

# HM Revenue & Customs



## National Export System

(NES)

## Web Form Facility what it is and how to use it.

National Export System  
(NES)  
The Web Form Facility  
What it is and how to use it.

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**Please Note:** This guide/document is to be used for information purposes only, where necessary your own details should be used, for example EORI number, Commodity Code and CPC and the like.

## **1. What is this document for?**

To explain how to apply for and use the NES online Web form facility. Throughout the document you will notice words and phrases in [blue](#). These are 'hyperlinks' and if you click on them you will be automatically taken to that point in the document; or if they are website addresses you will be taken to that web page.

## **2. What is the Web Form Facility?**

The web form facility has 2 aspects –

1. It is an inexpensive and simple way for you, via the HMRC website, to submit Export Declarations (also called entries) and other export information directly to the Customs computer system, CHIEF (Customs Handling of Import and Export Freight).
2. Two CHIEF Services are provided – a Live Service which is used to submit legal Declarations and documentation, Within the CHIEF LIVE service you also have the ability to make Training entries and a Test Service (HMUT) which allows you to TEST at no cost and contains either the same software as the Live Service or the next version of the Live Service software if that is due soon.

## **3. What do I need?**

- a) A computer connected to the Internet using Microsoft's Internet Explorer (version 5 or above) with a printer
- b) an email address
- c) a Customs allocated EORI, (Economic Operator Registration and Identification) number
- d) a Customs allocated CHIEF badge 'role', to allow identified access. Paragraph 8 below gives further details on items c) and d).

There is no need for you to buy any hardware or software to use either the Live or the Test Services.

## **4. How do the CHIEF aspects work?**

When you log into the HMRC website, you must identify yourself for security purposes. The system will check your input details and if satisfactory you will be placed in a secure area of our website where you can key in relevant data.

Acceptance or error responses are shown immediately on your screen. Reports are subsequently sent to your email address – from where you can print them.

**Note.** The Subject line of every email you receive from us has a unique Customs 10 digit identity – which you should quote where possible in case of queries.

## **5. Who is it suitable for?**

This system is ideal for traders who are prepared to ‘manually’ key all the data onto every declaration (entry) that is input into CHIEF via NES.

## **6. What else do I need?**

1. A working knowledge of the Customs Tariff (the manual for submitting Customs declarations and documentation), and
2. Practice in using the CHIEF ‘online’ service.

## 7. What CHIEF facilities are available to me?

Whether you are an exporter, agent, consolidator, freight forwarder, shipping line, port authority or similar, the web form facility allows you to perform all the Customs computer tasks (see the full list below) that are appropriate for your business.

CHIEF Transaction	CHIEF command
SUBMIT A FULL EXPORT DECLARATION	IEFD
SUBMIT A LOCAL CLEARANCE PROCEDURE PRE-SHIPMENT ADVICE	IELP
SUBMIT A SIMPLIFIED DECLARATION PROCEDURE PRE SHIPMENT ADVICE	IESP
SUBMIT AN EXPORT CUSTOMS CLEARANCE REQUEST (C21)	IECR
SUBMIT AN EXPORT SUPPLEMENTARY DECLARATION	IESD
AMEND AN EXPORT ENTRY	AEXD
REQUEST CANCELATION OF A ENTRY	XTCE
REPLY TO AN ENTRY QUERY FROM CUSTOMS	AQIE
LIST ENTRY VERSIONS	LIEV
DISPLAY ENTRY VERSION DETAILS	DEVV
LIST UNCLEARED ENTRIES	LTUE
REQUEST A DUPLICATE P2/X2 REPORT	RDE2
REQUEST A SAD COPY 3	RCP3
DISPLAY LICENCE USAGE	DLU
MAINTAIN EXPORT CONSOLIDATIONS	AEAC
CHANGE THE STATUS OF A CONSOLIDATION	ACST
LIST A CONSIGNMENTS MOVEMENTS	LMOV
DISPLAY CONSIGNMENT DETAILS	DCON
NOTIFY ARRIVAL OF GOODS AT A CUSTOMS APPROVED LOCATION	AEAL
NOTIFY DEPARTURE OF GOODS FROM A CUSTOMS APPROVED LOCATION	AEDL

Further information on these transactions can be found in document [USM 305 Export Entry trade user guide](#).

## 8. What should I do first?

1. Obtain an EORI (Economic Operators Reference and Identification) number. If you do not already have an EORI number please request one from the EORI team (see Annex A for contact details).

2. Obtain a CHIEF 'role'. If you have applied to use NES simplified procedures (SDP or LCP) a role will be advised to you via your HMRC authorising officer. In all other circumstances you can obtain a 'role' direct from the HMRC CHIEF Operations team (see Annex A for contact details).

You will need separate 'roles' for the Test and Live services. For access to CHIEF LIVE for NES the application form can be obtained by clicking on the below link

[PA7 LIVE](#)

For access to HMUT via the WEB channel you will need to contact CHIEF OPERATIONS [CHIEF.Operation@hmrc.gsi.gov.uk](mailto:CHIEF.Operation@hmrc.gsi.gov.uk)

Traders must also register for the Government Gateway to obtain a password and ID. The following link <http://www.gateway.gov.uk/> will take you to the web page which explains how to register for the government gateway.

Enrolling for NES requires you to quote your PIN, CHIEF role and an EORI number on the Government Gateway website. Having gone through the above process you can now use the Web form facility. Please see examples 2 and 3 for login into CHIEF TEST and example 4 to log into CHIEF LIVE.

Administrative facilities are provided for traders submitting details via the web form. These administrative facilities allow you, via our website to change details such as email addresses, View reports and view responses.

## 9. General information

The Web facility (see the example screen below) is CHIEF working inside a Web browser. A series of buttons have been provided in the Footer area of the browser. It is recommended that you always use these buttons, although it is possible to navigate through CHIEF screens using CHIEF commands in the Action Box (for further information on this latter aspect see document '[DES 214](#)' at [CHIEF User Guide](#)).

In some circumstances you will have to use the CHIEF commands as there will not be any 'buttons' to click on.

**Note.** You may need several 'roles' depending on what export activities you perform and which CHIEF Services you wish to use.

