



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 with which you 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 definition¹.

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

The Trader Support Service (TSS) provides free training and support for businesses moving goods between Great Britain (GB) and Northern Ireland (NI) to help them submit declarations.

This guide outlines how standard processes can be completed in the 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 to do so.

The Windsor Framework Trader Readiness questionnaire enables you to view and update the status of your UK Internal Market Scheme (UKIMS) authorisation as explained in the [Adding your UKIMS authorisation to your Company Profile](#) section, the Northern Ireland Retail Movement Scheme (NIRMS) explained in the [Adding your NIRMS authorisation to your Company Profile](#) section, and the Trader Goods Profile (TGP) for use in the TSS Portal. Only the Primary Account Holder can provide a response to the questions, though all users are able to view the responses.

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

¹Terms 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.



Home > Company Profile

Trader Five

TSS Trader Technical Readiness for Windsor Framework

Are you planning on using the Windsor Framework features?

-- Select --

Contact details and information

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

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:

Required: 2/2

UKIMS Authorised

As part of this readiness check, TSS has checked your UKIMS documentation.
Your UKIMS documentation has been uploaded, thank-you.

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

Required: 0/2

UKIMS Authorised

Please upload your UKIMS authorisation documentation.

[Why do I need to upload my UKIMS Authorisation?](#)

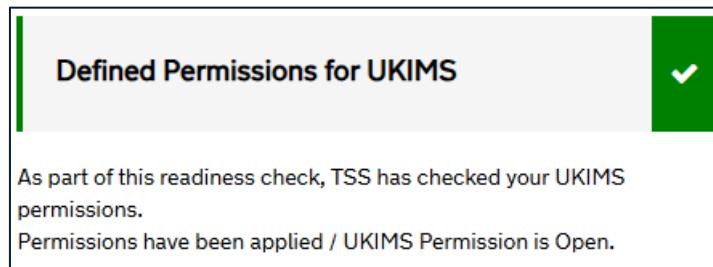
[Upload your UKIMS Authorisation](#)



2.1.2 Defined Permissions for UKIMS (Required)

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

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



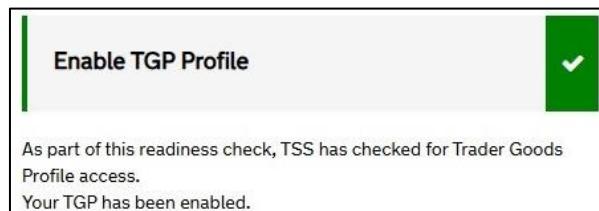
- If the system detects that you **have not** authorised a third party to use your UKIMS authorisation, the following is displayed:



2.1.3 Enable TGP Profile (Optional)

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

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



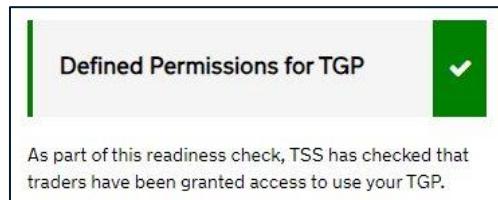
- If the system detects that you **have not** authorised the use of your TGP account in your TSS [Company Profile](#), the following is displayed:



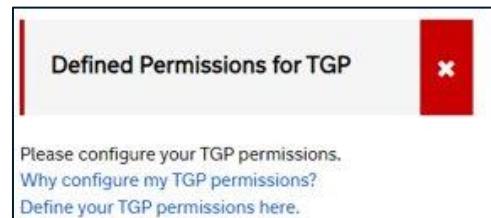
2.1.4 Defined Permissions for TGP (Optional)

The second part of this section checks if you have authorised a third party to use your TGP in your TSS **Company Profile**.

