

# TSS User Guides

## How to use the TSS Portal



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HM Revenue  
& Customs



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

Throughout this document there will be words highlighted in a **bold, blue colour**. This indicates a TSS Portal field name that will support you in completing the actions required.

## 1 Introduction

This guide outlines how standard processes can be completed in the Trader Support Service (TSS) Portal. The information in this guide is provided only at a general level. For details on completing a particular declaration type you should refer to the relevant declaration guide on [NICTA](#).

## 2 Making changes in your Company Profile

### 2.1 Windsor Framework Trader Readiness Questionnaire

If you wish to benefit from the [Windsor Framework arrangements](#), it is important to check if you are ready.

The Windsor Framework Trader Readiness Questionnaire on the TSS **Company Profile** enables you to view and update the status of your UK Internal Market Scheme (UKIMS) authorisation, Northern Ireland Retail Movement Scheme (NIRMS) registration and Trader Goods Profile (TGP) for use in the TSS Portal. Only the Primary Account Holder can provide a response to the questions, however all users are able to view the responses.

To access the questionnaire, navigate to your TSS **Company Profile** in the [Trader Support Service \(TSS\)](#) Portal and you will find the **TSS Trader Technical Readiness for Windsor Framework** at the top of the screen.

Home > Company Profile

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### Trader Five

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#### TSS Trader Technical Readiness for Windsor Framework

Are you planning on using the Windsor Framework features? -- Select --

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#### Contact details and information

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

<sup>1</sup> Terms used in this guide refer to the terminology used on the TSS Portal. 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.



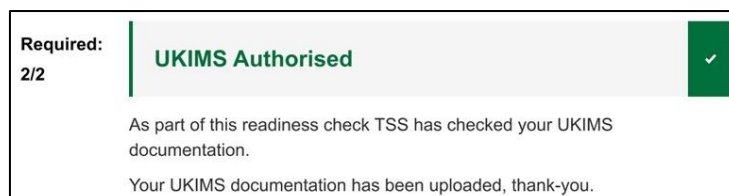
To complete the questionnaire, the Primary Account Holder should start by selecting either 'Yes' or 'No' for the first question **Are You Planning on using the Windsor Framework features?**

- If you answer 'No' to this question, there are no further actions for you
- If you answer 'Yes' to this question, then two additional rows are displayed, showing required and optional information requirements

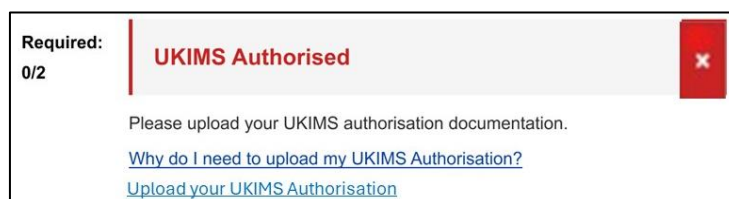
### 2.1.1 UKIMS Authorised (Required)

The system checks if you have an active [UKIMS](#) authorisation uploaded in your TSS [Company Profile](#).

- If your UKIMS authorisation **has** been uploaded and is active, then the following is displayed:



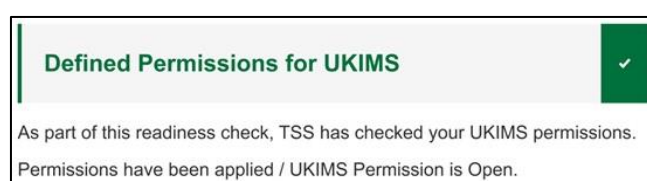
- If you have **not** uploaded your UKIMS authorisation in your TSS [Company Profile](#), then the following is displayed:



### 2.1.2 Defined Permissions for UKIMS (Required)

The second part of this section checks if you have authorised a third party to use your UKIMS authorisation within your TSS [Company Profile](#).

- If you **have** authorised a third party to use your UKIMS authorisation, the following is displayed:





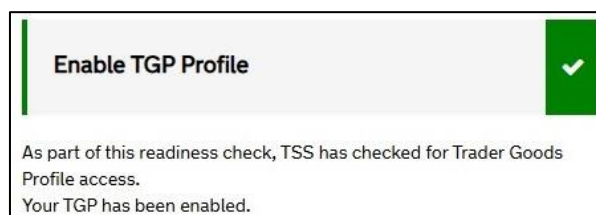
- If the system detects that you **have not** authorised a third party to use your UKIMS authorisation, the following is displayed:



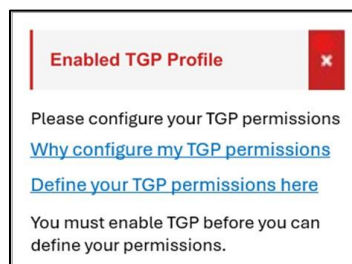
### 2.1.3 Enable TGP Profile (Optional)

The system checks if you have authorised the use of your Trader Goods Profile (TGP) account in your TSS [Company Profile](#).

- If you **have** authorised the use of your Trader Goods Profile (TGP) account in your TSS [Company Profile](#), the following is displayed:



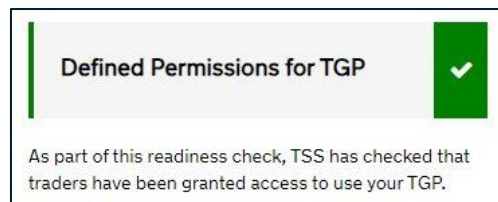
- If the system detects that you **have not** authorised the use of your Trader Goods Profile (TGP) account in your TSS [Company Profile](#), the following is displayed:



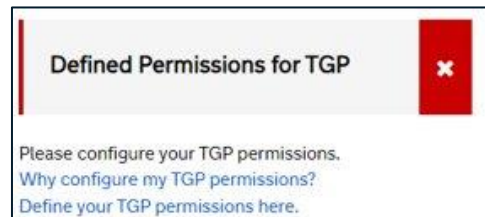
### 2.1.4 Defined Permissions for TGP (Optional)

The second part of this section checks if you have authorised a third party to use your Trader Goods Profile (TGP) within your TSS [Company Profile](#).

- If you **have** authorised a third party to use your Trader Goods Profile (TGP), the following is displayed:



- If the system detects that you **have not** authorised a third party to use your Trader Goods Profile (TGP) within your TSS **Company Profile**, the following is displayed:



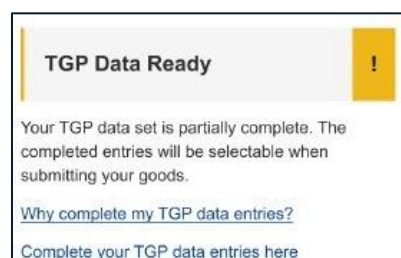
### 2.1.5 TGP Data Ready (Optional)

The system checks if your Trader Goods Profile (TGP) entries have been completed (in your Trader Goods Profile (TGP) account in your TSS **Company Profile**) and are ready to be used on an Internal Market Movement Information (IMMI).

- If you **have** completed your Trader Goods Profile (TGP) entries and they are ready to be used on an Internal Market Movement Information (IMMI), the following is displayed:



- If the system detects that your Trader Goods Profile (TGP) entries are only **partially** complete and are **not** ready to be used on an Internal Market Movement Information (IMMI), the following is displayed:



- If the system detects that your Trader Goods Profile (TGP) entries are **not** ready to be used on an Internal Market Movement Information (IMMI), the following is displayed:

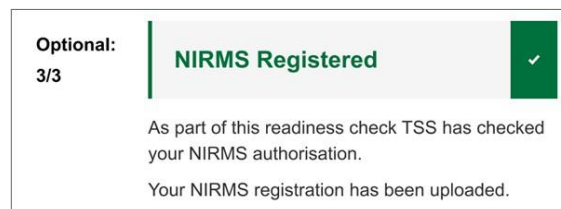




### 2.1.6 NIRMS Registered (Optional)

The system checks if your account has an active [NIRMS](#) authorisation reference number starting with 'RMS' entered in your TSS [Company Profile](#).

