**NCTS5 Query Submission Template – Please return to** [**SDSTeam@hmrc.gov.uk**](mailto:SDSTeam@hmrc.gov.uk)

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| **Before submitting a Trader Test query to SDST:** |
| Please make sure that you have explored existing documentation and guidance to ensure the query has not been previously addressed.  It is especially recommended that one reviews the following documents which are available in the [Developer Hub](https://developer.service.hmrc.gov.uk/guides/ctc-traders-phase5-service-guide/#related-documentation):   * [CTC Traders phase 5 service guide](https://developer.service.hmrc.gov.uk/guides/ctc-traders-phase5-service-guide/) * [CTC Traders API phase 5 testing guide](https://developer.service.hmrc.gov.uk/guides/ctc-traders-phase5-testing-guide/#ctc-traders-api-phase-5-testing-guide) * [CTC Traders API v2.0 reference](https://developer.service.hmrc.gov.uk/api-documentation/docs/api/service/common-transit-convention-traders/2.0/oas/page) * [CTC Traders API v2.0 changelog](https://github.com/hmrc/common-transit-convention-traders/wiki/CTC-Traders-API-v2.0-changelog) (GitHub) * [NCTS phase 5 technical interface specification](https://developer.service.hmrc.gov.uk/guides/ctc-traders-phase5-tis/) * [Running Test Scenarios – Manual Intervention](https://developer.service.hmrc.gov.uk/guides/ctc-traders-phase5-testing-guide/documentation/test-scenarios.html#running-test-scenarios) * [CTC Guarantee Balance phase 5 service guide](https://developer.service.hmrc.gov.uk/guides/ctc-guarantee-balance-phase5-service-guide/) * [CTC Guarantee Balance API v2.0 reference](https://developer.service.hmrc.gov.uk/api-documentation/docs/api/service/common-transit-convention-guarantee-balance/2.0) |

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| **Where a declaration has been submitted into Trader Test, please provide the following:** | |
| Please confirm the issue is related to **Trader Test**: | Choose environment |
| Specific Query:  *<< Please provide as much detail as possible >>* | |
| Additional Information\*: | |
| **Client ID:** |  |
| **Departure ID**: |  |
| **Message ID:** |  |
| **LRN**/Functional Reference ID: |  |
| Movement Reference Number (**MRN**): |  |
| Time/date of submission |  |
| API endpoints used: |  |
| Scenario/Test pack declaration and XML sample being tested: | |
| Does your query reference **documentation**? If so, please provide a name / page number: |  |
| Have you raised a similar query before? If so, please provide a **ticket reference**: |  |
| **Please attach payloads and relevant response notifications** | |

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| **How urgent is your query?** \*\* |
| Choose a priority. |

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| **Do you consent to HMRC sharing your query and our response at the NCTS5 technical clinic and with the wider software developer community?**  **Yes -** I am happy for this query and HMRC’s response, to be discussed at the NCTS5 technical clinic and with the wider software developer community  **No -** I do not want this query or its response to be discussed at the NCTS5 technical clinic and with other software developers  **Do not tick ‘yes’ if your question includes sensitive information that you would not want to share. You must inform the SDST mailbox immediately if you no longer consent to share this information.** |

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| \* **Additional Information**  The more evidence provided to supplement your query, the faster and more comprehensive the response HMRC will be able to provide. When determining what additional information to include, please consider the following:   * Where possible, please include screenshots of steps taken during testing * Please include exact error/rejection messages received |

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| **\*\* Determining Query Criticality**  **Critical** - Developer cannot progress with any aspect of their development and/or testing.  **High** – Developer is blocked on one aspect of their development/testing but is still progressing with NCTS phase 5.  **Medium** – Developer is still progressing with all aspects of their development/testing however requires this query to be resolved to ensure their timelines are not delayed.  **Low** – Developer is providing feedback/asking for clarification on documentation and/or trader test. Developer is still on track with their development and this query will not slow down their development. |