

Customs Declaration Service (CDS) migration communications Phase 2 key messages

In this phase of activity, we will build on the awareness and ‘call for action’ created in Phase 1 whilst driving a greater sense of urgency to start moving across, promote the benefits of why they should move and the help available via intermediaries. We will ensure the audience understands the complexity and the amount of time it takes to move across to CDS and we will use the experience of those who are declaring on CDS to help and encourage others to make the move.

This revised messaging will be used for communications taking place over the course of June 2022

Overarching key messages for this phase are:

1. Act now to move across to the Customs Declaration Service - you have less than four months before CHIEF closes and you must make all your import declarations on the Customs Declaration Service

The Customs Declaration Service is ready to use for making import and export declarations when moving goods into and out of the UK. The service will replace the old Customs Handling Import and Export Freight (CHIEF), marking the first step of the UK border transformation. It represents a significant upgrade on CHIEF by providing businesses with a more user-friendly, streamlined system that offers greater functionality.

You need to plan your move to the Customs Declaration Service now so that you can continue trading. You need to do this whether you make your own declarations or use a customs agent or express operator. The sooner you start, the easier it will be – it can take some time, depending on the size and nature of your business.

Before 30 September, you must make sure you have a [customs agent](#) ready to make your import declarations on the Customs Declaration Service or set yourself up to make your own declarations.

After 30 September, CHIEF will close for import declarations and you’ll need to make these on the Customs Declaration Service. The ability to make export declarations will end and the CHIEF service will close on 31 March 2023.

2. The Customs Declaration Service is a modern IT system that will serve as the UK’s single customs platform. The Customs Declaration Service helps your business save time, clear goods without delay and manage finances.

A modern, flexible customs platform is a major part of the government’s plans to have the world’s most efficient customs system by 2025. The Customs Declaration Service is the first step of the UK border transformation – an important step in the government’s 2025 vision of a Single Trade Window and a world-class digital border.

The Single Trade Window will have considerable benefits for businesses through reduced form-filling, better data use across government and a smoother experience for users.

The Customs Declaration Service is resilient, reliable, cost effective and adaptable to the future needs of businesses. It operates both the UK and EU Trade Tariffs and supports all types of customs declarations.

The requirements for customs declarations have changed after UK left the European Union, with additional line items now being included in declarations. The Customs Declaration service has been scaled to handle this change in profile.

3. We've designed a free Trader Dress Rehearsal service so businesses can practise making declarations on the Customs Declaration Service

The free Trader Dress Rehearsal service allows businesses to practise making customs declarations in a secure test environment. Businesses can test software and train their staff to use the Customs Declaration Service without risk.

We've found businesses who have used the Trader Dress Rehearsal service have a higher declaration success rate and find it easier to move all their declarations from CHIEF to the Customs Declaration Service.

Learn how you can practise your declarations using the Trader Dress Rehearsal service by going to [Using the Trader Dress Rehearsal service - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

4. We know new systems and rules can be challenging and we're here to help.

We'll continue to work with you, and with trade and industry bodies, to make sure we support you and listen to your feedback.

It's important that you move to the Customs Declaration Service by 30 September 2022 to continue trading.

We regularly send emails to support your move from CHIEF to the Customs Declaration Service. To receive these, please make sure your email address is up to date. Information on how to do this is available on GOV.UK [Manage your email address for the Customs Declaration Service - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

If your business is VAT registered, you may already be using the Customs Declaration Service for VAT purposes. Please check with your organisation to find out if you're already registered and make sure we have the right contact details for your business. This will make sure you receive our regular customs information emails.

If you're making declarations on both the Customs Declaration Service and CHIEF, you can use the same duty deferment account. However, you'll need to set up separate direct debit instructions on both CHIEF and the Customs Declaration Service. Only declarations submitted on the Customs Declaration Service will be collected via the Direct Debit set up on it. Similarly, only declarations submitted on CHIEF will be collected via the Direct Debit set up in CHIEF. You won't be charged twice for the same declaration.

