry Summary Declaration (ENS) Process

Where the ENS Process applies:

- 2.1.1 The data required to populate and submit an ENS into the ICS-NI System shall be requested from the User and, where provided, shall be captured.
- 2.1.2 If the declaration is accepted by ICS-NI and the Supplier receives an MRN from the ICS-NI System, the Supplier shall pass this to the User to enable the User to submit a request to GVMS.
- 2.1.3 If the declaration is rejected by the ICS-NI System, the Supplier shall communicate any errors messages it received from the ICS-NI System related to the declaration to the Declarant.
- 2.1.4 The Declarant may contact the Contact Centre which will provide help in understanding and identifying the root cause of any declaration rejections received from the ICS-NI System. The Contact Centre will, where requested by a User, talk the User through elements of completion of the applicable Declaration.
- 2.1.5 The Declarant shall be entitled to amend and resubmit an ENS declaration previously rejected by the ICS-NI System pursuant to this ENS Process.

2.2 Simplified Frontier Declaration (SFD) Process

Where the Simplified Frontier Declaration Process applies:

- 2.2.1 The data required to populate and submit a SFD into CDS shall be requested from the User and, where provided, shall be captured.
- 2.2.2 If the Declaration is accepted by the CDS System the Tax Point will be set and the Supplier receives an MRN from the CDS System, the Supplier will pass this to the User to enable the User to submit a request to GVMS.
- 2.2.3 If the declaration is rejected by the CDS System the Supplier will communicate any errors received from the CDS System related to the declaration to the Declarant.
- 2.2.4 The Declarant may contact the Contact Centre which will provide help in understanding and identifying the root cause of any declaration rejections received from the CDS System. The Contact Centre will, where requested by a User, talk the User through elements of completion of the applicable Customs Declaration.

- 2.2.5 The Declarant shall be entitled to amend and resubmit an SFD that has been previously rejected by the CDS System.
- 2.2.6 In accepting the SFD the CDS system will respond with the outcome of the Risking Process to be applied to the Goods Movement and the Supplier shall digitally communicate this to the Declarant.
- 2.2.7 Should the Goods Movement being declared be subject to a Route 1 Customs Procedure, a Route 2 Customs Procedure, or a Route 3 Customs Procedure inspection, the Supplier will digitally receive any documents provided to it from the Declarant in relation to the Declaration subject to the customs procedure and promptly submit those to the CDS System.

2.3 Supplementary Declaration (SD) Process

Where the Supplementary Declaration process applies:

- 2.3.1 This SD Process shall commence following receipt from the Authority of a notification that a Goods Movement for which an ENS declaration and/or an SFD declaration which was previously submitted by the Supplier has Arrived.
- 2.3.2 When notified that the Goods Movement has Arrived the Supplier will inform the User that they must use the Service to submit an SD and any duties payable for that Goods Movement by the fourth working day of the month following the Tax Point. Such notification to the User will be worded to seek to encourage prompt action by the User.
- 2.3.3 The Supplier will provide functionality accessible via the TSS Portal to enable the User to submit data required to populate and submit a SD into the CDS System for the goods authorised to be moved by the previously authorised SFD declaration.
- 2.3.4 If the declaration is rejected by the CDS System, the Supplier will communicate any errors received from the CDS System related to the declaration to the User.
- 2.3.5 The User may contact the Contact Centre which will provide help in understanding and identifying the root cause of the declaration rejection from the CDS System. The Contact Centre will, where requested by a User, talk the User through elements of completion of the applicable Customs Declaration.
- 2.3.6 The Declarant shall be entitled to amend and resubmit a previously submitted SD that has been previously rejected by the CDS System.
- 2.3.7 The Supplier will send a maximum of three reminders to the User to remind them to submit an SD after a Goods Movement has Arrived. These reminders will clearly state the implications of failure to comply and, where possible, the final reminder will be supported by a phone call from the Contact Centre. If the User continues to be non-compliant with the process then the Supplier, acting reasonably and until such time as a replacement policy is agreed between the Parties, may bar the User from the CSFP process until such time as they have demonstrated their ability and commitment to correctly follow the SDP Process.

