

TSS User Guides

A Handbook for Customs Agents and Intermediaries



Published: February 2022



HM Revenue
& Customs



Contents

- 1 Introduction..... 2**
- 2 Scope of the new functionality 4**
- 3 Registering as a customs agent on TSS..... 5**
- 4 Gaining authorisation to represent a trader..... 12**
- 5 How to view a list of the traders you represent 15**
- 6 How you can remove your authorisation to represent a trader 18**
- 7 Completing declarations and making payments on a trader’s behalf..... 19**
- 8 Handling cases 30**
- 9 Authorising a customs agent to represent you..... 31**
- 10 Viewing the customs agent authorised to represent you 35**
- 11 Removing authorisation for a customs agent to represent you 36**
- 12 I need to know more 38**



If there are any words or acronyms in this document that you don't know, visit the [Jargon Buster](#) or use the search tool on the [Northern Ireland Customs & Trade Academy \(NICTA\) website](#) to find a definition.

1 Introduction

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

All traders are required to complete declarations to move goods into NI, and customs duty, import VAT, and/or excise may need to be paid on those deemed 'at risk' of being moved onto Ireland and the European Union (EU). This means that traders are now required to submit information about their goods and movements in advance, check if they require additional authorisations and documents, and check if customs duties are payable (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.

The service supports several customs journeys. Most traders moving goods from GB to NI will use the simplified declarations journey, whilst traders moving goods by air and by maritime (sea) to NI from countries other than GB and the EU must submit a Full Frontier Declaration (FFD) - we refer to these countries as Rest of World (RoW). Further details about the simplified approach can be found in the [Supplementary Declarations: Step-by-step guide](#), while more information about RoW trade can be found in the [Full Frontier Declaration: Step-by-step guide](#). There are also other journeys available through TSS, and details of these can be found on the 'Guides' section of the [NICTA](#) website.

Some traders may decide to engage customs agents/intermediaries to submit declarations and/or facilitate customs duty payments on their behalf. Many RoW to NI traders already use customs agents, and traders who move goods from GB to NI may also wish to consider the use of a customs agent due to these new requirements.

TSS recognises this and has introduced specific functionality to support customs agents and better facilitate their role. A new profile type has been introduced on TSS that allows



customs agents to submit declarations and facilitate payments on behalf of traders more easily and conveniently.

This means that there are now two profile types available on the service:

- **‘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](https://www.gov.uk))

The use of the customs agent functionality on TSS requires interaction between both profile types, as described in detail throughout this handbook.

This document therefore has two intended audiences:

- Customs agents
- Traders that currently use (or are considering using), a customs agent

For clarity, these two audiences are addressed separately in this handbook:

Guidance for Customs Agents is provided further in this document, which detail and explain relevant new TSS features and functionality, including:

- [How to register as a customs agent on TSS or convert an existing trader account into an agent account](#)
- [How to gain authorisation to represent a trader on TSS](#)
- [How to view a list of the traders you are authorised to represent](#)
- [How to remove your authorisation to represent a trader on TSS](#)
- [How to raise and handle cases on behalf of a trader](#)
- [How to submit declarations and facilitate payments on behalf of a trader](#)

Guidance for Traders is provided further in this document, which explains:

- [How to authorise a customs agent to represent you on TSS](#)



- [How to view the customs agent you have authorised to represent you](#). Please note, traders are only able to nominate a single customs agent
- [How to de-authorise an agent from representing you and acting on your behalf](#)

Each section of this guide begins with a description of the TSS user profile type that the information is applicable to.

If you have any questions regarding TSS' customs agent functionality or require further help, please contact the [TSS Contact Centre](#) on 0800 060 8888.

2 Scope of the new functionality

This section is relevant to both customs agents and traders

It provides an overview of the scope of TSS' functionality for customs agents, who are now able to:

- View a [limited subset](#) of their trader's company information, which is accessed via a new pathway on the TSS portal
- View and edit their trader's declarations in both the portal and Application Programming Interface (API)
- View and edit their trader's payments
- Facilitate payments on behalf of a trader they represent
 - Within TSS the following methods of payment are available:
 - a. Trader's own Duty Deferment Account (DDA) – available for Supplementary Declarations (SDI) and all FFDs
 - b. Card payment through TSS (TSS DDA) – available for pre-lodged FFDs (Roll on Roll off (RoRo) only) and SDI only
 - c. Immediate payment from Trader's CDS (Customs Declaration Service) cash account – available for all FFDs only
 - d. Immediate payment by electronic credit transfer by the Trader through Trader's bank account where necessary – available for all FFDs only



- e. Customs agent's own Duty Deferment Account (DDA) – available for all FFDs only when representing a trader. Available for SDIs when clearing agent's own goods movements
 - f. Immediate payment from Customs Agent's own CDS (Customs Declaration Service) cash accounts – available for all FFDs only
 - g. Immediate payment by the customs agent making the electronic credit transfer from their own bank account – available for all FFDs only
- Edit and submit simplified declarations for a trader in the portal. Create, edit, and submit simplified declarations for a trader in API
 - All data fields appear the same to the customs agent as they would to the trader
 - Create, edit and submit FFDs for a trader in both the portal and API
 - All data fields appear the same to the customs agent as would do to a trader
 - Handle errors on any declaration type for their traders in both the portal and API
 - Raise cases that are linked to any declaration of a trader they represent

Guidance for customs agents

3 Registering as a customs agent on TSS

3.1 If you are new to TSS and do not already have an account

This section is relevant to customs agents

If you are a customs agent and do not currently have a TSS account, you will need to register for one. The registration process is simple and you should refer to the detail in the [Registration: step-by-step guide using TSS](#) on NICTA. Note however that you must have a GB Economic Operators Registration and Identification (EORI) to populate the EORI field in the TSS company profile to operate a customs agent account in TSS. You will be required to complete multi-factor authentication (MFA) each time you log into your customs agent



account. Please refer to the [Setting up and using multi-factor authentication](#) section of this guide for further details.

3.2 If you already have a trader account

This section is relevant to customs agents

If you are a customs agent and already have a trader account set up with TSS, you will need to convert your account into an agent account. **Only the primary contact on an account can convert it from a trader account to an agent account.** If you are not the account's primary contact, you will need to be nominated as such before you can enable the customs agent functionality on TSS.

The section below stipulates how to do this. If you are already your account's primary contact, please go straight to the [Converting a trader account into an agent account](#) section.

Changing the account's primary contact

To change the primary contact on an account, the current primary contact will need to complete the following steps or telephone a [TSS Contact Centre](#) agent who will be able to assist:

1. Log into the primary contact's account on TSS and click on the **Company Profile** button on the right-hand side of the ribbon at the top of the screen