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



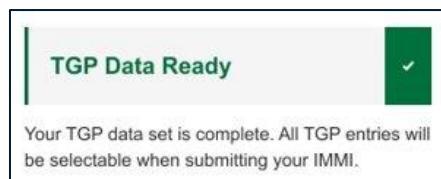
- If the system detects that you **have not** authorised a third party to use your TGP in your TSS **Company Profile**, the following is displayed:



2.1.5 TGP Data Ready (Optional)

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

- If you **have** completed your TGP entries and they are ready to be used on an IMMI, the following is displayed:





- If the system detects that your TGP entries are only **partially** complete and are **not** ready to be used on an IMMI, the following is displayed:



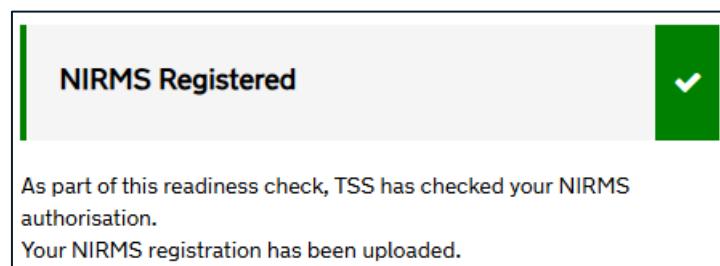
- If the system detects that your TGP entries are **not** ready to be used on an IMMI, the following is displayed:



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:



Optional: 0/3	NIRMS Registered  If you move Agri product and you are eligible for NIRMS authorisation please upload your scheme number. Why enable NIRMS? Define your NIRMS Number here
-------------------------	---

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	UKIMS Authorised 	Defined Permissions for UKIMS 
	As part of this readiness check, TSS has checked your UKIMS documentation. Your UKIMS documentation has been uploaded, thank-you.	As part of this readiness check, TSS has checked your UKIMS permissions. Permissions have been applied / UKIMS Permission is Open.
Optional: 4/4	Enable TGP Profile 	Defined Permissions for TGP 
	As part of this readiness check, TSS has checked for Trader Goods Profile access. Your TGP has been enabled.	As part of this readiness check, TSS has checked that traders have been granted access to use your TGP.
	TGP Data Ready 	NIRMS Registered 
	Your TGP data set is complete. All TGP entries will be selectable when submitting your IMMI.	As part of this readiness check, TSS has checked your NIRMS authorisation.
Please 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.		
Internal Market Movement Guidance		
Internal Market Movement Trader Checklist		

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 UKIMS.

As soon as you have received your letter from HMRC confirming 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 enables 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:

The screenshot shows a 'Document Records' section within a 'Company Profile' interface. At the top right is a green 'New' button with a white border, which is highlighted with a red box. Below the button is a search bar with the placeholder 'Keyword Search' and a magnifying glass icon. At the bottom of the section are three filter buttons: 'Document Type', 'State', and 'Authorisation/Document Reference Number'.

2. This opens a new [Document Record](#) form:

The screenshot shows a 'Document Record - new record' form. At the top left is a title 'Document Record - new record' and a small 'cancel' icon. Below the title is a note '• Indicates required'. The form has two main sections: 'Document Record' and 'Verified Date'. The 'Document Record' section contains a 'Document Type' dropdown menu with 'None' selected, and an 'Authorisation/Document Reference Number' input field. The 'Verified Date' section contains an empty input field. At the bottom right is a green 'Submit' button.

3. In the [Document Type](#) field, select 'UKIMS' from the drop-down menu:



Document Record - new record

* Indicates required

Document Record

* Document Type

UKIMS

-- None --

UKTS

UKIMS

NIRMS

Verified Date

- 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 'XIUUKIM' followed by the 12-15 digits from your EORI number, followed by 'YYYYMMDDHHmmss':

Authorisation/Document Reference Number

- The **Verified Date** field is populated once the document has been verified by TSS:

Verified Date

- 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**.

