



# HM Revenue & Customs

## Supporting your move to the Customs Declaration Service before 4 June 2024

Dear Customer,

Businesses should now move all their export declarations from our Customs Handling of Import and Export Freight (CHIEF) system to the Customs Declaration Service (CDS).

You have until Tuesday 4 June 2024 to move to the CDS. After this date, you will no longer be able to submit new customs declarations through CHIEF. We recommend that you move your export declarations to the CDS as soon as you can.

If you have not already done so, you must follow the steps within our [declarant checklist for CDS exports](#) to make sure you have done everything you need to.

### Attend our next CDS exports webinar

To help you with your move to the CDS, we would like to invite you to attend our next webinar on Thursday 25 April 2024 at 9.45am.

The webinar will cover the topics listed below.

- Pre-requisites for moving to the CDS
- Getting access to the CDS
- Understanding CDS declaration requirements
- Support to help you make the move, including testing
- CHIEF closure

You can ask questions during the webinar using an on-screen text box.

To reserve your place, [please sign-up to the next webinar](#). Signing up will also ensure you receive useful links and a recording of the webinar following the event. We hope you will take advantage of this opportunity.

### Limited exceptions process available from 1 May 2024

You can apply for a limited month-long exception period if you are unable to move to the CDS by 4 June 2024. An exception will only be granted if you can't move your export declarations to the CDS due to a HMRC IT functionality issue that is stopping your migration and won't be resolved in time for you to migrate by 4 June. You will not

be granted an exception for any other reason. For example, needing more time for business preparations or difficulty using a workaround will not be considered.

If you are confident your migration to the CDS is currently blocked due to an existing HMRC IT functionality issue, you can apply for an exception from 1 May 2024. To apply for an exception, you will need to send an email with the following information to [chiefextension@hmrc.gov.uk](mailto:chiefextension@hmrc.gov.uk).

You will need to provide:

- the name of your business
- your contact details – including your name and phone number
- your business' EORI number
- the reason you are applying for an exception
- confirmation you have tried to migrate and the reason this was unsuccessful - including any references or notifications received from HMRC
- any other relevant supporting information – including any previous emails from HMRC relating to the HMRC IT functionality issue that is blocking your migration

Applications should be submitted as soon as possible after 1 May 2024 to ensure your application can be assessed before the 4 June 2024 deadline. If you are granted an exception, you will have until 4 July 2024 to move all your export declarations to the CDS. By providing these details, you consent to HMRC retaining this information and using it for a reasonable period.

If your move to the CDS is not blocked by an existing HMRC IT functionality issue, but other factors are impacting your ability to be ready for 4 June 2024, please email [chiefextension@hmrc.gov.uk](mailto:chiefextension@hmrc.gov.uk) for further help and support.

## Helping you prepare for your move to the CDS for exports

We have published guidance to help support your move to the CDS. 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.

You can find further guidance and resources on the [CDS guidance pages](#) and the supporting [CDS communications pack](#).

We recommend that you use the free Trader Dress Rehearsal service (TDR) which allows you to practice submitting CDS export declarations in a safe test environment. You can find out more about TDR and how to use it [in our guidance](#).

You can also apply to use the new HMRC '[Make and Manage an Export Declaration Online](#)' service. This service is free-to-use and will replace the NESweb service currently used by small and medium sized businesses to submit export declarations through CHIEF.

### **Further information**

If you have any questions, including help with subscribing to the CDS and moving your exports before the 4 June 2024 [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. If your problem is considered urgent, you'll receive a response within two hours. All other problems will be responded to within 24 hours.

We will continue to provide information and guidance to support your business for making export declarations through the CDS. To receive updates and notifications about the CDS, please make sure we have your [preferred email address](#).

Yours faithfully,

HM Revenue & Customs