2. Scroll down the page to the section titled 'Existing Users' on the left-hand side



Existing Users

☰ Keyword Search 🔍

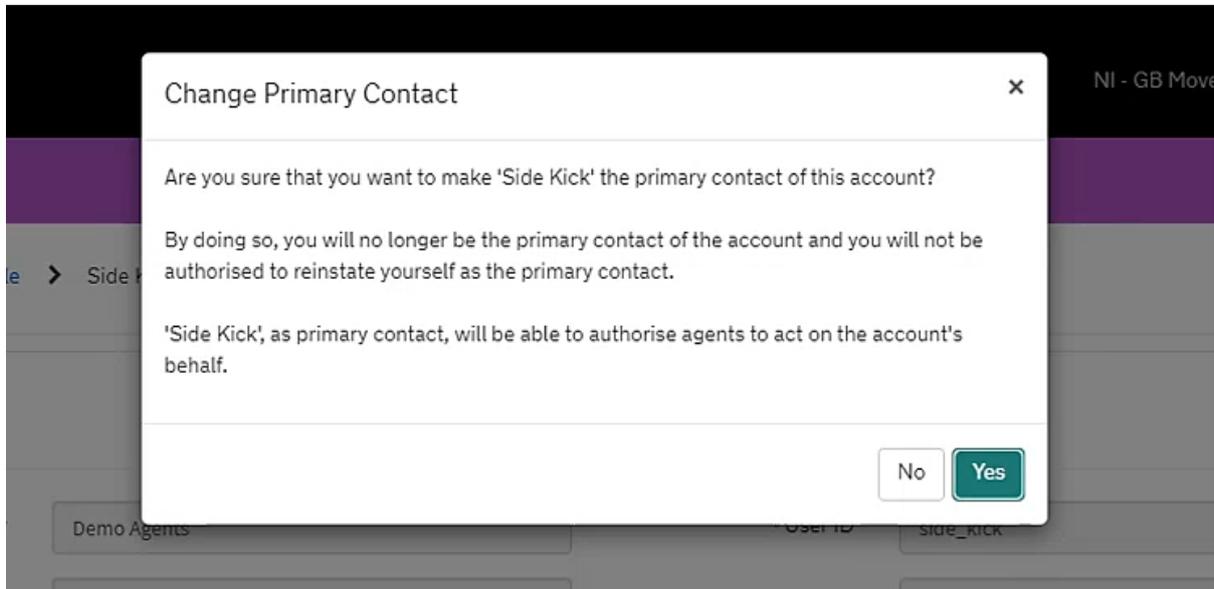
Name ^	Email	Deactivated User
Accessibility Trader 2	t66cul@gmail.com	false
Accessibility10 Trader 2	t66cul@gmail.com	false

3. Click on the user that will become the account’s new primary contact. This will open this user’s profile
4. Click on the green **Make Primary Contact** button

* Company	<input type="text"/>	* User ID	<input type="text"/>
* First Name	<input type="text"/>	* Last Name	<input type="text"/>
Job Title	<input type="text" value="Job Title"/>	* Email	<input type="text"/>
* Contact Number	<input type="text" value="Contact Number"/>	<input type="button" value="Make Primary Contact"/> <input type="button" value="Deactivate"/>	

Please note, deactivated accounts and API users cannot be nominated as an account’s primary contact.

5. A pop-up box will appear asking if the user is sure they would like to make the selected person the new primary contact on the account. The user must read this information carefully. If they do not agree to these conditions, they should click the **No** button. If they would like to proceed in changing the primary contact, they should click the **Yes** button



6. Upon clicking the **Yes** button, a pop-up message will appear in the top right-hand corner of the screen confirming the change

Converting a trader account into an agent account

Once you have confirmed that you are the primary contact on the account, please undertake the following process steps to convert your trader account into an agent account:

7. Log into your trader account on TSS and click on the **Company Profile** button on the right-hand side of the ribbon at the top of the screen

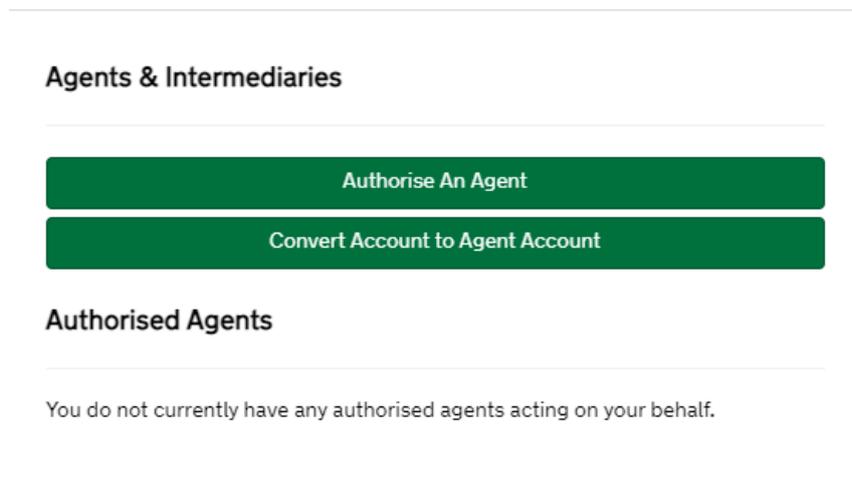


Check that you have a GB EORI populated in the EORI field.

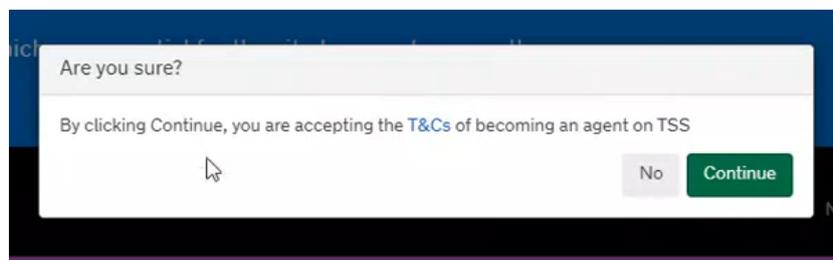
EORI Number	<input type="text" value="GB555666777888"/>	XI EORI Number	<input type="text" value="XI555666777888"/>
-------------	---	----------------	---



Note: The trader account will not convert into an agent account if GB EORI has not been entered correctly in the EORI field, and a pop-up message will appear to alert you.

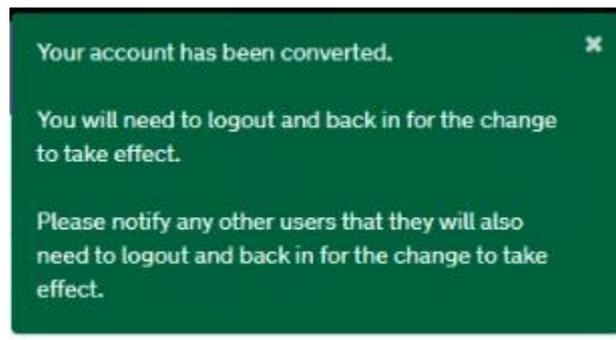


8. Scroll down the page until you see the section titled 'Agents & Intermediaries' on the right-hand side
9. Click on the green button titled **Convert Account to Agent Account** (this option will not be visible if you have already converted your account). A pop-up box will appear asking you if you are sure you want to continue converting your trader account into an agent account, and that in doing so you accept TSS' [Terms and Conditions](#) (Ts&Cs)





10. Please ensure you click on the blue [Ts&Cs](#) hyperlink at this point and carefully read all of the information displayed. If you do not agree to these Ts&Cs you will be unable to convert your account into an agent account, and you should click the **No** button to return to your company profile page.
11. If you do agree to the Ts&Cs and wish to continue converting your account into an agent account, please click the **Continue** button. Please note, **in doing so you will permanently convert your account into a customs agent account, and this cannot be reversed.** You will see the following pop-up box appear in the top right-hand corner of your screen and the message will not disappear until 'x' pressed



12. For the conversion to take effect, you will need to log out and back into your account, and notify all other users to do the same.
13. Now that you hold a customs agent account, each time that you log into TSS you will be required to complete MFA, which is a condition of use

3.3 Setting up and using multi-factor authentication

The first time that you log into your customs agent account on TSS, after successfully inputting your username and password you will be redirected to a screen prompting you to enable MFA.



