

## Important information about cutover

### To ensure you are ready to use NCTS5.

Whether you use commercial software or the free-to-use web portal via the Government Gateway to submit your transit movements, you'll need to make sure you're using an up-to date subscription from 28 June or 1 July 2024. You can find more information on [Gov.uk](https://www.gov.uk)

All third-party software developers must have approved Production Credentials for using Transitional rules before their software can be used from 1 July 2024.

If Production Credentials are not granted by 01 July 2024, third-party software will not be able to be used until Final state rules are in force from 00:00:01 on 22 January 2025 (GMT).

It would still be possible to submit CTC movements if this deadline is missed, however these would need to be made via the free Web Portal on Gov.UK.

### Dealing with movements already open in NCTS4.

Open movements at the point of deployment will be closed by HMRC in NCTS4 wherever possible. However, please note that some movements may not be able to be closed depending on their state at the point of cutover.

Any movements that have had a Movement Reference Number (MRN) issued and have had an Anticipated Arrival Record (AAR) sent by the Office of Departure to the Office of Destination, will be closed on NCTS4.

Any movements that have not reached the AAR state described above, may need to be resubmitted on NCTS5.

## Business Continuity/fallback

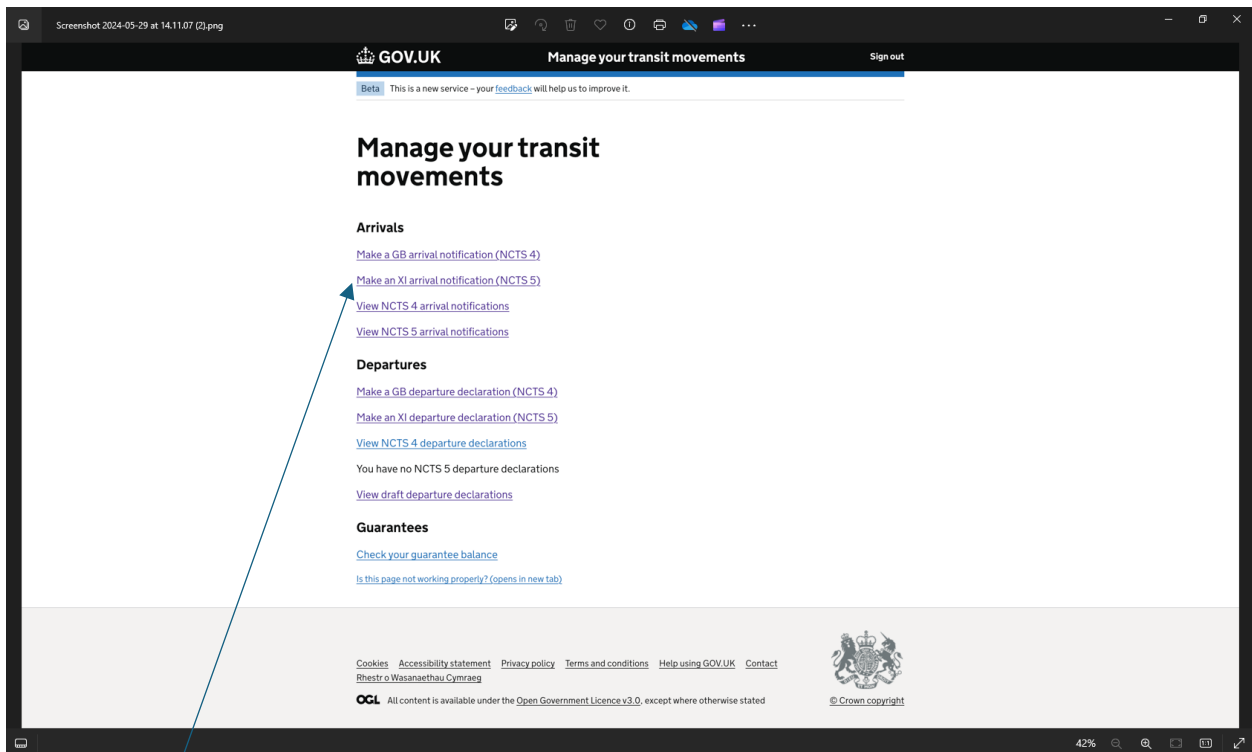
It is recommended that you avoid moving goods under transit during the periods of downtime. If, however, you must move goods, then the following fallback processes will apply:

- **For inbound movements** into GB or Northern Ireland where the NCTS movement has already commenced, then the paper TAD (Transit Accompanying Document) should be presented as you currently do now. In instances where you are moving goods into GB or XI via a [GVMS location](#), the party responsible for moving the goods (e.g., a haulier) should enter the TAD MRN from NCTS into the [Goods Movement Reference](#) (GMR).
- **For outbound movements** from GB where you are unable to start a transit movement in NCTS4 GB due to downtime, you should travel using either an offline TAD generated from 3<sup>rd</sup> party software, or the [C88 Single Administrative Document](#) (SAD). If moving through a GVMS location a [GMR](#) should be completed as you usually would, selecting either the Export DUCR or the SAD/Fallback option (in instances where permitted, e.g., where you have certain authorisations).
- **For movements** from XI to GB where you are unable to start a transit movement in NCTS4 XI due to downtime, you should travel using either an offline TAD generated from 3<sup>rd</sup> party software, or the [C88 Single Administrative Document](#) (SAD). When completing the Goods Movement Reference (GMR) you should select the SAD/Fallback option.

Please refer to chapter 6 of the [transit manual supplement](#) for more information around fallback procedures

## Using the Web Portal at deployment

When NCTS5 first goes live on 28 January 2024 for XI movements note that the web portal will be presented as follows:



Note: that when the XI service is shuttered when NCTS5 goes live in XI from 28 June, you will not be able to make XI arrivals or departure in NCTS4 for XI. Only NCTS4 in GB will be available for use.

Also, the XI guarantee balance function will not be available from 28 June 09.00am – 01 July.

## Further Support

### General NCTS enquiries

For general enquiries please contact our helpdesk [ncts.helpdesk@hmrc.gov.uk](mailto:ncts.helpdesk@hmrc.gov.uk) or call on **0300 322 7095**.

### Issues with NCTS online services

If you have any difficulty accessing services, such as lost passwords etc. Please refer to the online support information [Technical support with HMRC online services - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Alternatively, the online services helpdesk can be contacted on **0300 200 3600**.

### CTC procedures

Please refer to the [Transit Manual Supplement](#) for detailed procedures. Note that this manual will be shortly updated to a new format when NCTS5 is deployed. Please check Gov.Uk for updates.

### Help with third party software.

Please contact your software provider if you have any difficulties with third party software.