



Department
for Environment
Food & Rural Affairs

The Border Target Operating Model (BTOM)

An aerial photograph of a parking lot filled with semi-trucks. The trucks are parked in neat rows, and their long white trailers are clearly visible. The ground is paved, and there are some white lines marking the parking spaces.

Common User Charge Invoicing and Payments

Webinar
13 August 2024

Welcome & Housekeeping

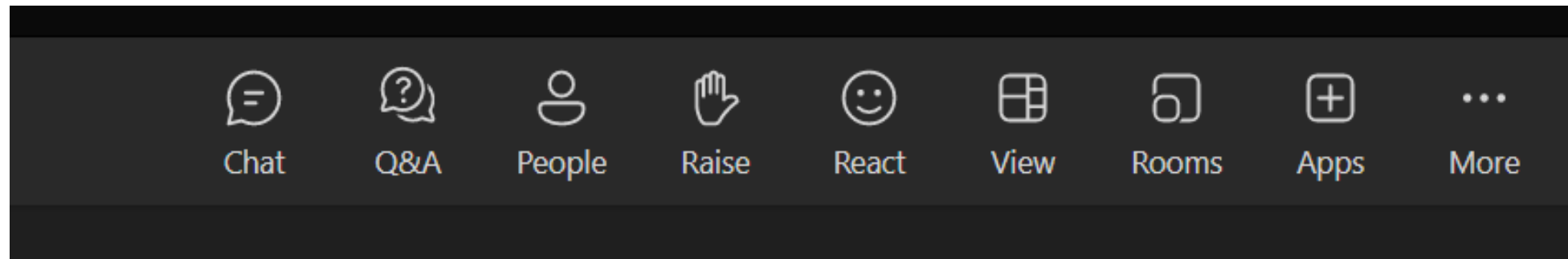


This Webinar is an operational presentation about what to expect with regards to the Common User Charge (CUC) invoicing and payments. It is not about CUC policy or governments objectives related to the BTOM.

Please ask questions using the Q&A button in the Teams menu during the session.

Questions will be moderated and only those relevant to today's topic will be shown.

You can upvote the ones you'd like to see answered.



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First CUC Invoices Issued



- On Friday 2 August, we issued communications informing you that the Common User Charge (CUC) invoices would be issued from 10pm on 5 August 2024, for eligible checks at Sevington BCP in Kent. The first CUC invoices have now been sent out.
- The CUC charge is separate from Animal and Plant Health Authority (APHA) and Ashford Port Health (PHA) charges which are additional to the Common User Charge.
- Bill payers, including agents who are acting on behalf of businesses, named on the Import of Products, Animals, Food, and Feed System (IPAFFS) for billing purposes when the import notification is raised, are responsible for paying the CUC invoice. This is in line with the CUC terms and conditions, which can be found on gov.uk.
- **Bill payers will have up to 30 days from the date on the invoice to pay the common user charge.**

First CUC Invoices Issued (cont..)



- Shared Services Connected Limited (SSCL) will manage CUC billing and invoice payments on behalf of Defra. SSCL is the first point of contact for any CUC invoice related payments, queries or issues.
- The customer name, customer number and invoice number printed on the invoice are required when calling or emailing SSCL to verify your identity and ensure SSCL can link the payment with your account.
- Invoices can be paid online, over the phone, via electronic banking transfer or by cheque. Payment details for bill payers will be on the invoices they receive digitally via email and on GOV.UK
- Anyone can pay or part pay the invoice as long as they have the relevant customer name, customer number and invoice number printed on the invoice.
- However, only people from the organisation named on the invoice can discuss the invoice with SSCL.

