External process for managing consignments subject to Trading Standards holds where goods are refused release to the free market

Background:

Trading Standards carries out assessments and examinations at UK border points in order to provide a high level of consumer protection from unsafe and non-compliant goods. Where goods have been identified as posing a serious risk, they may be refused release onto the free market.

In order to achieve consistency in how to manage these consignments and to reduce the unnecessary administrative burden on both Trading Standards and the National Clearance Hub (NCH) the following document has been agreed between Trading Standards and the NCH.

TRADING STANDARDS REFUSAL: **DESTIN8 LOCATIONS**

TRADING STANDARDS REFUSAL: **CNS LOCATIONS**

TRADING STANDARDS REFUSAL: **CCS-UK LOCATIONS**

TRADING STANDARDS REFUSAL: **LONDON GATEWAY PORT only - CNS**

TRADING STANDARDS REFUSAL: **CNS AIR ONLY**

TRADING STANDARDS REFUSAL: **MANAGING SPLIT/REFUSAL BEFORE CUSTOMS ENTRY IN CHIEF**

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PORT INVENTORY - DESTIN8

DESTIN8 – FULL LOAD DESTRUCTION

1. **Trading Standards (TS)** will notify the **SPoC** following refusal of goods via the SPOC Mailbox . The following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **National Clearance Hub (NCH)** asking for the UCN to be reset.

3. The **NCH** Shed team will reset UCN.

4. The **NCH** will advise the **SPoC** via email when the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the **NCH**.

6. **TS** will instruct the trader to complete a RRO (Removal Request Other) and to email their request to **SPoC** (spoc@suffolk.gov.uk), and copy in **TS** as well**.**

7. The **SPoC** will email the details of the RRO to **NCH.**

8. When the RRO is received, the **NCH** will action the request on Destin8.

9. The **NCH** will advise the **SPoC** via email that the RRO has been approved.

10. The **SPoC** will advise **TS** that the RRO has been approved.

11. When the destruction of the goods has been completed, **TS** will notify the **SPoC**.

12. The **SPoC** will send notification to **NCH** to **FINALISE the ORIGINAL ENTRY**

13. The **NCH** will advise the **SPoC** via email when the original entry has been finalised.

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DESTIN8 – PART LOAD RELEASE AND PART LOAD DESTRUCTION

1. **Trading Standards (TS)** will notify the **SPoC** following refusal of goods via the SPOC Mailbox .The following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

3. The **National Clearance Hub (NCH)** will reset UCN.

4. The **NCH** will advise the **SPoC** via email SPOC Mailbox when the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the NCH.

6. **TS** will instruct the Shipper/Agent to create split records on DESTIN8.
   In simplest terms, one record for REFUSED goods, ONE for ACCEPTABLE goods.

7. **TS** will instruct the Shipper/Agent to complete a RRO (Removal Request Other) for the **REFUSED goods**, using the appropriate split record UCN.

8. TS will instruct the Shipper/Agent to complete a **NEW ENTRY for the ACCEPTABLE goods**, using the appropriate split record UCN, applicable values, packages etc.
   NB: If the entry for the ACCEPTABLE goods is subject to Route, 1, 2 or 3 checks following acceptance on CHIEF, this should be sent emailed by the trader to the NCH/SPoC as per normal entry clearance procedures.

9. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry.

10. TS will instruct Shipper/Agent to email spoc@suffolk.gov.uk that the RRO has been requested and copy in TS as well.

11. The **SPoC** will email the details of the RRO to **NCH**.

12. When the RRO is received, the **NCH** will action the request.

13. The **NCH** will advise the **SPoC** via email that the RRO has been approved.

14. The **SPoC** will advise **TS** that the RRO has been approved.

15. When the destruction of the goods has been completed, **TS** will notify the **SPoC**.

16. The **SPoC** will send notification to the **NCH** to **FINALISE the ORIGINAL ENTRY**

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17. The **NCH** will advise the **SPoC** via email when the original entry has been finalised.

