



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 will impact some of the export declarations that you will need to submit through the CDS.

Workaround for Declarations being rejected at pre-lodged state or upon arrival

Currently when an export declaration is rejected by CDS either at pre-lodged state or upon arrival, CDS generates an error and does not recognise the arrival if one has been sent. This means that when a new declaration is submitted using the same DUCR reference, and an arrival has been sent, a declaration status update (P2P) is not generated and a re-arrival is required.

This document details the operational scenarios where this may occur and provides best practice guidance and a workaround for use.

Agent/Declarant Best Practice Guidance

There are three scenarios where this issue could occur:

1. Cancellation of a pre-lodged CDS exports declaration.
2. Rejection of a pre-lodged CDS exports declaration, for example due to missing data elements.
3. Rejection of a pre-lodged CDS exports declaration, for example due to a reprocessing error

In all three scenarios you will receive a DMSREJ notification and should follow the workaround detailed below.

Workaround

1. Submit a new CDS declaration using the same DUCR but with a new LRN if your software allows this
2. Or, if software does not allow this, submit a new CDS declaration with a new DUCR reference (e.g. add an extra character to the end)
3. Inform the DEP/carrier and ask for a re-arrival of the same DUCR or arrival of the new DUCR to be sent

NB: If exceptions apply and **you have been asked** to revert to CHIEF, you will need to use a new DUCR reference in all cases.

Guidance for DEPs and Carriers

If a pre-lodged export declaration has been cancelled or rejected, and the DUCR reference is then arrived, you will receive a UKCTRL NACK with error code 15. In addition, if a pre-lodged declaration is rejected upon arrival, you will also receive the same response.

If a DUCR reference has been arrived for an unknown DUCR and the submission of a pre-lodged declaration results in a rejection, you will receive an ERS with SOE5 followed by an ERS with SOE11.

Workaround

Wait for the declarant to advise you that they have submitted a new declaration using the same DUCR or using a new DUCR and arrive/re-arrive DUCR.

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