TSS User Guides

Registration: Step-by-step guide using TSS

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Trader
Support
Service

HM Revenue & Customs

Contents

If there are any words or acronyms in this document that are unfamiliar, please visit the Jargon Buster or use the search tool on the Northern Ireland Customs & Trade Academy (NICTA) website to find a definition.[1]

For additional support with the declaration requirements for your journey, please see the Trader Journey Assistant. This tool will ask you a series of questions to point you towards the required declarations and the relevant guidance for your goods movement.

1   Introduction

Customs requirements have been introduced under the Northern Ireland Protocol (NIP) for goods that move between Great Britain (GB) and Northern Ireland (NI).

All traders are required to complete declarations to move goods into NI; customs duty and other charges may need to be paid on those deemed 'at risk' of being moved into Ireland and the European Union (EU). This means that traders are now required to submit information about their goods and movements in advance, and check if they require additional authorisations and documents (see GOV.UK).

The Trader Support Service (TSS) was established to help support traders with these new requirements. It is a simple and free-to-use online service to help traders meet their customs requirements and move goods into NI.

To do this, you will need to have registered for an account on the TSS Portal. Knowing how to register will help your business continue to trade seamlessly, and this will be the focus of this guide.

There are two profile account types supported on TSS:

- **'Trader' profiles** for businesses importing or moving goods into NI

- **'Agent' profiles** for professional customs agents who hold a commercial agreement to act in the name of, and on behalf of, another business/trader (referred to as their direct representative). You can find more information about this on GOV.UK

This guide will explain the registration processes for both profile types, which are very similar.

> There are a few additional requirements to register for a customs agent profile, and these differences are highlighted throughout this guide in grey shaded boxes such as this one.

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[1] **Terms used in this guide refer to the terminology used on the TSS Portal. Please note that these may not match the most recent terms used on GOV.UK, in HMRC's Customs Declaration Service or the Northern Ireland Online Tariff on GOV.UK.**

Regardless of whether you are a trader or customs agent, you will need to complete all sections of this guide to successfully register for a TSS account.

2   How do I register?

Navigate to the [TSS Portal](#).

1. Click on the **Register** button, which you will find in the top right-hand corner of your screen. You will be redirected to a new page displaying a **Registration Options** section, as shown in the screenshot below:
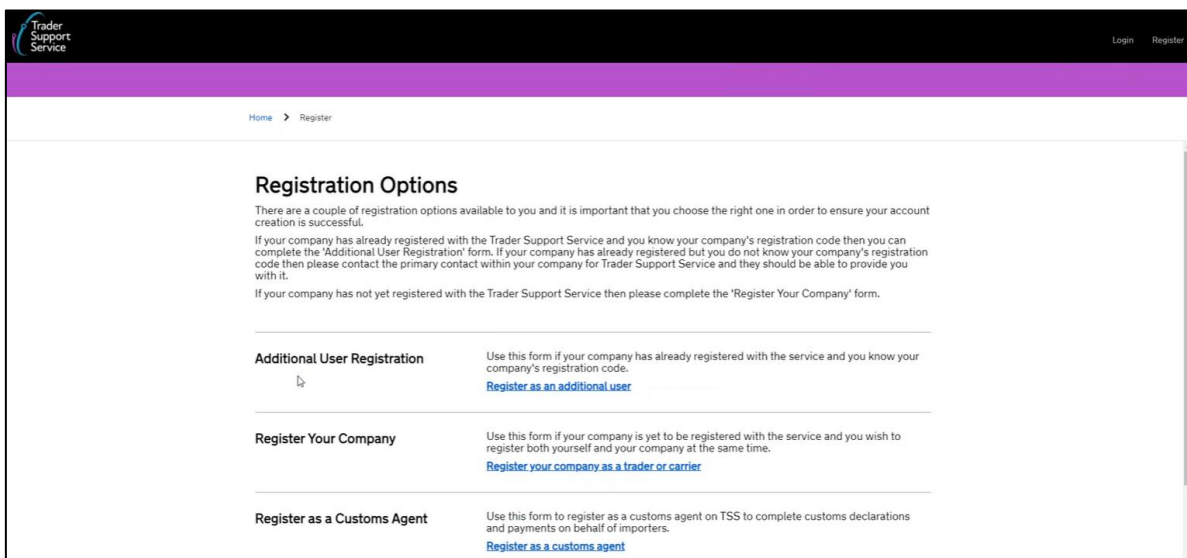
2. Here you will see the following three options, and you should select the one that applies to you:

