



HM Revenue
& Customs

Large MUCR Best Practice for Loaders/Carriers/DEPs/Airlines:

We are aware that some traders have been experiencing slower than normal processing times in CDS Exports. This predominantly occurs with shipments requiring more than 99 declarations (ie. more than 99 DUCRs associated to a MUCR).

We are investigating this but, in the meantime, we wanted to let you know how to reduce the overall impact.

As a loader, you must not continuously re-arrive UCRs if you encounter missing responses. Although re-arrival is the standard process to resolve missing responses, re-arrival should not be repeated and you should wait at least 30 minutes before re-arrival is attempted.

If, following the second arrival attempt, you have still not received any response, you or the trader may need to request manual clearance. To do this, you should:

1. Interrogate both CHIEF & ILE to check the status of the MUCR.
2. Confirm P2P in one or both systems.
 - a. If either system is showing held status (ILE = SOE C, CHIEF = SOE 1), do not proceed further and wait for MUCR to be cleared.
 - b. If CHIEF is showing P2P (SOE 7) and CDS is showing Route 0, SOE E, this indicates that the MUCR only exists on CHIEF and therefore has overall P2P.
 - c. If CDS is showing P2P (SOE 3) and CHIEF is showing SOE 0, this indicates that the MUCR only exists on CDS and therefore has overall P2P.
3. Once you have verified P2P status, take screenshots and retain as evidence of P2P.
 - This step is necessary for HMRC audit purposes.
4. For Air (for authorised airlines / ITSFs only): Manually release inventory using "Release by TSO" functionality.
5. For Maritime: Carrier / Declarant requests manual release by NCH using the link [report a problem when using the CDS on GOV.UK](#).

Where your MUCR does not yet have clearance and you therefore cannot request manual clearance, please raise an issue with CDS via the following link [Report a problem using the Customs Declaration Service - GOV.UK \(www.gov.uk\)](#).

For issues that require HMRC investigation, you can either [contact us using one of these channels](#) or [Report a problem using the Customs Declaration Service - GOV.UK \(www.gov.uk\)](#).

For technical issues, you should also contact your CSP or Software Provider who can investigate the issue and will raise a technical query with HMRC if necessary.

We will be in touch when we have more information.

Kind Regards,

HMRC