

# Weekly bulletin

48th Edition

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HM Revenue  
& Customs



# Trader Support Service (TSS)

## Weekly bulletin: 3 key updates to support you

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### TSS in numbers

#### 42,026

The number of businesses now registered on TSS, with over 17,037 signing up since 1 January.

#### 367,863

The total number of reported goods movements created by TSS since 1 January, involving over 1,272,939 consignments.

#### 70,165

The total number of inbound calls to TSS since 1 January, with over 188,011 outbound calls to support traders.

### New TSS features this October to improve service to traders

TSS is being upgraded with new and enhanced features to improve its service and provide more options for traders moving goods between GB and NI.



Among the new features are:

- **You can clear freight movements through inventory linked ports** – you'll be able to clear maritime (sea) freight movements that have arrived at inventory linked locations within Northern Ireland using TSS.

TSS will allow you to claim your inventory linked cargo at Belfast and Warrenpoint through our TSS portal, while our contact centre agents will provide assistance for inventory records at Foyle Port.

Please refer to the [ILP guide](#) for further details

- **Use TSS as a customs agent or intermediary** – if you are a customs agent or intermediary who provides services to traders, you will be able to use TSS more easily to submit declarations and facilitate payments on your customer's behalf.

You'll be able to register for a new profile type that designates you as a customs agent or intermediary. If you already have an existing profile on TSS you can convert it into the new customs agent profile.

Traders will then be able to authorise you to represent them on the service to create, edit and submit declarations and facilitate their payments.

Please refer to the [Agents & Intermediaries Handbook](#) for further details

- **Changes to TSS API** – the TSS API functionality currently matches what's on the TSS Portal, so it can be used for entry summary and security (ENS) declarations, supplementary declarations, and full frontier declarations (FFD).

The TSS API will now also enable agents and intermediaries to represent multiple traders through the service.



If you think the API might be able to support your business, please refer to the [API guide](#) for further details and raise a case on the TSS portal to speak to a member of the API team.

### Planned Customs Declaration Service (CDS) downtime

HMRC is making changes to the Customs Declaration Service (CDS) this weekend. As a result, from **9:30pm on 16 October until 3:30am on 17 October** you will not be able to make a payment or submit a declaration.

If you plan to move goods during or immediately after this period, then you are advised to complete the declaration process well in advance of the 9:30pm deadline to ensure the movement of your goods runs smoothly.

This will not impact any declarations already completed through TSS or CDS.

### Prepare now: moving goods for seasonal events

Over the coming months, seasonal festivals and events may change demand for certain goods. If you are considering changing the way you move goods between Great Britain and Northern Ireland, TSS is here to support you.

TSS can offer guidance if you plan to move more goods than normal, move goods in different combinations, or even move different types of goods. We have published [tailored guidance](#) on Northern Ireland Customs and Trade Academy (NICTA), including advice for new users.

In late October and early November, Halloween and Diwali take place in the space of a few days. If you are planning to move fireworks, you will need to consult the controlled goods guidance on the page above and for gift packs containing different classifications of product there may also be specific rules to adhere to – for example, if you are moving toys and food together.



Further ahead, you may be planning to move goods in greater quantities for the festive season. Remember that certain foodstuffs, such as packed meats and goods of plant origin, may be subject to certain additional rules. Again, please consult the published [guidance](#).

Please also be sure to book the transport for your goods well in advance for the upcoming peak season. As always, if you have any questions or concerns, please contact the TSS Contact Centre (details at the end), and our trained customs experts will be able to assist.

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### TSS Contact Centre hours of operation:

07:30 – 22:30, 7 days a week

Tel: 0800 060 8888