Document Record - new record

* Indicates required

Document Record

* Document Type

UKIMS

* Authorisation/Document Reference Number

* Associated EORI

- 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**:

Document Record - new record

* Indicates required

Document Record

*Document Type: UKIMS

Verified Date: [empty]

*Authorisation/Document Reference Number: [empty]

*Associated EORI: [empty]

- If the attachment was added successfully, you will see a copy of your attachment in the Attachments section:

Attachments
Ukims.docx

Document Record

*Document Type: UKIMS

State: Active

*Authorisation/Document Reference Number: XIUKIM00001234000520240212142805

Verified Date: 27/10/2025

*Associated EORI: XI000012340005

- 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 to 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 or other third parties to use your UKIMS authorisation. If you are using simplified processes, you can refer to the [TSS Permissions Management for TGP and UKIMS](#) guidance on managing your UKIMS and TGP in relation to those 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

Existing Permissions

EORI	UKIMS Access	Edit	Delete
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		<input type="button" value="Manage Permissions"/>
These accounts have access to your UKIMS authorisation, allowing them to submit a Green Lane Record on your behalf.		
<input type="button" value="≡"/>	<input type="text" value="Search list"/> <input type="button" value="Q"/>	
EORI Number	UKIMS Permission	
EORI Number	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

EORI Number

UKIMS Access

Granted

Cancel Save

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

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 via [NIRMS registration](#) page on GOV.UK. Further details are available on NICTA - [Northern Ireland Retail Movement Scheme \(NIRMS\): how the scheme works](#).

On successfully registering for NIRMS, you will be issued with a NIRMS Authorisation Reference number.

- Once you have received this NIRMS Authorisation Reference, go to your [Company Profile](#) to add it by clicking on the **New** in the [Document Records](#) section:

Home > Company Profile

Document Records **New**

≡ Keyword Search

Document Type State Authorisation/Document Reference Number

- This opens a new [Document Record](#) form:

Document Record - new record

* Indicates required

Document Record

*Document Type

... None ...

Verified Date

Authorisation/Document Reference Number

Submit



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

The screenshot shows a 'Document Record - new record' form. The 'Document Type' dropdown is open, displaying 'NIRMS' as the selected option. The 'Submit' button is located in the bottom right corner of the form area.

4. In the **Authorisation/Document Reference Number** field, add your NIRMS Authorisation Reference.

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:

The screenshot shows a 'Document Record' form. The 'Authorisation/Document Reference Number' input field is highlighted with a red box. The 'Document Type' dropdown is set to 'NIRMS'.

5. Click **Submit** to send the information to TSS.
6. 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**:

The screenshot shows a document record for 'RMS-GB-189899'. The 'State' dropdown is set to 'Active'. The 'Cancel' button is highlighted with a red box. The 'Document Type' dropdown is set to 'NIRMS'.

2.5 How to edit EORI numbers

The GB and/or XI EORI number that was entered upon your registration 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 [Import Control System 2 \(ICS2\)](#).

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 TSS 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 (below) shows a single list of parties (Exporters, Carriers, Hauliers, Entry Summary Declaration Consignment Submitters) who were involved in your 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.

Related Parties				
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				
	EORI	Relationship Held	Last Used	Authorised
Trader Five	GB000012340005	Haulier	25/07/2025 08:39:45	Yes
		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	Relationship Held
CustomAgent5	ENS Submitter
EORI	Last Used
XI150454489082	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**, **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 receiving 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.

To change the contacts who receive account-level emails, the Primary Account Holder should:

1. 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

This opens a list of all active company contacts.

