



HM Revenue & Customs

Dear Customer,

All businesses will be able to move all their export declarations from our Customs Handling of Import and Export Freight (CHIEF) system to the Customs Declarations Service (CDS) from Monday 4 March 2024. This includes declarations for all goods that move through all routes – including inventory linked maritime locations.

We are writing to you to inform you about the following workaround that may impact some of the export declarations that you may need to submit through the CDS.

Workaround for the lack of auto-disassociation of rejected CDS DUCR from a MUCR

Currently CDS does not automatically disassociate a cancelled or invalidated CDS DUCR that sits under a MUCR (where the MUCR is included in the declaration or the DUCR is subsequently associated to a MUCR). This differs from CHIEF behaviour. A change request (CR296) has been raised to address this. This document details the operational scenarios where this may occur and provides best practice and a workaround for use until the change has been delivered.

There are two operational scenarios where lack of auto-disassociation of rejected DUCRs from a MUCR may be observed;

Scenario 1: Cancellation of a pre-lodged CDS exports declaration that sits under a MUCR and is not auto-disassociated from the MUCR. CR296 will deliver this auto-disassociation functionality.

Scenario 2: Invalidation upon arrival of a CDS exports declaration that sits under a MUCR and is not auto-disassociated from the MUCR. CR296 will deliver this auto-disassociation functionality.

In both scenarios when the MUCR is arrived at the frontier CDS will return an error (code 15) to the CSP/loaders inventory system. Clearance will not be given until the cancelled/invalidated DUCR is manually disassociated by the loader/carrier.

However, when scenario 1 is encountered agents/declarants can take remedial action to prevent the MUCR arrival resulting in an error and delays at the frontier.

Agent/Declarant Best Practice Guidance

Cancellation of a pre-lodged CDS exports declaration that sits under a MUCR is not auto-disassociated from the MUCR.

If you have cancelled a pre-lodged CDS exports declaration you will receive a DMSREJ notification. If the cancelled declaration CDS DUCR has been associated to a MUCR (either explicitly or by declaration), unlike CHIEF, CDS does not currently auto-disassociate it from the MUCR.

When the MUCR is arrived at the frontier CDS will return an error to the CSP/loaders inventory system. Clearance will not be given until the cancelled DUCR is manually disassociated by the loader/carrier.

In order to prevent delays at the frontier, you must take action by disassociating the CDS DUCR from the MUCR as soon as you have cancelled your declaration using either;

- a. CDS functionality provided by your software provider/CSP or,
- b. the Exports Movement Service on gov.uk.

We recommend that you make this part of your cancellations process. Some software developers have automated the disassociation action as part of the cancellation process, please check with your software developer if this functionality is available.

Failure to disassociate a cancelled CDS declaration DUCR from the MUCR will result in delays at the frontier as the arrival of a MUCR will error and you will be contact by the Shed operator/carrier asking for corrective instructions.

For further information about the exports movement service on Gov.uk please contact the CDS UI team at cdsexportsuiteam@hmrc.gov.uk.

Invalidation upon arrival of a CDS exports declaration that sits under a MUCR and is not auto-disassociated from the MUCR

On occasion, a CDS exports declaration may get invalidated on arrival, for example if the tariff within a declaration is no longer valid after the declaration was pre-lodged (similar to a CHIEF reprocessing error). In addition, if the invalidated declaration CDS DUCR sits under a MUCR (either explicitly or by declaration), unlike CHIEF, CDS does not currently auto-disassociate it from the MUCR.

When the MUCR is arrived at the frontier CDS will return an error to the CSP/loaders inventory system. Clearance will not be given until the cancelled/invalidated DUCR is manually disassociated by the loader/carrier.

Although the loader/carrier receives an error this is against the arrival of the MUCR. DMS does not send a notification to the declarant to indicate that the declaration has been invalidated on arrival.

If this scenario occurs, you will be notified by the loader/carrier that a CDS DUCR has been invalidated on arrival and you must take the following action:

- a. Contact the Shed operator/ carrier and advise the shed that you will be submitting a new declaration.*
- b. Dissociate offending DUCR using either;
 - I. CDS functionality provided by your software provider/CSP or,
 - II. the Exports Movement Service on gov.uk.
- c. Submit a new declaration with the correct details using the same or new DUCR**.
- d. Associate the DUCR back into the same MUCR
- e. Contact the shed operator/carrier and request re-arrival of the MUCR.

- f. If you no longer intend to export the goods under this MUCR, you will need to advise the Shed operator/carrier (and points b., c., d. and e. above will not apply).
- g. You may also need to visit the shed to inform the Shed to identify the relevant packages if f. above applies.

*If your declaration has been invalidated on arrival, you will be unable to amend it and will need to submit a new declaration.

** If you are unable to use the same DUCR due to software restrictions, you may need to create a new DUCR. Alternatively, you may be able to use the same DUCR reference but with a new LRN.

Failure to follow these steps will result in delays at the frontier as arrival of the MUCR will error and you will be contact by the Shed operator/carrier asking for corrective action to be taken.

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Shed Operator/ Carrier Guidance

If the arrival of a MUCR results in error code 15, this indicates that the MUCR contains a CDS Declaration DUCR that has been cancelled at pre-lodged state or invalidated on arrival (DUCR SOE 11). You will need to contact the agent for further instructions, similar to the BAU action if a MUCR arrival results in SOE C (non P2P).

The following steps should be taken when the arrival of a MUCR results in error code 15:

- a. Interrogate the MUCR on CDS using the ILE Query function to identify the offending DUCR which will show SOE 11
- b. Contact the agent and advise them which declaration has been invalidated (DUCR with SOE 11) and ask for them to take the appropriate action.
- c. If the agent advises that they will be submitting a new declaration for the goods that are physically contained within the consolidation, do not manifest/load the consolidation.
- d. Wait for the agent to advise you to re-arrive the MUCR after the DUCR has been reassociated.
- e. If the agent advises that they no longer intend to export the goods under this MUCR, wait for the physical removal of goods from consolidation before manifesting/loading.

To perform an ILE query, you will need to use either;

- a. CDS functionality provided by your software provider/CSP or,
- b. the Exports Movement Service on gov.uk.

If agent advises they are unable to disassociate the offending DUCR from the MUCR, the following steps should be taken:

- a. Interrogate the MUCR on CDS using the ILE Query function to identify the offending DUCR which will show SOE 11
- b. Contact the agent and ask for written instructions to disassociate the offending DUCR from the MUCR

- c. Disassociation of the offending DUCR may result in P2P of the MUCR if all underlining DUCRs are cleared.
- d. If the agent advises that they will be submitting a new declaration for the goods that are physically contained within the consolidation, do not manifest/load the consolidation.
- e. Wait for the agent to provide a DUCR reference and associate this into the same MUCR, before manifesting/loading the consolidation.
- f. If the agent advises that they no longer intend to export the goods under this MUCR, wait for the physical removal of goods from consolidation before manifesting/loading.

For further information about the exports movement service on Gov.uk please contact the CDS UI team at cdsexportsuiteam@hmrc.gov.uk.

If you have any questions, please contact us through the usual [channels of communication](#) or via 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,

HMRC