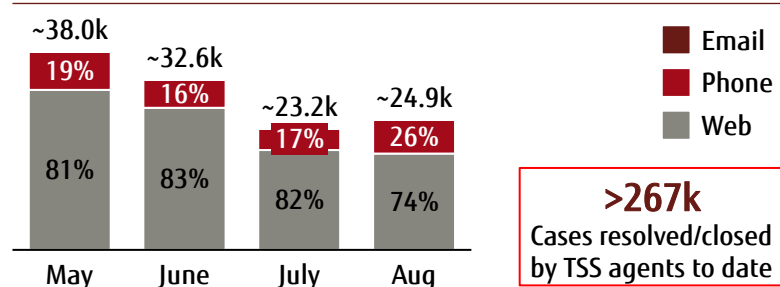


# Update on the Trader Support Service (1/2)

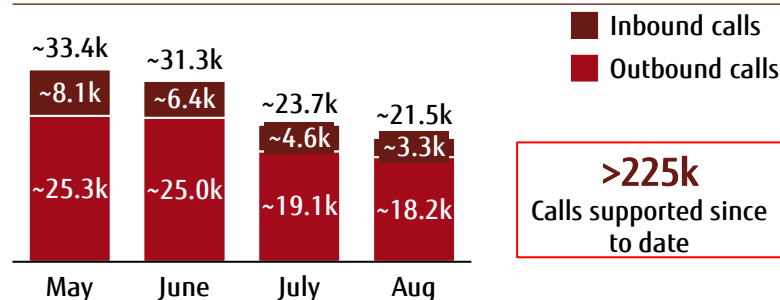
Data at EOM August 2021

## Service & Education

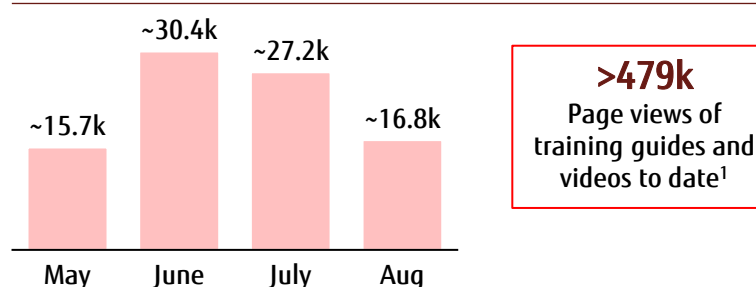
### Contact centre cases opened by channel, weekly totals



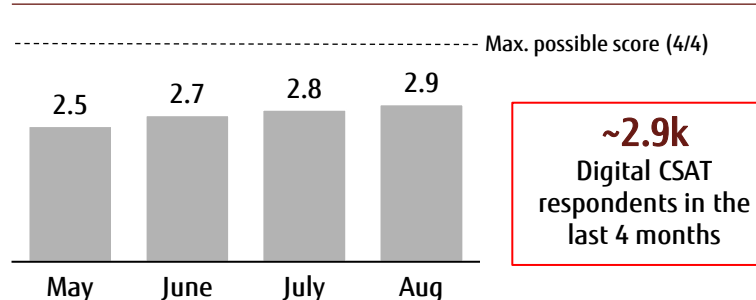
### Call volumes, monthly totals



### Page views of trader training guides and videos on NICTA, monthly totals<sup>1</sup>



### Digital CSAT, monthly score, /4



### Other key numbers

**6 seconds** average speed of answer for all inbound calls made to TSS in May - August

**100%** service availability of TSS Portal in May - August

**100%** service availability of the Contact Centre in May - August

## Insights from update on service

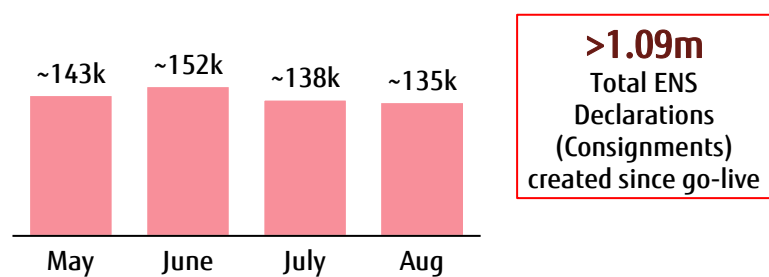
- TSS offers free support and advice to users about legally required customs declarations.
- Traders can submit enquiries (logged as cases) via website, email or inbound calls; TSS also conducts outbound calls to assist and support traders. These activities are supported by 550 contact centre agents and 70 customs professionals
- Monthly cases and call volumes fell in July and August compared to previous months, as traders have become more familiar with TSS and the customs process and are raising few enquiries, as well as due to the summer holiday period
- As well as support from the contact centre agents and customs professionals TSS provides the dedicated NI Customs and Trade Academy (NICTA) with training guides and videos to support traders use TSS and submit declarations. To date, there have been >479k page views of training guides and videos on NICTA
- Overall user satisfaction has been steadily increasing with the service as measured by the Digital Customer Satisfaction Surveys (CSAT) with average scores increasing from 2.5/4 in May to 2.9/4 in August