- If you **do** have an active NIRMS authorisation number starting with 'RMS' entered in your TSS [Company Profile](#), the following is displayed:



- If the system detects that you **do not** have an active NIRMS authorisation number starting with 'RMS' entered in your TSS [Company Profile](#), the following is displayed:



Once you have completed the questionnaire and the [UKIMS Authorised](#) and [Defined Permissions for UKIMS](#) sections of the questionnaire are confirmed as ready, you will see an additional box advising you to speak to your haulier, intermediary or parcel carrier about how information will move along the supply chain, in preparation for moving your goods using the Windsor Framework.





Home > Company Profile

### TSS Trader Technical Readiness for Windsor Framework

Are you planning on using the Windsor Framework features?

Required: 2/2	<b>UKIMS Authorised</b> <input checked="" type="checkbox"/> <p>As part of this readiness check, TSS has checked your UKIMS documentation. Your UKIMS documentation has been uploaded, thank you.</p>	<b>Defined Permissions for UKIMS</b> <input checked="" type="checkbox"/> <p>As part of this readiness check, TSS has checked your UKIMS permissions. Permissions have been applied / UKIMS Permission is Open.</p>
Optional: 4/4	<b>Enable TGP Profile</b> <input checked="" type="checkbox"/> <p>As part of this readiness check, TSS has checked for Trader Goods Profile access. Your TGP has been enabled.</p>	<b>Defined Permissions for TGP</b> <input checked="" type="checkbox"/> <p>As part of this readiness check, TSS has checked that traders have been granted access to use your TGP.</p>
	<b>TGP Data Ready</b> <input checked="" type="checkbox"/> <p>Your TGP data set is complete. All TGP entries will be selectable when submitting your IMMI.</p>	<b>NIRMS Registered</b> <input checked="" type="checkbox"/> <p>As part of this readiness check, TSS has checked your NIRMS authorisation.</p>

**How to now move your goods.**

Please confirm with your haulier / intermediary that they understand their role in the supply chain as you begin to move your goods using the Windsor Framework.

[See checklist to view more details](#)

## 2.2 Adding your UKIMS authorisation to your Company Profile

UKIMS is a scheme that allows you to declare eligible goods as [‘not at risk’](#) of onward movement to the European Union (EU) when moving goods from Great Britain (GB) to Northern Ireland (NI).

UKIMS Authorisation provides access to the simplified processes for Internal Market Movements, which are the arrangements agreed by the UK and the EU under the Windsor Framework for movements inside the UK internal market. The simplified processes can reduce paperwork, physical checks and duties, with only ordinary commercial information needed to complete a goods movement. Further information on the simplified processes can be found in the [Simplified processes for Internal Market Movements – Introduction Guide](#).

You need to apply online to obtain a UKIMS authorisation. You can find more about the requirements, eligibility criteria and how to apply for [UKIMS authorisation](#) on GOV.UK.

There is also guidance on NICTA on how to apply to the [UK Internal Market Scheme \(UKIMS\)](#).

As soon as you have received your letter from HMRC confirming that you have been approved for UKIMS authorisation, you need to upload a copy of the letter to your [Company Profile](#). TSS will validate your authorisation and enable you to access goods movement options that require UKIMS authorisation.

1. To upload a copy of your UKIMS authorisation letter, navigate to your [Company Profile](#) and click **New** in the [Document Records](#) section:



2. This opens a new **Document Record** form:

3. In the **Document Type** field, select 'UKIMS' from the drop-down menu:

4. In the **Authorisation/Document Reference Number** field, add your UKIMS Authorisation Reference as per the letter from HMRC

This field will only accept your authorisation number in the correct format, which should be 'XIUKIM' followed by the 12-15 digits from your EORI number, followed by 'YYYYMMDDHHmmss'.

5. The **Verified Date** field is populated once the document has been verified by TSS



Verified Date
<input type="text"/>

- Complete the **Associated EORI** field with the EORI number associated with your UKIMS authorisation

This should be the EORI number that was used when the UKIMS application was made. The field will only accept the GB EORI or XI EORI number that is shown in your **Company Profile**.

- Click the paperclip icon in the top-right corner of the **Document Record** to upload a copy of the letter from HMRC confirming your UKIMS Authorisation has been granted

The form cannot be submitted unless an attachment is added to the **Document Record**.

- Click **Submit** to add your UKIMS record to TSS
- Once you have submitted the information the record will be shown in the **Document Records** section of your **Company Profile**, with the **State** 'Pending Verification'

If you wish to cancel this, select the document by clicking it, which opens a new screen, and then press **Cancel**.

- TSS will verify the details on the UKIMS Authorisation letter from HMRC that you have uploaded; if the validation is successful, the **Document Record State** will change to 'Active'
- If your UKIMS Authorisation cannot be validated, the **Document Record State** will change to 'Validation Failed'

You will receive an email to inform you that your UKIMS validation checks have been unsuccessful and a TSS agent will call you to advise you to check your **Company Profile** information or re-upload the correct documentation.

## 2.3 Managing your UKIMS authorisations and permissions

This section explains the steps you can take to grant access to agents/third parties to use your UKIMS authorisation. If you are using the simplified processes you can refer to the [TSS Permissions Management for TGP and UKIMS](#) guidance on managing your UKIMS and Trader Goods Profile (TGP) in relation to simplified processes.

### 2.3.1 Granting access to your UKIMS authorisation

Granting access to your UKIMS authorisation allows agents/third parties to use your UKIMS authorisation on your behalf. The liability for the accuracy of goods movements remains with you, as the authorisation holder.



If you have an **Active** or **Pending Verification** UKIMS document, you can view and manage third party permissions to your UKIMS authorisation from your **Company Profile** in the **UKIMS and Trader Goods Profile Access** section.

**UKIMS and Trader Goods Profile Access**

☐ Open UKIMS access  
☐ Open TGP

These accounts have access to your UKIMS authorisation and TGP that allows them to submit Internal Market Movement Information (IMMI) records on your behalf. Accounts with 'Edit' TGP access can update TGP records on your behalf. The liability for the accuracy of the IMMI and TGP remains with you. Please refer to the [TSS T&Cs covering UKIMS and TGP authorisation](#).

If you have not selected **Open UKIMS Access**, click on **Manage Permissions** to open the **Manage UKIMS Permissions** form.

**Manage UKIMS Permissions**

You may manage third party permissions to your UKIMS authorisation on this page. Upon granting access to your UKIMS authorisation will the permitted party will be able to submit a Green Lane Record on your behalf.

Manage open access

☐ Allow any TSS registered Trader to use my UKIMS Authorisation

Upon selecting this option, any TSS registered user will be able to submit a Green Lane Record on your behalf.

**Suggested accounts:**

EORI Number	Account Name	Grant Access
EORI Number	Account Name	Grant Access
EORI Number	Account Name	Grant Access
EORI Number	Account Name	Grant Access
EORI Number	Account Name	Grant Access

< 1 2 3 4 ... 10 >

**Existing Permissions**

EORI	UKIMS Access	
EORI No.	Granted	Edit Delete
EORI No.	Granted	Edit Delete
EORI No.	Granted	Edit Delete
EORI No.	Granted	Edit Delete

**Add Permission**

This form shows you the **Suggested accounts** and the **Existing Permissions** that you have already granted.

If you select **Grant Access** from the **Suggested accounts** section, the selected third party will move to the **Existing Permissions** list with **UKIMS Access** set to '**Granted**'.