DESTIN8 – FULL LOAD RE-EXPORT

1. **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The following details will be provided:
    a. UCN
    b. Entry details (EPU/Entry number/Entry date)
    c. Confirmation of Full refusal & confirmation of re-exportation agreement.
    d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

3. The **National Clearance Hub (NCH)** Shed teams will reset UCN.

4. The **NCH** will advise the **SPoC** via the email SPOC Mailbox that the UCN has been reset.

5. The **SPoC** will advise **TS** Mailbox that the UCN has been reset.

6. **TS** will instruct the trader as follows:

   • Consignments must be split to 12 digit level with the intended export container number showing in the "Marks & Numbers' field.

   • The Nominated Agent should then input the Removal Request (RROs) against the relevant 12 digit splits using Removal Code 1 and the Destination Code for the local port where the goods are (e.g. FXT).

   • The Nominated Agent should then input a DEVAN request using transaction DEV.

   • The exporting shipping line is to create an export booking showing "ex (relevant import container)" in the "Description' field, input 06 in the 'ETC' field and then generate an Export Clearance List (XCL) selecting the Sundry Documents box.

7. Trader will e-mail **SPoC** (spoc@suffolk.gov.uk) with the details of the RRO and the Export Clearance list and copy in TS.

8. The **SPoC** will then notify **NCH** at with details of the RRO and Export Clearance list.

9. The **NCH** will advise the **SPoC** via email that the RRO and XCL have been approved.

10. The **SPoC** will advise **TS** that the R.R.O. and XCL have been approved.

11. When the RE-EXPORTATION of the goods has been completed, **TS** will notify the **SPoC**.

12. The **SPoC** will send notification to ask the **NCH** to **FINALISE the ORIGINAL ENTRY**

13. The **NCH** will advise the **SPoC** via email when the original entry has been finalised.

DESTIN8 – PART LOAD RELEASE AND PART LOAD RE-EXPORT

1. **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

3. The **National Clearance Hub (NCH)** will reset UCN

4. The **NCH** will advise the **SPoC** via email SPOC Mailbox when the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the **NCH**.

6. **TS** will instruct the Shipper/Agent to create split records on DESTIN8.
   *In simplest terms, one record for **REFUSED goods** that are being re-exported and ONE for **ACCEPTABLE goods.***

7. **TS** will instruct the Shipper/Agent to complete a **NEW ENTRY for the ACCEPTABLE goods**, using the appropriate split record UCN, applicable values, packages etc.
   *NB: If the entry for the **ACCEPTABLE goods** is subject to **Route, 1, 2 or 3** checks following acceptance on CHIEF, this should be sent emailed by the trader to the **NCH/SPoC** as per normal entry clearance procedures.*

8. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry.

9. In relation to the refused goods that are permitted re-exportation - **TS** will instruct the trader as follows:

   - Consignments must be split to 12 digit level with the intended export container number showing in the "Marks & Numbers' field.

   - The Nominated Agent should then input the Removal Request (RROs) against the relevant 12 digit splits using Removal Code 1 and the Destination Code for the local port where the goods are (e.g. FXT).

   - The Nominated Agent should then input a DEVAN request using transaction DEV.

   - The exporting shipping line is to create an export booking showing "ex (relevant import container)" in the "Description' field, input 06 in the 'ETC' field and then generate an Export Clearance List (XCL) selecting the Sundry Documents box.

10. Trader will e-mail **SPoC** (spoc@suffolk.gov.uk) with the details of the RRO and the Export Clearance list and copy in TS.

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11. The **SPoC** will then notify **NCH** at with details of the RRO and Export Clearance list

11. The **NCH** will advise the **SPoC** via email that the RRO and XCL have been approved.

12. The **SPoC** will advise **TS** that the RRO and XCL have been approved.

13. When the **RE-EXPORTATION** of the refused goods has been completed, **TS** will notify the **SPoC.**

14. The **SPoC** will send notification to **NCH** to **FINALISE the ORIGINAL ENTRY**

15. The **NCH** will advise the **SPoC** via email SPOC Mailbox when the original entry has been finalised.

PORT INVENTORY – CNS COMPASS

   A. **FULL LOAD DESTRUCTION**

   B. **PART LOAD RELEASE AND PART LOAD DESTRUCTION**

   C. **FULL LOAD RE-EXPORT**

   D. **PART LOAD RELEASE AND PART LOAD RE-EXPORT**

   E. **PART LOAD RELEASE AND PART LOAD RE-EXPORT FOR GOODS AT – ETSF**

CNS COMPASS - FULL LOAD DESTRUCTION

1. **Trading Standards (TS)** will notify the **SPoC** following refusal of goods via the SPOC Mailbox .The following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **National Clearance Hub (NCH)** asking for the UCN to be reset.