- **Additional User Registration** – select this option if your company has already completed the business registration process on TSS and you would like to add yourself as an additional colleague to your company's TSS profile. Please note, your company will have received a notification email containing a unique reference number for your business. You will need this number to register

- **Register Your Company** as a trader or carrier – select this option if you are a business importing or moving goods into NI

- **Register as a Customs Agent** – select this option if you are a professional customs agent who holds a commercial agreement to act in the name of, and on behalf of, another business/trader

TSS also offers free training and guidance via the [Northern Ireland Customs & Trade Academy (NICTA)](#) website.

3   Add your contact details

Once the registration form is open, add your details into the **Trader Details** section, completing the mandatory fields marked with a red asterisk as a minimum: **First Name**, **Last Name**, business **Email** address, **Contact Number**.

Register your company as a trader, agent or carrier

Please do not use this form if your company has already registered with the Trader Support Service. Instead use the Register as an additional user form.

Trader and Company Registration

Trader Details

* First Name   First Name
* Last Name   Last Name
* Email   Email
* Contact Number   Contact Number
Job Title   Job Title

If you have the information available for the non-mandatory fields such as **Job Title**, it is advised that you add this too.

4   Add your company information

Navigate down the page to the **Company Details** section and input the requested data; the mandatory data fields are denoted with red asterisks. If you require help completing the form, please see the Field Information Guide on the TSS Portal, which will open in a new browser window.

Some of the information requested in the **Company Details** section of the form is required to generate declarations. This can be amended later within your **Company Profile** page.

* Company Name   Company Name
EORI Number   EORI Number
XI EORI Number   XI EORI Number

1. Add the **Company Name** for your business, using the same details that you use in correspondence with HMRC

2. The **EORI Number** (or **XI EORI Number**) is a unique customs ID for businesses who undertake goods movements

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> If you are registering for a customs agent account, adding your Economic Operators Registration and Identification (EORI) number – a GB prefixed EORI – and Northern Ireland (XI) EORI Numbers at this stage is mandatory.

If you are a trader and do not yet have a GB EORI or XI EORI number, you may leave this field blank. However, a valid EORI number must be entered subsequently before you are able to submit declarations through TSS, as the service will use this to identify your business in declarations made to HMRC. It will also be required when selecting certain methods of payment to pay customs debt.

Following the UK's departure from the EU, you need an EORI to move goods between GB (England, Scotland and Wales) and the EU. You may also need one if you move goods to or from NI.

If you have not yet applied for an EORI number, you can apply on GOV.UK. It only takes five to ten minutes to apply (provided you have the required information to hand), and your EORI number should arrive within five working days, depending on HMRC checks.

3. Add the address details for your business including the **Street**, **City** and **Post Code** fields

4. Select the **Country Code** for your business from the drop-down menu (e.g., 'United Kingdom (GB)')

5. Add your **Company Email** address and **Company Phone** number

6. Select your **Type** of business from the drop-down menu

> If you have chosen to register as a customs agent, this **Type** field will already be set to 'Customs Agent' and will be read-only.

In your company profile:

7. Select 'Yes' to the field **Do you hold a Customs Freight Simplified Procedures (CFSP) - SDE authorisation for Northern Ireland?** if your business has been authorised by HMRC to use CFSP authorisation to make a simplified declaration when your goods arrive at a UK port or airport, and enter your **CFSP SDE Authorisation Number** in the next field

If you selected 'Yes' TSS will submit any simplified declarations using your CFSP SDE authorisation. If you do not have a CFSP SDE authorisation number, select 'No' and TSS will process your declarations using its own CFSP authorisation.