Audiences and Messages

Traders who make their own declarations	Traders who use a customs agent/FPO	Customs Agent/ Express Operator/Freight Forwarders	Delivery Partners (Software Developers)
<p>1. Act now to move across to the Customs Declaration Service - you have less than four months before CHIEF closes and you must make all your import declarations on the Customs Declaration Service</p> <p>Move across before 30 September 2022 to make sure you can continue trading.</p> <p>It takes time to move across so you should start your move today.</p> <p>If you're an importer who also makes export declarations, you'll need to move your imports declarations to the Customs Declaration Service before CHIEF closes for import declarations. After 30 September 2022, you won't be able to make import declarations on CHIEF.</p> <p>You can also move your export declarations to the Customs Declaration Service now and make all your declarations in one place. Alternatively, you can continue to make export declarations on CHIEF, but you'll need to move across before it closes on 31 March 2023.</p> <p>To help you plan your move to the Customs Declaration Service, you can use our declarant checklist.</p>	<p>1. Act now to move across to the Customs Declaration Service - you have less than four months before CHIEF closes and you must make all your import declarations on the Customs Declaration Service</p> <p>If you use a customs agent or express operator to make your declarations for you, check they can make declarations for you on the Customs Declaration Service now.</p> <p>If you don't have a customs agent or a express operator, you can find a list on Search the register of customs agents and fast parcel operators - GOV.UK (www.gov.uk).</p> <p>You'll need to register on CDS and choose a payment method to make your import duties and VAT payments. You'll also need to instruct your customs broker or agents.</p>	<p>1. Act now to move across to the Customs Declaration Service - you have less than four months before CHIEF closes and you must make all your import declarations on the Customs Declaration Service</p> <p>If you make declarations on behalf of others, you need to contact them now to make sure they do what they need to so you can move them across to the Customs Declaration Service. It takes time to move across, so you should start your move today.</p> <p>You should also make plans for any training you need to put in place for your own staff.</p> <p>If you'd like to be added to the customs agent and fast parcel operators' register on GOV.UK, please email customsagentstrainingproviders@hmrc.gov.uk. This will help businesses looking for someone to make their declarations find you.</p> <p>To help you plan your move to the Customs Declaration Service, you can use the declarant checklist available on GOV.UK.</p> <p>There's also a trader checklist you can give your import customers to make sure they do what they need to for you to move them across to the Customs Declaration Service.</p>	<p>CDS is ready for all types of import and export declarations</p> <p>If you'd like to be added to the list of Software developers providing customs declaration software, please email SDSTeam@hmrc.gov.uk. This will help businesses find you.</p>

<p>You can also Subscribe to the Customs Declaration Service - GOV.UK (www.gov.uk)</p>	<p>Follow the steps in the Trader Checklist to make sure they can move your declarations across before the deadline.</p>		
<p>2. The Customs Declaration Service is a modern IT platform that will serve as the UK’s single customs platform. The Customs Declaration Service helps your business save time, clear goods without delay and manage finances.</p> <p>Having a modern, flexible customs platform is a major part of the government’s plans to have the world’s most efficient customs system by 2025. The Customs Declaration Service is the first step of the UK border transformation – an important step in the government’s 2025 vision of a Single Trade Window and a world class digital border.</p> <p>The Single Trade Window is expected to unlock considerable benefits for businesses through reduced form-filling, better data use across government and ultimately a more cohesive experience for service users.</p> <p>The Customs Declaration Service is resilient, reliable, cost effective and adaptable to the future needs of businesses. It operates both the UK and EU Trade Tariffs and supports all types of customs declarations. The requirements for customs declarations have changed after UK left the European Union with additional line items now being included in declarations. The Customs Declaration service has been scaled to handle this change in profile.</p>	<p>2. The Customs Declaration Service is a modern IT platform that will serve as the UK’s single customs platform. The Customs Declaration Service helps your business save time, clear goods without delay and manage finances.</p> <p>Having a modern, flexible customs platform is a major part of the government’s plans to have the world’s most efficient customs system by 2025. The Customs Declaration Service is the first step of the UK border transformation – an important step in the government’s 2025 vision of a Single Trade Window and a world class digital border.</p> <p>The Single Trade Window is expected to unlock considerable benefits for businesses through reduced form-filling, better data use across government and a more cohesive experience for service users.</p> <p>The Customs Declaration Service is resilient, reliable, cost effective and adaptable to the future needs of businesses. It operates both the UK and EU Trade Tariffs and</p>	<p>2. The Customs Declaration Service is a modern IT platform that will serve as the UK’s single customs platform. The Customs Declaration Service helps your business save time, clear goods without delay and manage finances.</p> <p>Having a modern, flexible customs platform is a major part of the government’s plans to have the world’s most efficient customs system by 2025. The Customs Declaration Service is the first step of the UK border transformation – an important step in the government’s 2025 vision of a Single Trade Window and a world class digital border.</p> <p>The Single Trade Window is expected to unlock considerable benefits for businesses through reduced form-filling, better data use across government and ultimately a more cohesive experience for service users.</p> <p>The Customs Declaration Service is resilient, reliable, cost effective and adaptable to the future needs of businesses. It operates both the UK and EU Trade Tariffs and supports all types of customs declarations. The requirements for customs declarations have changed after UK left the European Union with additional line items now being included in declarations. The Customs Declaration service has been scaled to handle this change in profile.</p>	