**Return Key-** (also called the 'Enter' key) will carry out a CHIEF command if the bottom right hand box is completed, if no command is entered pressing Return will scroll through to the next page.

**Tab Key** - Moves the cursor to the next field.

**Scroll Bars** - Because of the way the Web Browser interacts with CHIEF you need to use the scroll bar to see all of the CHIEF fields.

### Example 1

The screenshot shows a web form for entering a declaration. At the top right, it says 'SADKEY:1P'. The form contains several sections of input fields:

- Decln (1)**: A dropdown menu with '555' selected, followed by 'EPS' and a small bar.
- Items (5)**, **Pkgs (6)**, and **D/Ref (7)**: Three empty input boxes.
- Cnsgnor (2)**: A section with 'Id', 'Name', 'Street', and 'City' fields, and a 'Language' dropdown.
- Cnsgnee (8)**: A section with 'Id', 'Name', 'Street', and 'City' fields, and 'PstCde' and 'Ctry' dropdowns.
- Declrnt (14)**: A section with 'Id', 'Name', 'Street', and 'City' fields, and a 'Rep' checkbox.
- Disp ctry (15a)**: 'Goods avail from' followed by date fields ( / / ) and a 'to' field with another date ( / / ).
- Dest ctry (17a)**: 'Inlnd Trpt Id (18)' followed by a 'Lang' dropdown.
- Trpt (21)**: 'Id', 'Nat' dropdown, and 'Inv Curr (22)' dropdown.
- Trpt Mode (25)**: 'Inlnd Trpt Mode (26)' dropdown.
- Exit Office (29)**: An input box, and 'Locn goods (30)' input box.

At the bottom, there is a status bar with the text 'C10058 Beginning of Document' and 'VALIDATE, COMMIT, STORE, RETURN'. Below the status bar is a toolbar with various icons for navigation and actions.

## 10. Overview of the TEST and LIVE Service

### Test Service

As explained at paragraph 2 the Test service has two purposes –

- to allow potential new traders to try out the Web facility, and
- to try out and test new software which is being loaded onto the Live Service in the near future.

CHIEF is updated several times each year to make changes to the system. About two months before the new software is put onto the Live Service we make it available to all traders on the Test Service. If you want to try out any impending new software select the Test Service.

Declarations created in the Test Service are not legally binding and are eventually wiped from the system.

**Note.** The standing data (commodity codes, CPCs and the like) on the Test Service is a snapshot of the Live Service at a specific point in time and is not

regularly updated. Over time it will therefore become inconsistent with the Live Service.

## **Live Service**

If you select the Live Operational Service you will be submitting legally binding Declarations and documents to Customs.

If you wish to familiarise yourself with the current live NES data or use it for training purposes select the Live Training Service. Declarations and documents created in the Live Training Service are not legally binding and are eventually wiped from the system.

## **11. Login to the CHIEF Test Service**

First, connect to the HMRC Welcome screen by going to <https://secure.hmce.gov.uk/ecom/nes-web/test.asp> You should see the following screen.

### **Example 2**

HMRC & Customs

### Welcome to the New Export System

This web site has been provided for two purposes:

- 1) to allow potential new web channel users to gain an insight into how it works; and
- 2) to provide existing web channel users with a simple way of testing forthcoming new CHIEF functionality before it goes 'live'.

To use this service you must first obtain a Web Channel Test 'Role' by completing an application form - which is available from CHIEF Operations by e-mail: [chief.operations@hmce.gsi.gov.uk](mailto:chief.operations@hmce.gsi.gov.uk), or Fax: 01702-366-825, or Tel: 01702-366-800.

Please enter your TURN:   
Please enter your Role:

If you do not wish to proceed, click [here](#).

Enter your 'EORI' and 'Role' and click on the 'Test Service' button. You should then see the following screen.



### Example 3

HMRC ,

## Welcome to the New Exports System

The CHIEF HMUT service is a software testing service, at any given time it may contain developing software and may therefore not give expected results or reflect the responses given on the CHIEF (IES) Live Service. In addition, the Service may be unavailable during software loading, clock changes, refreshes and other necessary activity.

We will endeavour to inform you of any extended unavailability and information will be placed on our web site.

Data submitted to CHIEF (HMUT) Service is not legally binding and is eventually automatically deleted.

### Test Service - CHIEF (HMUT)

Please select a role

Please select the Service.

For further assistance please contact the National Advice Service on 0845 010 9000.

This example Test Service screenshot closely mirrors the layout of the Live Service screen and so shows two buttons – one for the ‘Test Operational Service’ and one for the ‘Test Training Service’. If you mistakenly click on this button, you will receive the following error E10051 – Access refused.

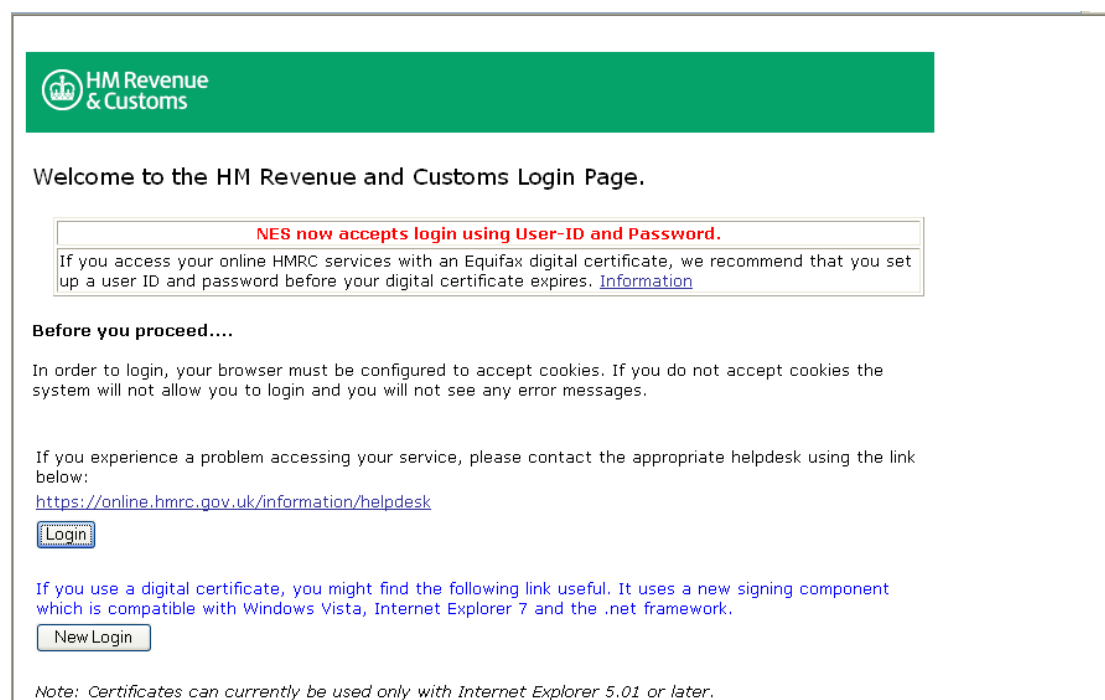
**Note.** The Test Training service is now a **redundant facility** therefore you are advised **ONLY** to use the TEST operational service when logging into the HMUT TEST service.


