

# 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 COMPASS LOCATIONS](#)

TRADING STANDARDS REFUSAL: [CNS AIR LOCATIONS](#)

TRADING STANDARDS REFUSAL: [LONDON GATEWAY PORT only - CNS](#)

TRADING STANDARDS REFUSAL: [CCS-UK LOCATIONS](#)

TRADING STANDARDS REFUSAL: [MANAGING SPLIT/REFUSAL BEFORE CUSTOMS DECLARATION](#)

## **PORT INVENTORY - DESTIN8**

- 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

## **DESTIN8 – FULL LOAD DESTRUCTION**

1. Trading Standards (TS) will notify the OPSS BORDERS TEAM following refusal of goods via the OPSS BORDERS TEAM mailbox. The following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system
  - e. Agent/Trader email address
2. The OPSS BORDERS TEAM will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. The NCH team will reset UCN.
4. The NCH will advise the OPSS BORDERS TEAM via email when the UCN has been reset.
5. The OPSS BORDERS TEAM 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 the [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) , copy in TS as well.
7. The OPSS BORDERS TEAM 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 OPSS BORDERS TEAM that the RRO has been approved.
10. The OPSS Borders Team will advise TS that the RRO has been approved.
11. When the destruction of the goods has been completed, TS will notify the OPSS Borders Team.
12. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **DESTIN8 – PART LOAD RELEASE AND PART LOAD DESTRUCTION**

1. Trading Standards (TS) will notify the OPSS BORDERS TEAM following refusal of goods via the OPSS BORDERS TEAM mailbox. The following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system
  - e. Agent/Trader email address
2. The OPSS BORDERS TEAM will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. The NCH will reset UCN.
4. The NCH will advise the OPSS BORDERS TEAM via email when the UCN has been reset.
5. The OPSS BORDERS TEAM 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 RRO (Removal Request Other) for the **REFUSED goods**, using the appropriate split record UCN.  
  
(For consignment detained at **Port** a **DEVAN** request need to be submitted. For guidance on producing/submitting the request either **Devan/RRO**, please contact 'Destin8 Help' help@destin8.co.uk)
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 **Risk Control** following acceptance on CDS, trader should follow the normal entry clearance procedures.)*
9. TS will instruct Shipper/Agent to email [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) that the RRO has been requested and copy in TS as well.
10. The OPSS BORDERS TEAM will email the details of the RRO to NCH.
11. When the RRO is received, the NCH will action the request on Destin8.
12. The NCH will advise the OPSS BORDERS TEAM that the RRO has been approved.
13. The OPSS Borders Team will advise TS that the RRO has been approved.
14. When the destruction of the goods has been completed, TS will notify the OPSS Borders Team.
15. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## DESTIN8 – FULL LOAD RE-EXPORT

1. Trading Standards (TS) will notify the OPSS BORDERS TEAM following refusal of goods via the OPSS BORDERS TEAM mailbox. The following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full refusal & confirmation of re-exportation agreement.
  - d. Location/Inventory system
  - e. Agent/Trader email address
  
2. The OPSS BORDERS TEAM will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
  
3. The NCH will reset UCN.
  
4. The NCH will advise the OPSS BORDERS TEAM via email when the UCN has been reset.
  
5. The OPSS BORDERS TEAM will advise TS that the UCN has been reset by the NCH.
  
6. TS will instruct the trader as follows:
  - The Nominated Agent should input the Removal Request (RROs) against the relevant UCN 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.  
  
(For guidance on producing/submitting the request either **Devan/RRO**, please contact 'Destin8 Help' [help@destin8.co.uk](mailto:help@destin8.co.uk))
  
  - 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 OPSS Borders Team Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) with the details of the RRO and the Export Clearance list, also copy in TS.
  
8. The OPSS Borders Team will then notify **NCH** with details of the RRO and Export Clearance list.
  
9. The **NCH** will advise the OPSS Borders Team that the R.R.O. and XCL have been approved.
  
10. The OPSS Borders Team will advise TS that the R.R.O. and XCL have been approved.
  
11. When the RE-EXPORTATION of the goods has been completed and TS have been provided with a copy of the Bill of Lading (or equivalent proof), TS will notify the OPSS Borders Team.
  
12. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **DESTIN8 – PART LOAD RELEASE AND PART LOAD RE-EXPORT**

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) The following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system.
  - e. Agent/Trader email address
2. The OPSS Borders Team will send notification to National Clearance Hub (NCH) asking for the UCN to be reset.
3. The NCH will reset UCN.
4. The NCH will advise the OPSS Borders Team via email OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) when the UCN has been reset.
5. The OPSS Borders Team 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 **Risk Control** following acceptance on CDS, trader should follow the normal entry clearance procedures.)*
8. In relation to the refused goods that are permitted re-exportation - TS will instruct the trader as follows:
  - The Nominated Agent should input the Removal Request (RROs) against the relevant UCN 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.

(For guidance on producing/submitting the request either **Devan/RRO**, please contact 'Destin8 Help' [help@destin8.co.uk](mailto:help@destin8.co.uk))

- 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.
9. Trader will e-mail OPSS Borders Team Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) and also copy TS in with the details of the RRO and the Export Clearance list.
  10. The OPSS Borders Team will then notify **NCH** with details of the RRO and Export Clearance list.
  11. The **NCH** will advise the OPSS Borders Team via email OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) that the RRO and XCL have been approved.
  12. The OPSS Borders Team will advise TS that the RRO and XCL have been approved.
  13. When the RE-EXPORTATION of the goods has been completed and TS have been provided with a copy of the Bill of Lading (or equivalent proof), TS will notify the OPSS Borders Team.
  14. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **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 OPSS BORDERS TEAM following refusal of goods via the OPSS BORDERS TEAM mailbox. The following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system
  - e. Agent/Trader email address

2. The OPSS Borders Team will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. On receipt of OPSS Borders Team instruction, the NCH will approve an Inventory record reset request and send an email to CNS.
4. The NCH will advise the OPSS Borders Team via email that the UCN has been reset.
5. The OPSS Borders Team will advise TS that the UCN has been reset.
6. TS will instruct the OPSS Borders Team to request release of the refused goods for destruction purposes. (All entry details including UCN for refused goods to be provided)
7. The OPSS Borders Team 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 OPSS Borders Team, 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 OPSS Borders Team via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
10. The OPSS Borders Team 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 OPSS Borders Team
13. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **CNS COMPASS-PART LOAD RELEASE AND PART LOAD DESTRUCTION**

1. Trading Standards (TS) will notify the OPSS BORDERS TEAM following refusal of goods via the OPSS BORDERS TEAM mailbox. The following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system
  - e. Agent/Trader email address
2. The OPSS Borders Team will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.

3. On receipt of OPSS Borders Team instruction, the NCH will approve an Inventory record reset request and send an email to CNS
4. The NCH will advise the OPSS Borders Team via email that the UCN has been reset.
5. The OPSS Borders Team 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.  
*(NB: If the entry for the **ACCEPTABLE goods** is subject to **Risk Control** following acceptance on CDS, trader should follow the normal entry clearance procedures.)*
7. TS will instruct the OPSS Borders Team to request release of the refused goods for destruction purposes. (All entry details including UCN for refused goods to be provided)
8. The OPSS Borders Team will send notification to **NCH** at to request that the NCH electronically gate pass the refused goods on CNS.
9. When the **NCH** team has updated CNS to generate a gate pass for the refused goods they will advise the OPSS Borders Team via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
10. 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.
11. When the destruction of the goods has been completed, TS will notify the OPSS Borders Team.
12. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **CNS COMPASS - FULL LOAD RE-EXPORT**

1. Trading Standards (TS) will notify the OPSS BORDERS TEAM following refusal of goods via the OPSS BORDERS TEAM mailbox. The following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system
  - e. Agent/Trader email address
2. The OPSS Borders Team will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. On receipt of OPSS Borders Team instruction, the NCH will approve an Inventory record reset request and send an email to CNS.
3. The NCH will advise the OPSS Borders Team via email that the UCN has been reset.

4. The OPSS Borders Team 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 transshipment.** *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 and TS have been provided with a copy of the Bill of Lading (or equivalent proof), TS will notify the OPSS Borders Team.
7. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **CNS COMPASS - PART LOAD RELEASE AND PART LOAD RE-EXPORT**

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) the following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system.
  - e. Agent/ Trader email address
2. The OPSS Borders Team will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. On receipt of OPSS Borders Team instruction, the NCH will approve an Inventory record reset request and send an email to CNS.
4. The NCH will advise the OPSS Borders Team via email that the UCN has been reset.
5. The OPSS Borders Team 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. *(NB: If the entry for the **ACCEPTABLE goods** is subject to **Risk Control** following acceptance on CDS, trader should follow the normal entry clearance procedures.)*
7. **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 transshipment.** *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 and TS have been provided with a copy of the Bill of Lading (or equivalent proof), TS will notify the OPSS Borders Team.
  9. The OPSS Borders Team will invalidate the ORIGINAL MRN.