<p>The Customs Declaration Service supports your business by:</p> <ul style="list-style-type: none"> • allowing you to submit customs documents digitally and safely using the Secure File Upload service • providing access to all your financial information in a single financial dashboard where you can view account statements, make payments and control standing authority – authorising someone else to use your duty deferment account • giving real time notifications and alerts on all your customs declarations and movements • allowing you to manage your business finances by opening a duty deferment account and make payments by card or bank transfer so your goods clear without delay. You can even make an early ‘top-up’ electronic payment to increase your deferment account balance if you need to. 	<p>supports all types of customs declarations.</p> <p>The Customs Declaration Service supports your business by:</p> <ul style="list-style-type: none"> • giving you access to all your financial information in a single financial dashboard. You can view account statements, make payments and authorise someone else to use your duty deferment account • allowing your customs agent or fast parcel operator to manage your finances by opening a duty deferment account and make payments by card or bank transfer so your goods clear without delay. It also allows early ‘top-up’ electronic payments to increase your deferment account balance if you need to. 	<p>The Customs Declaration Service supports your business by:</p> <ul style="list-style-type: none"> • allowing you to submit customs documents digitally and safely using the Secure File Upload service • providing access to all your financial information in a single financial dashboard where you can view account statements, make payments and control standing authority – authorising someone else to use your duty deferment account, • giving real time notifications and alerts on all your customs declarations and movements, and • allowing you to manage your business finances by opening a duty deferment account, make payments by card or bank transfer enabling your goods to clear without delay. You can even make an early ‘top-up’ electronic payment to increase your deferment account balance if required. 	
<p>3. We’ve designed a free Trader Dress Rehearsal service so you can practise making declarations on the Customs Declaration Service</p> <p>The free Trader Dress Rehearsal service helps you practise realistic business scenarios using your own account data and test your software without risk in a secure test environment. It can also train any staff</p>	<p>N/A</p>	<p>3 We’ve designed a free Trader Dress Rehearsal service so you can practise making declarations on the Customs Declaration Service</p> <p>The free Trader Dress Rehearsal service helps you practise realistic business scenarios using your own account data and test your software without risk in a secure test environment. It can also train any staff on how to use the Customs</p>	

<p>on how to use the Customs Declaration Service. You can use this service before you make the move to the Customs Declaration Service. However, we would still encourage you to make the move as soon as possible as it will take some time to move your business across.</p> <p>The earlier you move across, the more time you'll have to practise your declarations using the Trader Dress Rehearsal service. We've found that businesses who have used the Trader Dress Rehearsal service have a higher declaration success rate and find it easier to move all their declarations from CHIEF to the Customs Declaration Service.</p> <p>Learn how you can practise your declarations using the Trader Dress Rehearsal service. Using the Trader Dress Rehearsal service - GOV.UK (www.gov.uk)</p>		<p>Declaration Service. You can use this service before you make the move to the Customs Declaration Service. However, we'd still encourage you to make the move as soon as possible as it will take some time to move your business across.</p> <p>The earlier you move across, the more time you'll have to practise your declarations using the Trader Dress Rehearsal service. We've found that businesses who have used the Trader Dress Rehearsal service have a higher declaration success rate and find it easier to move all their declarations from CHIEF to the Customs Declaration Service.</p> <p>Learn how you can practise your declarations using the Trader Dress Rehearsal service. Using the Trader Dress Rehearsal service - GOV.UK (www.gov.uk)</p>	
<p>4. We know new systems and rules can be challenging and we're here to help.</p> <p>We'll continue to work with you, and trade and industry bodies, to make sure we support you and listen to your feedback.</p> <p>Most people use a customs agent or express operator to deal with their declarations. You can find a list of customs agents and express operators</p> <p>Search the register of customs agents and fast parcel operators - GOV.UK (www.gov.uk) and search to find out who is</p>	<p>4. We know new systems and rules can be challenging and we're here to help.</p> <p>We'll continue to work with you, and trade and industry bodies, to make sure we support you and listen to your feedback.</p>	<p>4. We know new systems and rules can be challenging and we're here to help.</p> <p>We'll continue to work with you, and trade and industry bodies, to make sure we support you and listen to your feedback.</p> <p>You can find a list of customs training providers on GOV.UK who can help you prepare for using the Customs Declaration Service https://www.gov.uk/guidance/list-of-customs-training-providers.</p> <p>If you don't have a software developer, you can find one here Software developers</p>	