# Update on the Trader Support Service (2/2)

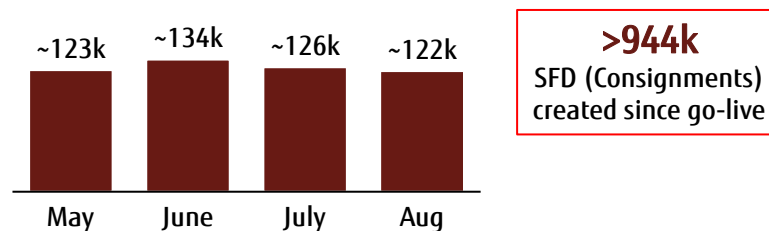
Data at EOM August 2021

## Declarations

### ENS Declarations by created date, monthly totals



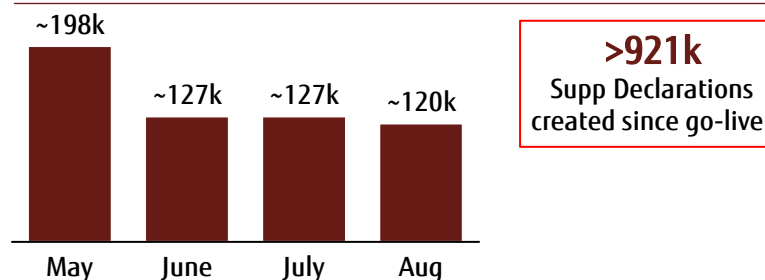
### SFD Declarations by created date, monthly totals



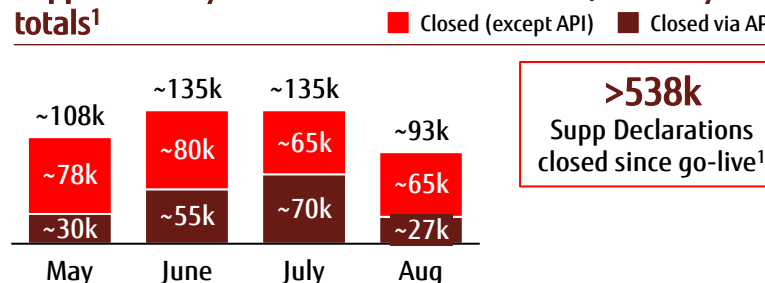
### FFD Declarations by created date, monthly totals

RoW-NI FFDs went live on 27<sup>th</sup> August – FFD data to be included in September update

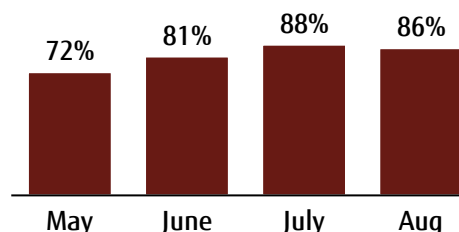
### Supplementary Declarations created by date, monthly totals<sup>1</sup>



### Supplementary Declarations closed at EOM, monthly totals<sup>1</sup>



### Supplementary Declaration submission success rate<sup>2</sup> (%), monthly



## Insights from update on declarations

- TSS supports >41,000 users that have created >3 million declarations to date, including >1 million ENS declarations
- The numbers of ENS declarations and SFD declarations created over the past four months has been relatively consistent, showing regular use of TSS by traders
- The number of Supplementary Declarations (SDs) created in May was relatively high at ~198k, due to two tranches of backlog Declarations being released. Since May SD creation has been steady at around ~120-130k a month
- TSS users have now closed over half a million SDs, with ~65k closed manually and ~27k closed via API in August. Initial API use for SDs focused on clearing backlogs leading to large numbers of SDs closed in June and July. However, most API users' backlogs are now cleared, SDs closed via API in August were largely API users maintaining compliance by closing new SDs soon after they are created
- SD submission success rate has been increasing from 72% in May to 86% in August, as traders becoming more familiar with submitting declarations via TSS and the numbers of users submitting via API has increased.
- TSS continues to develop new features and enhancements to the portal with a new release of features going live on 27<sup>th</sup> August, including functionality for RoW-NI movements using FFDs.