3. On receipt of **SPoC** instruction, the **NCH** will approve an Inventory record reset request and send approval via an email to CNS.

4. The **NCH** will advise the **SPoC** via email that the UCN has been reset.

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5. The **SPoC** will advise **TS** that the UCN has been reset by CNS.

6. **TS** will instruct the **SPoC** to request release of the refused goods for destruction purposes.

7. The **SPoC** will send notification to the **NCH** to request that the NCH electronically gate pass the refused goods on CNS.

8. When the **NCH** receive instruction from the **SPoC**, they will update the CNS Inventory system to generate an electronic gate pass for the REFUSED GOODS.

9. When the **NCH** has updated CNS to generate a gate pass for the refused goods, they will advise the **SPoC** via the SPOC Mailbox.

10. The **SPoC** will advise **TS** that the goods have been issued with a gate pass.

11. Following the above action - when **TS** remove their hold on the inventory system - a Gate pass will be issued, and the goods can be removed for destruction purposes only.

12. When the destruction of the goods has been completed, **TS** will notify the **SPoC**.

13. The **SPoC** will send notification to the **NCH** to **FINALISE the ORIGINAL ENTRY**

14. The **NCH** will advise the **SPoC** via email when the original entry has been finalised.

CNS COMPASS - PART LOAD RELEASE AND PART LOAD DESTRUCTION

1. **Trading Standards (TS)** will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

3. On receipt of **SPoC** instruction, the **NCH** will approve an Inventory record reset request and send an email to CNS.

4. The **NCH** will advise the **SPoC** via email that the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the NCH.

6. **TS** will instruct the Shipper/Agent to complete a NEW ENTRY for the ACCEPTABLE goods, using the appropriate split record UCN, applicable values, packages etc.

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7. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry.

8. **TS** will instruct the **SPoC** to request release of the refused goods for destruction purposes.

9. The **SPoC** will send notification to **NCH** to request that the NCH electronically gate pass the refused goods on CNS.

10. When the **NCH** has updated CNS to generate a gate pass for the refused goods they will advise the **SPoC** via the SPOC Mailbox.

11. Following the above action - when **TS** remove their hold on the inventory system - a Gate pass will be issued, and the goods can be removed for destruction purposes only.

12. When the destruction of the goods has been completed, **TS** will notify the **SPoC**.

13. The **SPoC** will send notification to the **NCH** to **FINALISE the ORIGINAL ENTRY**

14. The **NCH** will advise the **SPoC** via email SPOC Mailbox when the original entry has been finalised.

<u>CNS COMPASS</u> -   FULL LOAD RE-EXPORT

1. **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full refusal & confirmation of re-exportation agreement.
   d. Location/Inventory system.

2. On receipt of **SPoC** instruction, the **NCH** will approve an Inventory record reset request and send an email to CNS.

3. The **NCH** will advise the **SPoC** via email that the UCN has been reset.

4. The **SPoC** will advise **TS** that the UCN has been reset by the NCH.

5. **TS** will instruct the trader as follows:

   • **The shipping line is to be instructed to setup the container in the system as a transhipment.** *This will invoice them selecting the destination and outbound voyage for the unit.*
   • This process will create the export record in the system.
   • Only the shipping line / unit agent can perform this action.
   • The trader is to notify TS when the re-export has been completed.

6. When the RE-EXPORTATION of the goods has been completed, **TS** will notify the **SPoC**.

7. The **SPoC** will send notification to **NCH** to **FINALISE the ORIGINAL ENTRY**

8. The **NCH** will advise the **SPoC** via email SPOC Mailbox when the original entry has been finalised.

<u>CNS COMPASS</u> - PART LOAD RELEASE AND PART LOAD RE-EXPORT

1. **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

3. On receipt of **SPoC** instruction, the **NCH** will approve an Inventory record reset request and send an email to CNS.