## 12. Login to the CHIEF Live Service

First, connect to the Welcome screen by going to <https://secure.hmce.gov.uk/ecom/login/index.html>

You should see the following.

### **Example 4**



 HM Revenue & Customs

Welcome to the HM Revenue and Customs Login Page.

**NES now accepts login using User-ID and Password.**

If you access your online HMRC services with an Equifax digital certificate, we recommend that you set up a user ID and password before your digital certificate expires. [Information](#)

**Before you proceed....**

In order to login, your browser must be configured to accept cookies. If you do not accept cookies the system will not allow you to login and you will not see any error messages.

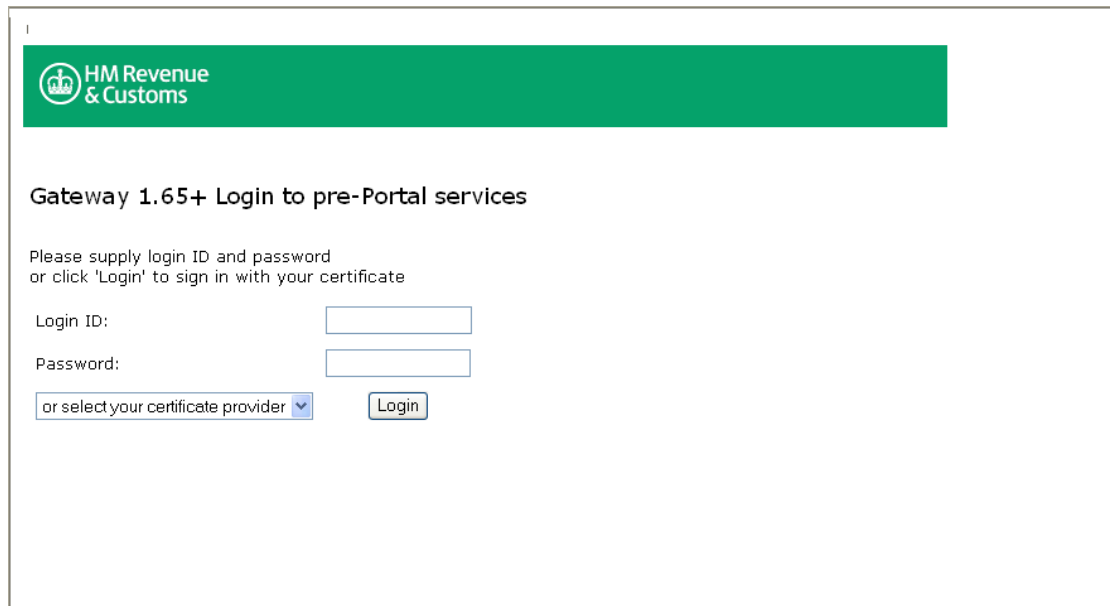
If you experience a problem accessing your service, please contact the appropriate helpdesk using the link below:  
<https://online.hmrc.gov.uk/information/helpdesk>

If you use a digital certificate, you might find the following link useful. It uses a new signing component which is compatible with Windows Vista, Internet Explorer 7 and the .net framework.

*Note: Certificates can currently be used only with Internet Explorer 5.01 or later.*

By clicking on Login you will be presented with the following screen.

## Example 5



The screenshot shows the HM Revenue & Customs logo in a green header bar. Below the header, the text reads "Gateway 1.65+ Login to pre-Portal services". Underneath, there is a prompt: "Please supply login ID and password or click 'Login' to sign in with your certificate". The form includes two input fields: "Login ID:" and "Password:". Below the "Password:" field is a dropdown menu with the text "or select your certificate provider" and a downward arrow. To the right of the dropdown is a "Login" button.

Click Login, you will now be presented with the Government gateway Login details, input the Login ID and Password before clicking on Login.

## **Example 6**



### **HMR&C Service Selection**

[New Export System \(NES\) Service](#)

[Logout](#)

#### **Logging out of HMRC services**

If you access more than one service, please remember to log out of each service when you have finished your session. When finally leaving the HMRC site, it is good practice to close your browser. If using a Windows operating system, click the X at the top right of the window or press ALT-F4. If using a Mac, click the red button at the top left of the window or press Command-Q.

#### **Other HMR&C Services**


Electronic Binding Tariff Information (eBTI) for Companies

Duty Deferment Electronic Statement (DDES) Service

Tied Oil (TO) Service

If you now click on 'New (National) Exports system (NES) service you will be presented with the National Export System Welcome screen - showing your company's name.

## Example 7



[amend my details](#) | [view reports](#) | [view responses](#) | [log off](#)

**CHIEF OPS/NES HELPDESK,**

### Welcome to the New Exports System

The NES Web facility provides an operational and a training environment. The live operational service is used to submit data which is legally binding. The live training service is used to submit currently valid data, but the data is not legally binding, is ignored by Customs and is eventually automatically deleted.

**Live Service - CHIEF (CIES)**

Please select a role

Please select the Service.

For further assistance please contact the National Advice Service on 0845 010 9000.

