



Assisted Completion Service quick guide

Published March 2024



Using the Assisted Completion Service for support with submitting a Supplementary Declaration

Assisted Completion Service

With the Assisted Completion Service¹, a **TSS agent will complete up to five Supplementary Declarations a month on your behalf** for goods movements from Great Britain (GB) to Northern Ireland (NI). This includes all data submission on the TSS Portal and help with resolution of any errors.

Active step

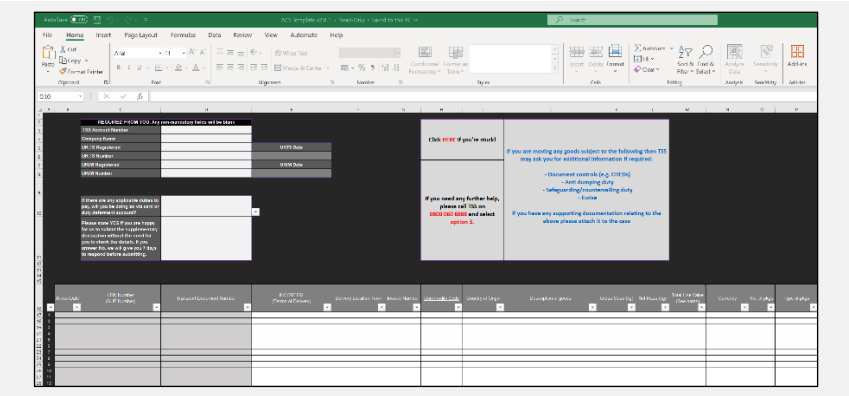
Action Active step No action required More details to follow

☐ Navigate to the Supplementary Declaration you would like support with and click the Assisted Completion button at top-right of Supplementary Declaration on the [TSS Portal](#)

☐ **TSS agent** creates a case for the requested Supplementary Declaration and requests the necessary data from you using an Excel template

☐ Complete the Excel template, with the TSS agent available for support. Most of the information required is available on the Commercial Invoice and the Packing Slip, which can be requested from the supplier

☐ **TSS agent** creates a case for the requested Supplementary Declaration and requests the necessary data from you using an Excel template

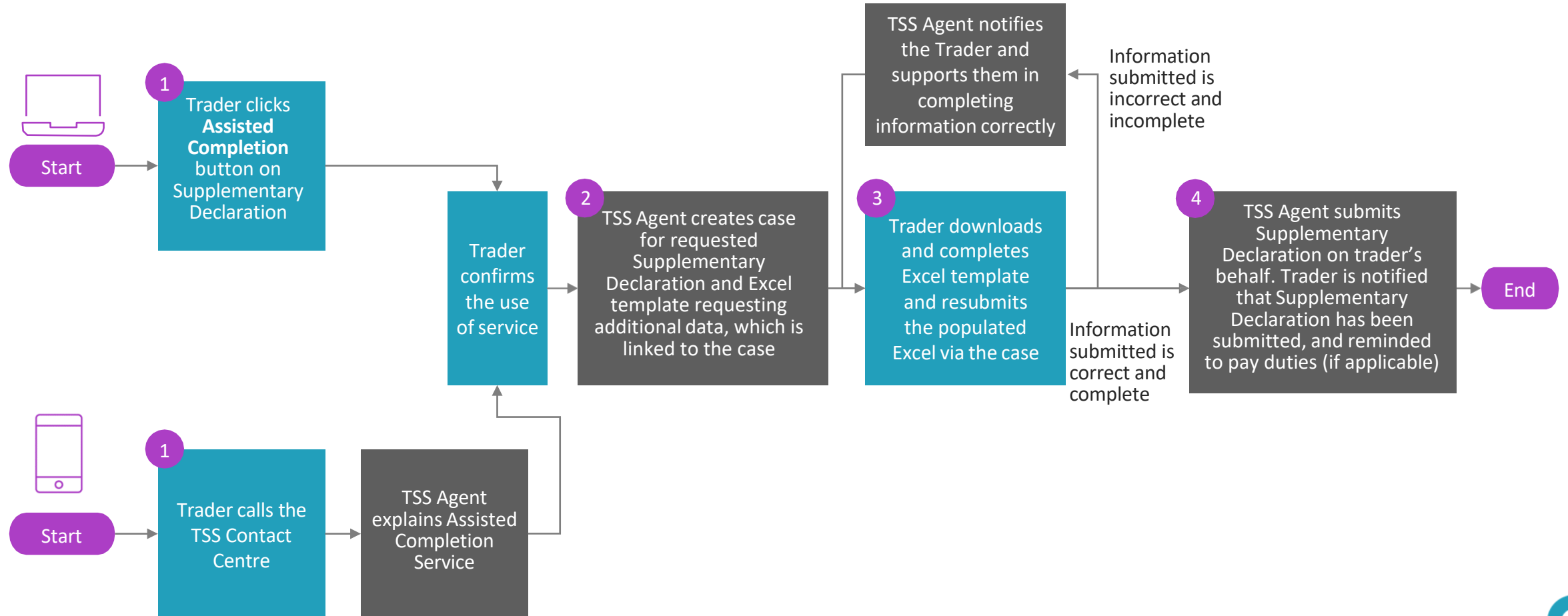


If you have questions about or would like to change your service entitlement state, please contact the TSS Contact Centre for support on 0800 060 8888, or see the [detailed guidance on NICTA](#).

