

New Computerised Transit System (NCTS) Phase 5

Dear customer,

Issue affecting National Transit users

We are writing because we are aware of an issue affecting Simplified National Transit Movements raised in NCTS Phase 4 (P4), ahead of the new NCTS Phase 5 (P5) going live for Northern Ireland (XI) on 28th of June 2024, and Great Britain (GB) on 1st of July 2024.

What has happened

Simplified National Transit movements raised in NCTS P4 (moving from a GB authorised consignor or customs office to a GB authorised consignee; or an XI authorised consignor or customs office to an XI authorised consignee) are unable to be arrived in NCTS P5 in the usual manner (sending an IE007 on arrival to the authorised consignee's NCTS supervising office within NCTS).

This is because national transit movements declared in NCTS P4 before the cutover, are not recognised by the NCTS P5 system, which means we are unable to populate NCTS P5 with the required declaration information to facilitate the simplified arrival procedure at the authorised consignee location.

Please note, simplified arrivals for international transit movements raised in NCTS P4 can be completed in NCTS P5.

What to do

If you receive National Transit Movements that were declared in NCTS P4 before 09:00 on 28th June (XI) or before 06:00 on 1st July (GB) then you may be affected by the above, and you must follow the Business Continuity Procedure (BCP) which was used during the NCTS downtime.

When the transit movement has reached your authorised consignee location and is ready to be arrived, please communicate to your supervising office (also known as control office), by e-mail (or by alternative previously agreed method), that you will be following the BCP.

For the BCP, when you have received the transit movement and are ready to submit your IE007 arrival notification to NCTS 5, you should: -

- assume receipt of the IE043 unloading permission message and continue with the unloading process.
- Take note of any discrepancies, as you would normally, to complete an IE044 unloading remarks message.

If **no discrepancies** are identified: -

- continue to move the goods into subsequent procedures as necessary.

If **discrepancies are identified**: -

- do not proceed with moving the goods to another procedure.
- report all discrepancies to your supervising office by e-mail, (or by alternative previously agreed method)
- wait until authority has been granted by your supervising office before moving the goods to another procedure.

Please ensure you do this, regardless of the presence of any discrepancies, to enable HMRC and Border Force to arrive the MRNs manually in NCTS P4 to render them inactive and prevent unnecessary enquiry processes.

If you are unable to identify which supervising office (control office) to contact, please be aware this is the office you would ordinarily direct your IE007 messages to, as an authorised consignee; and is the office who is responsible for monitoring your authorised consignee location. Their details will also be clarified in your authorised consignee paperwork.

If you encounter issues when proceeding with the above process, please notify us.

Below is a list of all Supervising/Control Offices in operation, yours will be on this list.

Supervising Office Usual Name	Customs office Number
Birmingham Airport	GB000011
UKBF, Bristol International Airport	GB000029
Felixstowe	GB000051
Dover/Folkestone Eurotunnel Freight	GB000060
UK North Auth Consignor/nees	GB000081
London Heathrow Cargo	GB000084
London Gatwick Airport Cargo Dist.	GB000085
Tilbury	GB000093
Luton Airport FCT	GB000102
Stansted Airport FCT	GB000121
Thamesport	GB000150
Manchester	GB000191
UKBA East Midlands Airport	GB000245
UK South Auth Consignor/nees	GB000246
Southampton	GB000290
Portsmouth	GB000292
Guernsey Customs & Excise	GB000461
Jersey Customs & Immigration	GB000465
NI Auth Consignor/nees	XI000081

What happens next

Any movements affected in this way, provided the appropriate supervising office has been notified, will be ended in NCTS 4 as soon as possible by customs operatives.

Please contact the NCTS Helpdesk if you encounter other issues when processing national transit movements.

We apologise for any inconvenience caused by this process.

Thank you,
HMRC.