The Welcome screen will also occasionally show **in red** a 'Message of the day' – giving updates on the Web facility, advising of any problems or announcing forthcoming improvements.

From the pull down menu select the role you wish to use, then click on either Live Operational Service to submit legally binding Declarations to Customs or Live Training Service to submit training data which is automatically deleted in due course.

### 13. CHIEF command screen

Having selected your chosen Service you will be presented with the CHIEF command screen

#### IEFD – 1st INPUT SCREEN (Insert Export declaration)

##### Example 8

```

[redacted] T INSERT EXPORT FULL DECLARATION          CHIEF/CIES 04/09/12 12:50
                                                SADKEY:1P
EPU 555 EPS
Decln(1) EXD Items(5) 1 Pkgs(6) 20 D/Ref(7) TRADERS-REF1
Cnsgnr(2) Id
Name TEST Language
Street TEST
City TEST PstCde TEST Ctry GB
Cnsgnee(8) Id
Name TEST Language
Street TEST
City TEST PstCde TEST Ctry GB
Declrnt(14) Id Rep 1
Name
Street
City PstCde Ctry
Disp ctry(15a) GB Goods avail from / / : to / / :
Dest ctry(17a) US Inlnd Trpt Id(18) Lang
Trpt (21): Id Nat Inv Curr(22)
Trpt Mode(25) Inlnd Trpt Mode(26)
Exit Office(29) Locn goods(30)
```

You are now 'inside' CHIEF.

Enter the appropriate 4-character command code in the command line (see Section 7) and the CHIEF User Guide USM 305, and press Return to call up the relevant CHIEF screen.

You will now see the initial parameter screen for the transaction you have selected. If you've selected a CHIEF 'insert' transaction (for example IEFD) the screen fields will be empty – waiting for you to key in your own data.

## 14. Examples of CHIEF transactions

Examples of two common CHIEF transactions (IEFD and DEVD) have been provided below to help users familiarise themselves with CHIEF NES screens. Always refer to the Customs Tariff for the latest completion rules for NES Declarations.

A command code on the Command line tells you whether you are in the Live or Test Service

HMUT = Test Service.

CIES = Live Service.

It also tells you whether you are in the **Operational** or **Training Service** and the Role that you are using.

### IEFD – 2nd INPUT SCREEN

#### Example 9

```
T INSERT EXPORT FULL DECLARATION          CHIEF/CIES 04/09/12 12:54
SADHDR1:1P
EPU 555 EPS
ADDITIONAL INFORMATION(44)                Declaration Currency  -DCURR
Regd Consignor  -RCONR
Premise Name  -PREMS
Street 
City  PstCde  Ctry 
Sup Off Name  -SPOFF
Street 
City  PstCde  Ctry 
AI Statement  Code 
Language 
Decln UCR 9DCR-  Part 
Mastr UCR 9MCR- 
Code St Document Reference Part Quantity Lang
 -     
Reason 
DAN(48)   Premise Id(49) 
```

# IEFD – 3rd INPUT SCREEN

## Example 10

**[Redacted]** T INSERT EXPORT FULL DECLARATION CHIEF/CIES 04/09/12 12:56  
SADHDr:1P

EPU **555** EPS █

Repr (50) Id

Name  Language

Street

City  PstCde  Ctry

Seal Id/Lang  /   /

Trpt Chrg MOP

Ctry on route

Pl loading


Notify Prty Id

Name

Street

City  PstCde  Ctry

VALIDATE, COMMIT, STORE, RETURN





# IEFD - 4<sup>th</sup> INPUT SCREEN

## Example 11

IEFD - 4<sup>th</sup> INPUT SCREEN  
SADITKEY:IP

EPU 555 EPS  
ITEM No(32) 1

Cnsgnr(2) Id  
Name  
Street  
City PstCde Ctry Language

Cnsgnee(8) Id  
Name  
Street  
City PstCde Ctry Language

Disp ctry(15a) Dest ctry(17a)

Goods Description(31) Language  
TEST

Package(31) Marks Number Kind Lang  
TEST 1 AE

Contnr Id(31)

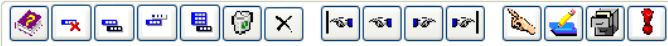
Comm code(33) 64031200

Orig Ctry(34a) GB Gross Mass(35) UNDG code

CPC(37) 1000001 Net mass(38) 10.000

Summary Decln/Prev doc (40) Z - 380 - 1234 Lang

VALIDATE, COMMIT, STORE, ABORT



## IEFD – 5<sup>TH</sup> INPUT SCREEN

### Example 12

The screenshot displays the 5th input screen of the IEFD system. At the top, it shows the title 'T INSERT EXPORT FULL DECLARATION' and the date/time 'CHIEF/CIES 04/09/12 13:32'. Below this, there are several data entry fields: 'EPU' with value '555', 'ITEM No(32)', 'Supp units(41)' with value '1.000', and 'ADDITIONAL INFORMATION (44)'. A 'Third Quantity' field is also present. The 'AI Statement' field contains the value 'LIC99'. Below this, there are fields for 'Sup Off Name', 'Street', 'City', 'PstCde', and 'Ctry'. A 'Code St' field is also visible. The 'Stat value(46)' field contains '10.00'. The 'CALCULATION OF TAXES (47)' section has a table with columns: Type (a), Base Amount (b), Base Quantity, Rate (c) Ovr, Amount (d), and MOP (e). The table has three rows of empty input fields. At the bottom, there is a toolbar with various icons for navigation and editing.

Validate the entry by clicking into the right hand corner box enter V and hit RETURN.

You will need to correct highlighted errors. See [CHIEF Helptext](#).

Once validated you can move onto the next example.

### **Inserting more than one item**

IEFD – 2nd ITEM, page on 3 pages by placing the cursor in the right hand box and press RETURN until you reach the Comm Code field To create more items place cursor in Box 33 (in front of the Comm Code, but within the box) and click on Insert Segment After icon (third Icon along on the bottom).

As shown in the example below once you click on the Insert segment After icon you will be presented with a second item screen, the screen will go blank. Here is where you input your second Commodity Code. Following the example as below, input your own details if required.