Invoicing and Billing Details



- The importer, or agent working on behalf of the business must provide up-to-date billing details in the first IPAFFS notification raised on or after 30 April 2024. These details will be used for issuing CUC invoices. Detailed guidance can be found on GOV.UK.
- These billing details will then appear as the default details for all future IPAFFS notification CUC invoices for that business.
- You need to set up a reliable functional email address for CUC invoices, and make sure that this email address is used in the billing details on all IPAFFS notifications, as non-receipt of an electronic invoice sent via email from SSCL is not a reason for non-payment.
- Billing details for an existing notification can be changed in IPAFFS, prior to the date the goods enter the country, or when a new notification is submitted. Details about how to change the billing details can be found on Gov.UK.
- **The customer name, customer number and invoice number is printed on the invoice are required when calling or emailing SSCL to progress the contact and ensure SSCL can link your payment with your account.**

Invoicing and Billing Details (Agents)



- Bill payers, including agents who are acting on behalf of businesses named on the Import of Products, Animals, Food, and Feed System (IPAFFS) for billing purposes when the import notification is raised, are responsible for paying the CUC invoice
- If you're an agent who raises import notifications on IPAFFS from your own IPAFFS account for more than one importer, you must use your own billing details for the notifications and will be responsible for the invoice.
- If, as an agent, you use an importer's billing details, that importer could be charged for all the notifications you raise, including those for other importers.
- Further information is available on GOV.UK about whose details should be used in what circumstances.

'Defra Invoice' – your CUC invoice email

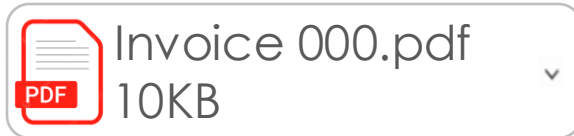


DEFRA Invoice



O2C Mail <O2C.mail@gov.sscl.com>

To business@gmail.com



This is an automated email. Please do not reply, as the account is unmonitored

Dear Sir/Madam

Please find attached Transactions for:

Customer Name: Test plc

Customer Account Number: 000000


If you have any queries, please direct these to the Accounts Receivable team, using the contact information provided on the attached document.

Kind regards

- CUC Invoices will be sent from this email address: O2C.mail@gov.sscl.com
- The invoice email subject header will be: 'DEFRA Invoice'
- Invoices will contain contact details for SSCL advice and support teams.
- The email will confirm the name of the business and the customer number.
- The invoice will be attached as a PDF document.
- The invoice email will be sent from a No-Reply email address and will not be monitored for any queries.

Information on Invoices

- All imports notified on IPAFFS on or after 30 April, which arrived in the country on or before 31 July 2024, eligible for checks at Sevington BCP, will be included in the first invoice.
- Invoices will be sent digitally by email in PDF format as standard. Subsequent invoices will be issued monthly.
- Currently business can contact SSCL to request invoice content in excel format. This will be provided on request only, from SSCL.
- Bill payers will have **up to 30 days from the date on the invoice to pay the common user charge.**



Department
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Invoice

DUMMY INVOICE

Shared Services Connected Ltd
 Sortation Ref 601
 Phoenix House, Newport
 . NP10 8FZ
 Phone: +44 (0)1633 631800
 Email: SSCL.invoicing@gov.sscsl.com
 Vat No: GB 888 8001 81

