



June 2022

Dear [trader name/customer]

## You should now start moving to the Customs Declaration Service

We wrote to you in March about upcoming changes to the UK's customs systems – whether you make your own declarations or use an intermediary, you must act now to plan your move to the Customs Declaration Service so that you can continue trading.

The Customs Declaration Service is a modern, secure IT platform which replaces the Customs Handling of Import and Export Freight (CHIEF).

CHIEF will close in two phases:

**Phase one:** after 30 September 2022, the ability to make import declarations will end.

**Phase two:** after 31 March 2023, the ability to make export declarations will end.

## If you use an intermediary to submit customs declarations for you

You need to find out if they're still using CHIEF. If they are, you should follow the steps in the Trader Checklist to make sure they can move your declarations to the Customs Declaration Service before CHIEF closes. Go to GOV.UK and search 'Customs Declaration Service communication pack'.

You need to do this now as it can take time to complete the move, or you may not be able to continue trading once CHIEF closes.

## If you make declarations yourself

CHIEF will close for import declarations in a few months' time. After 30 September 2022, you'll only be able to make import declarations using the Customs Declaration Service.

It can take time for businesses to complete the move so you need to start moving as soon as possible or you may not be able to continue trading once CHIEF closes.

We've designed a Trader Dress Rehearsal service to help you practise realistic business scenarios using your own account data, test your software and train your staff on how to use the Customs Declaration Service, all without risk. You can use this service before you make the move to the Customs Declaration Service, however we would still encourage you to make the move as soon as possible as it will take some time to move your business across.

To make sure you know what you need to do, go to GOV.UK and search 'using the Trader Dress Rehearsal service'.

You should talk to your software provider about the implications of the move to Customs Declaration Service.

You can also choose to work with an intermediary who has already moved to the Customs Declaration Service. To ensure that you are on the service ahead of the CHIEF closure, you can find details of these intermediaries on GOV.UK by searching 'appoint someone to deal with customs on your behalf'.

## Benefits of the Customs Declaration Service

The Customs Declaration Service helps your business save time, clear goods without delay and manage finances by:

- allowing you to submit customs documents digitally and safely using the Secure File Upload service
- providing access to all your financial information in a single financial dashboard where you can view account statements, make payments and control standing authority
- giving real time notifications and alerts on all your customs declarations and movements
- allowing you to manage your business finances by opening a duty deferment account, make payments by card or bank transfer enabling your goods to clear without delay

## Help and support

Go to GOV.UK and search:

- 'Customs Declaration Service' for more information on importing and exporting
- 'get access to the Customs Declaration Service' to register and use the service
- 'duties and VAT on imports' for information about setting up duties and VAT, including duty deferment accounts
- 'direct debit Customs Declaration Service' to find out how to set up a Direct Debit if you've set up a duty deferment account
- 'using the Trader Dress Rehearsal service' to find out how you can practise using the Customs Declaration Service
- 'software developers providing customs declaration software' for a list of software developers providing software

If you still have a question on the Customs Declaration Service, or you need help with one of our IT systems, please call our Customs and International Trade helpline on 0300 322 9434. The helpline is available from 8am to 10pm Monday to Friday, and 8am to 4pm at weekends.

## New import controls postponed to 2023

A new approach to import controls to help ease the cost-of-living pressures was announced on 28 April 2022. The remaining import controls on EU goods will no longer be introduced this year. Instead, traders will continue to move their goods from the EU to Great Britain as they do now.

The Government will review how to implement these remaining controls in an improved way that harnesses the power of data and technology with further details to follow in the autumn.

The following import controls which were planned for introduction, will now not be introduced from July 2022:

- a requirement for further Sanitary and Phytosanitary (SPS) checks on EU imports currently at destination to be moved to Border Control Post (BCP)
- a requirement for Safety and Security declarations on EU imports
- a requirement for further health certification and SPS checks for EU imports
- prohibitions and restrictions on the import of chilled meats from the EU

However, if you import goods from the EU into Great Britain and you've chosen to submit Safety and Security declarations on those movements, you can keep doing so on a voluntary basis.

Yours sincerely



Carol Bristow

Director General, Borders and Trade, HMRC