



HM Revenue  
& Customs

## The XML and email service you use to submit export declarations is closing – actions you must take

Dear customer,

We previously wrote to you to confirm that the National Export System (NES) XML and email service you currently use to submit export declarations through our Customs Handling of Import and Export Freight (CHIEF) system is closing.

All businesses can now move all their export declarations from CHIEF to the Customs Declarations Service (CDS). This includes declarations for all goods, including excise goods – and that move through all routes – including inventory linked maritime locations.

To continue submitting export declarations through the CDS you will therefore need to take one of the following options.

- **apply to use the new** HMRC '[Make and Manage an Export Declaration Online](#)' service. It will replace the NESweb service currently used by small and medium sized businesses to submit export declarations through CHIEF.
- **purchase** [third party customs declaration software](#) to submit your declarations through the CDS. You can find a list of third-party software providers providing CDS software on GOV.UK.
- **hire** a [person or business to complete customs declarations](#) on your behalf

We have previously said that you should move to the CDS for exports by 30 March 2024, but we understand some businesses may need more time. For this reason, you will have until 4 June 2024 to move your last export declaration to the CDS. We have made this decision to give you enough time to decide on the option that's right for your business - if you haven't already done so.

### What is the new HMRC (Make and Manage an Export Declaration Online) service?

The new 'Make and Manage an Export Declaration Online' service is free-to-use and is designed to support small to medium sized exporters make export declarations through the CDS.

You can apply to use the new HMRC 'Make and Manage an Export Declaration Online' service by visiting the guidance page on GOV.UK. The pages include further details about the service.

## Help and Support

We are offering a [Trader Dress Rehearsal \(TDR\) service](#), a free simulated CDS environment, where you can practise submitting export declarations. Experience shows that TDR improves success rates when submitting live export declarations in the CDS. Once you are comfortable, you can then start submitting live export declarations through the CDS.

You can find further guidance and resources to help you prepare for your move to the CDS on the [CDS guidance pages](#) on GOV.UK and in the supporting [CDS communications pack](#). This includes:

- [a declarant checklist for CDS exports](#) – providing a step-by-step guide to the key actions you will need to take.
- [example declarations for exports from Great Britain to the rest of the world](#) - to help you complete your CDS export declarations.
- [CDS customs clearance instructions for exports videos](#) – taking you through the key steps required to complete an export declaration.
- [CDS known error workarounds](#) – please check this document for details of ongoing workarounds to help you submit customs clearance requests or customs declarations through the CDS.

If you have any questions [please contact us using one of these channels](#), or speak to your Account Manager or Customer Compliance Manager if you have one. You can also [report a problem when using the CDS](#) on GOV.UK.

Kind Regards,

CDS Exports Team