Billed To: Test plc 1 Test Street Testerton Testshire X1 1XX	Invoice No: CUCNV000 Invoice Date: 08 Jul 2024 Payment Terms: IMMEDIATE Customer No: 00000000 Bill to Location: CUC_cc5f1943-3a35-ef11-8409-000d3abb968b PO Number: Due Date/Amount: 08 Jul 2024 - £145.00							
Credit due under Articles 79-84 of the Official Controls Regulations (2017/625)								
Line No	Description	VAT %	QTY	UOM	Unit Price	Line Amount	Total	
001	CHEDP.GB.2024.00000000 - PO Number TST-SPS-7538-secondChEd - raised by Seal Doesn't need no second name - but does here on 28-06-2024 - arrived on 07-07-2024 - 6 commodities (Medium £29.00) - see additional information note	0.00	1	Each	145.00	145.00	145.00	
Additional Information							Sub Total	145.00
Each CHED is charged for the commodity lines declared, up to a capped maximum of 5, multiplied by the charge for the highest risk category on the CHED							VAT	0.00
							Total	145.00
For CUC T&C's, visit https://www.gov.uk/government/publications/paying-the-common-user-charge-terms-and-conditions								
Remittance Information								
All Amounts are in GBPE. You can pay: - Online at www.gov.uk/payments/defra/payments-for-defra . You must provide your invoice number. - By phone using a debit/credit card (01633 631800). You must have your invoice number and customer name/number to make a payment. - By BACS using the banking details below. Please quote your invoice number and customer name/number. - Cheque payable to Defra. Please send cheques to SSCL, Sortation Ref 601, Phoenix House, Newport, NP10 8FZ, including your customer name/number and invoice number on the back of the cheque. When paying by BACS or cheque, please email SSCLreceipts@gov.sscsl.com , including your customer name/number and invoice number, to notify SSCL of payment. Your invoice number and customer number are at the top of the invoice. They are required so we can link your payment to your invoice. In the event of non-payment of an invoice, Defra reserves the right to undertake further debt enforcement action, including referral to a debt collection agency and legal action, and to pass on the additional cost of this action to you in addition to the invoice amount. Non-receipt of an invoice is not a reason for non-payment. You must provide correct details to ensure you receive invoices. If you want to discuss your invoice, please contact SSCL: - Phone: 01633 631800. You must have your invoice number and customer name/number for security purposes. - Email: SSCL.invoicing@gov.sscsl.com . You must provide your invoice number and customer name/number in the email to enable the team to respond. For non-CUC related invoices received by post, please send your email address, customer number and bill to location from your invoice to o2c.mail@gov.sscsl.com . Future correspondence will then be emailed. Electronic Banking Information: - Bank Name: NATWEST - Sort Code: 60-70-80 - Account Number: 10004777 - Payee Name: DEFRA - Swift / BIC Code: NWBKGB2L								



The information on common user charge invoices includes:

1. SSCL contact details
2. Customer name and billing details
3. Invoice number
4. Payment terms will state payment is due immediately. **Bill payers will have up to 30 days from the date on the invoice to pay the charge**
5. Customer number
6. Due date/Amount is the date of the invoice and total amount due.



Invoice

DUMMY INVOICE

Shared Services Connected Ltd
Sortation Ref 601
Phoenix House, Newport
NP10 8FZ
1 Phone: +44 (0)1633 631800
Email: SSCL.invoicing@gov.sscl.com
Vat No: GB 888 8001 81

Billed To:
Test plc **2**
1 Test Street
Testerton
Testshire
X1 1XX

3 Invoice No: CUCINV000
Invoice Date: 08 Jul 2024
Payment Terms: IMMEDIATE **4**
5 Customer No: 00000000
Bill to Location: CUC_cc5f1943-3a35-ef11-8409-000d3abb9b8b
PO Number:
6 Due Date/Amount: 08 Jul 2024 - £145.00



7. The 'Description' section includes details for Common Health Entry Documents (CHEDs) that were charged during the invoicing period, capturing:

- CHED reference numbers - each CHED will appear on a new line
- The IPAFFS account name from which the notification was raised
- The date the notification was raised
- The date the goods entered the country
- PO (Purchase Order) number if one was provided in the IPAFFS notification
- CHED risk level and commodity line charge
- The number of commodity lines within each CHED
- The total charge for each CHED

Full information on each CHED can be found on the trader's IPAFFS account.

DUMMY INVOICE

Credit due under Articles 79-84 of the Official Controls Regulations (2017/625)							
Line No	Description	VAT %	QTY	UOM	Unit Price	Line Amount	Total
001	7 CHEDP.GB.2024.0000000 PO Number TST-SPS-7538- secondChEd - raised by Seal Doesn't need no second name - but does here on 28-06-2024 - arrived on 07-07-2024 - 6 commodities (Medium £29.00) - see additional information note	0.00	1	Each	145.00	145.00	145.00
Additional Information						Sub Total	145.00



The information on common user charge invoices includes:

8. CUC terms and conditions can be found here:

<https://www.gov.uk/government/publications/paying-the-common-user-charge-terms-and-conditions>

9. How to pay and contact SSCL - under remittance information.

DUMMY INVOICE

8 For CUC T&C's, visit <https://www.gov.uk/government/publications/paying-the-common-user-charge-terms-and-conditions>

9 Remittance Information

All Amounts are in GBPE. You can pay:

- Online at www.gov.uk/payments/defra/payments-for-defra. You must provide your invoice number.
- By phone using a debit/credit card (01633 631800). You must have your invoice number and customer name/number to make a payment.
- By BACS using the banking details below. Please quote your invoice number and customer name/number.
- Cheque payable to Defra. Please send cheques to SSCL, Sortation Ref 601, Phoenix House, Newport, NP10 8FZ, including your customer name/number and invoice number on the back of the cheque.