Enable multi-factor authentication(MFA)

[Learn more](#) [Postpone Setup](#)

Number of times MFA setup can be postponed is: 3

1. Download an authenticator app that supports Time Based One-Time Password(TOTP) on your mobile device.

[More Details](#)

2. Open the app and scan the QR code below to pair your mobile device



Or type in: UR5N P3Z7 5XYV IU5F

3. Enter the code generated by the Authenticator app below

[Pair device and Login](#)

You will then need to complete the following steps:

1. Download an authenticator application onto your mobile device that supports Time Based One-Time Passwords (TOTP)
2. Open the authenticator application and scan the QR code displayed on your computer screen, or type in the code underneath it. The application will then generate a 6-digit code

3. Enter the code generated by the Authenticator app below

[Pair device and Login](#)



3. Enter this code into the text field on the right-hand side of your computer screen and click on the **Pair device and login** button
4. You will now be logged into your TSS account. Each subsequent time that you login to your account, after inputting your TSS username and password you will be prompted to complete MFA

2-Factor Authentication

Enter the code generated by your authenticator app :

 Do not challenge for MFA on this browser for the next 8 hours

5. Open your authenticator application and enter the 6-digit code displayed. Then click the **Login** button to enter your TSS account

4 Gaining authorisation to represent a trader

This section is relevant to customs agents

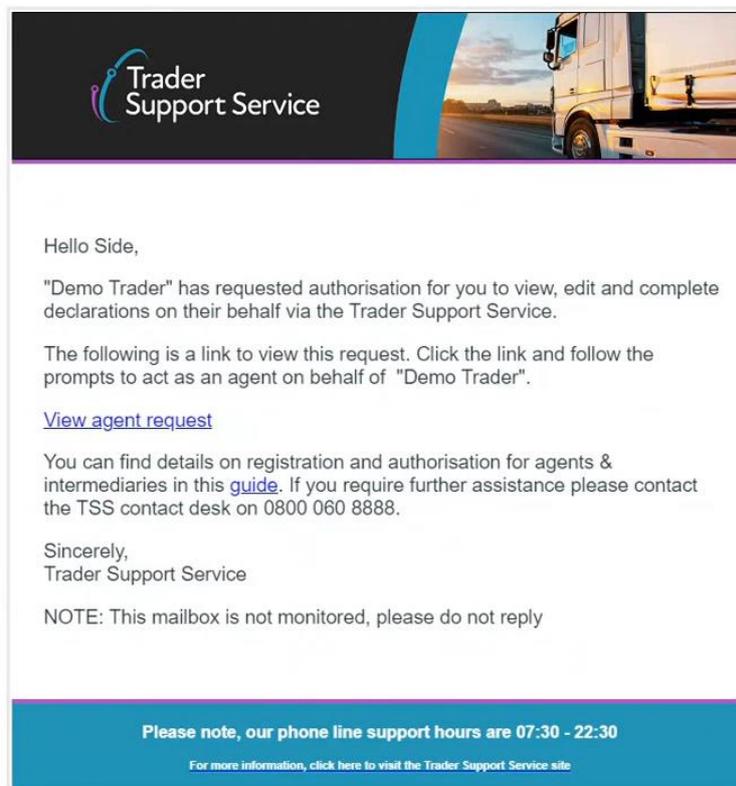
This section covers the steps you must complete as a customs agent to gain authorisation to represent a trader on TSS using the functionality. Please note, **TSS system only allows traders to authorise a single customs agent to represent them using the agent account functionality**, whereas customs agents are able to represent more than one trader.

The trader must initiate this process and send you an authorisation request, as described in [Authorising a customs agent to represent you](#) section of this handbook. In doing so, they have agreed to accept the TSS [Ts&Cs](#), acknowledged their responsibility for the accurate and timely submission of their declarations, and have authorised TSS to grant you access to their account and certain information (for further details please see [Authorising a customs agent to represent you](#)). You will not be able to represent them on TSS using the new service functionality until both you and the trader have completed the authorisation process.

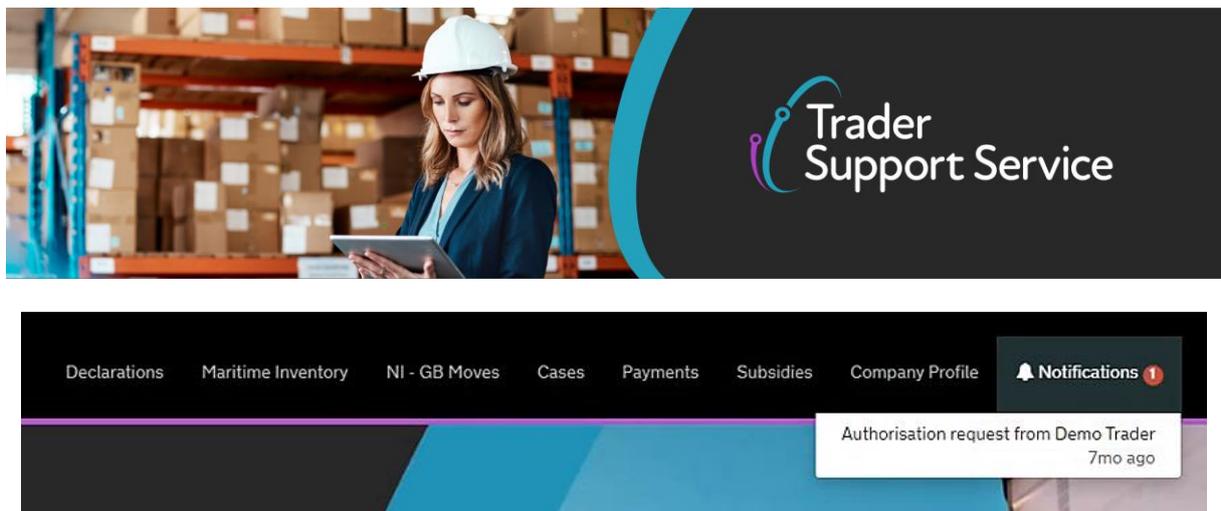


To do this you will need to complete the steps described below:

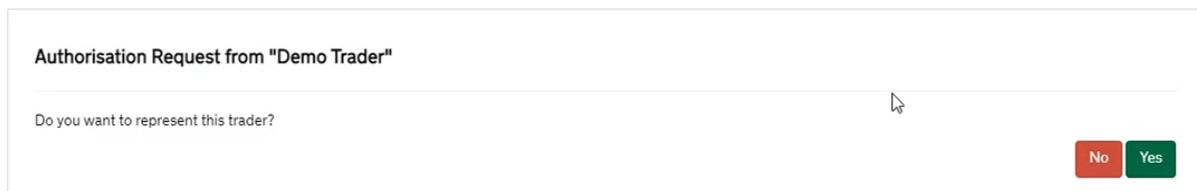
1. Notification of the trader's authorisation request will be sent to you in an email – see sample email below. This message will contain a 'View agent request' hyperlink alongside other additional useful information



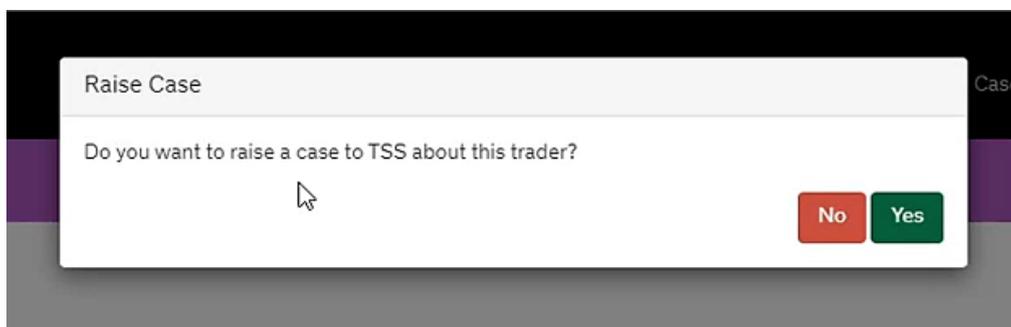
2. You will also receive notification of the authorisation request in your TSS account