- 2.3.8 The Supplier will notify the Trader of the duty to be paid
- 2.3.9 Not used
- 2.3.10 Where the User is making the Declaration on an Indirect Representation basis the Supplier shall, subject always to Annex 8, direct payment from the User to the account identified in Annex 8 and the Supplier will notify the Authority if the Trader fails to submit the SD or make payment for a Declaration in accordance with the period described in paragraph 2.3.7 above.
- 2.3.11 The Supplier will notify the User if their use of the Service is to be restricted to making declarations using FFD only.
- 2.3.12 Where the Supplier receives notification from the CDS System of any State Aid Subsidies that have been successfully authorised on a SD to offset duties, the Supplier shall record such State Aid Subsidies and add it to the User's Trader Subsidy Tally and notify the user of the value of the waiver authorised.
- 2.3.13 When a Trader has used 90% of the Trader Subsidy Tally to which they are entitled in Law the Supplier will notify the Trader and the Authority.

2.4 Full Frontier Declaration (FFD) Process

Where the FFD Process applies:

- 2.4.1 The Supplier will provide the TSS Portal to enable the User to submit the data required to populate and submit a FFD into the CDS System and create the Tax Point from the declaration. The Contact Centre will, where requested by a User, talk the User through elements of completion of the applicable Customs Declaration.
- 2.4.2 If the declaration is rejected by the CDS System the Supplier will communicate any errors received from the CDS System related to the declaration to the Declarant.
- 2.4.3 The Declarant may contact the Contact Centre which will provide help in understanding and identifying the root cause of any declaration rejections received from the CDS System. The Contact Centre will, where requested by a User, talk the User through elements of completion of the applicable Customs Declaration.
- 2.4.4 The Declarant shall be entitled to amend and resubmit a previously rejected FFD.
- 2.4.5 The Supplier will notify the Trader of the duty to be paid.
- 2.4.6 The Supplier will only submit an FFD to the CDS System after duties have been paid in full.
- 2.4.7 Where the Supplier is providing the Services to a Trader on an Indirect Representation basis as described in Annex 8 to this Schedule 2.1, the Supplier will confirm to the Trader when full duty payment has been confirmed by the Authority as received.

- 2.4.8 Where the Supplier receives notification from the CDS System of any State Aid Subsidies that have been successfully authorised on a FFD to offset duties, the Supplier shall record such State Aid Subsidies and add it to the User's Trader Subsidy Tally and notify the user of the value of the waiver authorised.
- 2.4.9 When a Trader has used 90% of the Trader Subsidy Tally to which they are entitled in Law the Supplier will notify the Trader and the Authority.
- 2.4.10 If the declaration is accepted by the CDS System and the Supplier receives an MRN from the CDS System, the Supplier will pass this to the Trader and or Carrier to enable the Trader or Carrier to submit this information to GVMS.
- 2.4.11 Should the Goods Movement being declared be subject to a Route 1 Customs Procedure, a Route 2 Customs Procedure, or a Route 3 Customs Procedure inspection, the Supplier will digitally receive any documents provided to it from the Declarant in relation to the Declaration subject to the customs procedure and promptly submit those to the CDS System.

2.5 Final Supplementary Declaration (FSD)

Where the FSD Process applies:

- 2.5.1 The details of this declaration will be reported in the FSD in accordance with the standard customs reporting periods (the fourth working day of the month following the reporting period).

2.6 Transit Declaration process

- 2.6.1 The TSS Portal will enable a Declarant to submit the relevant data referred to in the Agreed Datasets for a Transit Declaration into NCTS.
- 2.6.2 The Declarant must provide details of the Transit Guarantee on the TSS Portal.
- 2.6.3 The Service will be dependent upon NCTS to determine if the Transit Guarantee provided meets the Authority transit guarantee requirements.
- 2.6.4 If the Transit Declaration is accepted by NCTS the Supplier shall receive an MRN from NCTS and this will be passed to the Declarant by the Supplier.
- 2.6.5 If the Transit Declaration is rejected the Supplier will communicate any errors received from NCTS to the Declarant.
- 2.6.6 The Supplier will support the Declarant via the Contact Centre in understanding and identifying the root cause of any declaration exceptions. The Contact Centre will, where requested, by the Declarant, talk the Declarant through elements of completion of the Transit Declaration.
- 2.6.7 The Declarant shall be entitled to amend and resubmit a previously rejected Transit Declaration.

