

TRADER SUPPORT SERVICE

SCHEDULE 2.1

SERVICES DESCRIPTION

Services Description

1 DEFINITIONS

- 1.1 In this Schedule, the definitions set out in Annex 9 shall apply.

2 INTRODUCTION

- 2.1 This Schedule sets out the scope of the Services to be provided by the Supplier and provides a description of what each Service entails.
- 2.2 This Schedule 2.1 (Services Description) is comprised of the following Parts and Annexes:
- 2.2.1 Part 1 (Trader Journeys and Trader Journey Processes);
 - 2.2.2 Part 2 (Implementation of Services);
 - 2.2.3 Part 3 (Service Overview);
 - 2.2.4 Part 4 (Trader Management);
 - 2.2.5 Part 5 (Service Operations);
 - 2.2.6 Part 6 (Pre-Goods Movement Support);
 - 2.2.7 Part 7 (Enable Interactions with HMRC);
 - 2.2.8 Part 8 (Support Goods Movement and Clearance);
 - 2.2.9 Part 9 (Post Goods Movement Support);
 - 2.2.10 Annex 1 (Out of Scope Requirements);
 - 2.2.11 Annex 2 (Key Metrics and Volumes);
 - 2.2.12 Annex 3 (Hours of Cover [and Planned Maintenance]);
 - 2.2.13 Annex 4 (Training);
 - 2.2.14 Not used;
 - 2.2.15 Not used;
 - 2.2.16 Annex 7 (Authority Systems and Technology Interface Baseline);
 - 2.2.17 Annex 8 (Direct and Indirect Representation and DDA);
 - 2.2.18 Annex 9 (Additional Definitions)
 - 2.2.19 Annex 10 (ITT Metrics)
- 2.3 In the event of any conflict within the provisions of this Schedule 2.1, then the conflict shall be resolved in accordance with the following order of precedence:
- 2.3.1 the provisions of Annex 8;
 - 2.3.2 this introduction to Schedule 2.1; and

- 2.3.3 the Supplier Solution set out within Parts 4-9 of this Schedule (and, to the extent referenced by the Supplier Solution within Parts 4-9, the annexes to this Schedule) ; and
- 2.3.4 the provisions of Parts 1-3 of this Schedule.
- 2.4 Parts 4 to 9 is set out in tables which detail:
 - 2.4.1 the Authority Requirements and requirement ID number;
 - 2.4.2 a description of how the Authority Requirements are met by the Supplier Solution and further expansion on or description of the Authority Requirement(s) and associated boundaries; and
 - 2.4.3 additional Authority Responsibilities.
- 2.5 The Parties acknowledge and agree that: (a) the provisions of paragraph 9 to Schedule 8.2 (Change Control Procedure) may be used to implement any Operational Changes, including to improve operational efficiency of the Services, but also for other reasonable reasons of the Supplier; and (b) where an Authority Requirement, the Supplier's Solution or a provision of this Schedule 2.1 may be performed, achieved or met in more than one way that are not specified in this Agreement (or in other documentation, pursuant to this Agreement, that the Parties agree to be bound by), the Supplier shall be entitled to choose how it performs, achieves or meets such obligations provided that it complies with its obligations set out in this Agreement (including Schedule 2.2) and in any associated binding documentation agreed by the Parties pursuant to this Agreement.

3 SERVICES DESCRIPTION

3.1 Implementation Services:

- 3.1.1 The Implementation Services are described at a high level in Part 2 of this Schedule 2.1 (Services Description) and the provisions relating to the Implementation Plan and Milestones are set out in Schedule 6.1 (Implementation Plan) and Testing are set out in Schedule 6.2 (Testing Procedures).

3.2 Operational Services:

- 3.2.1 The Operational Services are set out in Parts 1 , and 3 to 9 (and Annexes 1 to 9) of this Schedule 2.1 (Services Description).
- 3.2.2 The Services shall be available during the operational hours set out in Annex 3 (Hours of Cover and Permitted Maintenance) for each Component separately specified in that Annex. The Supplier is not obliged to provide the Services outside these hours.
- 3.2.3 The Supplier shall deliver the Services and undertake the activities and tasks set out in Schedule 2.1 up to and including the Baseline Volumes. Where the Baseline Volumes are exceeded at any time, the Supplier shall deliver the Services which are directly impacted by the Baseline Volume which has been exceeded on a reasonable endeavours basis, and the Supplier shall be entitled to relief from compliance with the Performance Indicators in respect of those Services in excess of the Baseline Volumes (only), in each case until such time as the volumes return to or below the Baseline Volumes and the Services have been substantially performed in

relation to the excess volumes providing that the Supplier shall process such excess volumes without undue delay. If the Baseline Volumes are exceeded then the Parties will discuss whether any changes are needed to the Baseline Volumes and any change shall be agreed in accordance with the Change Control Procedure.

3.2.4 Subject to paragraph 3.2.5 below, unless otherwise stated in a specific table or paragraph in Parts 1, and 3 to 9, the Services shall be provided on and from expiry or termination of this Agreement.

3.2.5 Not used

3.2.6 Table 1 of Part 1 of this Schedule 2.1 indicates certain Designated Trader Journeys in respect of which contingency processes will apply (each a "Contingency Process"). The Supplier shall perform each Contingency Process as described the Operational Services Commencement Date up to and including in Part 1 of Schedule 2.1 until such time as the relevant Designated Trader Journey been developed and implemented in accordance with paragraph 4 of Part 1 of this Schedule 2.1.

3.3 **Interface Requirements:**

3.3.1 The technical interfaces which the Supplier and the Authority are required to comply with are set out in Annex 7 of this Schedule 2.1 (Services Description).

3.4 **Security Requirements:**

3.4.1 The Supplier shall provide the Services in accordance with the standards as set out in Schedule 2.3 (Standards) and security requirements set out Schedule 2.4 (Security Management).