3. Clicking on either the 'View agent request' link in the email or the notification in the TSS portal will redirect you to the following screen, asking whether you would like to represent this trader:



4. By clicking **Yes**, you will be authorised to represent the trader and complete declarations and payments on their behalf
5. If you do not want to represent the trader, you should click the **No** button. The following pop-up box will then appear, asking if you would like to raise a case about this trader





6. You can raise a case if you believe the trader is troubling you with unsolicited or unwanted authorisation requests. If raised, the case will be reviewed by TSS and if considered appropriate the trader will be prevented from raising further authorisation requests in future

5 How to view a list of the traders you represent

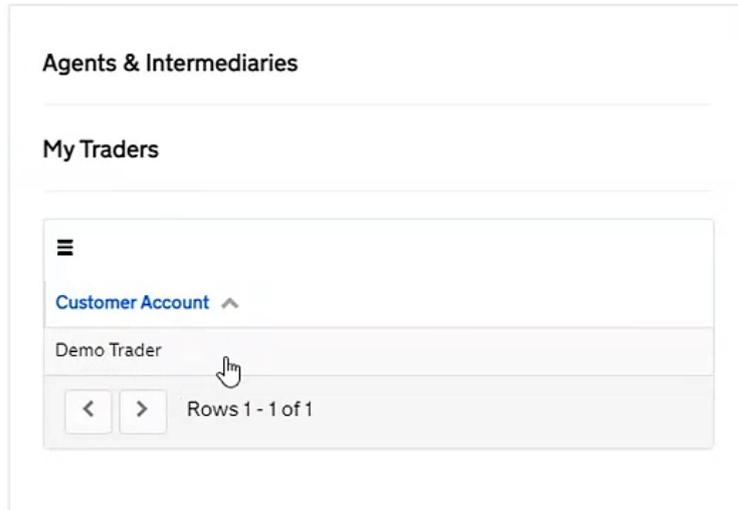
This section is relevant to customs agents

This information is held on your company profile. You can view the list of traders that you are authorised to represent by:

1. Clicking on the **Company Profile** button on the right-hand side of the ribbon at the top of your account screen in TSS



2. Scroll down the page to the 'Agents & Intermediaries' section on the right-hand side of the screen. You will see a list of all the traders you are authorised to represent on TSS under the heading 'My Traders'



3. From here you can click on each of the trader accounts and then click on the [View Trader Company Information](#) button to view information about that trader



Represented Trader - Demo Trader

[Hide Trader Company Information](#) [Remove Representation](#)

Demo Trader

Need more information on what these fields mean? Read our [field information guide](#).

* Company Name	<input type="text" value="Demo Trader"/>	TSS Number	<input type="text" value="TSS0044313"/>
* Street	<input type="text" value="123 Test Road"/>	* City	<input type="text" value="Norwich"/>
* Post Code	<input type="text" value="NR1 2AB"/>	* Country Code	<input type="text" value="United Kingdom (GB)"/>
Company Email	<input type="text" value="Company Email"/>	Company Phone	<input type="text" value="Company Phone"/>
* Type	<input type="text" value="Trader"/>		
* Do you hold a Customs Freight Simplified Procedures (CFSP) - SDE authorisation for Northern Ireland?	<input type="text" value="No"/>		
* Do you hold a Customs Freight Simplified Procedures (CFSP) - EIR Authorisation for Northern Ireland?	<input type="text" value="No"/>		
Company Size	<input type="text" value="-- Select --"/>	Justification for Selected Company Size	<input type="text" value="Size Justification"/>

This field must be completed by June 1st 2021.

This field must be completed by June 1st 2021.

4. You will be able to view certain basic information about the trader's company (with read only permissions) as well as their available methods of payment (visible fields shown in the screenshot below). Please note, however, you will not be able to view the trader's subsidy usage summary, API management (current and legacy) or user information



Method of Payment

Duty Deferment Account

* Do you have a valid Duty Deferment Account (DDA)?

CDS Cash Account

* Do you have a valid CDS Cash Account?

Importer's Guarantee Account

* Do you have a valid importer's guarantee account?

Guarantee Reference Number

* Guarantee Reference Number (CGU)

Are you exempt from having a Guarantee Reference Number?

Payment Method

* Please select your preferred method of payment

As you are unable to view the trader's subsidy information it is their responsibility to inform you if their subsidy limit is at risk of being breached. The commercial agreement that you hold with the trader must address this, and TSS accepts no responsibility if the trader's subsidy limit is breached.

6 How you can remove your authorisation to represent a trader

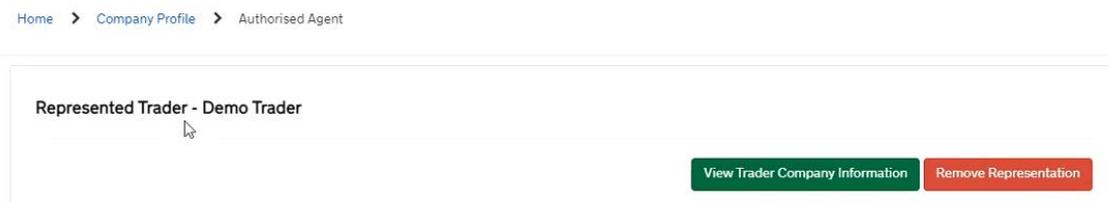
This section is relevant to customs agents

If you wish to remove your authorisation to represent a trader and complete declarations and payments on their behalf, you should complete the following steps:

1. Navigate to your list of 'My Traders' on your company profile (as described in [How to view a list of the traders you represent](#))



2. Click on the name of the trader that you no longer wish to represent, you will see the following screen



3. Click on the **Remove Representation** button
4. You will see the following message *“Are you sure you want to remove representation of [Trader Name]? By doing so, you will no longer have access to this trader's declarations and payments history. You may request this data from TSS, if required for your company records”*
5. If you click **Yes - Remove** you will be removed as a representative of this trader. If you click **Cancel** you will be returned to the list of traders that you represent
6. If you do remove your authorisation to represent the trader, the primary contact of that trader’s account will receive an email notifying them of this and that you can no longer act on their behalf

7 Completing declarations and making payments on a trader’s behalf

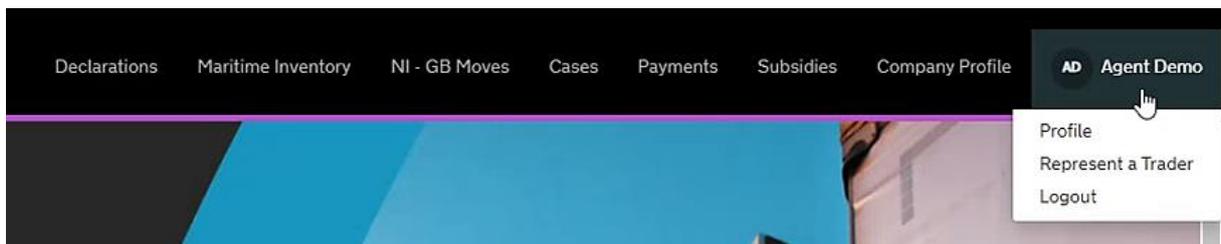
7.1 How to enter direct representation mode on TSS