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

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) the following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system
  - e. Agent/Trader email address
2. The OPSS Borders Team will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. On receipt of OPSS Borders Team instruction, the NCH will approve an Inventory record reset request and send an email to CNS.
4. The NCH will advise the OPSS Borders Team via email that the UCN has been reset.
5. The OPSS Borders Team 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. *(NB: If the entry for the **ACCEPTABLE goods** is subject to **Risk Control** following acceptance on CDS, trader should follow the normal entry clearance procedures.)*
7. **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 an 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.

- The trader is to notify TS when the re-export has been completed.
8. When the RE-EXPORTATION of the goods has been completed and TS have been provided with a copy of the Bill of Lading (or equivalent proof), TS will notify the OPSS Borders Team.
  9. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **PORT INVENTORY – CNS AIR LOCATIONS**

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

- A. [CNS AIR - FULL LOAD RE-EXPORTATION](#)
- B. [CNS AIR - FULL LOAD DESTRUCTION](#)
- C. [CNS AIR - PART RE-EXPORT AND PART RELEASE TO FREE MARKET](#)
- D. [CNS AIR - PART RELEASE AND PART LOAD DESTRUCTION](#)

### **CNS AIR – FULL REFUSAL/RE-EXPORTATION**

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 OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
3. On receipt of OPSS Borders Team instruction, the NCH will manually clear the REFUSED goods on CNS AIR to facilitate release for EXPORT ONLY
4. The NCH will then instruct the OPSS Borders Team to that the refused goods have been gate passed for re-export purposes only.
5. TS 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. When the RE-EXPORTATION of the goods has been completed agent should notify TS with proof of export, TS will then notify the OPSS Borders Team.  
(Shipper/Agent need to provide TS, AWB or equivalent proof of re-export)

8. The OPSS Borders Team will invalidate the ORIGINAL MRN.

### **CNS AIR – FULL LOAD DESTRUCTION**

1. Trading Standards to instruct the Agent to Re-manifest the REFUSED goods.
2. TS will instruct the Agent to send details of the REFUSED goods 'CNS AIR record' to OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
3. On receipt of OPSS Borders Team instruction, the NCH will manually clear the REFUSED goods on CNS AIR to facilitate release for DESTRUCTION.
4. The NCH will then instruct the OPSS Borders Team to that the refused goods have been gate passed for destruction purposes only.
5. TS will then instruct the Agent/Shipper to arrange destruction for refused goods.
6. When the destruction of the goods has been completed, TS will notify the OPSS Borders Team.
7. The OPSS Borders Team will invalidate the ORIGINAL MRN.

### **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.  
*(NB: If the entry for the **ACCEPTABLE goods** is subject to **Risk Control** following acceptance on CDS, trader should follow the normal entry clearance procedures.)*
  - b. Re-manifest the REFUSED goods for re-export purpose.
2. TS will instruct the Agent to send details of the REFUSED goods 'CNS AIR record' details to OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
3. On receipt of OPSS Borders Team instruction, the NCH will manually clear the REFUSED goods on CNS AIR to facilitate release for EXPORT ONLY.
4. The NCH team will then instruct the OPSS Borders Team to that the refused goods have been gate passed for re-export purposes only.

5. TS 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. When the RE-EXPORTATION of the goods has been completed agent should notify TS with proof of export, TS will then notify the OPSS Borders Team.  
(Shipper/Agent need to provide TS, AWB or equivalent proof of re-export)
8. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **CNS AIR - PART RELEASE AND PART LOAD DESTRUCTION**

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.  
*(NB: If the entry for the **ACCEPTABLE goods** is subject to **Risk Control** following acceptance on CDS, trader should follow the normal entry clearance procedures.)*
  - b. Re-manifest the REFUSED goods for destruction purpose.
2. Trading Standards will instruct the Agent to send details of the REFUSED goods 'CNS AIR record' details to OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
3. On receipt of OPSS Borders Team instruction, the NCH will manually clear the REFUSED goods on CNS AIR to facilitate release for DESTRUCTION.
4. The NCH team will then instruct the OPSS Borders Team to that the refused goods have been gate passed for destruction purposes only.
5. TS will then instruct the Agent/Shipper to arrange destruction for refused goods.
6. When the destruction of the goods has been completed, TS will notify the OPSS Borders Team.
7. The OPSS Borders Team will invalidate the ORIGINAL MRN.