You can add other accounts provided you have the EORI number of the TSS account. When you click **Add Permission**, a form pops up to create a new row in the table. You can add other accounts provided you have the EORI number of the TSS account. The permissions options are:

- 'None' (default)



- 'Granted'
- 'Not Granted'

Submitting the form adds a new permission to the [Existing Permissions](#) list.

**Add Permission**

EORI

UKIMS Permission

### 2.3.2 Editing existing permissions within your company profile

You can edit an individual permission that has already been granted in the [UKIMS Access](#) section in your [Company Profile](#) by clicking the EORI number of the party you wish to edit the permission for.

**UKIMS Access**

These accounts have access to your UKIMS authorisation, allowing them to submit a Green Lane Record on your behalf.

EORI Number	UKIMS Permission
<a href="#">EORI Number</a>	Granted
<a href="#">EORI Number</a>	Granted
<a href="#">EORI Number</a>	Granted
<a href="#">EORI Number</a>	Granted

Clicking the [EORI number](#) opens a new page where you can edit and save the respective access.

[Home](#) > [Company Profile](#) > [UKIMS Access](#)

**UKIMS Access**

EORI

UKIMS Access

If you require further help with managing permissions for your UKIMS authorisation, you can contact the [TSS Contact Centre](#) for support on 0800 060 8888.

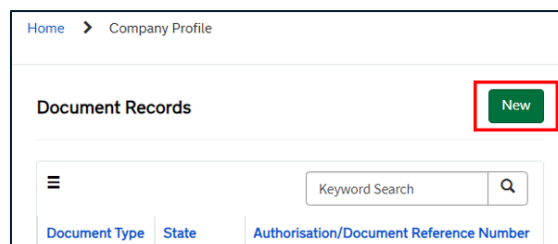


## 2.4 Adding your NIRMS authorisation to your Company Profile

The Northern Ireland Retail Movement Scheme (NIRMS) established a new way to move prepacked retail goods from GB to NI. Authorised businesses can move goods based on a single General Certificate for eligible consignments, supported by a packing list.

Businesses interested in obtaining NIRMS authorisation need to apply online. Further details on [NIRMS registration](#) can be found on GOV.UK and [Northern Ireland Retail Movement Scheme \(NIRMS\)](#) on NICTA.

1. To add your NIRMS Authorisation reference, go to your **Company Profile** and click **New** in the **Document Records** section:



2. This opens a new **Document Record** form:

3. In the field **Document Type** field, select 'NIRMS' from the drop-down menu

4. In the **Authorisation/Document Reference Number** field, add your NIRMS Authorisation Reference, as received from DEFRA



This field will only accept your authorisation number in the correct format, which must begin with either '**RMS-GB-**' or '**RMS-NI-**', followed by 6 digits as provided by DEFRA.

\* Indicates required

Document Record

\* Document Type

NIRMS

\* Authorisation/Document Reference Number

- Click **Submit** to send the information to TSS.
- Once you have submitted the information, the record will be shown in the **Document Records** section of your **Company Profile** with the status 'Active' – if you wish to cancel this, click **Cancel**

☰ RMS-GB-189899

Document Record

\* Document Type

NIRMS

\* Authorisation/Document Reference Number

RMS-GB-189899

State

Active

Verified Date

Cancel

Submit

## 2.5 How to edit EORI numbers

The GB and/or XI EORI number that was entered upon registering with TSS is editable within the **Contact details and information** section in your **Company Profile**. There are three fields for EORI numbers in this section:

\* EORI Number

GB000012340005

\* XI EORI Number

XI000012340005

XI EORI Valid?

Yes

EU EORI for ICS2 Declarant only

The **EU EORI for ICS2 Declarant only** field is optional.

**Note:** You must have a valid XI or EU EORI number entered in the **XI EORI Number** or the **EU EORI for ICS2 Declarant only** field on your **Company Profile** in order to submit an ENS declaration into [ICS2](#).





## 2.6 Viewing and authorising Related Parties

There is a table called **Related Parties** in the TSS **Company Profile**. In this section you can view the relationships held under your company's registration with other TSS registered parties and select which **Related Parties** you wish to authorise to use your EORI number and be involved in your goods movements.

This table shows a single list of parties (Exporters, Carriers, Hauliers, Entry Summary Declaration Consignment Submitters) who were involved in Entry Summary Declaration Consignments that arrived in the last 31 days, where your EORI was listed as the Importer and showing the relationships they have held.

Name	EORI	Relationship Held	Last Used	Authorised
LOGISTICS UK LTD	XI000012345678	Haulier	29/11/2023 12:01:34	Yes
User Data is Private	XI000012345567	ENS Submitter	29/11/2023 12:01:34	Yes
Trader Five	XI000012340005	Exporter	27/11/2023 10:21:04	Yes

The table shows a maximum of ten records per page (listed by recent involvement in 'Arrived' State Entry Summary Declaration Consignments).

The table has the following sortable columns:

- **Name**
- **EORI**
- **Relationship Held** in declarations (Exporter, Carrier, Haulier, ENS Submitter)
  - If for Exporters/Carriers the 'Address Required' tick box option has been selected on the Entry Summary Declaration, then the row will display the Exporter/Carrier name that was used on the Entry Summary Declaration consignment
  - If a related party has multiple roles (for example, Exporter, Carrier, Haulier, ENS Submitter), a separate row will be created and displayed in the list for each role
  - If 'Haulier EORI' (if different to Carrier) is left blank in the Entry Summary Declaration form, no row will be created. It will only display a 'Haulier' row for cases where the Haulier entry was populated on the Entry Summary Declaration
- **Last Used** – date and time
- **Authorised** – 'Yes' or 'No'

The list can be exported to Excel, CSV, and PDF and saved for your records using the burger menu icon (three horizontal lines) in the top left-hand corner:



Related Parties				
<div> <div> <div></div> <div>Export as PDF</div> <div>Export as Excel</div> <div>Export as CSV</div> </div> <div>Keyword Search <input type="text"/></div> </div>				
EORI	Relationship Held	Last Used	Authorised	
Trader Five	Haulier	25/07/2025 08:39:45	Yes	
GB000012340005	Exporter	25/07/2025 08:39:45	Yes	

To avoid including any declarations that have been changed after submission (for example as part of a Trader Input Required (TIR) correction or a cancellation), parties involved in the declarations will only be listed when the Entry Summary Declaration Consignment has progressed to an 'Arrived' State.

### 2.6.1 How to authorise a Related Party to use your EORI number for goods movements

Click on a [Related Party](#) to open their record:

CustomAgent5

Related Parties

Name

CustomAgent5

EORI

XI150454489082

Relationship Held

ENS Submitter

Last Used

22/08/2022 15:06:26

Authorised

-- None --

Authorise

Save (Ctrl + s)

The **Authorised** field indicates whether you have authorised them to be involved in your goods movements. If they have not been authorised and you wish to change this, you can do this by clicking **Authorise**:

- The primary account holder will receive an email notification when a new related party is authorised
- If you are the primary account holder you will also have the option to **De-Authorise** a related party

When you submit or re-process a Supplementary Declaration via the TSS Portal, TSS will evaluate the parties involved in the goods movement to check whether you have authorised them. This will enable you to review whether any new parties involved in the goods movement are acceptable ahead of submission.

If one or more of the parties mentioned in the roles of **Carrier**, **Haulier**, **ENS** (Entry Summary Declaration) **Submitter** and **Exporter** do not exist in your [Related Parties](#) list or you have not authorised them to be involved in your goods movements, you will be shown the following message:



‘This declaration includes parties not currently “authorised” under your Related Parties in your account profile. By proceeding to submit this declaration, any named parties will be added as “authorised” to the Related Parties unless previously specified as “not authorised” by the primary account holder. Do you wish to proceed?’