This section is relevant to customs agents

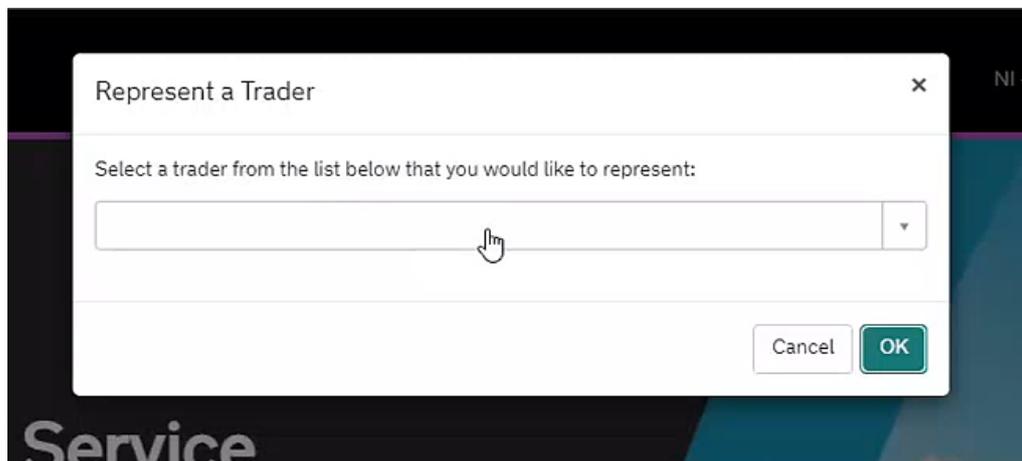
To complete declarations and facilitate payments on behalf of a trader, you will first need to enter direct representation mode on TSS by doing the following:



1. Log into your agent account on TSS and click on your username on the far right-hand side of the ribbon at the top of the screen. From the drop-down list click on the **Represent a Trader** button



2. A new pop-up box will appear asking you to select from a dropdown list the trader that you would like to represent. Only traders that you are authorised to represent will be shown on this list. Once the correct trader is selected, click the **OK** button



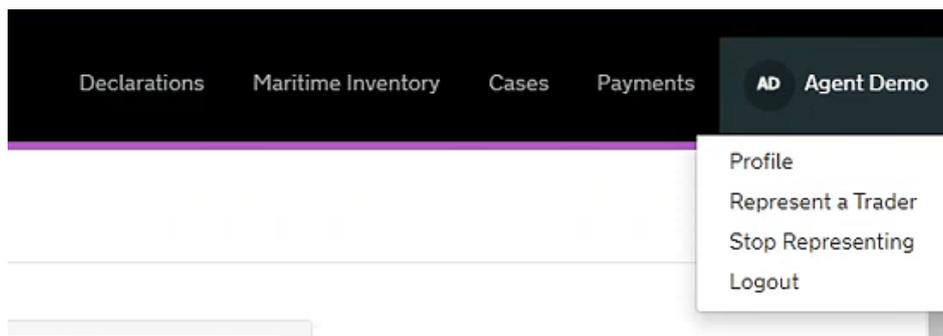
3. A red banner will appear at the top of the window stating that you are now providing direct representation to the selected trader



Whilst in direct representation of a trader your account will mimic theirs. Please note, however, that you will be restricted from accessing some of their information/pages on the TSS portal, such as their NI to GB movements, cases (other than those that you have raised on their behalf – please see [Handling cases](#) for more details), subsidies and company profile.

The customs agent and trader must familiarise themselves with, and adhere to the TSS [Ts&Cs](#), and a commercial agreement must also be in place between both parties.

4. If at any point you would like to end your session in direct representation mode on the TSS portal and return to you own agent account, you should click on your username in the top right-hand corner of the screen and select 'Stop Representing' from the dropdown list. Please note, this does not deauthorise you as an agent for this trader and only ends your current session in TSS' direct representation mode



5. When not in direct representation mode for a trader, you are able to complete your own declarations and payments



7.2 Completing declarations

This section is relevant to customs agents

As a customs agent, you can complete any declaration type that is supported by the TSS portal or API on behalf of traders (the only exception being NI to GB goods movements (export)). Please note, you are not authorised to complete declarations as a haulier or freight forwarder whilst acting on behalf of another account. Whilst representing a trader, the TSS [Ts&Cs](#) always apply.

Viewing and editing raised declarations

To view, filter, and where applicable, edit your trader's existing raised declarations you should do as follows:

1. Whilst in direct representation mode for that trader (and with the red banner showing), you have read and write access to their declarations as if you are a member of the trader's company
2. Click on the **Declarations** button at the top of the screen to view, filter and, where applicable, edit the trader's previous and ongoing declarations (as shown in the screenshot below). All data fields will appear to you as they would for the trader



You are now acting on behalf of RUNCHB Yardsman LLC. You are providing this trader with direct representation.

Declarations Maritime Inventory Cases

Home > Declarations

ENS Declarations (by movement) ✕

- All ENS Declarations
- Draft ENS Declarations
- Input Required ENS Declarations
- Processing ENS Declarations
- Authorised ENS Declarations
- Arrived/Cancelled ENS Declarations

ENS Declarations (by consignment) ▾

SFD Declarations (by movement) ▾

SFD Declarations (by consignment) ▾

Supplementary Declarations (by consignment) ▾

Entry Summary Declarations Keyword Search

Client Job Number	Submitter	Account	Status	Port of Arrival	Arrival Date/Time ▾
ENS000000000182367	Andrew Berry	Generally Managing General Management LLC	Draft	Belfast Port (GBAUBELBELBEL)	15/09/2021 10:43:05
ENS000000000182190	Nick Chubb	RUNCHB Yardsman LLC	Authorised for Movement	Belfast Port (GBAUBELBELBEL)	14/09/2021 15:24:13
ENS000000000180705	Nick Chubb	RUNCHB Yardsman LLC	Draft	Belfast Port (GBAUBELBELBEL)	27/08/2021 08:19:50
ENS000000000178751	Nick Chubb	RUNCHB Yardsman LLC	Arrived	Belfast Port (TEST) (GBAUBELBELBEL)	24/07/2021 12:59:28
ENS000000000178750	Nick Chubb	RUNCHB Yardsman LLC	Arrived	Belfast Port (TEST) (GBAUBELBELBEL)	24/07/2021 12:23:57
ENS000000000175330	Nick Chubb	RUNCHB Yardsman LLC	Arrived	George Best Belfast City Airport (GBCUBH...)	20/05/2021 09:39:16
ENS000000000174449	Nick Chubb	RUNCHB Yardsman LLC	Arrived	George Best Belfast City Airport (GBCUBH...)	05/05/2021 11:51:45

< > Rows 1 - 7 of 7

Raising a new declaration

To start a new declaration for the trader, you should scroll down the TSS homepage and click on the **Start a declaration** button. You will now be able to complete declarations for the trader through the normal process:

- To complete simplified declarations, follow the same process as a trader would, as described in detail in the [Entry Summary Declaration](#) guidance and [Supplementary Declarations](#) guidance on NICTA. All data fields will appear the same, as if you were the trader, though you will be tracked as the submitter of the declarations
- Similarly, to complete FFDs you should follow the same process as a trader would (all data fields will appear the same), as described in detail in the [Full Frontier Declarations](#)



guidance on NICTA. All data fields will appear the same, as if you were the trader, though you will be tracked as the submitter of the declarations

If you are representing multiple traders, please ensure you monitor your TSS portal notifications regularly to ensure all declarations are edited and submitted on time.