More information on CFSP authorisations can be found on GOV.UK.

Note: You may see CFSP authorisation referred to in GOV.UK materials as the authorisation to use simplified declaration procedures (see GOV.UK for more details). As the term CFSP authorisation is used through the TSS system, this guide uses CFSP authorisation to make navigating the TSS Portal as easy as possible.

8. If your business holds a CFSP EIR authorisation from HMRC to make a simplified declaration by entering the goods into your own records (known as Entry Into Declarant's Records or EIDR) when they arrive at a UK port or airport, select 'Yes' for the drop-down field **Do you hold a Customs Freight Simplified Procedures (CFSP) - EIR authorisation for Northern Ireland?**

Enter your **CFSP EIR Authorisation Number** in the next field. This field will not appear if 'No' was selected for the first question.

Note: You will be able to associate further authorisations with your account, including your UK Internal Market Scheme (UKIMS) authorisation, after you have successfully registered.

9. The field will only accept the **CFSP EIR Authorisation Number** when entered in the following format:

- A 2-digit code identifying the member state of authorisation, i.e. 'GB'

- A 3-digit code indicating that an EIDR authorisation is held, i.e. 'EIR'

- An authorisation number, which is either:

    – A 12-digit number suffixed with an 'I'

    – A 27-digit number

10. If your business has a Duty Deferment Account (DDA) suitable for use on goods movement into NI, supported by a Customs Comprehensive Guarantee (CCG), and which has been linked to HMRC's Customs Declaration Service (CDS) system, select 'Yes' in the field **Do you have a valid Duty Deferment Account (DDA)?**

    A DDA enables an authorised trader to defer customs duties, excise duties, any import VAT or other charges associated with the movement of goods, by requiring a payment by direct debit for all consignments within an accounting period, instead of requiring payments for individual consignments up front. Deferment is only available in certain circumstances and for certain types of declarations, as explained in the Payments: Step-by-Step guide using TSS on NICTA. Deferred duty, import VAT and excise charges will be charged against your DDA.

> As a customs agent you will be able to use your DDA to pay customs debt for your own business. In addition, you will be able to pay customs debt on behalf of traders you represent for Full Frontier Declarations (FFD) only.

If your business does not have a DDA that can be used for movements into NI, answer 'No' to this question. The TSS Duty Deferment Account will then be used instead and you will need to pay duty and VAT to TSS, as explained in the Payments: Step-by-Step guide using TSS on NICTA.

Refer to GOV.UK for information if you want to apply for your own DDA.

11. If you select 'Yes' to the question **Do you have a valid Duty Deferment Account?** you will need to complete these additional fields:

- **Deferment Account Number (DAN)**: the format is 'NNNNNNN' (7 digits)

- **Guarantee Reference Number (CGU)**: the format is 'GBCGUNNNNNNNNNNNNNYYYYMMDDHHMMSS'

- **Deferment of payment authorisation (DPO Number)**: the format is 'GBDPONNNNNNN' (the last 7 digits comprise the DAN, above)

- **I have provided authorisation to TSS on my CDS account to use my DDA details on my behalf** ('Yes'/'No'): if you do wish to use your own DDA for payment of customs debt, you must select 'Yes' after you have provided standing authority to TSS to use your DDA as your representative through your CDS dashboard (see GOV.UK) using the TSS EORI number. Failing to complete this latter step will mean this authorisation is incomplete and the declarations will return with errors from CDS. If you require further assistance please refer to the guidance on GOV.UK

*Do you have a valid Duty Deferment Account (DDA)?	Yes
*Deferment Account Number	Deferment Approval Number
*Guarantee Reference Number	Guarantee Reference Number
*DPO Number (Deferment of payment authorisation)	DPO Number
I have provided authorisation to TSS on my CDS account to use my DDA details on my behalf	-- Select --
	Guidance on providing Duty Deferment Account authorisation.