3. 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

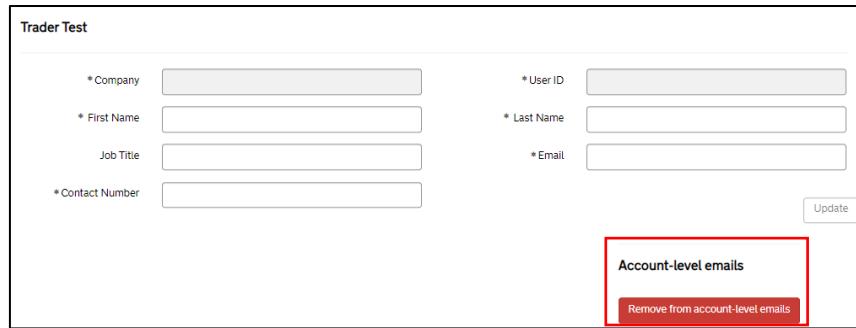
Name	Email	Account-Level Emails
[REDACTED]		false
[REDACTED]		false

4. 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	<input type="text"/>	* User ID	<input type="text"/>
* First Name	<input type="text"/>	* Last Name	<input type="text"/>
Job Title	<input type="text"/>	* Email	<input type="text"/>
* Contact Number	<input type="text"/>	<input type="button" value="Update"/>	
<input type="checkbox"/> Account-level emails			
<input type="button" value="Send account-level emails"/>			

5. 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

* First Name

Job Title

* Contact Number

* User ID

* Last Name

* Email

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.

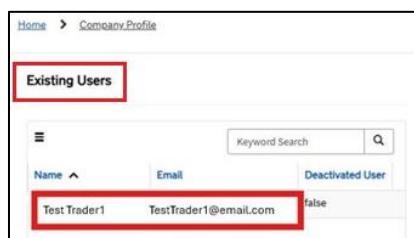
2.8.2 Deactivating an existing user

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.

To deactivate contacts and stop them receiving account-level emails, the Primary Account Holder should:

1. Navigate to the **Existing Users** section in your **Company Profile** and select the user to be deactivated:



Home > Company Profile

Existing Users

Name	Email	Deactivated User
Test Trader1	TestTrader1@email.com	false

Remove from account-level emails

2. Select **Remove from account-level emails**:



Home > Company Profile > XimenaF Trader2

* Company: [Input Field]

* First Name: [Input Field]

Job Title: [Input Field]

* Contact Number: [Input Field]

* User ID: [Input Field]

* Last Name: [Input Field]

* Email: [Input Field]

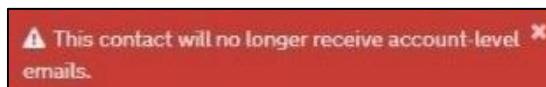
Make Primary Contact

Deactivate

Account-level emails

Remove from account-level emails

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



3. To proceed with the deactivation, select **Deactivate**:

* User ID: [Input Field]

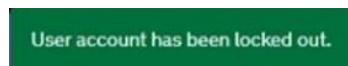
* Last Name: [Input Field]

* Email: [Input Field]

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, with the result that 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

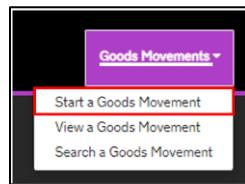
Removing a user from the [Company Profile](#) prevents that user from logging into the TSS Portal and receiving any TSS correspondence intended for the company. This is typically a permanent action, such as when a staff member leaves the organisation.



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. Alternatively they can log into the TSS Portal and raise 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 into 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**](#)



Home > Start a Goods Movement

Moving Goods from Great Britain to Northern Ireland

Start a Goods Movement	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. Start a Goods Movement
Start a Consignment for a Goods Movement	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. Start a Consignment for a Goods Movement

Moving Goods from Northern Ireland to Great Britain

Goods Movement from NI to GB	Use this form to complete a 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	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

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](#)

Additional Goods Movement Options

Entry Summary Declaration	Use this form to complete an Entry Summary Declaration (ENS). Start an Entry Summary Declaration (ENS)
Entry Summary Declaration - Consignment	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. Start an Entry Summary Declaration (ENS) Consignment
Create Internal Market Movement Information (IMMI)	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. Start an Internal Market Movement Information

- **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 \(IMMI\)](#)