### Example 13

SADITKEY:2P

EPU **555** EPS

ITEM No(32)

Cnsgnor(2) Id

Name  Language

Street

City  PstCde  Ctry

Cnsgnee(8) Id

Name  Language

Street

City  PstCde  Ctry

Disp ctry(15a)  Dest ctry(17a)

Goods Description(31)  Language

**TEST**

Package(31) Marks  Number  Kind  Lang

**TEST** **1** **AE**

Contnr Id(31)

Comm code(33) **64031200**

Orig Ctry(34a) **GB** Gross Mass(35)  UNDG code

CPC(37) **1000001** Net mass(38) **10.00**

Summary Decln/Prev doc (40) **Z** - **380** - **1234** Lang

VALIDATE, COMMIT, STORE, ABORT

Having completed all the relevant boxes enter V in the bottom right hand box to VALIDATE the entry. You will notice that an error appears on the screen.

### E453 – Number of Items declared & Number of Items present incompatible.

SADHDR1:1P

EPU **555** EPS

Decln(1) **EXD** Items(5) **1** Pkgs(6) **1** D/Ref(7) **1234**

**E453 Number of Items declared & Number of Items present incompatible**

Cnsgnor(2) Id **GB584506521000**

Name **TEST** Language

Street **TEST**

City **TEST** PstCde **TEST** Ctry **GB**

Cnsgnee(8) Id

Name **TEST** Language

Street **TEST**

City **TEST** PstCde **TEST** Ctry **GB**

Declrnt(14) Id  Rep **1**

Name  Language

Street

City  PstCde  Ctry

Disp ctry(15a) **GB** Goods avail from  / /  : to / /  :

Dest ctry(17a) **US** Inlnd Trpt Id(18)  Lang

Trpt (21): Id  Nat  Inv Curr(22)

Trpt Mode(25)  Inlnd Trpt Mode(26)

Exit Office(29)  Locn goods(30)

C10003 Errors on Document

VALIDATE, COMMIT, STORE, ABORT

To rectify this particular error you need to amend the number of items in box 5, to 2 if you are declaring 2 items.

Once corrected – VALIDATE declaration and then COMMIT

You may notice that one or more errors appear, to rectify these errors you need to follow the examples below and/or refer to the [CHIEF Helptext](#).

## IEFD – Entry acceptance screen

### Example 14

HM Revenue & Customs

User Guide NES A-Z CHIEF User Guides CHIEF Help Text

T INSERT EXPORT FULL DECLARATION CHIEF/CIES 05/09/12 15:04  
SADKEY:1P

EPU 555 EPS Entry Number [Redacted] Date 05/09/2012 Time 15:04

ACCEPTANCE DETAILS  
Prelodged on 05/09/2012 at 15:04  
Accepted on / / at :

Route [Redacted]  
MRN [Redacted]

C10004 Data successfully committed  
IEFD, COMMIT, ABORT

The above print shows that the entry has been pre-logged on CHIEF. An email displayed in the following way will arrive in your specific email address as per NES WEB application [0037909647-20019901] HMCE NES Report Message.

To open the attachment you need to do the following:

Open

Open with

Select the program from a list – Microsoft Office Word, this will then produce an Export Pre-lodgement Advice (P2).

Following the commands on the bottom left you get the option to either create another entry (IEFD), COMMIT or ABORT. We recommend that you ABORT from the screen, this will then take you back to the main transaction screen, and here is where you input DEVD to view your entry. Before you do this we encourage you to make a note of the Entry Number and Entry date.

## 16. DEVD - Display Entry Version Details

Insert the following transaction – DEVD and hit RETURN.

This CHIEF transaction gets special mention because it requires the use of the Action Key field to obtain different views (Displays) of the entry. For example if you wish to view Display 2 - Generated Data, then enter 2 in the Action Key field and click on the 'Action' button.

You will be required to input the following information before completing the above action.

EPU ENTRY NUMBER ENTRY DATE or DUCR

### Example 15

The screenshot shows the CHIEF system interface for the DEVD transaction. At the top, there is a green header with the HM Revenue & Customs logo and navigation buttons for 'User Guide', 'NES A-Z', 'CHIEF User Guides', and 'CHIEF Help Text'. Below the header, the screen displays the transaction details for 'T DISPLAY ENTRY VERSION DETAILS' on '05/09/12' at '15:10'. The user is identified as 'SADKEY:1P'. The main data fields include EPU '555', EPS, Entry number '2000490', Date '05/09/2012', Time '15:04', and Version '1'. A 'VERSION SUMMARY' section shows 'Prelodged on 05/09/2012 at 15:04', 'Accepted on / / at :', and 'Permission to Progress on / / at :'. Below this, 'Displays available:' lists options: '2 - GENERATED DATA', '3 - ACCOUNT DETAILS', '4 - DATA AS INPUT', and '5 - REASON FOR ACTION'. An 'Entry Items' section shows two items, '1' and '2'. At the bottom, the screen displays 'C10059 End of Document' and 'DEVD, RETURN' with a 'DEVD' button. A toolbar at the very bottom contains various icons and an 'Action' button with a text input field.

If you follow the example as above you will see the screen below.

The screenshot shows the CHIEF system interface for displaying entry version details. The header includes the HM Revenue & Customs logo and navigation buttons for 'User Guide', 'NES A-Z', 'CHIEF User Guides', and 'CHIEF Help Text'. The main content area displays the following information:

- Terminal ID: [redacted]
- Command: T DISPLAY ENTRY VERSION DETAILS
- User: CHIEF/CIES
- Date/Time: 05/09/12 15:13
- Session Key: SADKEY:1P
- EPU: 555
- EPS: [redacted]
- Entry number: 2 [redacted]
- Date: 05/09/2012
- Time: 15:04
- Version: 1
- Created on: 05/09/2012
- at: 15:04

GENERATED DATA:

MRN	1 [redacted]	Entry Type	FDE	DTI	
Allocated Route	[redacted]	Tax Point	/	/	:
Status of Entry	1	Goods Arrived	/	/	:
ICS Code	A1	Permission to Progress on	/	/	:
Off Export Locn	[redacted]	Shed	[redacted]	Submitting Agent	[redacted] 00

Exit Result: [redacted] on / / at Office [redacted] Seals state [redacted]

Stats Value . . . 20.00

RAR Codes : FAS [redacted] DAN [redacted] Agent [redacted] Exptr [redacted]

C10058 Beginning of Document

DEVD, RETURN

At the bottom, there is a toolbar with various icons and an 'Action' button.

