

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).

Background

In NCTS, information about goods moving under transit is sent and received by the declarant via the exchange of 'IE' messages.

Previously, in NCTS4, if an 'IE' message was sent to the declarant by the NCTS but the declarant had not received it, NCTS Helpdesk in HMRC could regenerate and resend the message, on request.

What has changed

NCTS5 does not enable the NCTS Helpdesk to regenerate or re-send messages that have already been sent successfully by the NCTS.

If you have not received an expected 'IE' message, please contact the NCTS Supervising Office or NCTS Helpdesk who will investigate whether there have been any issues sending the message.

Where the sending of the original 'IE' message was **unsuccessful**, or it failed to send, we will raise the issue with our NCTS support team for further investigation and resolution.

Where the sending of the original message was **successful**, we will provide additional information, where possible, to help you trace the original message, but we are unable to re-send the message.

Thank you,

HMRC.