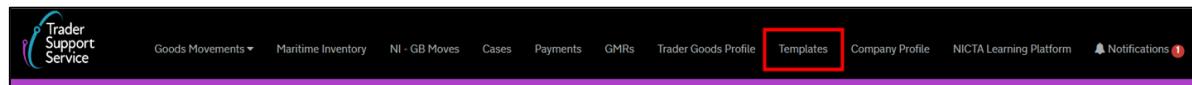
Full Frontier Declaration	Use this form to complete a Full Frontier Declaration (FFD). Start a Full Frontier Declaration
Start a Simplified Frontier Declaration (SFD) / Entry In Declarants Records (EIDR)	Use this form to complete a Simplified Frontier Declaration (SFD) / Entry in Declarants Records (EIDR).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

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

Supplementary Declaration	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. Start a Supplementary Declaration
Supplementary Declaration	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. Start a Supplementary Declaration

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:

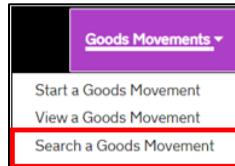




For more information and step-by-step guidance on using templates refer to the 'ENS Templates' section in the [ENS Step-by-step guide: Standard Process and Consignment First Process](#).

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, and 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

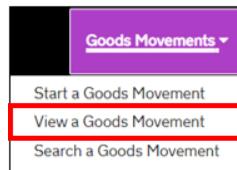
cuddly toys

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

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 [NICIA 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 19200	Entry Summary Declarations (ENS): Input Required 816	Full Frontier Declarations (FFD): Input Required 1010	Simplified Frontier Declarations (SFD): Input Required 450	Supplementary Declarations (SD): Draft 4214	Supplementary Declarations (SD): Input Required 1185	Supplementary Declarations (SD): Overdue 5526	Supplementary Declarations (SD): Pending payment 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

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 [NICIA 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 5920	Entry Summary Declarations (ENS): Input Required 641	Full Frontier Declarations (FFD): Input Required 951	Simplified Frontier Declarations (SFD): Input Required 3260	Supplementary Declarations (SD): Draft 8033	Supplementary Declarations (SD): Input Required 1689	Supplementary Declarations (SD): Overdue 9668	Supplementary Declarations (SD): Pending payment 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 11:7:56
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:



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

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



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
SUP0000000005000843	R25-S75-H8-8587-011	Trader Five	Trader Five	Draft		10/09/2024
SUP0000000005000842	R25-S75-H8-8587-010	Trader Five	Trader Five	Draft		10/09/2024 11:06:53
SUP0000000005000841		Trader Two.	User Data is Private	Draft		20/09/2023 01:00:00

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 date period:

Home > View Goods Movements

Search all Goods Movements

5 How to cancel goods movements

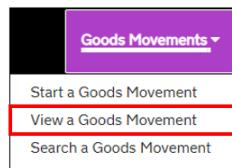
Goods movements can only be cancelled under certain scenarios. Details are outlined in the following guidance on NICTA:

- [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:

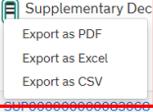


Use the search function to enter either:

- The goods movement number (for example, 'SUP0000000000085755')
- OR
- A keyword in the goods movement (for example, 'apple')

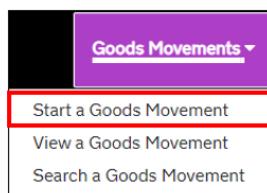


This will provide you with a list of goods movements matching the criteria you entered. At the top of the list there is a burger menu icon (three horizontal lines). Clicking on it will allow you to download the information in three different formats: PDF, Excel or CSV file:

 Supplementary Declarations (by consignment)							
	Trader Reference	Importer Account	Exporter Name	Status	Period Declaration - Calendar Month	Submission Due Date	Arrival Date/Time
SUP0000000000000000	Goods by Good	User Data is Private	Draft		10/10/2023	06/09/2023 15:20:56	
SUP0000000000083129	Goods by Good	User Data is Private	Cancelled	09 - 2023	10/10/2023	06/09/2023 15:20:56	
SUP0000000000075515	Trader Five	Trader Five	Draft		10/05/2023	20/04/2023 19:35:16	
SUP0000000000074297	Trader Five	Trader Five	Closed		10/04/2023	23/03/2023 11:28:00	

6.2 How to download a Goods Movement Record or declaration

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:



3. 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:**

Home	>	Start a Goods Movement
<u>Additional Goods Movement Options</u>		
<u>Reporting</u>		
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

4. 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:

- IMMI starting 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.

