

# **Import Control System (ICS) - guidance for carrier control registration for unsolicited messages**

## **1. Background**

### **1.1 Registration for carrier control**

This facility is available to carriers who consent to a third party submitting Entry Summary Declarations (ENSs) on their behalf.

ICS has the facility to send unsolicited messages to carriers in the following circumstances:

- in response to an ENS submission, amendment, diversion and arrival notification, where the submission identifies a carrier that is not the declarant
- when receiving a 'Do Not Load' result from ICS for a submission which identifies a carrier that is not the declarant

### **1.2 Conditions for applying for the carrier control facility**

- All carriers must have an Economic Operator Registration and Identification (EORI) number.
- Each carrier can indicate only a single 'End Point' for all their unsolicited messages. This 'End Point' will be either:
  - the name of the 'Community Systems Provider' (CSP) your delegated 3rd party will be using to submit ENSs to ICS (eg CSP CNS, CSP MCP, CSP CCSUK or CSP Pentant)
  - the 'Trader Front End' (TFE) if your delegated 3rd party has built their own connection to the ICS system and is not using a CSP route into ICS.
- If you delegate the submission of ENSs to a third party and they use the TFE, then you as a carrier will also need to register for ICS (see guidance for registration through the Government Gateway on the ICS webpage).

## **1.3 Carrier control registration process**

### **1.3.1 Step one**

The carrier shall send a registration application form to HM Revenue & Customs (HMRC) that contains their carrier EORI number and an email address that should be used for all carrier control data changes. Carriers must also provide a Branch ID (please note the Branch ID is a ten character (numeric only) field). Please provide all ten digits even if these are mainly zeros.

Only one active EORI/Branch ID/email address combination can be active in ICS for a carrier EORI.

See [Annex A](#) for the form that should be completed.

Registration forms should be emailed on or after 15 October to [Live Operations](#).

Please include the following in the email 'Title' field - 'Application for registration for carrier control - Live Operations'.

Alternatively, the completed paper form may be sent by post to:

Carrier Control Registration  
ECSM Live Operations  
10th Floor  
Alexander House  
Victoria Avenue  
Southend-on-Sea  
Essex  
SS99 1AA

### **1.3.2 Step two**

Following successful validation of the EORI details a four digit PIN Code is randomly generated and automatically returned to the supplied email address.

### **1.3.3 Step three**

On receipt of your four digit PIN, you should email Live Operations to inform them of your 'End Point' (for example, either a CSP name or TFE). Please include in the email title 'Application for registration for carrier control - Live Operations - end point'.

## **1.4 Unsuccessful validation of EORI information**

1.4.1 If the EORI number, email address or other information does not pass the validation process (that is, through typing error or some other error) the trader at the application email address will be contacted by Live Operations to resolve the issue. This may result in the trader being asked to send a new or amended application form.

## 1.5 Updating carrier control information

1.5.1 Updates or amendments to carrier control details (for example, changing the 'End Point' email address) must be emailed from the email address originally set up for the EORI number.

1.5.2 In the message requesting an amendment please include the original PIN number and EORI number and Branch ID to enable the data officer making the amendment to verify the details have come from a legitimate source. If either the PIN or email address do not match the original application details, the amendment will be rejected.

## 1.6 HMRC contacts

1.6.1 For business and technical enquires please contact the Harwich ICS Helpdesk on Tel 01255 244744 or via email.

1.6.2 For problems with the Government Gateway please contact the Online Service Helpdesk on Tel 0845 010 8500.

## 2. Annex A - Application form for carrier control registration

Import Control System (ICS)

Trade request for carrier control registration

Trader details

Company name:

Company address:

Postcode:

Company contact (name and number):

Company EORI  
number

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Email address for messages:

Branch ID:

NB The Branch ID field is numeric ten. Please provide all ten characters even if these are mainly zeros.

Please send completed registration form by email.

Please include in the 'Title' field of the email the following text: 'Application for carrier control registration'.

Or complete the form and send by post to the following address:

Live Operations team  
Carrier Control Registration  
ECSM Live Operations  
10th Floor  
Alexander House  
Victoria Avenue  
Southend-on-Sea  
Essex  
SS99 1AA