When paying by BACS or cheque, please email SSCLreceipts@gov.sscl.com, including your customer name/number and invoice number, to notify SSCL of payment.

Your invoice number and customer number are at the top of the invoice. They are required so we can link your payment to your invoice.

In the event of non-payment of an invoice, Defra reserves the right to undertake further debt enforcement action, including referral to a debt collection agency and legal action, and to pass on the additional cost of this action to you in addition to the invoice amount.

Non-receipt of an invoice is not a reason for non-payment. You must provide correct details to ensure you receive invoices.

If you want to discuss your invoice, please contact SSCL:

- Phone: 01633 631800. You must have your invoice number and customer name/number for security purposes.
- Email: SSCL.invoicing@gov.sscl.com. You must provide your invoice number and customer name/number in the email to enable the team to respond.

For non-CUC related invoices received by post, please send your email address, customer number and bill to location from your invoice to o2c.mail@gov.sscl.com. Future correspondence will then be emailed.

Electronic Banking Information:

- Bank Name: NATWEST
- Sort Code: 60-70-80
- Account Number: 10004777
- Payee Name: DEFRA
- Swift / BIC Code: NWBKGB2L

Statement of Account



- Monthly Statement of Accounts setting out payment activity and outstanding balances will be sent to all bill payers by email from O2C.mail@gov.sscl.com
- The Statement of Account will be issued monthly at the end of the month. Your first statement will be issued at the end of August, and at the end of every month thereafter.
- Any invoice adjustments will appear on the monthly Statement of Account issued to the customer if this is applicable.
- The monthly Statement of Account will provide details about the CUC Terms and Conditions, payment methods, and how to contact SSCL.


 Department
 for Environment
 Food & Rural Affairs

Test plc
 1 Test Street
 Testerton
 Testshire
 X1 1XX

VAT Number GB 888800181

Shared Services Connected Ltd
 Sortation Ref 601
 Phoenix House
 Newport

NP10 8FZ
 Direct Line: 0044 (0)1633 631800

Account Number 00000000
 Location CUC_a9a2d70b-896e-ee11-9ae7-6045bd90567a
 Statement Date 05-JUL-2024

DUMMY STATEMENT OF ACCOUNT

Statement of Account

Document Number	Transaction Date	Type	Due Date	Payment Reference	Amount (GBP)	Balance (GBP)	
CUCNV000	03-JUL-2024	Invoice	31-JUL-2024	INSTALLMENT 1	241.67		
CUCNV000	05-JUL-2024	Payment		DEFRA MAIN ACC: DEF-240705-01TEST: 241.67	-241.67	0.00	
CUCNV000	03-JUL-2024	Invoice	31-AUG-2024	INSTALLMENT 2	241.67	241.67	
CUCNV000	03-JUL-2024	Invoice	30-SEP-2024	INSTALLMENT 3	241.66	241.66	
Total (GBP)						483.33	
		Current	1-30 Days	31-60 Days	61-90 Days	Over 90 Days	Total
		483.33	0.00	0.00	0.00	0.00	483.33

Remittance Information

All Amounts are in GBPE. You can pay:

- Online at www.gov.uk/payments/defra/payments-for-defra. You must provide your invoice number.
- By phone using a debit/credit card (01633 631800). You must have your invoice number and customer name/number to make a payment.
- By BACS using the banking details below. Please quote your invoice number and customer name/number.
- Cheque payable to Defra. Please send cheques to SSCL, Sortation Ref 601, Phoenix House, Newport, NP10 8FZ, including your customer name/number and invoice number on the back of the cheque.

When paying by BACS or cheque, please email SSCL.receipts@gov.sscl.com, including your customer name/number and invoice number, to notify SSCL of payment.