# LONDON GATEWAY PORT - CNS COMPASS

(This instruction is only for goods located in London Gateway Port)

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

## CNS COMPASS – LGP Only **FULL REFUSAL**

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) The following details will be provided:
  - a. UCN
  - b. Entry details (**MRN**)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system.
  - e. Agent/Trader email address
2. The OPSS Borders Team will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. On receipt of OPSS Borders Team instruction, the NCH will approve an Inventory record reset request and send an email to CNS.
4. The NCH will advise the OPSS Borders Team via email when the UCN has been reset.
5. The OPSS Borders Team 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.
7. TS will instruct the OPSS Borders Team to request release of the refused goods for destruction purposes. (All entry details including UCN for refused goods to be provided)
8. The OPSS Borders Team 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 OPSS Borders Team via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
10. The OPSS Borders Team 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 OPSS Borders Team.
13. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **CNS COMPASS – LGP Only PARTIAL REFUSAL**

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) The following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system.
  - e. Agent/Trader email address
2. The OPSS Borders Team will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. On receipt of OPSS Borders Team instruction, the NCH will approve an Inventory record reset request and send an email to CNS.
4. The NCH will advise the OPSS Borders Team via email when the UCN has been reset.
5. The OPSS Borders Team 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 split pertinent to the REFUSED cargo.
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 **Risk Control** following acceptance on CDS, trader should follow the normal entry clearance procedures.)*
9. TS will instruct the OPSS Borders Team to request release of the refused goods for destruction purposes. (All entry details including UCN for refused goods to be provided)

10. The OPSS Borders Team will send notification to the **NCH** to request that the NCH electronically gate pass the refused goods on CNS.
11. When the **NCH team** has updated CNS to generate a gate pass for the refused goods they will advise the OPSS Borders Team via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
12. The OPSS Borders Team will advise TS that the goods have been issued with a gate pass.
13. 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.
14. When the destruction of the goods has been completed, TS will notify the OPSS Borders Team.
15. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **CNS COMPASS – LGP Only FULL LOAD RE-EXPORT**

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) The following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system
  - e. Agent/Trader email address
2. The OPSS Borders Team will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. On receipt of OPSS Borders Team instruction, the NCH will approve an Inventory record reset request and send an email to CNS.
4. The NCH will advise the OPSS Borders Team via email when the UCN has been reset.
5. The OPSS Borders Team 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.
7. TS will instruct the trader as follows:
  - **The shipping line is to be instructed to setup the container in the system as a transshipment.** *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 and TS have been provided with a copy of the Bill of Lading (or equivalent proof), TS will notify the OPSS Borders Team.
9. The OPSS Borders Team will invalidate the ORIGINAL MRN.

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

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) the following details will be provided:
  - a. UCN
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system
  - e. Agent/Trader email address
2. The OPSS Borders Team will send notification to **National Clearance Hub (NCH)** for the UCN to be reset.
3. On receipt of OPSS Borders Team instruction, the NCH will approve an Inventory record reset request and send an email to CNS.
4. The NCH will advise the OPSS Borders Team via email that the UCN has been reset.
5. The OPSS Borders Team 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 split pertinent to the REFUSED cargo.
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 **Risk Control** following acceptance on CDS, trader should follow the normal entry clearance procedures.)*
9. **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 transshipment.** *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.
10. When the RE-EXPORTATION of the goods has been completed and TS have been provided with a copy of the Bill of Lading (or equivalent proof), TS will notify the OPSS Borders Team.
11. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **PORT INVENTORY: CCS-UK**

- A. **CCS - UK – FULL REFUSAL DESTRUCTION**
- B. **CCS - UK - PARTIAL REFUSAL**
- C. **CCS – UK – FULL LOAD RE-EXPORT**
- D. **CCS-UK – PART RELEASE AND PART RE-EXPORT**

### **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 OPSS Borders Team.
4. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **CCS-UK - PART LOAD RELEASE AND PART LOAD DESTRUCTION**

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) The following details will be provided:
  - a. Air Waybill details (AWB)
  - b. Entry details (MRN)
  - c. Confirmation of Full or Partial refusal
  - d. Location/Inventory system.
  - e. Agent/Trader email address
2. The OPSS Borders Team 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 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 OPSS Borders Team via email OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) that permission to create a Dummy record has been granted.
5. The OPSS Borders Team 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 under Being Controlled following acceptance on CDS, this should be forwarded by the trader to the OPSS Borders Team as per normal entry clearance procedures.*
7. TS will notify the OPSS Borders Team when REFUSED goods have been sent for destruction.
8. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **CCS-UK - FULL LOAD RE-EXPORTATION**

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) the following details will be provided:
  - a. Air Waybill details (AWB)
  - b. Entry details (MRN)
  - c. Confirmation of full load re-export
  - d. Location/Inventory system.