4. The **NCH** will advise the **SPoC** via email that the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the NCH.

6. **TS** will instruct the Shipper/Agent to complete a NEW ENTRY for the **ACCEPTABLE goods**, using the appropriate split record UCN, applicable values, packages etc.

7. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry.

8. **RE-Export**, TS will instruct the trader as follows:

   - **The shipping line is to be instructed to setup the container in the system as a transhipment.** *This will invoice them selecting the destination and outbound voyage for the unit.*
   - This process will create the export record in the system.
   - Only the shipping line / unit agent can perform this action.
   - The trader is to notify TS when the re-export has been completed.

9. When the RE-EXPORTATION of the goods has been completed, **TS** will notify the **SPoC**.

10. The **SPoC** will send notification to **NCH** to **FINALISE the ORIGINAL ENTRY**

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11. The **NCH** will advise the **SPoC** via email when the original entry has been finalised.

CNS COMPASS - PART LOAD RELEASE AND PART LOAD RE-EXPORT FOR GOODS AT ETSF

1. Trading Standards will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

3. On receipt of **SPoC** instruction, the **NCH** will approve an Inventory record reset request and send an email to CNS.

4. The **NCH** will advise the **SPoC** via email that the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the NCH.

6. **TS** will instruct the Shipper/Agent to complete a NEW ENTRY for the **ACCEPTABLE goods**, using the appropriate split record UCN, applicable values, packages etc.

7. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry.

8. **RE-Export**, **TS** will instruct the trader as follows for the goods at a **ETSF**:

   - To facilitate the export of the refused goods, agent is to complete a NCTS Inventory write-off request.
   - Once approved on the system, the refused goods can be moved from the ETSF.
   - Export declaration to be completed at the Port to allow export.
   - Trader to advise TS when export of goods has been completed and to supply Export Bill of Lading

9. When the RE-EXPORTATION of the goods has been completed, **TS** will notify the **SPoC**.

10. The **SPoC** will send notification to **NCH** to **FINALISE the ORIGINAL ENTRY**

11. The **NCH** will advise the **SPoC** via email when the original entry has been finalised.

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PORT INVENTORY: CCS-UK

CCS-UK - FULL LOAD DESTRUCTION

1. **TS** will issue an email to the **Shed** confirming that **TS** has refused to allow release of the goods onto the free market.

2. The destruction of the goods will be undertaken by the Agent under **TS** control/management.

3. When the destruction of the goods has been completed, **TS** will notify the **SPoC**.

4. The **SPoC** will send notification to **NCH** to **FINALISE the ORIGINAL ENTRY**

5. The **NCH** will advise the **SPoC** via email when the original entry has been finalised.

CCS-UK   - PART LOAD RELEASE AND PART LOAD DESTRUCTION

1. **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox .The following details will be provided:
   a. Air Waybill details (AWB)
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the permission to create a DUMMY RECORD to be issued to the Shipper/Agent/ETSF.

3. The **NCH** Shed teams will approve the DUMMY RECORD request by sending an email to the Shipper/Agent/ETSF asking them to arrange for the creation of a DUMMY record in the Inventory system.

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4. The **NCH** will advise the **SPoC** via email that permission to create a Dummy record has been granted.

5. The **SPoC** will advise **TS** that permission to create a DUMMY RECORD has been issued.

6. **TS** will instruct the Shipper/Agent to complete a **NEW ENTRY for the ACCEPTABLE goods**, using the DUMMY record, applicable values, packages etc.
   *NB: If the entry for the **ACCEPTABLE goods** is subject to **Route, 1, 2 or 3** checks following acceptance on CHIEF, this should be sent emailed by the trader to the **NCH/SPoC** as per normal entry clearance procedures.*

7. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry.

8. **TS** will notify the **SPoC** when REFUSED goods have been sent for destruction.