Important note: Currently when a customs agent uses their own CDS Cash Account in conjunction with a full special procedure authorisation, whilst completing an FFD on behalf of a trader, the FFD will go into 'trader input required' status. To progress this declaration to the next stage the trader/customs agent will be required to manually add a C505 document to each goods line. In the meanwhile, TSS will be automating the insertion of the C505 to each goods line in a future release of the system.

7.3 Payments

This section is relevant to customs agents

As a customs agent, you can complete payments on behalf of the traders you represent, but please note that you must be logged into your own account (as an agent) and have selected 'representing a trader' before you are able to view the complete set of methods of payment (MoP) in the drop down in the declaration as follows:

Traders' MoPs:

- Trader's own DDA – available for SDIs and all FFDs
- Card payment through TSS (TSS DDA) – available for pre-lodged FFD (RoRo only) and SDI only
- Immediate payment from Trader's CDS (Customs Declaration Service) cash accounts – available for all FFDs only
- Immediate payment by electronic credit transfer by the Trader through Trader's bank account where necessary – available for all FFDs only

Customs agents' MoPs:

- Customs agent's own Duty Deferment Account (DDA) – available for all FFDs



- Immediate payment from Customs Agent's own CDS (Customs Declaration Service) cash accounts – available for all FFDs only
- Immediate payment by the customs agent making the electronic credit transfer – available for all FFDs only

Customs Agents and Traders must ensure their DDAs are authorised for use in NI. Please refer to the [Payments: Step-by-step guide using TSS](#) on NICTA for further details about: the validity of the DDA for movements into NI; the various payment options; updating TSS company profile to set- up/activate various methods of payment; and requirements for providing standing authority to TSS in the respective CDS Dashboards to use Trader's and Customs Agent's DDAs and CDS Cash Accounts.

Please note, you must have a commercial agreement in place with your trader which defines the terms and conditions for representation of the trader by you for their declarations and payments in TSS. The agreement should also cover the repayment process between you and the trader, if applicable. TSS will not accept any responsibility for the obligations between the agent and trader to each other in respect of such payments.

Making payment for a new FFD

Whilst providing direct representation to the trader, you can submit payments in the normal way and all data entry fields will appear to you in the same way they would for the trader. All payment methods that the trader has at their disposal for the FFD will be available for you to select (as shown in the screenshot below).



Full Frontier Declaration - new record

Full Frontier Declaration

Local Reference Number: FFD00000000003647

Status: Draft

Standard Unit/Import Valuation?: No

* Goods Domestic Status: NIDOM (UK domestic status goods)

* Declaration Category: -- None --

* Which type of declaration do you intend to make: Declaration for release for free circulation or end-use (includes 01XX,07XX,40XX,42X...)

Method of Payment: Card Payment through TSS

Deferred payment

Immediate payment by electronic credit transfer

Indirect

Traders wishing to use any special procedures (e.g. 5100, 5300) other than entry into a public customs warehouse, are required to select 'Direct Representation'. If you select 'Indirect Representation' the relevant special procedures will no longer be available to you.

If the customs agent is representing a trader they would see the following MoPs in the drop down if all MoPs of trader and customs agent have been correctly set up.

* Method of Payment

Deferred payment - Agent DDA

CDS Cash Account - Agent

Card Payment through TSS

Immediate payment by electronic credit transfer

CDS Cash Account

Depending on whose DDA as method of payment you select, the relevant DDA details (your own or trader's) will be auto populated for you (example shown below).



Deferment Account Number

9879879

If the trader, or you, do not have a DDA, or the DDA does not cover customs duty, or it is not authorised for goods movement into NI, or you or the trader have not updated your/their company profile correctly, then 'the card payment through TSS' (TSS DDA) will be used as a default (for pre-logged FFDs and SDIs only) and the relevant DDA details will be auto-populated instead.

You are able to use your own DDA, your CDS cash account, or immediate payment method by electronic credit transfer through your own bank account, to make payment beyond the trader's MoPs mentioned. For further details about these payment options, updating your company profile, and requirements for providing standing authority to TSS to use your DDA and/or CDS Cash Account, please refer to the [Payments: Step-by-step guide using TSS](#) on NICTA.

Making payments for declarations pending payment

Once providing direct representation for a trader, you will be able to view your trader's payments by:

1. Clicking on the **Payments** button at the top right-hand side of the screen. You will be redirected to your trader's 'Payment Services Information' page, where you can view a list of their completed and pending payments
2. Under the 'Declarations Pending Payment' section, select the check box for the declaration (or declarations) that you would like to facilitate payment for



Payment Services Information

Declaration Payments ✕

Declarations Pending Payment

Completed Declaration Payments

☰ Duty Totals

	Declaration reference	Duty	VAT	Excise	Total	State
✓	SUP000000000056452	0.00	434.14	170.70	604.84	New
✓	SUP000000000056691	0.00	0.00	113.80	113.80	New

3. Scroll down the page to the Payment Summary section and click on the **Pay Now** button

Payment Summary

SUP000000000056691

Payment Due: £113.80

- VAT: £0.00
- Duty: £0.00
- Excise: £113.80

SUP000000000056452

Payment Due: £604.84

- VAT: £434.14
- Duty: £0.00
- Excise: £170.70

Total Amount Payable: £718.64

- VAT: £434.14
- Duty: £0.00
- Excise: £284.50

Cancel
Pay Now

Payments can be made using a Personal Debit Card or a Corporate Debit or Credit card only.

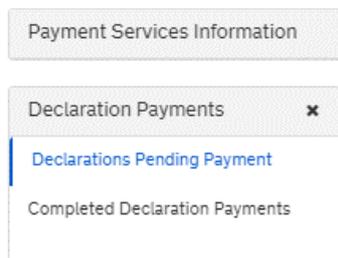
4. Input the relevant payment details to facilitate the payment for your trader

Viewing your trader's completed payments

To view a list of your trader's completed payments:



1. Whilst in direct representation mode, click on the **Payments** button on the ribbon at the top right-hand side of the screen
2. You will be redirected to the trader’s ‘Payment Services Information’ page. Navigate to the ‘Completed Declaration Payments’ section



3. Here you can view a list of all the payment records for the trader you are currently representing

☰ Payments			
Number	Payment result status	Transaction state	Created
PAY00000001155	Success	Complete	10/03/2021 13:40:03
PAY00000001275	Success	Complete	15/03/2021 12:43:33
PAY00000001624	Success	Complete	25/08/2021 14:44:09
PAY00000001406	Success	Complete	19/03/2021 11:41:25
PAY00000001269	Success	Complete	15/03/2021 11:30:01
PAY00000001421	Success	Complete	19/03/2021 11:56:39

If a customs agent has been deauthorised from representing a trader but wishes to see details of the payments they have previously made on that trader’s behalf, they will need to raise a case via the TSS portal on their customs agent account, or through the [TSS contact Centre](#) on 0800 060 8888.