The screenshot shows the CHIEF system interface for displaying entry version details. The header includes the HM Revenue & Customs logo and navigation buttons for 'User Guide', 'NES A-Z', 'CHIEF User Guides', and 'CHIEF Help Text'. The main content area displays the following information:

- Terminal ID: [redacted]
- Command: T DISPLAY ENTRY VERSION DETAILS
- User: CHIEF/CIES
- Date/Time: 05/09/12 15:15
- Session Key: SADITKEY:1H
- EPU: 555
- EPS: [redacted]
- Entry number: 200049c
- Date: 05/09/2012
- Time: 15:04
- Version: 1
- Created on: 05/09/2012
- at: 15:04

GENERATED DATA:

ITEM No	1				
---------	---	--	--	--	--

Stats Val 10.00

DEVD, RETURN

At the bottom, there is a toolbar with various icons and an 'Action' button.

To get back to the CHIEF command screen you should key 'Return' as suggested on the left hand side of the screen and enter.

## 17. RACD – Request Export Accompanying Document) EAD

This transaction 'RACD' is used to request the data needed to produce an Export Accompanying Document (EAD) for an Indirect Export entry. You will be presented with a parameter screen from where you will be able to request the output of a pre-formatted EAD with all the necessary details already completed, meaning, you do not have to rekey anything.

On the parameter screen, key in either the entry reference (EPU number, Entry Number and Date) or the DUCR (and any Part) for the relevant Declaration. CHIEF will confirm receipt of the request on a confirmation screen by showing **C2249 Requested report queued successfully** in the CHIEF Reply Line. This means the EAD is being prepared and will shortly be emailed to you.

Upon receipt of the confirmation screen you can immediately move on to do other transactions by pressing the Return key on your keyboard. On receipt of the email you will find the EAD attached.

### Example 16

The screenshot displays the CHIEF system interface. At the top, there is a green header with the HM Revenue & Customs logo and navigation buttons for 'User Guide', 'NES A-Z', 'CHIEF User Guides', and 'CHIEF Help Text'. Below the header, a yellow box contains a transaction code 'RACD'. To the right, the system status shows 'CHIEF/CIES 05/09/12 15:18' and 'SESSDTLS:1P'. The main area displays 'Session Details :-' with the following information:

Session Reference . . . . .	39285997
Domain. . . . .	TRADER
Role. . . . .	THSAOPS
Purpose . . . . .	TRAINING
Organisation. . . . .	OGAOP56
Job . . . . .	JBNESWEB
Individual Identity . . . . .	

At the bottom of the session details, it says 'C10059 End of Document' and 'SIGNOFF'. A small empty box is visible to the right of 'SIGNOFF'. At the very bottom, there is a row of icons for various system functions.



T REQUEST ACCOMPANYING DOCUMENT CHIEF/CIES 05/09/12 15:20  
HEAD:1P  
DUCR / MRN  DUCR Part   
EPU  Entry Number  Date  / /

C10059 End of Document  
REPORT, RETURN

REPO



[0039649877-20019901] Export Accompanying Document - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply to All Forward

From: edcs@edcsdata.hmce.gov.uk Sent: Thu 06/09/2012 13:22  
To: CHIEF, OPERATIONS (EC5M)  
Cc:  
Subject: [0039649877-20019901] Export Accompanying Document  
Attachments: 0039649877.pdf (18 KB)




Please find attached an HM Revenue & Customs EAD document.

Save the attachment in a folder or directory of your choice, open it with the latest version of Adobe Acrobat (TM) reader and use the print facility to obtain a paper copy of the document.

The Adobe Acrobat (TM) reader is available to download free on the internet.

EUROPEAN COMMUNITY

DECLARATION TYPE (1) MRN: 12GB09X99039131010

EXPORT ACCOMPANYING DOCUMENT	Consignor/Exporter(2) No		EX		Other SCI(332)			
			Forms(3)		Sec. Decl(500)			
			1				Issuing date: 20120906	
			Items(5)		Total packages(6)		Customs office:	
			2					
Consignee(8) No		GBTEST TEST TEST GB TEST		Ref 2				
				Transport charges/method of payment code(12)		C. disp./exp. Code(15)		
						a GB a US		
				Country(ies) of routing code(513)				
Declarant/Representative(14) No				Representative of person lodging sum.decl.(14b) No				
Identity of means of transport at departure(18)				Gross mass(kg)(35)				
Mode of transport at the border(25)		Location of goods(30)		Seal number(528)				
Office of exit(29)		PT000305						
Packages and description of goods(31)	Marks and numbers - Container No(s) - Number and kind							
	1 AE TEST							

20,953 x 29,524 cm

## RCP3 – Request SAD COPY 3

This transaction RCP3 allows the user to request a SAD copy 3 for an export entry.

On the parameter screen, key in either the entry reference (EPU number, Entry Number and Date) or the DUCR (and any Part) for the relevant Declaration. CHIEF will confirm receipt of the request on a confirmation screen by showing **C2249 Requested report queued successfully** in the CHIEF Reply Line. This means the SAD COPY 3 is being prepared and will shortly be emailed to you.

Upon receipt of the confirmation screen you can immediately move on to do other transactions by pressing the Return key on your keyboard. On receipt of the email you will find the SAD COPY 3 attached – you need to open this in the correct program ie open in Word.