- 2.6.8 The Declarant may cancel the Transit Declaration if a cancellation request is submitted before the "permission to progress" message is received from NCTS.
- 2.6.9 NCTS will provide the TAD for printing directly to the Authorised Consignor or the Office Of Departure for collection by Declarant or Carrier.
- 2.6.10 The Declarant will advise the Supplier when the transit goods have arrived at an Authorised Location.
- 2.6.11 When notified by the Declarant that the transit goods have arrived at an Authorised Location the Supplier will update NCTS to reflect the Arrived status.
- 2.6.12 The Supplier will inform the Declarant when the Authority has granted unloading permission.
- 2.6.13 The Supplier will capture any unloading remarks from the Declarant (if any) and close the Declaration.

2.7 Transit Declaration – Continuity Process(TDCP)

- 2.7.1 Until such time as the process described in 2.6 has been developed and implemented by the Supplier, the process described in this 2.7 shall apply to Transit Declarations in place of 2.6.
- 2.7.2 Subject to the provision of necessary data and documents by the User facilitated via the Contact Centre, the Transit Declaration will be raised manually using the e-Customs platform by a specially trained and ring-fenced team of Contact Centre Agents on behalf of the Declarant in order for the TAD to be produced as described in 2.6.
- 2.7.3 Subject to the provision of necessary data and documentation by the User, the Transit Declaration will be Arrived manually by a specially trained and ring-fenced team of Contact Centre Agents using the e-Customs platform.

2.8 Export Declaration process

- 2.8.1 The Supplier is only obliged to perform the Services (including supporting a Trader Journey) for an Export Declaration for the following types of Goods Movements:
 - (i) Goods placed under Special Procedures, including transit;
 - (ii) Prohibited & Restricted Goods;
 - (iii) Indirect Exports including NI to GB via IE (not under Transit Declaration) and EU to NI via IE that are valued under €3000; or
 - (iv) Goods Movement starting from a Temporary Storage Facility in NI.
- 2.8.2 The Supplier will capture the data set required for the relevant Agreed Datasets for an Export Declaration to submit it into CDS.
- 2.8.3 The Supplier will accommodate the Declarant uploading any supporting documentary authorisation or certificate evidence required to raise an Export Declaration.

- 2.8.4 If the Export Declaration is rejected the Supplier will communicate any errors received from CDS to the Declarant.
- 2.8.5 The Supplier will support the Declarant via the Contact Centre in understanding and identifying the root cause of any declaration exceptions. The Contact Centre will, where requested by the Declarant, talk the Declarant through elements of completion of the Export Declaration.
- 2.8.6 The Declarant shall be entitled to amend and resubmit a previously rejected Export Declaration.
- 2.8.7 On notification of arrival by the Declarant, the Supplier will manually Arrive the Export Declaration.
- 2.8.8 The Declarant will be able to digitally submit proof of departure.

2.9 Export Declaration – Continuity Process (EDCP)

- 2.9.1 Until such time as the process described in 2.8 has been developed and implemented by the Supplier, the process described in this 2.9 shall apply to Export Declarations in place of 2.8.
- 2.9.2 The Export Declaration will be facilitated by the Contact Centre in contact with the User and raised manually by a Contact Centre Agent on behalf of the Declarant.
- 2.9.3 The Export Declaration will be Arrived manually or on a timed basis by the Supplier.

2.10 Entry in Declarants Records (EIDR) Process

- 2.10.1 The EIDR Declaration process follows the process for submitting an ENS as set out in paragraph 2.1.
- 2.10.2 If the consignment being declared by the Declarant includes Controlled Goods, the Supplier will follow the Simplified Frontier Declaration Process unless the Authority confirms that the EIDR process is being used on a contingency basis in which case the Supplier shall capture all the information would be required to submit a SFD for Controlled Goods.
- 2.10.3 When the Goods Movement has Arrived the EIDR Declaration process will follow the Supplementary Declaration Process as set out in paragraph 2.3.

2.11 Inventory Linked Ports – Continuity Process

- 2.11.1 The Supplier shall have no responsibility, beyond the processes already defined, for the continuity process for Goods Movement via Inventory Linked Ports other than notification to the User that the Declaration has been submitted and accepted, where it is known to the Supplier.