- If you press **Cancel** this will return you to the Goods Movement without submitting or re-processing
- If you press **Confirm** the Goods Movement will be submitted or re-processed:
  - If a party does not already appear in your list of related parties they will be added, with **Authorised** set to ‘Yes’
  - If a party is already shown in your list of related parties but not authorised, you will be shown the above message each time you submit or reprocess a goods movement in which they are involved unless you change them to an authorised related party

## 2.7 Authorising and restricting Email Notifications

Once you have registered to use the TSS Portal, any additional colleagues you authorise to access your TSS account will receive all account-level emails. Guidance on adding a new user can be found in the [Registration: Step-by-step guide to using TSS](#) on NICTA.

The Primary Account Holder can restrict the set of contacts who receive account-level emails by adding them to the ‘allow’ list as explained below. If a contact is **not** on the ‘allow’ list, they will only receive emails relating to declarations they have submitted.

1. To change the contacts who receive account-level emails, the Primary Account Holder should navigate to the **Email Notifications** section in your **Company Profile**

**Email Notifications**

By default, the active contacts listed against your account will receive ALL account-level emails sent from TSS. The primary account holder can restrict the set of contacts who receive these emails by updating the records below. If a contact is not set to receive account-level emails, they will only receive emails relating to declarations they submitted.

The primary account holder for your organisation is

☐ Send account-level emails to specific contacts

Account-level emails are currently sent to ALL contacts

2. Select the option to **Send account-level emails to specific** contacts by ticking the box:

☐ Send account-level emails to specific contacts

3. This opens a list of all active company contacts



Click on the contact whose email notifications you wish to change. This opens a read-only record displaying the contact details:

☒ Send account-level emails to specific contacts

Account-level emails will be sent to the specified contacts

Keyword Search

Name	Email	Account-Level Emails
[Redacted]	[Redacted]	false
[Redacted]	[Redacted]	false

- If the user is not already set to receive account-level notifications, click **Send account-level emails**, which can be found within the user's record:

Trader Test

\* Company  \* User ID

\* First Name  \* Last Name

Job Title  \* Email

\* Contact Number

Update

Account-level emails

Send account-level emails

- If the user has previously been set to receive account-level notifications, a **Remove from account-level emails** option is available for the primary contact:

Trader Test

\* Company  \* User ID

\* First Name  \* Last Name

Job Title  \* Email

\* Contact Number

Update

Account-level emails

Remove from account-level emails

## 2.8 Adding a new user, and deactivating or removing existing users

The Primary Account Holder can also add new users and deactivate or remove existing users if required.



## 2.8.1 Adding a new user

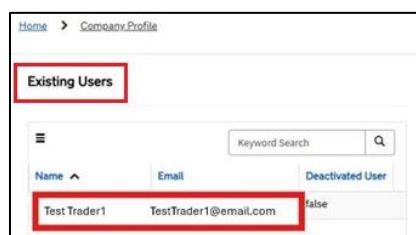
You can add any additional users to your TSS account by clicking [Register](#) on the top right corner of the TSS Portal home page. Step-by-step guidance on adding a new user can be found in the [Registration: Step-by-step guide to using TSS](#) on NICTA.

## 2.8.2 Deactivating an existing user

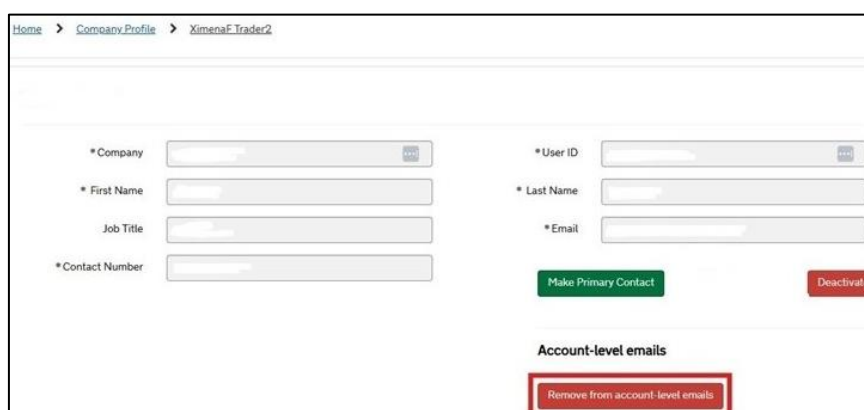
**Deactivation** is usually a temporary measure, for example, during extended absence or parental leave. Deactivating an existing user account prevents the user from having access to the TSS Portal (see the steps below for guidance on how to reactivate the user account). However, they will continue to receive emails from TSS if previously authorised, as described in the [Authorising and restricting Email Notifications](#) section of this guide.

The only way to prevent a deactivated user from receiving any communication by email, is to **remove** the user from the [Company Profile](#) as described in the [Removing a user account](#) section of this guide.

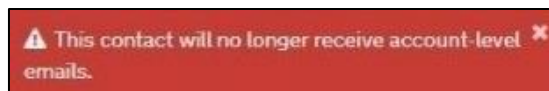
1. To deactivate contacts and stop them receiving account-level emails, the Primary Account Holder should navigate to the [Existing Users](#) section in your [Company Profile](#) and select the user to be deactivated.



2. Select [Remove from account-level emails](#)



3. This generates a red pop-up message in the top right-hand corner which states 'This contact will no longer receive account level emails.'



To proceed with the deactivation, select **Deactivate**

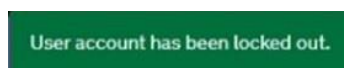
\* User ID

\* Last Name

\* Email

**Make Primary Contact** **Deactivate**

4. Deactivation is confirmed with a green pop-up message in the top right-hand corner



This user account has now been locked, and the user cannot log into TSS. To re-activate the user account, the user will need to contact the [TSS Contact Centre](#) on 0800 060 8888 to request a reset of their password.

Deactivation can also be reversed by the Primary Account Holder repeating the above process in the **Company Profile** and selecting **Activate** for that user.

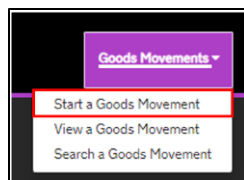
### 2.8.3 Removing an existing user

**Removing** a user from the **Company Profile** prevents that user from logging into the TSS Portal and receiving any TSS correspondence intended for the company. This is typically a permanent action, such as when a staff member leaves the organisation.

To remove a user from your **Company Profile**, the Primary Account Holder should create a case with the [TSS Contact Centre](#) by calling 0800 060 8888, or by logging into the TSS Portal and raising a case (as described in the [How to raise a case](#) section of this guide) to request that the user be removed. You will need to provide the username and email address of the user you wish to remove.

## 3 How to create a new goods movement

To create a goods movement, start by logging in to the [TSS Portal](#). In the navigation bar select the **Goods Movements** tab and then the **Start a Goods Movement** option under it.



This opens the [Start a Goods Movement](#) page and the following list of options. Clicking on one of these will begin the relevant goods movement or claim.

