

New Computerised Transit System (NCTS) Phase 5

Dear customer,

To help you understand changes relating to the implementation of NCTS5 on **28 June 2024 (XI)** and **1 July 2024 (GB)**, we have been issuing regular updates. You can find all our updates on [gov.uk](https://www.gov.uk).

What has changed

Previously, if an Authorised Consignee was unable to submit an IE044 (unloading remarks) message to NCTS4, the NCTS Supervising Office were able to submit the message on their behalf.

From 28 June (XI) and 1 July (GB) when NCTS5 was implemented, the NCTS Supervising Office can no longer submit an IE044 message on behalf of an Authorised Consignee.

What you need to do

If you are unable to submit the IE044 message you are advised to contact your Software Provider in the first instance, to investigate the fault and attempt resubmission of the IE044.

If your Software Provider is unable to resolve the issue, please contact the NCTS Supervising Office or NCTS Helpdesk. You may need to provide additional information to enable our IT support team to carry out further investigations.

If you are submitting unloading remarks via the free-to-use web portal on gov.uk, and encounter any issues, please contact the NCTS Helpdesk or NCTS Supervising Office to report the fault for investigation.

Thank you,

HMRC.