3 TRADER JOURNEYS

- 3.1 The Trader Journeys that are enabled by the provision of the TSS Portal, the Contact Centre and Bulk Upload (and other services described in Part 3) (subject to the remaining paragraphs of this paragraph 3) are listed in Table 1. For the avoidance of doubt User guidance and training (asper Annex 4) to support all initial Release Trader Journeys and Designated Trader Journeys is accessible via the NICTA Portal (supported by the Contact Centre) from the Operational Service Commencement Date

- 3.2 The Trader Journeys that are enabled by the provision of the TSS Portal, the Contact Centre and Bulk Upload (and other services described in Part 3) as at the Operational Services Commencement Date are those identified as “Yes” in the column in the table headed “Initial Release (yes or no)” (each an “Initial Release Trader Journey”). Subject to paragraph 3.3 below, all other Trader Journeys identified in Table 1 are included in this Agreement as described in paragraph 3.4 below.
- 3.3 The trader journey identified in the column in the table headed “TJ ID” as number “5” (Moving personal goods across the border) is agreed by the parties to be out of scope of the Services and this Agreement (the “Excluded Trader Journey”).
- 3.4 Any Trader Journey (other than the Excluded Trader Journey) which is not an Initial Release Trader Journey (a “Designated Trader Journey”) shall be enabled by the TSS Portal, the Contact Centre and Bulk Upload (and other services described in Part 3) in accordance with and subject to paragraph 4 below.
- 3.5 The Supplier’s obligation in relation to each Trader Journey comprises undertaking the elements of the process flows set out in Paragraph 2 above for that Trader Journey as identified in the column in Table 1 headed “Processes”.
- 3.6 The Supplier’s obligation in relation to data for submitting Declarations, is limited to the Agreed Datasets.
- 3.7 Where in the column in Table 1 below headed “Contingency Process” there is reference to “EDCP” or “TDCP” in relation to a Designated Trader Journey, paragraph 4.2 below shall apply to that Designated Trader Journey and the Supplier shall perform the process in paragraph 2.7 above (for TDCP) and paragraph 2.9 above (for EDCP).

4 DESIGNATED TRADER JOURNEYS

- 4.1 The Parties shall develop and implement the Designated Trader Journeys in accordance with this Paragraph 4.
- 4.2 To the extent to which Parts 4-9 of this Schedule 2.1, the Authority Responsibilities, and/or the other provisions of this Schedule 2.1 relate to a Designated Trader Journey, those provisions shall not apply until such Designated Trader Journey is developed and implemented in accordance with this Paragraph 4.

4.3 [REDACTED]

The Supplier shall provide appropriate programme and technical resources for the period from 2 January 2021 to 31 January 2021: (a) to support the Authority in specifying the detailed requirements for the Designated Trader Journeys; and (b) where agreed, to develop additional functionality.

4.4 [REDACTED]

4.5 [REDACTED]

4.6 [REDACTED]

4.7 [REDACTED]

5 READY TO TRADE PROCESS

- 5.1 The Supplier shall, within a reasonable timeframe, review newly registered Users to validate that the User has provided all the necessary information to enable the User to submit compliant Declarations. The validation activities will include checking that the correct and valid VAT and EORI number has been provided;
- 5.2 When all details are validated the Supplier shall record that the User is ready to submit Declarations;
- 5.3 Where errors or potential errors are identified the Supplier shall attempt, for a reasonable number of times to contact the User via email and/or phone to validate the data and/or request the User to provide correct details. Should the User not respond then no further action is taken.

6 STATE AID SUBSIDY PROCESS

- 6.1 [REDACTED], the Supplier shall request that each Trader self-assess and declare to the Supplier any State Aid Subsidies claimed in the current and two preceding tax years which will be recorded by the Supplier and added to the User's Trader Subsidy Tally. The Supplier will record accurately the data to which it has been provided by the Trader, but the Supplier shall not validate the self-reported data.
- 6.2 On a monthly basis [REDACTED], unless the Parties agree to a lesser frequency the Trader will be requested by the Supplier to self-assess and, unless otherwise agreed by the Parties, declare to the Supplier any State Aid Subsidies claimed outside of the Services which will be recorded by the Supplier and added to the User's Trader Subsidy Tally. The Supplier will record accurately the data to which it has been provided by the Trader, but the Supplier shall not validate the self-reported data.
- 6.3 [REDACTED] when a Trader has used 90% of the Trader Subsidy Tally to which they are entitled in Law the Supplier will notify the Trader and the Authority.

Table 1:
Trader Journeys