9. The **SPoC** will send notification to ask the **NCH** to **FINALISE** the **ORIGINAL ENTRY**

10. The **NCH** will advise the **SPoC** via email SPOC Mailbox when the original entry has been finalised.

CCS-UK - FULL LOAD RE-EXPORTATION

1. **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The following details will be provided:
   a. Air Waybill details (AWB)
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of full load re-export
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the permission to create a DUMMY RECORD to be issued to the Shipper/Agent/ETSF.

3. The **NCH** Shed team will approve the **DUMMY RECORD** request by sending an email to the Shipper/Agent/ETSF asking them to arrange for the creation of a DUMMY record in the Inventory system.

4. The **NCH** will advise the **SPoC** via email that permission to create a Dummy record has been granted.

5. The **SPoC** will advise **TS** that permission to create a DUMMY RECORD has been issued.

6. **TS** will instruct the Shipper/Agent to complete a **NEW ENTRY for the Re-Export**, using the DUMMY record, applicable values, packages etc.
*NB: If the entry for the **Re-export** is subject to **Route, 1, 2 or 3** checks following acceptance on CHIEF, this should be sent emailed by the trader to the NCH as per normal entry clearance procedures.*

7. **TS** will notify the **SPoC** when REFUSED goods have been exported under TS control/management.

8. The **SPoC** will send notification to ask the **NCH** to **FINALISE** the **ORIGINAL ENTRY**.

9. The **NCH** will advise the **SPoC** via email SPOC Mailbox when the original entry has been finalised.

CCS-UK - PART LOAD RELEASE AND PART LOAD RE-EXPORT

1. **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The following details will be provided:
   a. Air Waybill details (AWB)
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the permission to create **2 DUMMY RECORDS** (first dummy would be used to link to the new import entry for the acceptable goods, the second dummy would be used to link to a new re-export entry) to be issued to the Shipper/Agent/ETSF.

3. The **NCH** Shed team will approve both DUMMY RECORDS request by sending an email to the Shipper/Agent/ETSF asking them to arrange for the creation of a DUMMY records in the Inventory system.

4. The **NCH** will advise the **SPoC** via email that permission to create a Dummy record has been granted.

5. The **SPoC** will advise **TS** that permission to create a DUMMY RECORDS has been issued.

6. **TS** will instruct the Shipper/Agent to complete a **NEW ENTRY for the ACCEPTABLE goods**, using the first DUMMY record and to complete a **NEW RE-EXPORT entry for Refused goods** using second DUMMY record.
*NB: If the entries for the **ACCEPTABLE goods/Re-export** is subject to **Route, 1, 2 or 3** checks following acceptance on CHIEF, this should be sent emailed by the trader to the NCH/SPoC as per normal entry clearance procedures.*

7. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry.

8. **TS** will notify the **SPoC** when REFUSED goods have been exported under TS control/management.

9. The **SPoC** will send notification to ask the **NCH** to **FINALISE** the **ORIGINAL ENTRY**.

10. The **NCH** will advise the **SPoC** via email SPOC Mailbox when the original entry has been finalised.

LONDON GATEWAY PORT   - CNS
(This instruction is only for goods located in London Gateway Port)

A. [CNS COMPASS – LGP FULL REFUSAL](#)
B. [CNS COMPASS - LGP PARTIAL REFUSAL](#)
C. [CNS COMPASS – LGP FULL LOAD RE-EXPORTATION](#)
D. CNS COMPASS – LGP PART RE-EXPORT AND PART RELEASE TO FREE MARKET

CNS COMPASS – LGP Only FULL REFUSAL

1.   **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The   following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

3. On receipt of **SPoC** instruction, the **NCH** will approve an Inventory record reset request and send an email to CNS.

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4. The **NCH** will advise the **SPoC** via email when the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the NCH.

6. **TS** will also inform the Shipping line that a **DEVAN** is required in relation to the REFUSED cargo and Shipping line need to arrange this direct with CNS.

7. When DEVAN process complete, **TS** will instruct the **SPoC** to request release of the refused goods for destruction purposes.

8. The **SPoC** will send notification to the **NCH** to request that the NCH electronically gate pass the refused goods on CNS.

9. When the **NCH** has updated CNS to generate a gate pass for the refused goods, they will advise the **SPoC** via the SPOC Mailbox.