Your invoice number and customer number are at the top of the invoice. They are required so we can link your payment to your invoice. In the event of non-payment of an invoice, Defra reserves the right to undertake further debt enforcement action, including referral to a debt collection agency and legal action, and to pass on the additional cost of this action to you in addition to the invoice amount. Non-receipt of an invoice is not a reason for non-payment. You must provide correct details to ensure you receive invoices.

If you want to discuss your invoice, please contact SSCL:

- Phone: 01633 631800. You must have your invoice number and customer name/number for security purposes.
- Email: SSCL.invoicing@gov.sscl.com. You must provide your invoice number and customer name/number in the email to enable the team to respond.

For non-CUC related invoices received by post, please send your email address, customer number and bill to location from your invoice to o2c.mail@gov.sscl.com. Future correspondence will then be emailed.

Electronic Banking Information:

- Bank Name: NATWEST
- Sort Code: 60-70-80
- Account Number: 10004777
- Payee Name: DEFRA
- Swift / BIC Code:



From 6 August SSCL are the first point of contact for all CUC invoice related payments and queries, between 9am to 5pm Monday – Friday, excluding public holidays on:

- Phone: **01633 631800**
- Email: **SSCL.invoicing@gov.sscl.com**

In any phone or email communication with SSCL **you must provide the customer name, and customer number and invoice number** to progress the reason for your contact with SSCL.



- **Businesses are encouraged to call SSCL at the earliest possible opportunity if they have any invoice queries or require support to pay.**
- A person or organisation which is not named on the invoice can pay or part pay the invoice - for example by third parties where several importers using a customs agent, including agents who are acting on behalf of businesses can make payment - if they have the relevant customer and organisation name, customer number, and invoice number which is printed on the invoice.
- SSCL can only discuss the CUC invoice with the person/organisation named on the invoice.



- Defra or SSCL should **not** be set up as a supplier to businesses on their accounting systems because the CUC is a statutory charge and both the Competent Authority (DEFRA) and SSCL are not suppliers of a service to your business.
- Businesses wishing to set Defra as a payee on their accounting system to pay the common user charge, should use the following details:

Defra c/o SSCL

Sortation Ref 601

Phoenix House

Newport

NP10 8FZ

VAT number: GB 888 8001 81



- **SSCL will be available to support agents/ intermediaries named on CUC invoices.**
- Agents can pay the total amount owed across all invoices in one transaction – but must have the relevant invoice numbers and the respective amounts owed on each invoice. This will then be credited against each respective invoice.
- Businesses using an agent can pay the Common User Charge as long as they have the relevant customer name and organisation name, customer number and invoice number and the agent makes them aware of the amount they owe - rather than payments only having to be made by the agent.
- Receipt of this payment, as an amount, will appear on the agents Monthly Statement of Account. It is the responsibility of the business to let the agent know when they have made a payment.
- Agents can contact SSCL for real time outstanding balance advice on invoices. This will enable agents to keep a track of the status of each invoice.



Bill payers will have up to 30 days from the date on the invoice to make payment via one of the following methods:

- **Online** at www.gov.uk/payments/defra/payments-for-defra. Bill payers must provide the invoice number and customer name/number to make a payment.
- **By phone** using a debit/credit card, call the SSCL help desk on 01633 631800 during business hours (Monday to Friday 09:00-17:00, excluding public holidays). Bill payers must have the invoice number and customer name/number to make a payment.
- **By Cheque** – these need to be payable to Defra. Please send cheques to SSCL, Sortation Ref 601, Phoenix House, Newport, NP10 8FZ. Bill payers must include the invoice number and customer name/number on the back of the cheque.
- **By BACS** - Electronic Banking Information: - Bank Name: NATWEST - Sort Code: 60-70-80 – Account Number: 10004777 - Payee Name: DEFRA - Swift / BIC Code: NWBKGB2. Bill payers must include the invoice number and customer name/number to make a payment.

When calling or emailing SSCL the customer name, customer number and invoice number printed on the invoice must be provided to progress any communication.