1. Assisted Completion Service is only available for Supplementary Declarations with a tax point within the last 330 days and where a trader is not using an agent or intermediary

Assisted Completion Service: Trader Journey

■ Trader action ■ TSS action



Information required for the Assisted Completion agent to submit a Supplementary Declaration on your behalf

Information can usually be sourced from Commercial Invoice and Packing List. The next page provides additional guidance on finding this information.

Information type	Likely information source	Information required ¹	Additional guidance
Trader information	TSS platform and internal Trader accounts	Importer name, TSS account number, UKIMS number (if registered) and customs duty waiver eligibility	Information may be pulled from your company profile on TSS
Movement information	TSS platform and Commercial Invoice	14 Arrival date, LRN Number (SUP Number), Transport Document Number, SFD Reference	You can find the Arrival date, SFD Declaration Reference and Transport Document Number in the Previous Movement Information section. You can find your LRN at the top of your Supplementary Declaration.
Goods information	Commercial Invoice and the Packing List	5 Commodity Code	See https://www.gov.uk/guidance/ask-hmrc-for-advice-on-classifying-your-goods
		6 Origin	Country where the goods were wholly obtained and can be found on the Packing List
		7 Description of goods	A detailed description of the goods that were moved
		8 Gross Mass (kg)	May be on the product itself, the Packing List or Commercial Invoice
		9 Net Mass (kg)	May be on the product itself, the Packing List or Commercial Invoice
		10 Supplementary Units	Consult the trade tariff for these https://www.trade-tariff.service.gov.uk/xi/sections
		11 Item price/value	Can be found on Commercial Invoice
		12 Currency	Can be found on Commercial Invoice
		13 No. of pkgs	Can be found on the Packing List
		14 Type of pkgs	Can be found on the Packing List
		15 Invoice Number	This is located on the Suppliers Commercial Invoice
		16 Are goods to be released into free circulation?	This just means that the goods are customs cleared in Northern Ireland. It does not matter if they are intended to be sold on anywhere else
		17 INCOTERM	This is supposed to be on the Commercial Invoice. You could also contact the supplier or hauler to find this. More details shown here: Incoterms Explained
		18 Delivery Location Town	Location where responsibility for goods between buyer and seller changes, usually importer address
		19 Freight Charges	Only required for certain incoterms, it is the cost of transporting the goods

Example of where goods data can be located on a Commercial Invoice and Packing List

Commercial Invoice							
Date:		Invoice No.: 15					
Exporter		Consignee					
Address		Address					
City/State/Zip Code		City/State/Zip					
Country		Code					
Phone/Fax		Country					
Contact Person		Phone/Fax					
		Contact Person					
Tax ID No (EIN)	Total Gross Weight	Transportation	Tax ID No (EIN)	Terms of Sale:			
Other	Total # of Pieces	AWB/BL #	Currency				
Commodity Description	HS	Country of Manufacture	Qty	UOM	Unit Price	Total Amount	
These commodities, technologies or software were exposed from the United States in accordance with export administration regulations. Diversion contrary to United States law prohibited. We certify that this Commercial Invoice is true and correct					Subtotal		
					Freight Cost		
					Insurance Cost		
					Total Invoice Value		
I/we hereby certify that the information on this invoice is true and correct and that the contents of this shipments are as stated above.							
Name		Signature			Date		

15 Invoice number

17 INCOTERMS

12 Currency

11 Item price/value

19 Freight charge (GBP)

5 Commodity Code

6 Origin

Packing List				
Exporter		Invoice No. & Date		Exporter ref.
		Buyer's Order No. & Date		
		Other reference(s)		
Consignee		Buyer (if other than consignee)		
		Country of origin of goods		Country of final destination
Pre-Carriage by	Place of Receipt by pre-carrier	Handling Information if any		
Vessel/Flight No	Port of Loading	Net weight: 9 Net Mass (kg) Gross weight: 8 Gross Mass (kg)		
Port of Discharge	Final Destination			
Marks & Numbers	No. & Kind of Package	Description of Goods	Quantity	Remarks
Container No.				
Carton NO. Box No		L x B x H cms3 / 6000 =	Volumetric weight ____Kgs	
Box No		L (cms) x B (cms) x H (cms)	Actual weight ____Kgs	
1)			Total Net weight ____Kgs	
2)			Total Gross weight ____Kgs	
3)				
4)			Signature / Date / Co. Stamp	
5)				
6)				

9 Net Mass (kg)

8 Gross Mass (kg)

7 Description of goods

13 No. of packages

14 Type of package