

Case study: Her Majesty's Revenue and Customs



Her Majesty's Revenue and Customs (HMRC) is responsible for collecting taxes and duties, paying benefits and credits as well as import and export (Customs) controls of goods and services. As part of this responsibility they produce the Integrated Tariff of the United Kingdom, which sets out the duties and measures affecting the import, export and transit of goods to and from the UK. The Tariff consolidates UK specific data with the EU TARIC data.

TSO has been providing services for the production of the Tariff since before privatisation from HMSO in 1996. In 2006 TSO was successful in securing this contract to continue providing print and production services for the Tariff until 2010 and have recently extended this agreement to the end of 2010.

The challenge

The information provided in the Tariff is constantly changing and it is vital that users of the publication have access to the most up-to-date content at all times. This is further complicated by the fact that the publication is produced in multiple formats, meaning the updates need to be co-ordinated to ensure that users of all versions have consistent information.

The solution

All formats of the Tariff are published by TSO on a subscription basis, with a new consolidated edition produced each January. Users then receive monthly updates from February to November. This ensures that subscribers always have access to the most up-to-date information available.

TSO publishes the Tariff in a range of formats. Customers are able to purchase a single product or a combination of formats to suit their needs. The Tariff is available:

In print

The printed version of the Tariff is produced in three loose-leaf volumes. Subscribers are sent the updated pages which they can use to replace the corresponding pages. This ensures that the minimum number of new pages are printed each month. To further reduce the environmental impact of the printed Tariff, it is produced on 100% recycled material.

Online and CD-ROM

The electronic versions of the Tariff are also searchable and alert users to updates, with 'stop press' notices. Replication of the A-Z index and clear navigation icons make it quick and convenient to look up duty rates and classifications. Multi-user licences are available for customers that intend to make the electronic versions of the Tariff available on more than one workstation.

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Via the eTariff

The eTariff provides the content of the Tariff as a data feed, which is updated on a monthly, quarterly or annual basis. Data may be supplied in ASCII & EBCDIC versions.

TSO also provides HMRC with a range of support services including; marketing, order-taking and customer services, warehousing and fulfilment. A dedicated helpline for subscribers provides support for customers and enables TSO to gather information on the types of enquiries received. TSO provides HMRC with regular management reports, including monthly website statistics and reports on customer services and sales.

An annual HMRC Integrated Tariff User Survey offers subscribers the opportunity to feedback on how they use the Tariff and how satisfied they are with the product, enabling TSO to work with HMRC to identify any areas for improvement.

Service mix

TSO provides HMRC with the following services:

- Multi-format production
- Order-taking and customer services
- Warehousing and fulfilment
- Marketing
- Market analysis
- Editorial
- Print production
- Website management.

Next steps

TSO makes an ongoing commitment to HMRC to re-invest in the electronic versions of the Tariff. Current projects include work to enhance the search facility and 'stop press' section.

Results

- Perceptions of the services TSO provides to Tariff customers are very positive, with 94% of those who completed the 2008 user survey rating us as excellent, very good, or good.

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