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

Home > Start a Goods Movement > Export a Declaration

Export a Declaration

Upon submission of this form you will be emailed a PDF export of the chosen declaration.

* Declaration Number

I

DECoooooooooooo0001003
DECoooooooooooo0001008
DECoooooooooooo0001012
DECoooooooooooo0001016
DECoooooooooooo0001018
DECoooooooooooo0001020
DECoooooooooooo0001022

Required information

Declaration Number

Submit



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



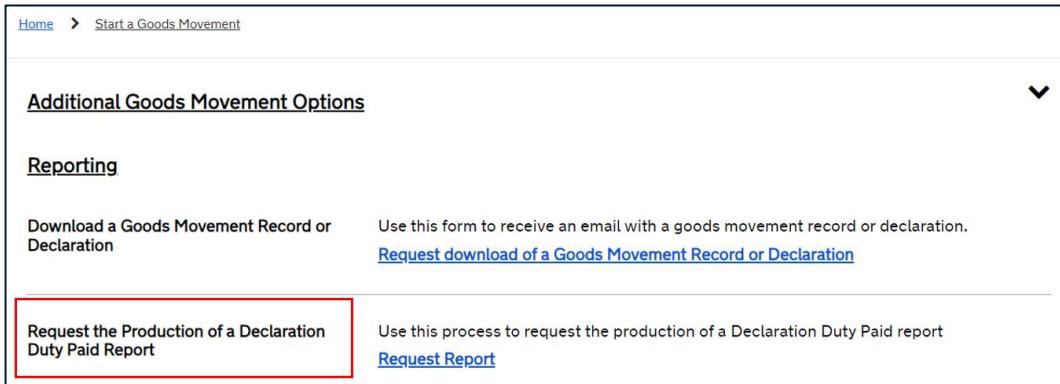
Submitted - We will email you a link to your export shortly. Please allow up to ten minutes for it to arrive. X

7. 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** that shows the 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.

1. 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

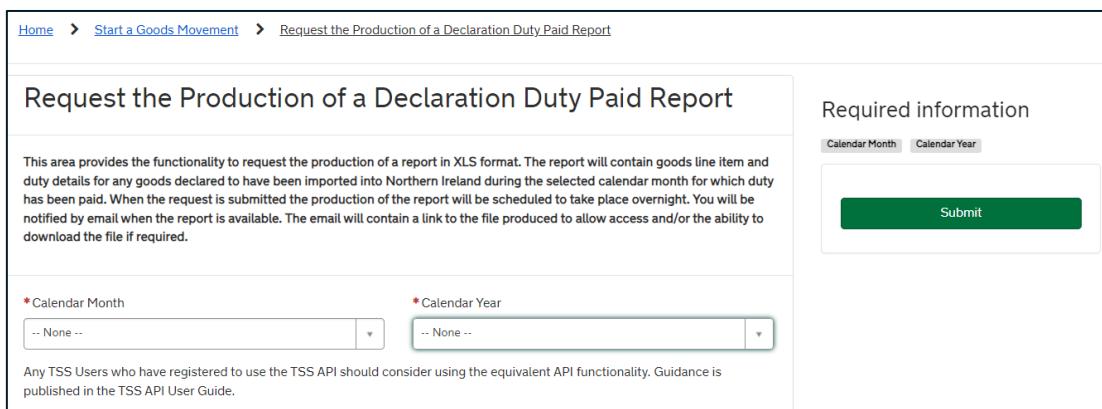
Download a Goods Movement Record or Declaration Use this form to receive an email with a goods movement record or declaration. [Request download of a Goods Movement Record or Declaration](#)

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

2. 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.