10. The **SPoC** will advise **TS** that the goods have been issued with a gate pass.

11. Following the above action - when **TS** remove their hold on the inventory system - a Gate pass will be issued, and the goods can be removed for destruction purposes only.

12. When the destruction of the goods has been completed, **TS** will notify the **SPoC**.

13. The **SPoC** will send notification to **NCH** to **FINALISE the ORIGINAL ENTRY**.

14. The **NCH** will advise the **SPoC** when the original entry has been finalised.

<u>CNS COMPASS – LGP Only</u> PARTIAL REFUSAL

1. **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox .The following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

3. On receipt of **SPoC** instruction, the **NCH** will approve an Inventory record reset request and send an email to CNS

4. The **NCH** will advise the **SPoC** via email when the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the NCH.

6. **TS** will instruct the Shipper/Agent to create split records on CNS.
   In simplest terms, one record for REFUSED goods, ONE for ACCEPTABLE goods.

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7. **TS** will also inform the Shipping line that a **DEVAN** is required in relation to the REFUSED cargo and Shipping line need to arrange this direct with CNS.

8. When DEVAN process complete, **TS** will instruct the **SPoC** to request release of the refused goods for destruction purposes.

9. **TS** will instruct the Shipper/Agent to complete a NEW ENTRY for the ACCEPTABLE goods, using the appropriate split record UCN, applicable values, packages etc.

10. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry

11. **TS** will instruct the **SPoC** to request release of the refused goods for destruction purposes.

12. The **SPoC** will send notification to the **NCH** to request that the NCH electronically gate pass the refused goods on CNS.

13. When the **NCH** has updated CNS to generate a gate pass for the refused goods they will advise the **SPoC** via the SPOC Mailbox

14. The **SPoC** will advise **TS** that the goods have been issued with a gate pass.

15. Following the above action - when **TS** remove their hold on the inventory system - a Gate pass will be issued and the goods can be removed for destruction purposes only.

16. When the destruction of the goods has been completed, **TS** will notify the **SPoC**.

17. The **SPoC** will send notification to **NCH** to **FINALISE the ORIGINAL ENTRY**

18. The **NCH** will advise the **SPoC** when the original entry has been finalised.

CNS COMPASS – LGP Only FULL LOAD RE-EXPORT

1. **Trading Standards** will notify the **SPoC** following refusal of goods via the SPOC Mailbox. The following details will be provided:
    e. UCN
    f. Entry details (EPU/Entry number/Entry date)
    g. Confirmation of Full or Partial refusal
    h. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

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3. On receipt of **SPoC** instruction, the **NCH** will approve an Inventory record reset request and send an email to CNS

4. The **NCH** will advise the **SPoC** via email when the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the NCH.

6. **TS** will also inform the Shipping line that a **DEVAN** is required in relation to the REFUSED cargo and Shipping line need to arrange this direct with CNS.

7. When DEVAN process complete, **TS** will instruct the trader as follows:

   - **The shipping line is to be instructed to setup the container in the system as a transhipment.** *This will invoice them selecting the destination and outbound voyage for the unit.*
   - This process will create the export record in the system.
   - Only the shipping line / unit agent can perform this action.
   - The trader is to notify TS when the re-export has been completed.

8. When the RE-EXPORTATION of the goods has been completed, **TS** will notify the **SPoC**.

9. The **SPoC** will send notification to ask the **NCH** to **FINALISE the ORIGINAL ENTRY**

10. The **NCH** will advise the **SPoC** via email SPOC Mailbox when the original entry has been finalised.

CNS COMPASS – LGP Only PART LOAD RELEASE AND PART LOAD RE-EXPORT

1. Trading Standards will notify the **SPoC** following refusal of goods via the SPOC Mailbox the following details will be provided:
   a. UCN
   b. Entry details (EPU/Entry number/Entry date)
   c. Confirmation of Full or Partial refusal
   d. Location/Inventory system.

2. The **SPoC** will send notification to **NCH** asking for the UCN to be reset.

3. On receipt of **SPoC** instruction, the **NCH** will approve an Inventory record reset request and send an email to CNS.