### Example 17

HM Revenue & Customs

User Guide NES A-Z CHIEF User Guides CHIEF Help Text

T REQUEST SAD COPY 3 CHIEF/CIES 06/09/12 13:27  
HEAD:1P

UCR . . . . .  Part

EPU . . . . .  Entry Number  Date  / /

C10059 End of Document

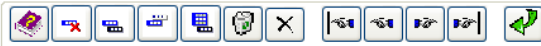
REPORT, RETURN

T REQUEST SAD COPY 3 CHIEF/CIES 06/09/12 13:30  
HEAD:1P  
UCR . . . . . Part  
EPU . . . . . 555 Entry Number Date 06/09/2012

C2249 Requested report queued successfully

RETURN

RETU



[0039650000-20019901] HMCE NES Report Message - Message (Plain Text)



From: edcs@edcsdata.hmce.gov.uk Sent: Thu 06/09/2012 13:31  
To: CHIEF, OPERATIONS (ECSM)  
Cc:  
Subject: [0039650000-20019901] HMCE NES Report Message  
Attachments: 0039650000.dat (16 KB)

Please find attached a HM Customs & Excise NES report message.  
\*\*\* Please do not reply to this eMail, as replies are not monitored. \*\*\*

Screen 1 of 7	Screen 2 of 7
<p><i>EXPORT DECLARATION DECLARATION D'EXPORTATION</i></p> <p><i>AUSFUHRANMELDUNG UITVOERAANGIFTE DICHIAZIONE PER L'ESPORTAZIONE</i></p> <p>THIS DOCUMENT IS A SINGLE ADMINISTRATION DOCUMENT (SAD) COPY 3 EQUIVALENT CONTAINING INFORMATION DECLARED TO AND ACCEPTED BY UNITED KINGDOM CUSTOMS PROCESSING SYSTEM KNOWN AS CHIEF ON THE DATE SHOWN IN BOX A. THE REFERENCE NUMBER IN BOX A IS A CUSTOMS ALLOCATED UNIQUE NUMBER FOR THE DECLARATION. THE FORMAT OF THIS DOCUMENT HAS BEEN AGREED WITH ALL THE CUSTOMS AUTHORITIES OF THE EUROPEAN COMMUNITY IN ACCORDANCE WITH COMMISSION REGULATION 2454/93 ARTICLE 205.3 AND 288</p> <hr/> <p>A.Office of dispatch/export: LOCAL EPU Number 555 200062V 20120906</p> <hr/> <p>1. DECLARATION EXD</p>	<p>5. Items 02</p> <p>UNIT 657 RIVER GARDENS</p> <p>7. Ref. 1234</p> <p>MIDDLESEX</p> <p>17a. Country of destination US</p> <p>TW14 0RB</p> <p>21. Id and Nat of transport crossing border</p> <p>14.Declarant/Rep.</p> <p>Consignor - 00300</p> <p>25. Mode transport at border</p> <p>26. Inland mode of transport</p> <p>30. Location of goods</p> <p>49. Warehouse</p>

## 18. Administrative facilities

### Amending your details

When you apply to use the web form facility you have to advise Customs of certain details such as your email addresses. If these Live and/or Test Service details need to be changed in some circumstances, you will need to contact the CHIEF Operations team (for contact details see Annex A) advising the revised details. However, in other circumstances (see the screens below) you can update the details yourself.

1) Login as normal and proceed to the NES Welcome Screen, or input ABORT and Sign off if you are already logged in. This will re-direct you to the Welcome screen.

2) On the Welcome screen - near the top right hand corner - click on '**amend my details**'. You will then be presented with the following screen.

Your Trading Name, EORI/TURN and Broadcast E-mail address (to which we send emails about the Web/E-mail/XML channels) will be shown here.

Neither your name nor your EORI/TURN can be amended online, and your 'Broadcast' email address can only be amended if it is an internet (SMTP).

Changes to details which cannot be amended online are to be notified to the CHIEF Operations team (for contact details see Annex A).

To amend an internet email address click on the "Edit General Details" button. You will then be presented with the following screen.

Key in the amended details and click on the 'Save Changes' button.

In addition to your general details a list will be shown of your Roles, these will be hyperlinked and you can select one to expand it and look at the detail.

When you select the channel (WEB) the detail will be shown:

To amend any of these details click on the “Edit Role Details” button. You will then be presented with the following screen.

You can amend your:

Unsolicited Reports email address (which is where we send CHIEF reports)

Report Type (which defines the type of data we send you in reports); and

where you have requested that reports be sent as EDIFACT, the EDIFACT Type.

Your name or your EORI cannot be amended online and your ‘Unsolicited’ email address can only be amended if it is an internet (SMTP) email address for example, it cannot be amended if it is an X400 email address.

Changes to details which cannot be amended online are to be notified to the CHIEF Operations team (for contact details see Annex A).

After keying in the amended details click on the “Save Changes” button

## **19. View reports**

This facility allows you to see a summary of all the reports we have sent you. If you have not received one or more expected reports you can list and search for them, select the ones that are missing and with one ‘click’ we will automatically re-send the selected report(s) to you. The procedure is as follows:

You will then be presented with the following screen.

Select the Role under which the declaration was submitted, and the date/time range between which it is thought the original email was sent.

The default dates will be today’s date. To change these dates click on the Calendar buttons and will select a “From” date that is before the current date and before the “To” date; and a “To” date that is after the “From” date and before the current date.

### **Hrs**

The hours will be simply a drop down list of the 24 hours. The “From” hours will be default to 00 and the “To” hours will default to “23”.

### **Mins**

The minutes will be simply a drop down list of 60 minutes. The “From” minutes will be default to 01 and the “To” minutes will default to “59”.

### **View**

Once you have selected a date/time range (or accepted the defaults) then click on the View button to obtain the list of reports.

If you select a date range that is too great and too many results are generated (greater than 50) the following message will be displayed “Too many results have been generated, please refine your search.”

If the search generates no results the following message will be displayed “No results have been generated by your query.”

If the search finds any reports you will be presented with the following screen. The list will be limited to a maximum of 50 records.

You will be able to perform standard browser functionality such as scroll down this list or print the list to a local printer.

Click on the relevant check boxes in the right hand column to select the specific reports you wish to have re-sent and click on the ‘Request Resend’ button.

You will then be presented with a new screen which will display the text “The selected reports will be sent to you as soon as possible.” A single button will be displayed with text “Return”. Click on this to get back to the “NES Welcome” screen. If you click on the Cancel button the previous screen will be displayed.

## **20. View responses**

This service is only applicable if you have sent your declarations via the NES E-Mail Channel. It works in the same way as **VIEW REPORTS**, the only difference being is that you have to provide an ICR (Interchange Control Reference) as part of the search criteria.

