Bassetts simplifies declarations process for goods transfer from Great Britain to Northern Ireland with Enterprise RPA

Trader Support Service (TSS) Overview

Following Brexit, the Northern Ireland Protocol was introduced on 1 January 2021. Under the new Protocol, businesses that bring goods into Northern Ireland (NI) from Great Britain (GB) need to submit declarations to apply the right tariff treatment to those goods.

The **Trader Support Service** (TSS) was established by HMRC (HM Revenue and Customs) to support traders with these new requirements. It is a free-to-use online service to help traders meet their customs requirements and move goods into NI. Current deadlines require that TSS is updated no later than 5 days after the month's close. At present, the consequential results are managed by the Company itself, however, the government will start imposing deadlines.

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How did **Bassetts** handle the extra work to meet the new requirements?

Bassetts is an award-winning plumbers' merchant with 16 trade counters and 12 showrooms across Northern Ireland. Daily operations require frequent goods transfer in and out of NI. Due to Brexit, Bassetts needs to start declaring goods coming to NI from GB for customs reasons.

Before automating the process, Bassetts updated all the records for goods moving between the two locations manually. It is an extremely repetitive and time consuming job but must be done due to legislative requirements. The laborious and repetitive nature of the job would pose challenges for staff performing the role and would probably lead to high staff turnover, creating an ongoing problem. To solve this issue, Bassetts decided to automate the process to relieve current staff from performing it and avoid recruiting extra staff for this single task.

How do Enterprise RPA's automation solutions help simplify the declarations process?

Enterprise RPA utilised an RPA (Robotic Process Automation) solution to perform the task. The robot accesses the TSS platform via API (Application Programming Interface) to source the entry requirements for completion, updates it via a finance data lookup and then submits the completed entries via API. Once the data entry is completed, the Robot produces a report confirming what it has processed and also any exceptions that it has not been able to process, for manual review.

A declaration that takes a human around 4-6 minutes to complete is currently taking the Bot within 15 seconds. In Bassetts' case, the Robot cleared a backlog of approximately 2,500 declarations in around 8 hours which would have been a month's work for a member of staff. It saved lots of time and effort and relieved their staff to do more valuable and cognitive work. Both HMRC and the TSS team gave high praise to Enterprise RPA for this automation solution.

"The team at Enterprise RPA have been fantastic at understanding our requirements and translating this into an automated process for the business. The process runs at least 20 times faster than a human processing them at their fastest and that is if the human already has all the data they need and there are no faults. Once this process is completed, the Bot is then available to perform other administrative tasks."

Jamie McCracken, IT Manager, Bassetts

"It is a classic automation application in terms of speed, mundanity and accuracy, with a very clear business case attached. Our development team has extensive experience in the logistics sector and understand the process very well. We have direct contact with the team at the TSS, so we can work with the TSS directly which streamlines the deployment process."

Steve Bolton, Operations Director, Enterprise RPA

Robotic Process Automation can deliver a timely and streamlined process to ensure inbound goods are recorded immediately. It can be achieved in a short timeframe. High-value output is delivered with the assurance that the correct tariff treatment has been captured and recorded. Audit trail is complete and up to date while hourly output reports can be generated to keep track of progress.

24h Robot can work 24/7 365
Reach full capacity with no backlog

Data entry accuracy: 100% with live audit trail of goods and tariff impacts

RPA replaces the mundane, frees your people to focus on high-value tasks and engagements

Enterprise RPA

About Enterprise RPA

Enterprise RPA is a business dedicated to delivering the best Robotic Process Automation, Artificial Intelligence and Digital Assistant solutions, with proven results for clients working with our expert team of RPA mentors.

We partner with world-class automation platforms such as DRUID-AI (digital assistants / chat bots), Evolution AI (Natural Language Processing [NLP] & Document Understanding), Microsoft Power Automate and UiPath Hyper-automation to deliver blended automated solutions for clients to remove inefficiency, save money, grow revenue, and deliver better customer services by automating low-value, high volume, repetitive tasks.