12. **Do you need to use a Parent Organisation Authorisation on your declarations?**

Parent Organisation Authorisations are only required in the exceptional circumstances where you wish to use a Duty Deferment Account or Special Procedure authorisation that is associated with a Parent Company EORI, rather than the Importer EORI. The

following new **mandatory** drop-down field has been introduced on the Trader Registration page

If you select '**Yes**' the **Parent Organisation EORI Field** will be displayed, and you should enter the EORI number of the parent organisation.

Note: If you wish to use a Duty Deferment Account associated with a parent company, the parent company details should be completed in the **Deferment Account Number** field and the **DPO Number (Deferment of payment authorisation)** field.

13. **Do you want the company name to be private?**

Select 'Yes' if you want to keep your company's name private, but please note that it may increase the risk of declaration errors when validating trader EORI numbers.

> ***** Do you want the company name to be private?
>
> -- Select -- ⌄

14. **Company Size** is not a mandatory field. However, you may wish to indicate whether you are a small, medium or large company using the drop-down menu. **Justification for Chosen Size** is not a mandatory field but can be completed if you wish

> Company Size
>
> -- None -- ⌄
>
> -- None --
> Small
> Medium
> Large
>
> Justification for Chosen Size

15. You must have provided your **VAT Registration Number** if you select 'Postponed VAT Accounting (PVA)' in your declarations to postpone your import VAT and choose to pay through your periodic VAT return by using 'Postponed VAT Accounting (PVA)'. Otherwise, the **VAT Registration Number** field is not mandatory

> VAT Registration Number
>
> VAT Registration Number

16. **Commodity Codes** classify goods for import and export so that traders can fill in declarations and other paperwork, check if there is duty or VAT to pay on goods and find out about duty reliefs. Before you start using TSS for your customs declarations, you will need to know the **Commodity Codes** that apply to the goods you intend to move

> Commodity Codes (please add comma separated list)
>
> Commodity Codes (please add comma separated list)

To successfully prepare, you should begin to consider what commodity codes will apply and declare them in your profile. TSS will then use these to help you understand the declaration process you are required to follow.

More information on how to find out your commodity codes can be found on GOV.UK and in the guide An overview of tariff classification on NICTA.

Where required, TSS can also provide direct guidance on how to determine which codes could apply.

17. If your company commonly used specific **Customs Procedure Codes (CPC)** previously on CHIEF, please insert a comma-separated list of those codes in this field:

CPCs in CHIEF identify the customs and/or excise regimes that goods are being entered into and removed from. On CDS, these are referred to as **Procedure Codes** and **Additional Procedure Codes**. Before you start using TSS for your customs declarations, you will need to know the **Procedure Codes** and **Additional Procedure Codes** that apply to the goods you intend to move. More information can be found on GOV.UK.

To successfully prepare, you should begin to consider what **Procedure Codes** and **Additional Procedure Codes** will apply and declare them in your Company Profile. TSS will then use these to help you understand the declaration process you are required to follow.

Where required, TSS can also provide direct guidance on how to determine which codes could apply.

18. Respond with 'Yes' or 'No' to **Do you move goods into NI that are subject to commercial processing?**

If you select 'Yes', you will be asked **Are you eligible for any of these exemptions related to commercial processing?**

If you meet the exemptions below, you will be able to declare your goods as 'not at risk':

- Turnover exemption: your turnover is less than £2 million

- Approved processing sector: if your business operates within the approved list of sectors

For more details on exemptions, please visit GOV.UK.

19. Enter your company's **Experience of importing and exporting**

Experience of importing and exporting	-- Select -- ⌄
	-- Select --
	None
	Import
	Export
	Both Import & Export

20. Enter **How many shipments do you make monthly** using the options in the drop-down

How many shipments do you make monthly	-- Select -- ⌄
	-- Select --
	1 to 10
	11 to 25
	26 to 50
	51 to 100
	More than 100

21. Respond with either 'Yes' or 'No' to the fields relating to your business' trading relationships between countries and regions, as appropriate