## LSTR - Putting in and retrieving declarations.

This transaction allows you to store a non validated entry to allow you to retrieve it later.

Where an entry has not validated and you wish to put in store type "STOR" in the action box and commit.

An "IE key ref" will be generated by CHIEF which is specific to this stored entry.

To retrieve a stored entry use transaction code LSTR.

The screenshot shows the CHIEF system interface for the LSTR transaction. At the top, there is a green header with the HM Revenue & Customs logo and navigation buttons for 'User Guide', 'NES A-Z', 'CHIEF User Guides', and 'CHIEF Help Text'. Below the header, a yellow box contains the transaction code 'LSTR'. The session details are displayed as follows:

```
CHIEF/CIES 08/08/12 16:43
SESSDTLS:1P

Session Details :-
Session Reference . . . . . [redacted]
Domain. . . . . TRADER
Role. . . . . [redacted]
Purpose . . . . . TRAINING
Organisation. . . . . [redacted]
Job . . . . . JBNESWEB
Individual Identity . . . . . [redacted]
```

At the bottom of the screen, there is a 'SIGNOFF' button and a toolbar with various icons.

Type "STORE" in the generic queue name and press return.

The screenshot shows the CHIEF system interface for the 'LIST STORED DOCUMENTS' transaction. At the top, there is a green header with the HM Revenue & Customs logo and navigation buttons for 'User Guide', 'NES A-Z', 'CHIEF User Guides', and 'CHIEF Help Text'. Below the header, a yellow box contains the transaction code 'LIST STORED DOCUMENTS'. The session details are displayed as follows:

```
CHIEF/CIES 08/08/12 16:46
SDOCLIS:1P

Please enter queue details below

Generic queue name..... STORE
Role..... [redacted]
Display from entry no.. [redacted]
```

This will show the entries that you have in store.



T LIST STORED DOCUMENTS CHIEF/CIES 08/08/12 16:48  
 QDISPLAY:1:1H

Stored Doc for Role [redacted]  
 Queue STORE from 1 to 1

COMMAND	SESS-ID	DATE	TIME	USER-DEF
TEFD	[redacted]	08/08/2012	16:35	[redacted]

C10059 End of Document

REFRESH.RETURN

REFR

Under command click on the entry you wish to retrieve and this will bring back the entry allowing you to continue to complete the entry.

T INSERT EXPORT FULL DECLARATION CHIEF/CIES 08/08/12 16:54  
 ITMCNTR:1:3T

EPU 555 EPS [redacted]  
 ITEM No(32) 1  
 Comm code(33) 64031200 [redacted] [redacted]  
 E1158 Certificate required for P & R requirement  
 Orig Ctry(34a) GB Gross Mass(35) [redacted] UNGD code [redacted]  
 CPC(37) 1000001 Net mass(38) 10.000  
 E1152 Goods require a P&R declaration  
 Summary Decln/Prev doc (40) Z - 380 - 1234 Lang [redacted]

## **ANNEX A - Contact details**

### **General Customs enquiries (including NES enquiries)**

VAT, Excise & Customs Helpline

phone: 0845 010 9000

website: <http://www.hmrc.gov.uk>

### **Detailed NES information**

#### **Unit of Expertise**

phone: 029 203 26371

email: [Export.enquiries@hmrc.gsi.gov.uk](mailto:Export.enquiries@hmrc.gsi.gov.uk)

#### **CHIEF Operations**

phone: 01702 366800 (answerphone service only)

email: [chief.operations@hmrc.gsi.gov.uk](mailto:chief.operations@hmrc.gsi.gov.uk)

website: [for PA7 application form](#)

#### **HM Revenue and Customs**

EORI Team

13<sup>th</sup> Floor South

Government Buildings

Ty Glas

Llanishen

Cardiff

CF14 5FP

email: [eorl@hmrc.gsi.gov.uk](mailto:eorl@hmrc.gsi.gov.uk)

Link to Economic Operations Registration and Identification (EORI Scheme)








<http://ircc.inrev.gov.uk/lob/excise/eori.htm>

## ANNEX B - Functions of the WEB form







Listed below are some of the most common buttons that you will see on your Web browser when using the Web facility – under three headings:

Function buttons  
Page sensitive buttons  
Navigation buttons





### Function Buttons

 Help	Displays a list of CHIEF help text definitions for CHIEF error responses, which normally appear in the <b>Detail Area</b> when validating or committing an entry.
 Delete segment	Where the segment type is recurring, will delete one segment (or 'box'). Can be used during the CHIEF 'insert' or 'amend' transactions.
 Insert segment after	Where the segment type is recurring, adds one or more segments (boxes) <b>after</b> the current position. Can be used during the CHIEF 'insert' or 'amend' transactions.
 Insert segment before	Where the segment type is recurring, adds one or more segments (boxes) <b>before</b> the current position. Can be used during the CHIEF 'insert' or 'amend' transactions.
 Insert segment at end	Where the segment type is recurring, adds one or more segments (boxes) at the <b>end</b> of the list of segments. Can be used during the CHIEF 'insert' or 'amend' transactions.
 Erase current field	Select a field and click to erase contents of that field (box) only
 Erase Screen	Click to delete contents of every field (box) on the screen.

## Page Sensitive Buttons

 Validate	Checks the primary validity of data, and responds with messages in the reply line and sometimes also in the document display area. A useful way to check whether CHIEF will error or accept your declaration before committing.
 Commit	Performs a validation check and after any errors are corrected, will save the data object as a committed generation overwriting any earlier stored generation. Also used to confirm a deletion.
 Store	Stores a generation of a data object that you cannot commit, for example because it contains errors or is incomplete.
 Abort	Takes the user back to the point at which they started the transaction. The system makes no updates to the database.
 Return	Click to return when finished with a display transaction.
 Sign Off	Terminates CHIEF session and return the NES Web Login page (not the CHIEF user login).

## Navigation Buttons

 Start	Displays the first screen in the CHIEF document.
 Previous	Displays the previous screen in the CHIEF document.
 Next	Displays the next screen in the CHIEF document.
 End	Displays the final screen in the CHIEF document.

END OF DOCUMENT