- **Moving Goods from Great Britain to Northern Ireland**
  - **Start a Goods Movement**
    - › [Start a Goods Movement](#)
  - **Start a Consignment for a Goods Movement**
    - › [Start a Consignment for a Goods Movement](#)
- **Moving Goods from Northern Ireland to Great Britain**
  - **Goods Movement from NI to GB**
    - › [Start a Goods Movement from NI to GB Export](#)
- **Additional Goods Movement Options**
- **Reporting**
  - **Download a Goods Movement Record or Declaration**
    - › [Request download of a Goods Movement Record or Declaration](#)
  - **Request the Production of a Declaration Duty Paid Report**
    - › [Request Report](#)

<a href="#">Home</a> > <a href="#">Start a Goods Movement</a>	
<b><u>Moving Goods from Great Britain to Northern Ireland</u></b>	
<b>Start a Goods Movement</b>	Use this form to complete a Goods Movement by providing transport and goods information. This form can be used for all Goods Movements, including SPIMM. <a href="#">Start a Goods Movement</a>
<hr/>	
<b>Start a Consignment for a Goods Movement</b>	Use this form to complete your Goods Movement information which your haulier can then associate to the transport information. This form can be used for all Goods Movements, including SPIMM. <a href="#">Start a Consignment for a Goods Movement</a>
<hr/>	
<b><u>Moving Goods from Northern Ireland to Great Britain</u></b>	
<b>Goods Movement from NI to GB</b>	Use this form to complete a Goods Movement from NI to GB. <a href="#">Start a Goods Movement from NI to GB Export</a>
<hr/>	
<b><u>Additional Goods Movement Options</u></b> <input checked="" type="checkbox"/>	
<hr/>	
<b><u>Reporting</u></b>	
<b>Download a Goods Movement Record or Declaration</b>	Use this form to receive an email with a goods movement record or declaration. <a href="#">Request download of a Goods Movement Record or Declaration</a>
<hr/>	
<b>Request the Production of a Declaration Duty Paid Report</b>	Use this process to request the production of a Declaration Duty Paid report <a href="#">Request Report</a>





Clicking the arrow to the right of the option **Additional Goods Movement Options** will display these options as shown:

- **Additional Goods Movement Options**
  - **Entry Summary Declaration**
    - › [Start an Entry Summary Declaration \(ENS\)](#)
  - **Entry Summary Declaration – Consignment**
    - › [Start an Entry Summary Declaration \(ENS\) Consignment](#)
  - **Create Internal Market Movement Information (IMMI)**
    - › [Start an Internal Market Movement Information](#)

<b><u>Additional Goods Movement Options</u></b>	
<b>Entry Summary Declaration</b>	Use this form to complete an Entry Summary Declaration (ENS). <a href="#">Start an Entry Summary Declaration (ENS)</a>
<b>Entry Summary Declaration - Consignment</b>	Use this form to complete an Entry Summary Declaration (ENS) Consignment without having created the Entry Summary Declaration (ENS) header first. The consignment will need to be associated to a header before it can be submitted. <a href="#">Start an Entry Summary Declaration (ENS) Consignment</a>
<b>Create Internal Market Movement Information (IMMI)</b>	Use this form to complete and submit an IMMI where you have submitted the transportation information outside of TSS or where you are using an IMMI to discharge from applicable special procedures. <a href="#">Start an Internal Market Movement Information</a>

- **Full Frontier Declaration**
  - › [Start a Full Frontier Declaration \(FFD\)](#)
- **Start a Simplified Frontier Declaration (SFD) / Entry In Declarants Records (EIDR)**
  - › [Start a Simplified Frontier Declaration \(SFD\) / Entry In Declarants Records \(EIDR\)](#)
- **Create a Post Movement Internal Market Movement Information (IMMI)**
  - › [Start a Post Movement Internal Market Movement Information \(IMMI\)](#)

<b>Full Frontier Declaration</b>	Use this form to complete a Full Frontier Declaration (FFD). <a href="#">Start a Full Frontier Declaration</a>
<b>Start a Simplified Frontier Declaration (SFD) / Entry In Declarants Records (EIDR)</b>	Use this form to complete a Simplified Frontier Declaration (SFD) / Entry in Declarants Records (EIDR). <a href="#">Start a Simplified Frontier Declaration (SFD) / Entry in Declarants Records (EIDR)</a>
<b>Create a Post Movement Internal Market Movement Information (IMMI)</b>	Use this form to complete and submit a post movement IMMI where you have completed earlier steps outside the TSS. <a href="#">Start a Post Movement Internal Market Movement Information</a>

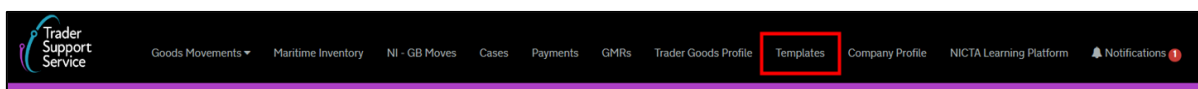


- **Supplementary Declaration**
  - › [Start a Supplementary Declaration \(EIDR\)](#)
- **Supplementary Declaration**
  - › [Start a Supplementary Declaration](#)

<b>Supplementary Declaration</b>	Use this form to complete a Supplementary Declaration independent of an Entry Summary Declaration or Simplified Frontier Declaration. This declaration can only be used for Supplementary Declarations where the initial stage has been completed using Entry Into Declarant Records Declaration. <a href="#">Start a Supplementary Declaration</a>
<b>Supplementary Declaration</b>	Use this form to complete a Supplementary Declaration independent of an Entry Summary Declaration or Simplified Frontier Declaration. This supplementary declaration can only be used where your goods have moved from GB to NI, are in free circulation, there has been no previous customs declaration, you are not declaring SPS goods and your goods have been moved to RoI. <a href="#">Start a Supplementary Declaration</a>

### 3.1 Using Templates

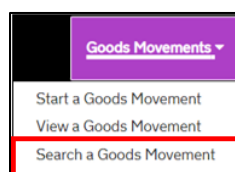
You can create templates of goods lines, which can be saved and used for Entry Summary Declarations to prevent the need to enter the same information again. You can view the templates that have been saved to your account by selecting the [Templates](#) option on the TSS Portal banner.



For more information and step-by-step guidance on using templates refer to the 'ENS Templates' section in the [ENS Step-by-step guide: Standard Process and Consignment First Process](#).

## 4 How to search for a goods movement

Navigate to your goods movement by logging in to the [TSS Portal](#). In the navigation bar, click on the [Goods Movements](#) tab then [Search a Goods Movement](#) in the drop-down list.





A new page will open with a search box that can be used to locate goods movements by **number**, **free text** or **specific trader reference**.

[Home](#) > [Search Goods Movements](#) > Search results for 'cuddly toys'

In preparation for the Simplified Process for Internal Market Movements (SPIMM), this page has been redesigned and some of the options in the list below have been renamed. Learn more at the [NICTA learning platform](#) about these changes and how they affect you.

## Search Goods Movements

### Search

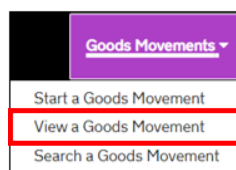
cuddly toys

Search all Goods Movements by Number, Trader Reference or by free text. Please surround your search term in quotation marks to see results that match the exact phrase.

Search results for 'cuddly toys'

Goods Movements (by movement)	598 results
Full Frontier Declarations (by consignment)	1 result
SFD Declarations (by movement)	0 results
Supplementary Declarations (by consignment)	46 results
Goods Movements (by consignment)	2 results
SFD Declarations (by consignment)	62 results
Internal Market Movement Information (by consignment)	3 results
Post Movement Internal Market Movement Information (by consignment)	1 result

It is also possible to view goods movements by their type and/or status. Click the **Goods Movements** tab on the navigation bar and select **View a Goods Movement** from the drop-down.





A new page will open with a **Quick Filters** section, where users are notified of the number of goods movements in their respective status: 'Draft', 'Input Required', 'Overdue' or 'Pending payment'. Each status box is updated when the page is refreshed.

[Home](#) > [View Goods Movements](#)

In preparation for the Simplified Process for Internal Market Movements (SPIMM), this page has been redesigned and some of the options in the list below have been renamed. Learn more at the [NICTA learning platform](#) about these changes and how they affect you.