- e. Agent/Trader email address.
2. The OPSS Borders Team 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 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 OPSS Borders Team via email OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) that permission to create a Dummy record has been granted.
5. The OPSS Borders Team 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.(Shipper/Agent need to provide TS, AWB or equivalent proof of re-export)  
*NB: If the entry for the **ACCEPTABLE goods** is under Being Controlled following acceptance on CDS, this should be forwarded by the trader to the OPSS Borders Team as per normal entry clearance procedures.*
7. TS will notify the OPSS Borders Team when REFUSED goods have been exported under TS control/management.
8. The OPSS Borders Team will invalidate the ORIGINAL MRN.

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

1. Trading Standards will notify the OPSS Borders Team following refusal of goods via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) The following details will be provided:
  - f. Air Waybill details (AWB)
  - g. Entry details (MRN)
  - h. Confirmation of Full or Partial refusal
  - i. Location/Inventory system.
  - j. Agent/Trader email address
2. The OPSS Borders Team will send notification to [nch.shedcompliance@hmrc.gov.uk](mailto:nch.shedcompliance@hmrc.gov.uk) 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 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 OPSS Borders Team via email OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) that permission to create a Dummy record has been granted.
5. The OPSS Borders Team 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. ( Shipper/Agent need to provide TS, AWB or equivalent proof of re-export)

*NB: If the entry for the **ACCEPTABLE goods** is under Being Controlled following acceptance on CDS, this should be forwarded by the trader to the OPSS Borders Team as per normal entry clearance procedures.*

7. TS will notify the OPSS Borders Team when REFUSED goods have been exported under TS control/management.  
(Shipper/Agent need to provide TS, AWB or equivalent proof of re-export)
8. The OPSS Borders Team will invalidate the ORIGINAL MRN.

## **MANAGING SPLIT/REFUSAL BEFORE CUSTOMS DECLARATION**

- 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.
3. Trading Standards will instruct the trader to email RRO request to the [opss.borders@beis.gov.uk](mailto:opss.borders@beis.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
  - d. Agents/Trader email address
4. The OPSS Borders Team will email the details of the RRO to NCH.
5. When the RRO is received, the **NCH** will action the request.  
NB: In the Destin8 comment box, the NCH will record - **For removal from Port under TS CONTROL ONLY.**
6. The **NCH** will advise the OPSS Borders Team via email OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk) that the RRO has been approved.
7. The OPSS Borders Team 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 instruct the OPSS Borders Team 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
  - d. Agent/Trader email address
2. The OPSS Borders Team will send notification to the **NCH** to request that the NCH electronically gate pass the refused goods on CNS.
3. When the **NCH** receive instruction from the OPSS Borders Team, 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 OPSS Borders Team via the OPSS BORDERS TEAM [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
5. The OPSS Borders Team 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.

### **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 OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
3. The OPSS Borders Team will email the details to **NCH** and they will manual clear the REFUSED goods on CNS AIR to facilitate release.
4. The NCH will then instruct the OPSS Borders Team 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 OPSS Borders Team 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
  - d. Agent/ Trader email address
4. The OPSS Borders Team will send notification to the **NCH** to request that the NCH electronically gate pass the refused goods on CNS.

5. When the **NCH team** has updated CNS to generate a gate pass for the refused goods, they will advise the OPSS Borders Team via the OPSS BORDERS TEAM Mailbox [opss.borders@beis.gov.uk](mailto:opss.borders@beis.gov.uk)
6. The OPSS Borders Team will advise TS that the goods have been issued with a gate pass.
7. 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.

## **PORT INVENTORY: CCS-UK**

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. TS will issue an email to the Shed confirming that TS has refused to allow release of the goods onto the free market.
3. The destruction of the goods will be undertaken by the Agent under TS control/management.
4. When the destruction of the goods has been completed, TS will notify the OPSS Borders Team.