<p>already using the Customs Declaration Service. Please keep checking this list as it will be regularly updated.</p> <p>If you decide to make declarations yourself, you can find a list of customs training providers who can help you prepare for using the Customs Declaration Service.</p> <p>If you don't have a software developer, you can find one at Software developers providing customs declaration software - GOV.UK (www.gov.uk)</p> <p>We regularly send emails to support your move from CHIEF to the Customs Declaration Service. To receive these, please make sure your email address is up to date. Manage your email address for the Customs Declaration Service - GOV.UK (www.gov.uk)</p> <p>If your business is VAT registered, you may already be using the Customs Declaration Service for VAT purposes. Before you act, please check with your organisation to find out if you're already registered and make sure HMRC has the correct contact details for your business. This will make sure you receive our regular customs information emails.</p> <p>If you are making declarations on both the Customs Declaration Service and CHIEF, you can use the same duty deferment account, but you will need to set up separate direct debit instructions on both CHIEF and the Customs Declaration Service. Only declarations submitted on the</p>		<p>providing customs declaration software - GOV.UK (www.gov.uk)</p> <p>We regularly send emails to support your move from CHIEF to the Customs Declaration Service. To receive these please make sure your email address is up to date.</p> <p>If you're making declarations on behalf of a business on both the Customs Declaration Service and CHIEF, you can use the same duty deferment account. You'll need to ask your customer to set up separate direct debit instructions on both CHIEF and the Customs Declaration Service.</p> <p>Only declarations submitted on the Customs Declaration Service will be collected via the Direct Debit set up on it. Declarations submitted on CHIEF will be collected via the Direct Debit set up in CHIEF. Your customer won't be charged twice for the same liability.</p>	
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<p>For more information For more information:</p> <ul style="list-style-type: none"> • Go to Customs Declaration Service - GOV.UK (www.gov.uk) for guidance on importing and exporting • Register and get access at Get access to the Customs Declaration Service - GOV.UK (www.gov.uk) • Learn how to set up duties and VAT at Check how to pay duties and VAT on imports - GOV.UK (www.gov.uk) • Find out how to set up a Direct Debit once you've set up your duty deferment account at Set up a Direct Debit for a duty deferment account on the Customs Declaration Service - GOV.UK (www.gov.uk) • learn more about payment methods • Learn how you can practice your declarations on Using the Trader Dress Rehearsal service - GOV.UK (www.gov.uk) <p>If you have any questions Please contact us, or speak to your account manager or Customer Compliance Manager if you have one.</p>	<p>For more information . For more information,:</p> <ul style="list-style-type: none"> • Learn more about payment methods here • Find out how to set up a Direct Debit once you've set up your duty deferment account at Set up a Direct Debit for a duty deferment account on the Customs Declaration Service - GOV.UK (www.gov.uk) <p>If you have any questions Please contact us, or speak to your account manager or Customer Compliance Manager if you have one.</p> <p>If you still have a question, or you need help with one of our IT systems, please call our Customs and International Trade helpline on 0300 322 9434. The helpline is available from 8am to 10pm Monday to Friday, and 8am to 4pm at weekends.</p> <p>You can also call this number and choose option one, to access our 24/7 critical care service. Use this</p>	<p>For more information . For more information:</p> <ul style="list-style-type: none"> • Go to Customs Declaration Service - GOV.UK (www.gov.uk) for guidance on importing and exporting • Subscribe at Subscribe to the Customs Declaration Service - GOV.UK (www.gov.uk) • Learn how to set up duties and VAT at Check how to pay duties and VAT on imports - GOV.UK (www.gov.uk) • Learn more about payment methods here • Find out how to set up a Direct Debit once you've set up your duty deferment account at Set up a Direct Debit for a duty deferment account on the Customs Declaration Service - GOV.UK (www.gov.uk) • Learn how you can practice your declarations on Using the Trader Dress Rehearsal service - GOV.UK (www.gov.uk) <p>If you have any questions Please contact us, or speak to your account manager or Customer Compliance Manager if you have one.</p> <p>If you still have a question, or you need help with one of our IT systems, please call our</p>	

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