4. The **NCH** will advise the **SPoC** via email that the UCN has been reset.

5. The **SPoC** will advise **TS** that the UCN has been reset by the NCH.

6. **TS** will instruct the Shipper/Agent to create split records on CNS.
   In simplest terms, one record for REFUSED goods, ONE for ACCEPTABLE goods.

7. **TS** will also inform the Shipping line that a **DEVAN** is required in relation to the REFUSED cargo and Shipping line need to arrange DEVAN of the refused cargo from container.

8. When DEVAN process complete**, TS** will instruct the Shipper/Agent to complete a NEW ENTRY for the **ACCEPTABLE goods**, using the appropriate split record UCN, applicable values, packages etc.

9. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry.

10. **RE-Export**, **TS** will instruct the trader as follows:

    - **The shipping line is to be instructed to setup the container in the system as a transhipment.** *This will invoice them selecting the destination and outbound voyage for the unit.*
    - This process will create the export record in the system.
    - Only the shipping line / unit agent can perform this action.
    - The trader is to notify TS when the re-export has been completed.

11. When the RE-EXPORTATION of the goods has been completed, **TS** will notify the **SPoC**.

12. The **SPoC** will send notification to ask the **NCH** to **FINALISE the ORIGINAL ENTRY**

13. The **NCH** will advise the **SPoC** via email when the original entry has been finalised.

CNS AIR
(This instruction is only for **CNS AIR** consignments)

A. CNS AIR - FULL LOAD RE-EXPORTATION

B. CNS AIR - PART RE-EXPORT AND PART RELEASE TO FREE MARKET

CNS AIR – FULL REFUSAL/RE-EXPORTATION

1. **Trading Standards** to instruct the Agent to Re-manifest the REFUSED goods.

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2. **Trading Standards** will instruct the Agent to send details of the REFUSED goods 'CNS AIR record' to **SPOC Mailbox**.

3. The **SPoC** will email the details to the **NCH** to manual clear the REFUSED goods on CNS AIR to facilitate release for EXPORT ONLY

4. The **NCH** will then instruct the **SPoC** to that the refused goods have been gate passed for re-export purposes only.

5. The **SPoC** will then instruct the Agent to create an export declaration for rejected goods and associate to the MUCR (The rejected goods to be manifested against MUCR to relevant export flight).

6. Couriers Facilities Ltd (CFL) arrive goods and they depart per normal process.

7. The **SPoC** will notify **NCH** when refused goods have been sent back to origin and request that the NCH finalise the original declaration (providing the appropriate entry details).

8. The **NCH** will FINALISE the original Customs declaration in CHIEF for audit purposes and notify the **SPOC**.

CNS AIR - PART RE-EXPORT AND PART RELEASE TO FREE MARKET

1. **Trading Standards** to instruct the Agent to create two records:

    a. Re-manifest the ACCEPTABLE goods and to submit Customs declaration to permit release from Couriers Facilities Ltd (CFL) as per normal procedure.
    b. Re-manifest the REFUSED goods.

2. TS will also instruct the Shipper/Agent to amend the ORIGINAL CHIEF entry to show the **REFUSED** goods only on this entry.

3. **Trading Standards** will instruct the Agent to send details of the REFUSED goods 'CNS AIR record' details to SPoC Mailbox .

4. The **SPoC** will email the details to the **NCH** team to manual clear the REFUSED goods on CNS AIR to facilitate release for EXPORT ONLY.

5. The **NCH** will then instruct the **SPoC** to that the refused goods have been gate passed for re-export purposes only.

6. The **SPoC** will then instruct the Agent to create an export declaration for rejected goods and associate to the MUCR (The rejected goods to be manifested against MUCR to relevant export flight).

7. Couriers Facilities Ltd (CFL) arrive goods and they depart per normal process.

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8. The **SPoC** will notify **NCH** when the acceptable goods have been cleared on a new declaration and the refused goods have been sent back to origin and request that the NCH finalise the original declaration (providing the appropriate entry details).