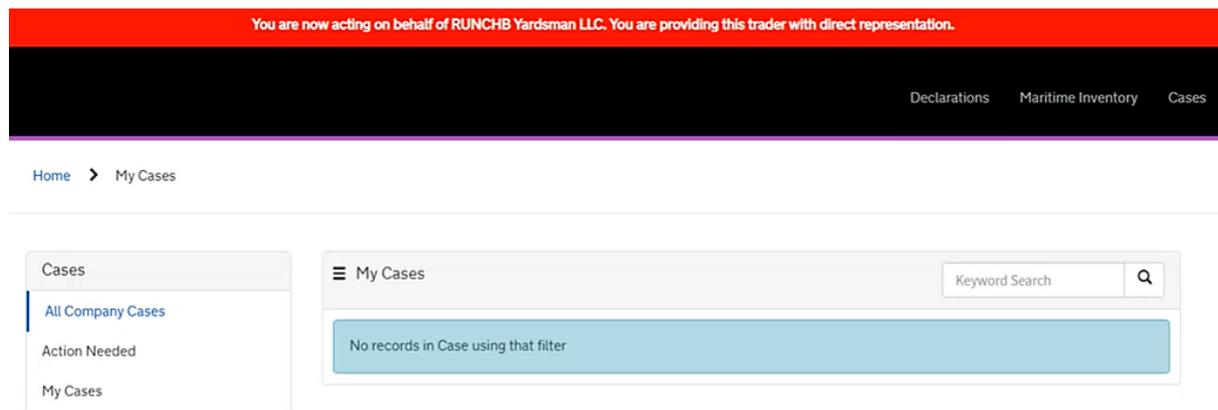


8 Handling cases

This section is relevant to customs agents

As a customs agent, TSS provides functionality that allows you to handle cases on behalf of the traders you represent.

You will not be able to see your trader's previous or ongoing cases (as shown in the example screenshot below) unless it is one that you have raised on their behalf or relates to a declaration that you submitted for them.



If you would like to raise a case for one of your traders against a declaration that you've submitted for them, you must first be in direct representation mode for that trader (see [Completing declarations and making payments on a trader's behalf](#) for details).

Thereafter, you can raise a case using the same process as a trader would, following the same steps as explained in the TSS's [Create and update an Enquiry Case \(video\)](#) on NICTA. The case will be raised in your account and will only be visible to you, and not the trader, and notifications relating to this case will only be tracked to your agent account. This includes transit cases that auto-generate when an ENS is submitted for goods being moved through Dublin or Rosslare ports, as these journeys require additional customs procedures that TSS contact centre agents will assist with.



If a case is raised against a declaration with 'trader input required' and the declaration was submitted by you on behalf of a trader, the case will be tracked to your account (as shown below).

You are now acting on behalf of RUNCHB Yardsman LLC. You are providing this trader with direct representation.

Declarations Maritime Inventory Cases

Home > My Cases

Cases

- All Company Cases
- Action Needed
- My Cases

☰ My Cases Keyword Search

Number	Short description	Category	State	Updated
CS000000025094	Declaration DEC00000000322463 in Trader Input Required	Declaration Queries	New	14/09/2021 11:02:58

< > Rows 1 - 1 of 1

If you raise a case against one of your own declarations that is not linked to any of the traders that you represent, the case will only be visible to you.

If authorisation for a customs agent to represent a trader is removed (as described in [How you can remove your authorisation to represent a trader](#) and [Removing authorisation for a customs agent to represent you](#)), all open cases relating to declarations that the customs agent completed on the trader's behalf will be automatically tracked to the trader's account. The trader will then be responsible for all the declarations and cases on their account.

Guidance for traders

9 Authorising a customs agent to represent you

This section is relevant to traders

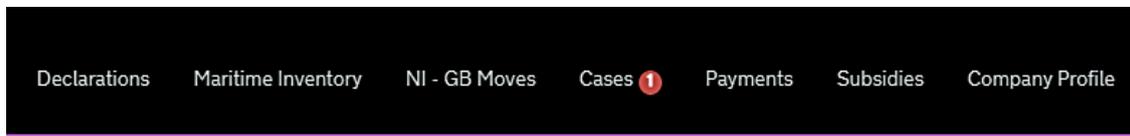
As a trader, you can authorise a single customs agent to complete declarations and facilitate payments on your behalf. **Authorisation can only be granted by your account's primary**



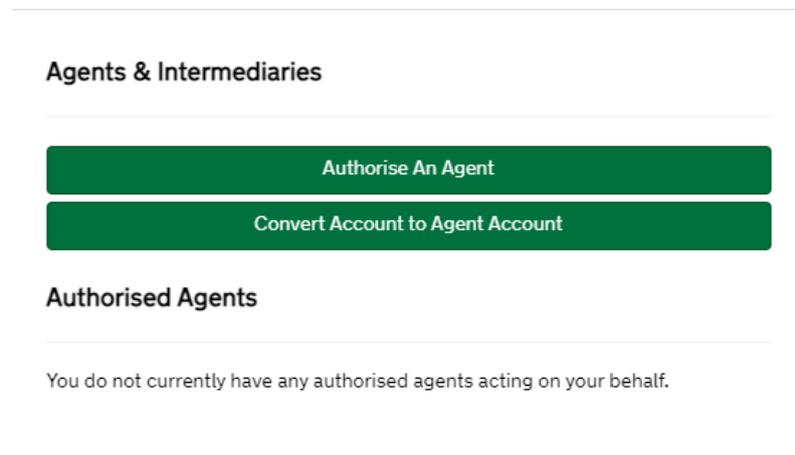
contact. For more information on how to change your account's primary contact, please see [If you already have a trader account](#) of this handbook.

To grant authorisation, you as the primary contact should complete the following steps:

1. Log into your trader account on TSS and click on the **Company Profile** button on the right-hand side of the ribbon at the top of the screen



2. Scroll down the page to the section titled 'Agents & Intermediaries' on the right-hand side



3. Click on the **Authorise An Agent** button. You will now see the following pop-up box:



Authorise An Agent

* Agent EORI

EORI Number

* I am the primary contact on the account

* I accept the [T&Cs](#) of authorising an agent

* I understand my responsibility for completing declarations when I have authorised an agent. I am still responsible for the accurate and timely submission of my declarations

* I authorise TSS to grant this agent access to my account. This includes access to Company Information, Declarations, and Payments. I authorise this transfer of personal and/or company data

Submit

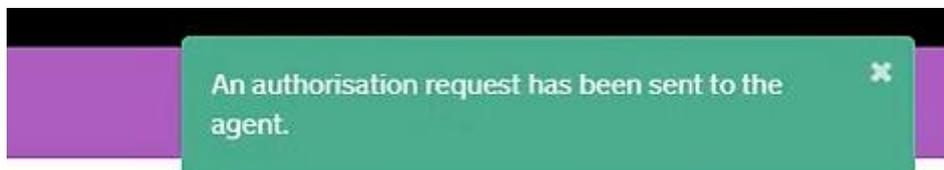
You will need to input the GB EORI number of the customs agent you wish to represent you, as well as click four check boxes to confirm:

- You are the primary contact on the account
 - You accept the [Ts&Cs](#) of authorising an agent – please click on the blue Ts&Cs hyperlink and carefully read all of the information displayed
 - You understand that when authorising an agent to complete your declarations, it is still your responsibility to ensure the accurate and timely submission of your declarations
 - You authorise TSS to grant this customs agent access to your account, including your company information, declarations, and payments, and authorise this transfer of personal and/or company data
4. Click the **Submit** button to send an authorisation request to the nominated customs agent in TSS. The customs agent will not be able to represent you until they have also completed their part in the authorisation process in TSS (as described in [Gaining authorisation to represent a trader](#))

