



HM Revenue
& Customs

Customs Information Paper 49 (2016)

CHIEF short term Fallback Arrangements

Who should read:	All traders involved in international import and export trade, agents, freight forwarders, maritime and air carriers, Customs Service Providers and software houses.
What is it about:	CHIEF short term Fallback
When effective:	8 August 2016
Extant until/ Expires	Ongoing

1. Background

This Customs Information Paper (CIP) covers how the National Clearance Hub [NCH] will deal with CHIEF short term fallback for both Imports and Exports.

Short term Fallback covers downtime of the CHIEF service of up to 4 hours only.

HMRC will publish the fallback arrangements for system outages of longer than 4 hours duration in due course.

To avoid any unnecessary delays with your entry it is essential you familiarise yourselves and, where applicable, your clients with these arrangements for short term fallback.

HMRC reserves the right to alter these arrangements in specific circumstances.

In the event of short term fallback being invoked it is recommended that, if possible, and your entry is not time critical, you wait until the CHIEF issue is resolved before you submit your entry.

These details will be published in the next round of updates to the UK integrated tariff.

2. CHIEF Export short term Fallback Arrangements

For the first 4 hours of any outage the NCH will clear entries as follows:

Under 1 hour – On presentation of entry paperwork or a completed C1402F fallback request, C130EX manual release note, Manual C88 and supporting documents clearance will be given to:

Life or death consignments, live animals, human remains and explosives on the quay side.

After 2 hours – Operators covered by the Memorandum of Understanding will be allowed to send goods of a value less than £2000 not restricted or covered by a licence.

All other Exports are to be sent to the NCH for clearance and will need a completed C1402F fallback request, C130EX manual release note, Manual C88 and supporting documents.

Priority will continue to be given to life or death consignments and then to airfreight traffic.

3. CHIEF Import short term Fallback Arrangements

For the first 4 hours of any outage the NCH will clear entries as follows:

Under 1 hour - On presentation of entry paperwork or a completed C1402 fallback request, C130 manual release note, Manual C88 and supporting documents clearance will be given to:

Life or death consignments only – serum, transplant tissue, medical radioactive equipment for hospitals, pacemakers etc.

Between 2 - 4 hours – On presentation of entry paperwork or a completed C1402 fallback request, C130 manual release note, Manual C88 and supporting documents clearance will additionally be given to:

- Live Animals
- Human Remains
- Urgent medical supplies on dry ice
- Dangerous Goods
- Firearms
- Explosives on quay side
- Extremely high value goods (Artwork etc.)
- Perishable goods
- Aircraft on Ground

4. Useful Links

The following links to information on HMRC's website may be useful to read in conjunction with the details provided in this CIP:

NES Fallback

Import and Export removal note C130

Import and Export Single Administration Document C88

CHIEF Import and Export DTI C1402

Import and Export: Trader Submission form header for declarations (NCH1)

5. Contacts

If you encounter any issues whilst Fallback is in place and use a Community Service Provider please contact them in the first instance.

Emergency NCH Contact Number(s)

NCH Help Desk: 03000 588401
NCH Fax: 0800 496 0699
E-mail: NCHLAP@hmrc.gsi.gov.uk

Issued on the 4 August 2016 by Customs Directorate, HMRC.

Your Charter explains what you can expect from us and what we expect from you.
For more information go to: [Your Charter](#)