Do you move goods between GB & NI	Yes ⌄	Do you move goods between Republic of Ireland & NI	-- Select -- ⌄
Do you move goods between Rest of EU & NI	-- Select -- ⌄	Do you move goods between Rest of World & NI	-- Select -- ⌄

22. If your company moves goods under duty suspension, select 'Yes' to the question **Do goods move under duty suspension (for example under Transit or Warehousing)**

Do goods move under duty suspension (for example under Transit or Warehousing)	-- Select -- ⌄
	-- Select --
	Yes
	No

Duty suspension is defined as a temporary exclusion from paying excise duties allowed by a taxing authority, under certain conditions, when goods arrive from a foreign shipping point. Further information regarding duty suspensions can be found on GOV.UK.

23. Respond to **How often you use the services of a fast parcel operator weekly** using the selection provided

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24. When 'Trader' is selected as the **Type** of business, then an additional field is presented: **Traders - do you use a broker or intermediary**. Select the appropriate answer from the drop-down

25. Confirm the **Number of product lines** for your business

26. Select one of the options for **What industry or sector do you operate in**

27. To the question **Will your business be required to make full declarations through TSS**, select 'Yes' if you are a trader intending to:

- Make Rest of World excluding the European Union (RoW excluding EU) to NI movements

- Make air or maritime (sea) inventory-linked movements

- Use customs procedures that are not supported on the simplified declarations process

Will your business be required to make full declarations through TSS	-- Select -- ⌄

A Full Frontier Declaration means all customs declaration information must be provided in advance of goods arriving at a UK port or airport, moving into a different customs territory.

This is in contrast with the TSS simplified journey. The TSS simplified journey allows businesses to move goods from GB into NI by making a simplified declaration before the goods move and then providing the full information about the goods after they have moved. This is the most common journey on TSS.

The TSS simplified journey requires:

- A safety and security declaration, known as the Entry Summary Declaration, which must be done prior to the goods entering NI (usually completed by the carrier)

  AND

- The customs declarations, which is divided into multiple steps:

  - A Simplified Frontier Declaration, usually auto-generated by TSS from the information provided in the Entry Summary Declaration, made before the goods movement using a simplified data set

  - A Supplementary Declaration, requiring a full data set which is always completed after the goods move and is used to close the customs journey and pay any required duties and other charges; this step is covered in this guide

  Submission of the Supplementary Declaration in TSS is required by the tenth calendar day of the month following the goods movement. You do not have to make use of this additional time and can continue to submit your Supplementary Declaration by the fourth working day of the following month if preferred.

  Submission of the Supplementary Declaration is the responsibility of the importer of record, as indicated by the Importer EORI on the TSS Simplified Frontier Declaration.

- A Final Supplementary Declaration, detailing the number of Supplementary Declarations finalised for a reporting period (i.e., arrivals with tax point date in the previous calendar month) compared to the Supplementary Declarations due, which TSS will automatically submit on your behalf

Detailed information on Full Frontier Declarations and Supplementary Declarations can be found in the Full Frontier Declaration: Step-by-step guide and the Supplementary Declarations: Step-by-step guide on NICTA

28. Once all details have been added to the form, you will need to agree to the TSS <u>Privacy Policy</u> and <u>Terms and Conditions</u>, and validate that you are not a robot before clicking the **Submit** button


5   Actions following registration

Once the initial registration steps have been completed, you will receive two notifications containing your unique TSS registration number, which can then be used by other colleagues to request access to the TSS registration for your company. The other notification will contain details to complete the registration and log in.