9. The **NCH** will FINALISE the original Customs declaration in CHIEF for audit purposes and notify the SPOC Mailbox spoc@suffolk.gov.uk

MANAGING SPLIT/REFUSAL BEFORE CUSTOMS ENTRY IN CHIEF

A. **DESTIN8**
B. **CNS COMPASS**
C. **CNS AIR**
D. **LONDON GATEWAY – CNS**
E. **CCS-UK**

PORT INVENTORY - DESTIN8

1. Trading Standards will instruct the Shipper/Agent to create split records on DESTIN8.
   In simplest terms, one record for REFUSED goods, one for ACCEPTABLE goods.

2. Trading Standards will instruct the Shipper/Agent to complete a RRO (Removal Request Other) for the **REFUSED goods**, using the appropriate split record UCN.

   Trading Standards will instruct the trader to email RRO request to the spoc@suffolk.gov.uk, and copy in TS as well. The following details will be provided:
   a. UCN (RRO removal request)
   b. Confirmation of Full or Partial refusal
   c. Location

3. The SPoC will email the details of the RRO to **NCH.**

4. When the RRO is received, the **NCH** will action the request.

5. The **NCH** will advise the SPoC via email SPOC mailbox that the RRO has been approved.

6. The SPoC will advise TS that the RRO has been approved.

PORT INVENTORY – CNS COMPASS

1. Trading Standards will instruct the Shipper/Agent to create split records on CNS.
   In simplest terms, one record for REFUSED goods, one for ACCEPTABLE goods.

   TS will also instruct the SPoC to request release of the refused goods for destruction purposes. The following details will be provided:
   a. UCN (Gate pass request)
   b. Confirmation of Full or Partial refusal
   c. Location

2. The SPoC will send notification to the **NCH** to request that the electronic gate pass for the refused goods on CNS.

3. When the **NCH** receive instruction from the SPoC, they will update the CNS Inventory system to generate an electronic gate pass for the REFUSED GOODS.

4. When the **NCH** has updated CNS to generate a gate pass for the refused goods, they will advise the SPoC via the SPOC Mailbox spoc@suffolk.gov.uk

5. The SPoC will advise TS that the goods have been issued with a gate pass.

6. Following the above action - when TS remove their hold on the inventory system - a Gate pass will be issued, and the goods can be removed for destruction purposes only.

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CNS AIR –REFUSAL

1. Trading Standards to instruct the Agent to Re-manifest the REFUSED goods.

2. Trading Standards will instruct the Agent to send details of the REFUSED goods 'CNS AIR record' to SPOC Mailbox spoc@suffolk.gov.uk

3. The SPoC will email the details to NCH for manual clear the REFUSED goods on CNS AIR to facilitate release.

4. The NCH will then instruct the SPoC to that the refused goods have been gate passed.

LONDON GATEWAY PORT   - CNS COMPASS

1. TS will instruct the Shipper/Agent to create split records on CNS.
   In simplest terms, one record for REFUSED goods, ONE for ACCEPTABLE goods.

2. TS will also inform the Shipping line that a **DEVAN** is required in relation to the REFUSED cargo.

3. TS will instruct the SPoC to request release of the refused goods for destruction purposes. The following details will be provided:
   a. UCN
   b. Confirmation of Full or Partial refusal
   c. Location

7. The SPoC will send notification to the **NCH** to request that the electronic gate pass for the refused goods on CNS.

4. When the **NCH team** has updated CNS to generate a gate pass for the refused goods, they will advise the SPoC via e-mail.

5. The SPoC will advise TS that the goods have been issued with a gate pass.

6. Following the above action - when TS remove their hold on the inventory system - a Gate pass will be issued, and the goods can be removed for destruction purposes only.

<u>PORT INVENTORY: CCS-UK</u>

1. Trading Standards will issue an email to the Shed confirming that TS has refused to allow release of the goods onto the free market.

2. Trading Standards will instruct the agent to raise a C21 entry in Chief with **CPC 0009090** and forward details to SPOC.

3. The SPoC will email the details to NCH with approval from TS to finalise the entry in Chief for removal purpose.

4. The NCH will advise the SPoC via email SPOC Mailbox spoc@suffolk.gov.uk when the C21 entry has been finalised.

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