## View Goods Movement

Quick Filters

Pre-movement to-dos				Post-movement to-dos			
Entry Summary Declarations (ENS): Draft	Entry Summary Declarations (ENS): Input Required	Full Frontier Declarations (FFD): Input Required	Simplified Frontier Declarations (SFD): Input Required	Supplementary Declarations (SD): Draft	Supplementary Declarations (SD): Input Required	Supplementary Declarations (SD): Overdue	Supplementary Declarations (SD): Pending payment
19200	816	1010	450	4214	1185	5526	76

Select Type and Status to view Goods Movements and Declarations

Type	Status
Goods Movements (by movement)	Select Type
Goods Movement (by consignment)	
Internal Market Movement Information (by consignment)	
SFD Declarations (by movement)	

The filters-box chosen will be highlighted in blue when it is clicked, matching the **Type** and **Status** of the goods movements, and displaying the matching list of goods movements in the **Results** section.

[Home](#) > [View Goods Movements](#)

In preparation for the Simplified Process for Internal Market Movements (SPIMM), this page has been redesigned and some of the options in the list below have been renamed. Learn more at the [NICTA learning platform](#) about these changes and how they affect you.

## View Goods Movement

Quick Filters

Pre-movement to-dos				Post-movement to-dos			
<b>Entry Summary Declarations (ENS): Draft</b>	Entry Summary Declarations (ENS): Input Required	Full Frontier Declarations (FFD): Input Required	Simplified Frontier Declarations (SFD): Input Required	Supplementary Declarations (SD): Draft	Supplementary Declarations (SD): Input Required	Supplementary Declarations (SD): Overdue	Supplementary Declarations (SD): Pending payment
<b>5920</b>	641	951	3260	8033	1689	9668	59

Select Type and Status to view Goods Movements and Declarations

**Results**

Entry Summary Declarations (ENS): Draft

Client Job Number	Submitter	Account	Status	Port of Arrival	Arrival Date/Time
ENS000000000235993	Selenium Trader 2	Trader Two.	Draft	Dublin Port (DUBLIN)	30/08/2024 11:17:56
ENS000000000235992	Selenium Trader 2	Trader Two.	Draft	Rosslare Port (ROSSLARE)	30/08/2024 11:13:31



When a filter-box is selected in the **Quick Filter** section, it is not possible to see the **Type** and **Status** section. Once the filter-box is de-selected, the **Type** and **Status** section returns (see screenshot below):

Home > View Goods Movements Search all Goods Movements

In preparation for the Simplified Process for Internal Market Movements (SPIMM), this page has been redesigned and some of the options in the list below have been renamed. Learn more at the [NICTA learning platform](#) about these changes and how they affect you.

## View Goods Movement

Quick Filters

Pre-movement to-dos				Post-movement to-dos			
Entry Summary Declarations (ENS): Draft	Entry Summary Declarations (ENS): Input Required	Full Frontier Declarations (FFD): Input Required	Simplified Frontier Declarations (SFD): Input Required	Supplementary Declarations (SD): Draft	Supplementary Declarations (SD): Input Required	Supplementary Declarations (SD): Overdue	Supplementary Declarations (SD): Pending payment
5920	641	951	3260	8033	1689	9668	59

Select Type and Status to view Goods Movements and Declarations

Type	Status
Goods Movements (by movement)	Select Type
Goods Movement (by consignment)	
Internal Market Movement Information (by consignment)	

The column on the left presents all goods movements by their **Type**. Selecting one of them will open the different **Status** options under the selected type.

Select Type and Status to view Goods Movements and Declarations

Type	Status
Goods Movements (by movement)	Draft Goods Movements
Goods Movement (by consignment)	Trader Input Required Goods Movements
Internal Market Movement Information (by consignment)	Processing Goods Movements
SFD Declarations (by movement)	Authorised Goods Movements
SFD Declarations (by consignment)	Arrived/Cancelled Goods Movements
Supplementary Declarations (by consignment)	All Goods Movements
Post Movement Internal Market Movement Information (by consignment)	
Full Frontier Declarations (by consignment)	

Clicking on the **Status** selected (for example, **Draft Goods Movements**) will open the list of goods movements under that status. The options box on the right can further filter the list by 'this week', 'this month', 'last 6 months', 'last 12 months', 'over 12 months' (see screenshot below).



Home > View Goods Movements

Search all Goods Movements

In preparation for the Simplified Process for Internal Market Movements (SPIMM), this page has been redesigned and some of the options in the list below have been renamed. Learn more at the [NICTA learning platform](#) about these changes and how they affect you.

## View Goods Movement

Select Type and Status to view Goods Movements and Declarations **Currently Selected: Supplementary Declarations (by consignment) - Draft SUP Declarations**

Results

Supplementary Declarations (by consignment) - Draft SUP Declarations

Local Reference Number	Trader Reference	Importer Account	Exporter Name	Status	Period Declaration - Calendar Month	Submission
SUP000000005000843	R25-S75-HB-8587-011	Trader Five	Trader Five	Draft		10/09/2024
SUP000000005000842	R25-S75-HB-8587-010	Trader Five	Trader Five	Draft		10/09/2024 11:06:53
SUP000000005000841		Trader Two.	User Data is Private	Draft		20/09/2023 01:00:00

Created this week  
Created this month  
Created last 6 months  
Created last 12 months  
Created over 12 months

Rows 1 - 3 of 3

If you know the **Local Reference Number** or any other references recorded on the goods movement, you can perform a keyword search using the **Search all Goods Movements** box located on the top right of the page. This will search the keyword across all goods movement types in any status. You cannot filter these results by any date period.

Home > View Goods Movements

Search all Goods Movements

## 5 How to cancel goods movements

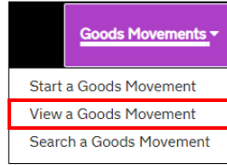
Goods movements can only be cancelled under certain scenarios. Details are outlined in the following guidance:

- [Supplementary Declarations: Step-by-step guide](#)
- [Standalone Simplified Frontier Declaration: Step-by-step guide](#)
- [Full Frontier Declaration: Step-by-step guide](#)

## 6 Obtaining information for your goods movements in TSS

### 6.1 How to download goods movement information

If you need to download information from your goods movements for your own records, select **View a Goods Movement** from the **Goods Movements** tab:



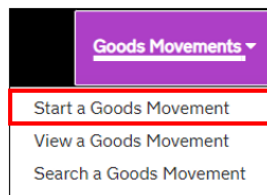
- The goods movement number (for example, 'SUP000000000085755')

A keyword in the goods movement (for example, 'apple')

[Home](#) > [View Goods Movements](#)

Supplementary Declarations (by consignment)							66 results
Export as PDF Export as Excel Export as CSV	Trader Reference	Importer Account	Exporter Name	Status	Period Declaration - Calendar Month	Submission Due Date	Arrival Date/Time
	SUP00000000000000000000	Goods by Good	User Data is Private	Draft		10/10/2023	06/09/2023 15:20:56
	<a href="#">SUP0000000000083129</a>	Goods by Good	User Data is Private	Cancelled	09 - 2023	10/10/2023	06/09/2023 15:20:56
	<a href="#">SUP0000000000075515</a>	Trader Five	Trader Five	Draft		10/05/2023	20/04/2023 19:35:16
	<a href="#">SUP0000000000074297</a>	Trader Five	Trader Five	Closed		10/04/2023	23/03/2023 11:28:00

1. You will need the **Local Reference Number (LRN)**, which can be found on the top left of your goods movement in the TSS Portal
2. You can obtain a copy in PDF format by selecting the **Goods Movements** tab in the navigation bar and then the **Start a Goods Movement** link in the drop-down:







- Once the new page opens, scroll down to the bottom of the page and select the option **Download of a Goods Movement Record or Declaration**

- Once you click the link you will be asked which goods movement you would like to export a copy of and there will be a drop-down menu with all your goods movements.

Each goods movement type will have an **LRN** number that starts with a prefix as follows:

- Internal Market Movement Information (IMMI) start with '**GLR**'
- Supplementary Declarations start with '**SUP**'
- **Consignment (header) Level Declarations** start '**DEC**' for Entry Summary Declarations and Simplified Frontier Declarations
- Simplified Frontier Declarations start with '**SFD**'
- Full Frontier Declarations start with '**FFD**'

If you start typing '**ENS**', for example, a list of all your Entry Summary Declarations will then be displayed.