Note: All other colleagues added after the initial company registration is complete will require verification. Below is an example email notification.
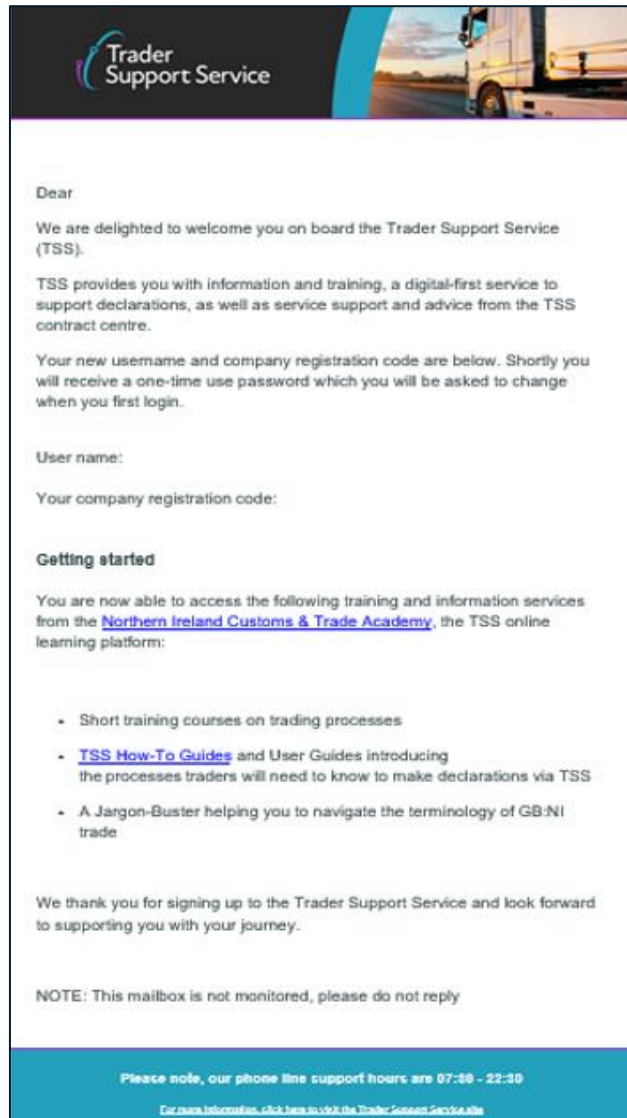
Once you have logged in using information from the notifications you receive, you will be able to add and update the information for your company registration and complete missing data, prior to progressing declarations for your business. You will also be able to verify colleagues who have requested a trader registration, as well as add additional addresses for your business. You can manage your email preferences and choose which contacts receive account level emails after account set-up. Further details can be found in the How to use the TSS Portal guide on NICTA.

Validation of XI EORI Numbers

After you have registered, if you have added an XI EORI number there will be a field in your **Company Profile** called **XI EORI Valid?** This will be populated with either 'Yes' or 'No', which indicates whether HMRC has successfully validated your XI EORI number.

You should check this field to ensure the XI EORI number you have entered has been validated. If the **XI EORI Valid?** field is populated with '**No**' your XI EORI will need to be validated by HMRC. Please refer to the 'Create a New Consignment' section in the ENS Step-by-step guide: Standard Process and Consignment First Process for more information on this process.

6   I need to know more

There are additional guides available on NICTA to support you with trade into and out of Northern Ireland:

- How to use the TSS Portal

- Trader Journey Assistant

- ENS Step-by-step guide: Standard Process and Consignment First Process

- Supplementary Declarations: Step-by-step guide

- Full Frontier Declaration: Step-by-step guide

- Data guide: TSS declaration data requirements

- A Handbook for Customs Agents and Intermediaries

- Payments: Step-by-step guide using TSS

You can also consult the TSS Contact Centre for support on 0800 060 8888.

7   Changes to guidance and policy

Last updated February 2024.

February 2024: Updated to remove references to UKTS.

September 2023: Section 4 updated to reflect XI EORI changes and remove reference to Subsidy Recording.

July 2023: Section 4 updated to reflect UK Internal Market Scheme (UKIMS) and Parent EORI functionality change.

June 2023: Updated to reflect Importer Parent EORI changes.

March 2023: Updated to reflect UCC changes.

August 2022: Updates for introduction of email management and changes to how UKTS authorisation is added to TSS Company Profile.

July 2022: Addition of section on changes to guidance and policy.

June 2022: Updates for auto-generation of Final Supplementary Declaration as the last step on TSS simplified journey.

April 2022: General improvements to guide.

February 2022: Updates for special procedures on the TSS simplified journey.

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