

While the borders continue to operate effectively and we are seeing little disruption at this point, it is important that we all continue to maintain our levels of preparedness.

As you may be aware, there have been some instances of issues with VAT and duty payments being levied on healthcare providers when goods are delivered. Unless, the provider (e.g. NHS trust) is the importer, this should not be the case.

Specifically, UPS has experienced some delays in its service in recent weeks, due to the application of duty payments when making deliveries to end users. The Department of Health and Social Care (DHSC) and NHS Supply Chain is working closely with UPS to work through these delays and mitigate any impact to the health and care system.

UPS has recently communicated to their customers on this matter. UPS are making the following steps and recommendations. Please note in particular point 3.

1. UPS has instructed its network not to require cash on delivery for duty payments when delivering to health and care providers. This includes deliveries to NHS trusts.
2. UPS has requested all shippers to use the correct [‘incoterm’](#). **The correct incoterm delineation** for goods to the health and care sector, where the recipient (e.g. an NHS trust) is not the importer, is **‘DDP’ (‘Delivered Duty Paid’)**.
3. All suppliers booking deliveries to the health and care sector using UPS, should use the reference **‘NHS2021’**. This will help to ensure that the goods are easily identified and prioritised by UPS staff.

UPS has assured us that they are working through the backlog as quickly as possible and the above steps will help them to do this and prioritise our sector. We will maintain an open dialogue with them while this issue is live.

Similar communications are being issued to logistics providers frequently operating in health and care, and to the NHS.

Please continue to report any supply issues through your usual channels.