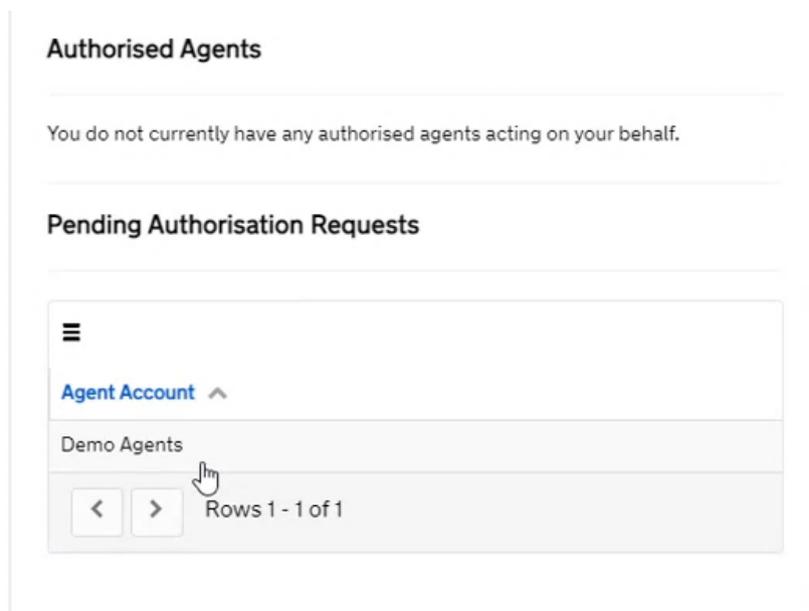


Note: Trader needs to grant their elected customs agent a standing authority in the trader's CDS Dashboard to use the traders DDA and /or CDS Cash Account for making payments when representing trader.

5. You will see a green pop-up box appear in the top right-hand corner of your company profile confirming an authorisation request has been sent to the customs agent



6. Under the 'Agents & Intermediaries' section of your company profile you will now see this pending authorisation request displayed under the 'Pending Authorisation Requests' heading





It will remain in this pending state until the customs agent completes their part in the authorisation process, as detailed in [Gaining authorisation to represent a trader](#).

Please note:

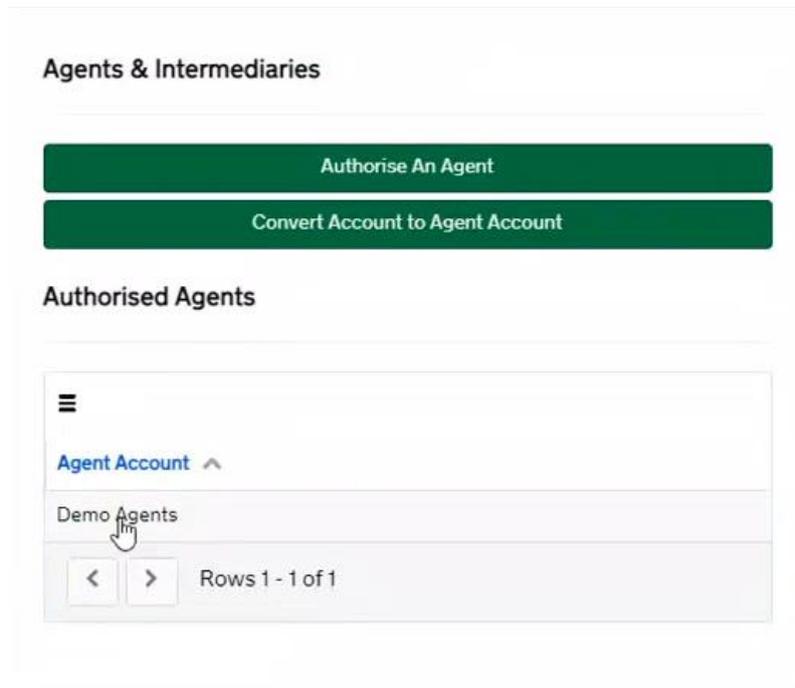
- a. You are only able to authorise **one** customs agent to complete declarations and payments on your behalf
- b. Your customs agent may use their own DDA, their CDS Cash Accounts or immediate payment through their own bank account to make payments on your behalf. You must hold a commercial agreement with your customs agent stating the terms and conditions for the use of their own MoPs to pay VAT and duty arising from declarations they submit on your behalf through TSS, and for subsequent settlement of amounts due between both parties. TSS will not accept any responsibility for the obligations between the agent and trader to each other in respect of such payments
- c. Your customs agent will have no access to your subsidy information on the portal, and therefore it is your responsibility to inform them if your subsidy limit is at risk of being breached. The commercial agreement with your customs agent must address this, and TSS accepts no responsibility if your trader subsidy limit is breached

10 Viewing the customs agent authorised to represent you

This section is relevant to traders

As a trader, you can view the name of the customs agent that you have authorised to represent you by navigating to your company profile and scrolling down to the 'Agents & Intermediaries' section (this is the same process as for a customs agent, described in [How to view a list of the traders you represent](#)).

Here, under the 'Authorised Agents' heading you will see the account name of any customs agent you have authorised to represent you.



11 Removing authorisation for a customs agent to represent you

This section is relevant to traders

If you want to remove the authorisation for a customs agent to represent you and complete declarations and payments on your behalf, you as the primary contact should complete the following steps:

1. Navigate to your list of 'Authorised Agents' on your company profile (described in [Viewing the customs agent authorised to represent you](#)). Click on the authorised customs agent's name (as a trader you can only authorise a single customs agent so there will only be one name displayed here)



Agents & Intermediaries

Authorise An Agent

Convert Account to Agent Account

Authorised Agents

☰

Agent Account ^

Generally Managing General Management LL...

< > Rows 1 - 1 of 1

2. A new screen will appear, as below. Click on the red **Remove Authorisation** button

Authorised Agent - Generally Managing General Management LLC

Remove Authorisation

3. By clicking on this button, a prompt will appear asking:

Remove Authorisation

Are you sure you want to remove authorisation from Generally Managing General Management LLC? By doing so, this agent will no longer have access to your declarations and payments. They may request access to declarations/payments that they submitted from TSS, if required for their company records

Cancel Yes - Remove



4. If you click the **Yes - Remove** button the customs agent will be de-authorized and no longer able to represent you on TSS. If you click **Cancel**, you will be returned to the authorized agent's screen once more
5. When you de-authorise a customs agent, the primary contact of that account will receive email notification informing them of this
6. All open cases regarding declarations that the customs agent completed on your behalf will now be tracked to your account. You are now responsible for all declarations and cases in your account, including those in open (draft/pending) status originally created by the customs agent

Note: Trader should remove the standing authority to use the traders DDA and /or CDS Cash Account for making payments previously granted to their elected customs agent in the trader's CDS Dashboard when they no longer wish that elected custom agent to represent them in TSS.

12 I need to know more

This section is relevant to both customs agents and traders

For support with your queries relating to the new customs agent functionality, please consult the [TSS Contact Centre](#) on 0800 060 8888.

There is a comprehensive set of guides on full frontier and supplementary declarations available on NICTA for you to download and read:

- [Data guide: TSS declaration data requirements](#)
- [ENS User Guide](#)
- [Supplementary Declarations: Step-by-step guide](#)
- [Full Frontier Declaration: Step-by-step guide](#)
- [Tariffs on goods movements into NI](#)
- [Recording of the 'Supplementary declarations GB-NI – a step-by-step guide' demo \[1:06:50\]](#)



- [Recording of the 'Tariff on goods entering NI – what are your options?' webinar \[1:45:29\]](#)
- [Payments: Step-by-step guide using TSS](#)
- [Registration: Step-by-step guide using TSS](#)
- [Inventory-Linked Ports](#)
- [Options to claim duty relief or declare goods moving under a customs special procedure](#)