

# BIFA Policy and Compliance

## Single Trade Window Programme – SPS User Research Invite – 25/05/2023

HMRC Single Trade Window (STW) team is seeking volunteers to participate in user research related to the development and design of the SPS processes of the STW, in relation to a new range of commodities.

The STW Team aims to speak to participants beginning next week and into the month of June.

If you are interested in participation, please contact the research team directly via [STWenquiries@hmrc.gov.uk](mailto:STWenquiries@hmrc.gov.uk)

Please see below a summary of the scope of this Phase 2 User Research Activity:

<b>Audience</b>	<ul style="list-style-type: none"> <li>✓ <b>Priority Group for Recruitment Support:</b> Traders and Customs Agent that import the outlined commodities into Great Britain and submit trade related information into government systems such as CDS, IPAFFS, PEACH, GVMS.</li> <li>✓ <b>Secondary Priority Group for Recruitment Support:</b> Hauliers that support the transportation of the outlined commodities to Great Britain.</li> <li>✓ Goods imported from the European Union, or the rest of the world are in scope for this piece of work</li> <li>✓ If possible, we would also like to include individuals who are based in and/or operate in Wales and Scotland as well as small businesses that trade the goods outlined below (imports into Northern Ireland are excluded from this research)</li> <li>✓ If individuals have already been interviewed as part of the Single Trade Window programme, we would like to refrain from speaking to them again, but would be happy to speak to some of their colleagues if they specialise in the outlined goods</li> </ul>
<b>Scope</b>	<p>1. <a href="#">Fish and Fishery Products</a></p> <p>At a high level these products are summarised as:</p>

	<ul style="list-style-type: none"> <li>✓ Live fish</li> <li>✓ Fresh, chilled or frozen fish</li> <li>✓ Fish fillets and other fish meat</li> <li>✓ Dried, salted, in brine, smoked fish</li> <li>✓ Crustaceans</li> <li>✓ Molluscs</li> <li>✓ Aquatic invertebrates</li> <li>✓ Flours, meal and pellets of fish</li> </ul> <p>2. Live Animals (<a href="#">here</a>) and Genetic Materials (<a href="#">here</a>):</p> <p>At a high level these products are summarised as:</p> <ul style="list-style-type: none"> <li>✓ Live horses, asses, mules and hinnies</li> <li>✓ Live bovine animals</li> <li>✓ Live swine</li> <li>✓ Live sheep and goats</li> <li>✓ Liver sheep and goats</li> <li>✓ Live poultry</li> <li>✓ Other live animals (incl. Commercial and non-Commercial pets)</li> </ul> <p>3. Plants for propagation: Oil Seeds and oleaginous fruits (<a href="#">here</a>), Seeds for sowing (<a href="#">here</a>) Potato Seeds (<a href="#">here</a>): At a high level these products are summarised as:</p> <ul style="list-style-type: none"> <li>✓ Seeds, fruit and spore used for sowing</li> <li>✓ Groundnuts</li> <li>✓ Soya beans</li> <li>✓ Sugar beet seeds</li> <li>✓ Seeds of forage plants</li> <li>✓ Vegetable seeds</li> <li>✓ Potato seeds</li> </ul>
<p><b>Research Objectives</b></p>	<ul style="list-style-type: none"> <li>✓ Understand the current process associated with importing the outlined goods</li> <li>✓ Understand the issues and frustrations associated with the current process and experience of importers, for example:</li> </ul>

	<ul style="list-style-type: none"> <li>○ Extent of data duplication when submitting information to HMRC and Defra</li> <li>○ Complexity and cost of importing outlined goods into Great Britain</li> <li>○ The viability of importing these goods for small trade volume and sized businesses</li> <li>○ Disparities between importing the outlined goods to one of the Devolved Administrations</li> <li>○ Instances of human error in the process</li> <li>○ Having access to timely and accurate information about goods that are in the process of being imported</li> </ul>
<p><b>Research Call Focus</b></p>	<ul style="list-style-type: none"> <li>✓ Use of existing HMG Systems and/or third-party software e.g. Cargowise, BluJay, Descartes</li> <li>✓ Experience with sourcing and submitting official import documentation e.g. Export Health Certificate, Phytocertificate</li> <li>✓ Relationships (Agent &amp; Trader / Haulier &amp; Trader / Haulier &amp; Agent etc)</li> <li>✓ Challenges and frustrations with the current import process</li> </ul>