



HM Revenue & Customs

Supporting your move to the Customs Declaration Service

Dear Customer,

As an exporter now making all your declarations through the Customs Declaration Service (CDS), we would like to thank you for doing so. We will continue to support you as you get used to submitting declarations through the CDS.

CHIEF badge removal

Declarants have until Tuesday 4 June 2024 to move to the CDS. After this date we will be removing our Customs Handling of Import and Export Freight (CHIEF) system badge permissions. This means you will not be able to submit a new export declaration through CHIEF. You will still be able to view and amend declarations submitted through CHIEF using the Human Computer Interface (HCI) and Electronic Data Interchange (EDI) interface once your ability to make new declarations is removed.

Supporting your move to CDS for exports

We have recently published new guidance to help support your move to the CDS. This includes:

- [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](#).

Further information

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. 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 CDS. To receive updates and notifications about CDS, please make sure we have your [preferred email address](#).

Yours faithfully,

HM Revenue & Customs