- Once you have chosen your goods movement, you can click the **Submit** button.

- A pop up box will confirm your request has been successfully submitted:



Submitted - We will email you a link to your export shortly. Please allow up to ten minutes for it to arrive.

- The PDF will be sent to you by email – it will show the goods movement number, who requested the copy, and the time stamp

### 6.3 Request a report of declarations with Duty Paid

You can request a **Declaration Duty Paid Report** showing goods line items and duty details for any goods that have been moved to NI for which duty has been paid during a selected calendar month. This report may help if you wish to make a claim for Duty Reimbursement. There are further details on the [Duty Reimbursement Scheme](#) on GOV.UK.

- Locate the **Goods Movement** tab in the navigation bar and click **Start a Goods Movement**

Home > Start a Goods Movement

**Additional Goods Movement Options**

**Reporting**

Download a Goods Movement Record or Declaration  
Use this form to receive an email with a goods movement record or declaration.  
[Request download of a Goods Movement Record or Declaration](#)

**Request the Production of a Declaration Duty Paid Report**  
Use this process to request the production of a Declaration Duty Paid report  
[Request Report](#)

- Once the new page opens, scroll down to the section **Request the Production of a Declaration Duty Paid Report** and then click on the **Request Report** link

Select the month that you wish the report to cover from the **Calendar Month** field. Next, choose the year from the **Calendar Year** field.

Home > Start a Goods Movement > Request the Production of a Declaration Duty Paid Report

**Request the Production of a Declaration Duty Paid Report**

This area provides the functionality to request the production of a report in XLS format. The report will contain goods line item and duty details for any goods declared to have been imported into Northern Ireland during the selected calendar month for which duty has been paid. When the request is submitted the production of the report will be scheduled to take place overnight. You will be notified by email when the report is available. The email will contain a link to the file produced to allow access and/or the ability to download the file if required.

**Required information**

Calendar Month Calendar Year

Submit

\* Calendar Month  
-- None --

\* Calendar Year  
-- None --

Any TSS Users who have registered to use the TSS API should consider using the equivalent API functionality. Guidance is published in the TSS API User Guide.



When the month and year have been selected click the **Submit** button. A message will be displayed to confirm your request has been submitted and you will be notified by email when the report is available.

3. The production of the report will be scheduled to take place overnight

You will be sent an email to notify you that the report is available, which will contain a link to access and/or download the file if required.

4. The report will be deleted after one calendar month

## 6.4 Post Movement Submission Status

You can also check the status of your Supplementary Declarations and IMMIs in your **Company Profile** with the Post-Movement Submission Status section in your **Company Profile**. The Post-Movement Submission Status provides you with up-to-date information regarding the status of any outstanding Supplementary Declarations or post-movement Internal Market Movement Information (IMMI) in your TSS account. If there is nothing outstanding, then the **State** field reads 'Up to date'.

**Post-Movement Submission Status**

State: **Up to date**

As of 01 July 2025 you had no outstanding or overdue Supplementary Declarations or post-movement Internal Market Movement Information (IMMI) on your TSS account. This does not consider any goods movements before the 1st May 2025.

**Help and Support**

The following resources are available on NICTA to help you complete Supplementary Declarations and Post-Movement IMMIs:

- [Guidance on how to complete the Supplementary Declarations](#)
- [Guidance on how to convert Supplementary Declaration to Internal Market Movements Information \(IMMI\)](#)

**Email Notifications**

**UKIMS and Trader Goods Profile Access**

☐ Open UKIMS access  
☐ Open TGP

These accounts have access to your UKIMS authorisation and TGP that allows them to submit Internal Market Movement Information (IMMI) records on your behalf. Accounts with 'Edit' TGP access can update TGP records on your behalf. The liability for the accuracy of the IMMI and TGP remains with you. Please refer to the TSS T&Cs covering UKIMS and TGP authorisation.

Third Party EORI	UKIMS Permission	TGP Permission
GB000012340002	Granted	Edit
GB000012340003	Granted	View
GB000012340004	Granted	Exclude
GB000012340005	Granted	View
GB000012340071	Granted	Edit

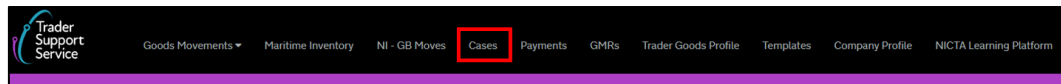
## 7 How to raise a case

### 7.1 Raising a new case in the TSS Portal

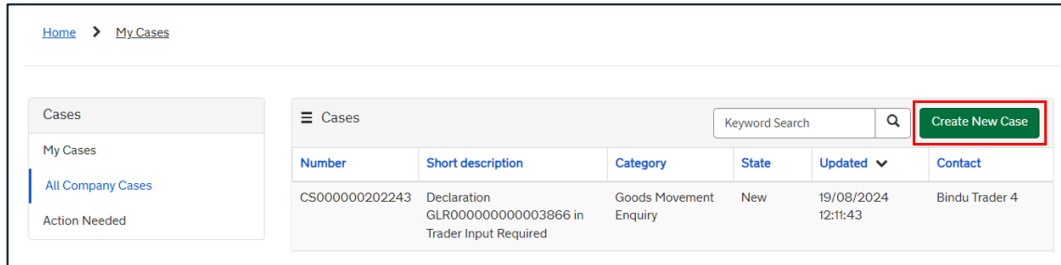
1. Log in to your [TSS account](#)



2. Once logged in, click the **Cases** tab:



- Click **Create New Case**:



- Once the new case form opens, select the **Enquiry Type** you need to raise:

- Complete these fields in the form: **Enquiry Short Description** and **Details of Enquiry** (adding any supporting files needed as an attachment); once all fields are completed, press **Submit**:



6. Once the enquiry has been submitted, you will receive confirmation with the case number, which identifies the enquiry in the TSS system:

Home > Thank You

### Thank you for your enquiry

We can confirm that your enquiry was successfully submitted and we will be in touch with you in due course.

---

**CS000000039085** This is your reference number for your records, please use this number in any future correspondence with us. You should also receive an email from us with this reference number shortly.

---

**Contact Us** Telephone: **0800 060 8888**

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**Opening times** Our phone line opening hours are:  
Monday to Sunday: 07:30 – 22:30  
For GMR, Document Control Case, Inspection, or Physically at Port Queries, the phone line opening hours are: 24 hours x 7 days.  
**Press option 5**

7. You can see a list of all cases that have been raised for your company by clicking on the **Cases** tab as shown in [step 2.](#) above:

- **My Cases** shows all cases that you have raised under your user profile
- **All Company Cases** shows cases that have been raised by all registered users of your company
- **Action Needed** shows cases that require input

Home > My Cases

Cases				
Number	Short description	Category	State	Updated
CS000000025910	R8T15a-ServiceEnhance-002-B	Registration Enquiries	Awaiting TSS	01/11/2021 11:46:41
CS000000032956	Declaration DEC000000000350701 in Trader Input Required	Registration Enquiries	New	01/02/2023 11:00:24

8. To review a case, click on it to access the **Case View** screen

If a case has been raised regarding a particular goods movement, GMR or inventory claim, you can navigate to the related record by clicking **View Related Record** located on the right-hand side of the screen.

