



HM Revenue
& Customs

We're removing your permission to use CHIEF

Dear customer,

We are pleased to let you know that virtually all export declarations are now being made on the Customs Declaration Service (CDS). Thank you for helping us to achieve this significant milestone.

This success means that we are now able to remove the Customs Handling of Import and Export Freight (CHIEF) service for export declarations. This means that from 17 July 2024, you won't be able to submit new export declarations through CHIEF.

You must now submit all new export declarations through the CDS.

You'll still be able to view or amend existing export declarations on CHIEF, but you'll need to clear and finalise them by 31 August 2024.

Further information

If you have any questions, [please contact us using one of these channels](#), or speak to your Account Manager or Customer Compliance Manager if you have one.

You can also [report a problem when using the CDS](#) on GOV.UK. If your problem is considered urgent, you'll receive a response within two hours. All other problems will be responded to within 24 hours.

We will continue to provide information and guidance to support your business for making export declarations through the CDS. To receive updates and notifications about the CDS, please go to GOV.UK and make sure we have your [preferred email address](#).

Yours faithfully,

HM Revenue & Customs