* Calendar Month * Calendar Year

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.

Required information

Calendar Month Calendar Year

Submit



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**, via 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 IMMI in your TSS account. If there is nothing outstanding after your goods have moved, then the **State** field reads '**Up to date**':

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

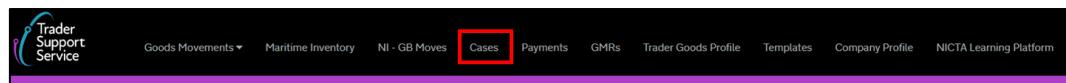
7 How to raise a case

7.1 Raising a new case in the TSS Portal

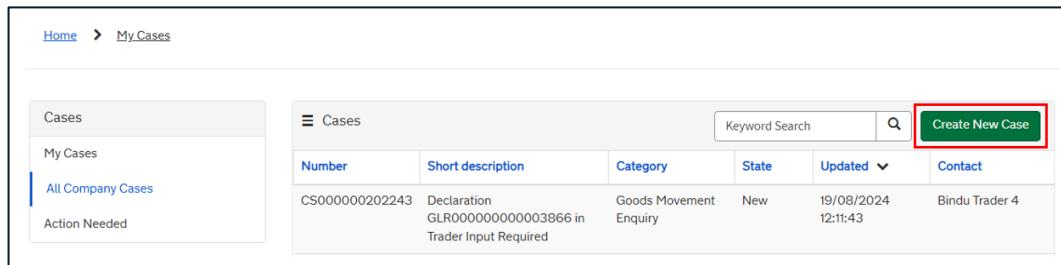
1. Log in to your [TSS account](#):



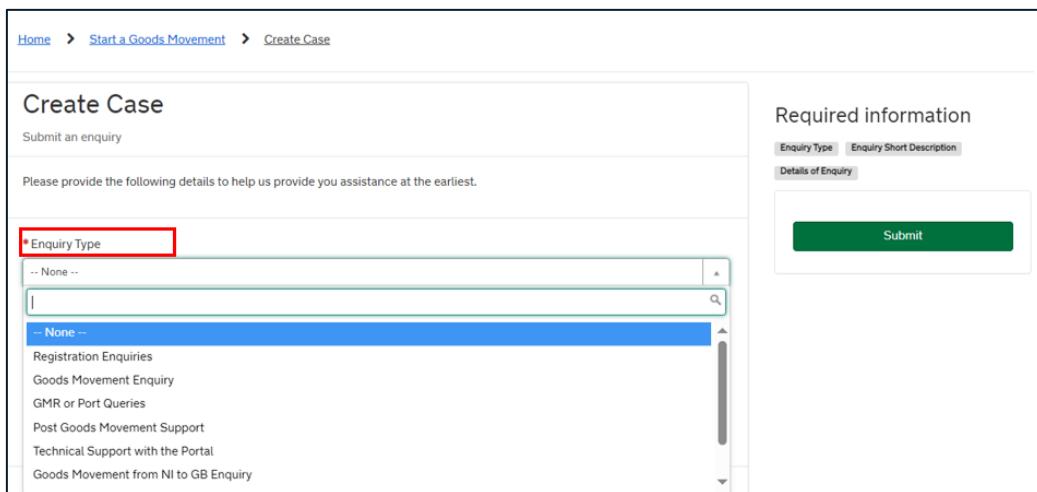
2. Once logged in, click the **Cases** tab:



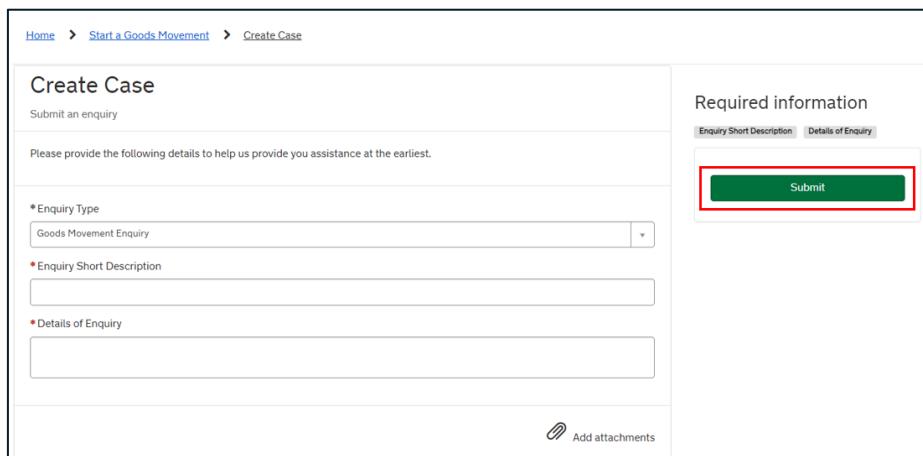
3. Click **Create New Case**:



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



5. 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

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

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 on **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
 - 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	Number CS000000035 500	State New	Number CS000000053 508	State New
Declaration FFD00000000 0021092	Category Goods Movement Enquiry	Declaration ENS00000000 0202541	Category GMR or Port Queries	Account Trader Five	Category Inventory Queries
Contact Selenium Trader 5	Account Trader Five	Contact Lynda Trader 5	Contact Sam CustomsAgent5	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. When a pop-up box appears, 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

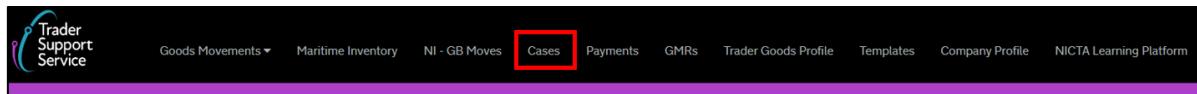
Please enter a brief description on how we can help.

 **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	CS0000000029431	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 CS000000032 State Awaiting Info

8 How to raise a complaint

The following steps detail how to raise a complaint about the service that TSS is providing.

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

Trader Support Services is a trading name of:
Fujitsu Services Limited, Lovelace Road, Bracknell, RG12 8SN, United Kingdom
Company Number 96056.
Full details in the Terms and Conditions.

[Privacy Policy and Terms and Conditions](#)
[Accessibility Statement - How to Contact Us](#)

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 following fields:

- **Please detail the nature of your complaint** (mandatory field)
- **Date and time issue occurred** (optional field)
- **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 (optional field)



- **If there are any other comments you would like to include, please detail** (optional field)
- **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:

The screenshot shows a 'Raise a complaint' form. At the top, there are navigation links 'Home' and 'Raise a complaint'. The main title 'Raise a complaint' is bolded. Below it, a sub-instruction says 'Contact Trader Support Services (TSS) to complain about the TSS service you have experienced.' To the right, a large green 'Submit' button is highlighted with a red box. On the left, there is a text area with instructions: 'We value your opinion, and TSS will not treat you any differently because you have made a complaint. To raise a complaint, please complete the fields below to detail the nature of your experience.' Below this, a section titled 'When you complain TSS will:' lists two bullet points: 'Handle your complaint fairly, confidentially and investigate the issues thoroughly' and 'Keep you informed of the progress of your complaint through to resolution.' To the right, there is a 'Required Information' section with three input fields: 'Please detail the nature of your com...', 'Describe what actions can be taken...', and 'Describe what measures can be take...'. A vertical scroll bar is visible on the right side of this section.

9 I need to know more

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

- [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 January 2026

January 2026: Updated for continuous improvement

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, above. Updates to language and terminology throughout this 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 the 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 change to UKIMS

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

February 2023: Updated to include overview of Entry Summary Declaration 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 TSS Company Profiles

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

April 2022: First published