Home > My Cases > Case - CS000000027631

Declaration SUP000000000061790 - ON HOLD

**Description:**  
UKD Standalone SDI on hold as declaration contains SPS goods

Type your message here... Send

Brett Trader 5  
09/03/2022 16:43:20  
CS000000027631 Created

**Actions**  
Make Me Case Contact

**Actions**  
**View Related Record**

**Case details**

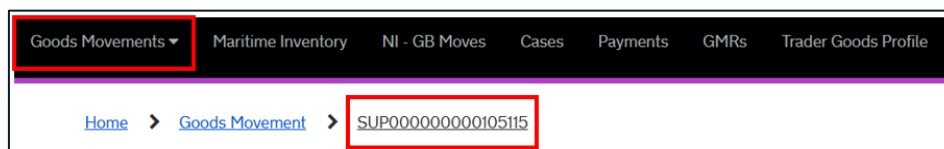


- **View Related Record** is only visible when the case:
  - Has a valid associated record reference
  - Has not been cancelled, and
  - Is in one of the 'Categories' below:
    - › Goods Movement Enquiry
    - › Inventory Queries
    - › GMR or Port Queries

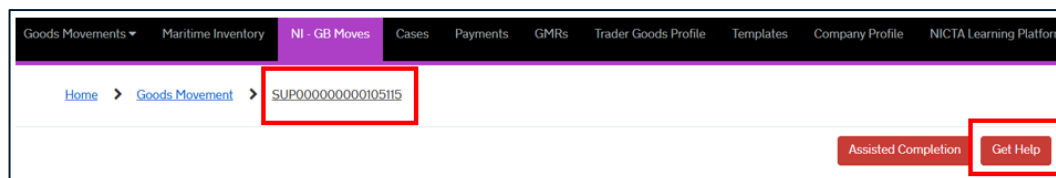
Case details	Case details	Case details
Number CS000000053 744  State New  Category Goods Movement Enquiry  Declaration FFD00000000 0021092  Account Trader Five  Contact Selenium Trader 5	Number CS000000035 500  State New  Category GMR or Port Queries  Declaration ENS00000000 0202541  Account Trader Five  Contact Lynda Trader 5	Number CS000000053 508  State New  Category Inventory Queries  Account Trader Five  Contact Sam CustomsAgent5

## 7.2 How to raise a case regarding an individual goods movement

1. Log in to your [TSS account](#) and navigate to the specific **Goods Movement** you need support with:



2. Once you have opened the goods movement, click **Get Help**:



3. A pop-up box will appear; type your query in the **Comments** field and then press **Submit**:



Get Help

When you press the submit button below, your form will be automatically saved. This is to ensure that our agents will be able to see the latest information you have entered.

\* Comments

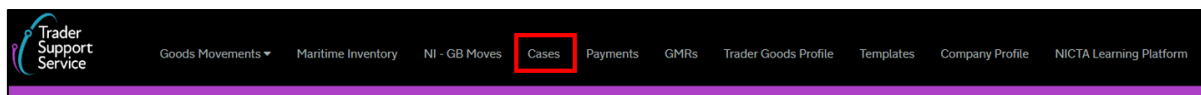
Please enter a brief description on how we can help.

[Submit](#)

### 7.3 How to change the Case Contact

You can take ownership of a case by assigning yourself as the **Case Contact**. You can see the name of the contact assigned to a case in the **Contact** field in the case records.

- Once you are logged in to your TSS account, click on the **Cases** tab:



- Select **All Company Cases** to display a record of all the cases that have been raised for your company's TSS account and see who the contact for each case is in the **Contact** field:

Cases		Cases					Keyword Search	Q	Create New Case
My Cases		Number	Short description	Category	State	Updated	Contact		
All Company Cases		CMPL0001132	Complaint	Process	Closed	01/11/2021 14:04:37	Lynda Trader 5		
Action Needed		CS000000029431	this is an enquiry	Registration Enquiries	New	27/06/2022 14:23:55	Alanah Trader5		

- If a case is not in a 'Resolved', 'Closed' or 'Cancelled' state you can make yourself the contact for the case

Click on the case to open the case record and click **Make me Case Contact**.

**Note:** **Make me Case Contact** will not be visible if you are already the contact for the case.





Home > My Cases > Case - CS000000032798

**\*\*SFD Arrival Date/Time has passed\*\***

**Description:**  
The following Consignments on these SFD's are at an Authorised for Movement state, but the arrival date/time has passed. For each Consignment listed against the SFD, please confirm the current status with one of the following states:  
- Arrived: Goods have arrived at the destination

**Actions**  
Make Me Case Contact

**Case details**

Number	State
CS000000032	Awaiting Info

## 8 How to raise a complaint

The following steps detail how to raise a complaint within TSS.

1. Open the TSS Portal, scroll down to the bottom of the home page, and click on the [How to Contact Us](#) link

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[Accessibility Statement](#) - [How to Contact Us](#)

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2. Then, click [Raise a Complaint](#)

Home > [How to Contact Us](#)

Alternatively and you are a registered user, follow the attached link to [Raise a Complaint](#).

Trader Support Services (TSS) will deal with your complaint and contact you.

3. Input the information required in the fields:
  - [Please detail the nature of your complaint](#) (mandatory field)
  - [Date and time issue occurred](#)
  - [Describe what actions can be taken in order to deal effectively with your complaint](#) (mandatory field)
  - [Describe what measures can be taken to avoid a repeat of your complaint](#) (mandatory field)
  - [Related Record](#): select the relevant code if your complaint is related to one of the topics listed)



- **If there are any other comments you would like to include, please detail**
  - **What is your preferred method of contact?** (mandatory field): select either **Email** or **Phone**
4. Once you have completed the form, press the **Submit** button

## 9 I need to know more

There are additional guides available on [NICTA](#) to support you with trade in and out of Northern Ireland:

- [Registration: Step-by-step guide to using TSS](#)
- [A Beginner's Guide for importing goods to Northern Ireland](#)
- [Simplified processes for Internal Market Movements - Introduction Guide](#)
- [ENS Step-by-step guide: Standard Process and Consignment First Process](#)
- [Supplementary Declarations: Step-by-step guide](#)
- [Full Frontier Declaration: Step-by-step guide](#)
- [Standalone Simplified Frontier Declaration: Step-by-step guide](#): the Standalone Simplified Frontier Declaration should only be used for movements using certain special procedures or relief options, and where the required authorisation is held

You can also contact the [TSS Contact Centre](#) for support on 0800 060 8888.

## 10 Changes to guidance and policy

Last updated November 2025.

**November 2025:** Updated to include ICS2 changes and email deactivation/removal process for existing users.

**August 2025:** TSS Portal self-service update.

**May 2025:** Removal of the Windsor Framework disclaimer.



**March 2025:** Additional questions added to the Windsor Framework Trader Readiness Questionnaire in section 2.1. Updates to language and terminology throughout guide.

**February 2025:** Renamed 'Trader Reference' field to 'Product Reference'.

**January 2025:** New section 2.1 added explaining how to use the readiness tracker.

**November 2024:** Minor updates to ensure consistency across guidance.

**September 2024:** Updated to reflect changes in NIRMS authorisation.

**August 2024:** Updated to outline how to manage UKIMS authorisation access and permissions.

**March 2024:** Updated to reflect on how standard processes can be completed on (TSS) Portal.

**January 2024:** Updates on XI EORI, TSS Portal landing page and navigation bar.

**October 2023:** Updated to reflect current status of the UKTS and UKIMS.

**September 2023:** Section 8.3 to reflect updated Duty Reimbursements Scheme and general improvements with clearer screenshots.

**July 2023:** Section 2.2 updated to reflect the UK Internal Market Scheme (UKIMS) change.

**June 2023:** Updated to reflect introduction of View Related Record functionality.

**February 2023:** Updated to include overview of ENS Goods templates and how to change the contact for a case.

**October 2022:** Updated to include overview of how to view and manage authorisations and to reflect TSS Portal re-design.

**August 2022:** Updates for email distribution management and ability to view importer / haulier relationships on the TSS Company Profile.

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

**Published** April 2022.