Please notify SSCL of CUC invoice payments made by BACS or Cheque

- Only if paying by BACS or cheque, customers should email SSCL.receipts@gov.sscl.com, including their customer name/number and invoice number, to notify SSCL once the transfer has been sent or the cheque has been posted. This is not mandatory but will help to reconcile the payment with the account in the event of any issues.
- This email address, SSCL.receipts@gov.sscl.com, will not respond to any CUC related queries nor will any messages be forwarded.
- Full details for each payment method are on each invoice and available on [GOV.UK](https://www.gov.uk).



- In line with Articles 79 and 81 of the retained Official Controls Regulation 2017/625 when a business imports a chargeable import, the business must pay the charge in accordance with the information on the invoice and associated terms and conditions which can be found here: [Paying the common user charge: terms and conditions - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/defra-common-user-charge-terms-and-conditions).
- Defra reserves the right to recover unpaid invoices from the named bill payer. We strongly encourage anyone struggling to pay the invoices to contact SSCL in good time to discuss their circumstances and seek support via SSCL.
- Non receipt of an electronic invoice will not be accepted as a reason for non-payment. We advise businesses check they have provided a functional email mailbox address in their IPAFFS notification to ensure the business continues to receive communication about their charges in the event of business staff absence or changes.
- Non-payment after the first 30 days of the invoice date will be classed as non-compliance and steps to recover unpaid charges will commence unless the business named on the CUC invoice has communicated with SSCL and come to an arrangement. Each business situation will be considered on a case-by-case basis.
- Defra reserves the right to recover unpaid invoices and to add the cost of any payment and recovery follow up activity to the invoice amount owed by the business.



You can find guidance on how to pay the CUC invoice on [GOV.UK](https://www.gov.uk)

Or scan the QR code below:





Pre-Submitted Questions & Answers



I have not received my first invoice OR my invoice has charges I do not recognise OR I have already paid but I have received an invoice I am not expecting - what should I do?

- Bill payers should contact SSCL at the earliest possible opportunity with any queries or questions about their invoice or if they are seeking support to pay their bill - noting SSCL will only discuss the invoice with the person named on the invoice. Callers will be asked to verify their identity.
- If a payment has been made via the Port Health Interactive Live Information System (PHILIS) then this is not related to the Common User Charge. Bill payers can contact SSCL to confirm their common user charges.
- Commercial ports may be charging businesses for their border control checks - this is separate to the HM Government's Sevington border control post (BCP) Common User Charge, even where commercial ports may be using the similar "BCP Common User Charge" name or rates for their charges. Bill payers should contact SSCL to confirm their Sevington BCP charges if they have any questions or need clarification.



How do I update my billing details?

- Businesses either have to update the billing details on an existing live notification (i.e., one which has not already entered the country) or update the details on their next notification (if they have no existing notifications). This will update the customer record for future notification.
- If you want an existing invoice to be sent to the updated billing details' then you must contact SSCL.



Is there a set point in the month when businesses can expect to receive their monthly invoices and statement of accounts going forward?

- Invoices will be sent at the beginning of each month. The Statement of Accounts will be sent on the end of each month.

How will the information between the Statement of Accounts and Invoices differ?

- Common User Charge invoices include details for Common Health Entry Documents (CHEDs) that were charged during the invoicing period. This information – i.e. CHED details will not be repeated in the Statement of Accounts. The Statement of Accounts will set out the invoice total and payment activities - i.e. payments received and outstanding balances on a month-by-month basis. The information across the two documents can be reconciled by referring to the relevant invoice number.



What support is available for businesses who have received a large invoice, or who say they cannot pay?

If I cannot pay my invoice within the 30-day timescales what action will Defra/SSCL take?

When a customer calls about their invoice how quickly will their query be resolved?

- Businesses are encouraged to call SSCL at the earliest possible opportunity if they have any invoice queries or require support to pay. SSCL will take steps to recover unpaid charges unless the business named on the CUC invoice has communicated with SSCL and come to an arrangement.
- SSCL will consider all issues and queries on a case-by-case basis and aim to resolve the issue ASAP. If the matter cannot be resolved by SSCL within a few days then it will be escalated to a team within Defra to prioritise and resolve it.



What information will be published about the Common User Charge by HM Government?

- Defra will review the impact of the charge on businesses during the first year with monthly and quarterly reviews. Rates will be reviewed and updated annually. Further information about this data will be made available in due course.



Thank you