

TSS User Guides

Assisted Completion Service guide

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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.¹

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) offers the **Assisted Completion Service** through the TSS Portal. This service provides you with support with completing **Supplementary Declarations** on the TSS Portal for goods movements from Great Britain (GB) to Northern Ireland (NI).

This service provides complimentary, personalised assistance if you require support from TSS agents to **complete up to twenty Supplementary Declarations per month**.

This guide will give you an overview of the Assisted Completion Service and how you can take advantage of the support offered.

More information about Supplementary Declarations in TSS can be found on the [Supplementary Declarations](#) page on NICTA.

2 What is the Assisted Completion Service?

The **Assisted Completion Service** supports the completion of Supplementary Declarations on the TSS Portal.

The **Assisted Completion Service** offers **complimentary** additional support from a **TSS agent**, who will **complete up to twenty Supplementary Declarations per month on your behalf**.

Note: Terms & Conditions apply to the use of the service. You may also see the **Assisted Completion Service** referred to as the **Enhanced Supplementary Declaration Service (ESDS)** in the [TSS Terms & Conditions](#) and in the TSS Portal.

3 How the Assisted Completion Service supports you

The **Assisted Completion Service** is **complimentary** and aims to ease the technical difficulties that you may face when dealing with customs terms, procedures and the TSS declaration system.

¹ 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.



Upon request for assistance with a specific Supplementary Declaration, and subject to meeting the qualifying criteria (see the section in this guide on [Conditions for use of the Assisted Completion Service](#) for declaration eligibility), a TSS agent will receive, collate and validate the necessary information. The TSS agent will enter the required information and then submit the respective declaration on your behalf.

Once the TSS agent has submitted the Supplementary Declaration, you can proceed to making any required duty payments through TSS, if applicable. If duty payments are not required, the Supplementary Declaration will appear in a 'Closed' status.

3.1 Benefits of the Assisted Completion Service

This service eases the process of completing Supplementary Declarations by supporting with the following activities:

- Identification of required fields at the consignment (header) and item level in the TSS Portal
- Classification and organisation of the information provided by you that is required for the declaration
- Validation of information you have supplied (for example, accuracy and customs rationality)
- Population of information required into the Supplementary Declaration in the TSS Portal
- Resolution of potential errors (subject to timely, accurate and valid information provided by you)

4 Conditions for use of the Assisted Completion Service

There are some conditions around what types of declarations are supported and volume allowances for the Assisted Completion Service.

4.1 Eligibility

The **Assisted Completion Service** supports the completion of **Supplementary Declarations** with the following criteria:

- The declaration is **linked to an Entry Summary Declaration and a Simplified Frontier Declaration within the TSS platform** (for example, the Entry Summary and Simplified Frontier Declarations were not generated outside TSS)
- The journey was a goods movement beginning in GB and ending in NI

Note: Supplementary Declarations for **direct movements** from countries in the Rest of World excluding the European Union (RoW excluding EU) to NI are not supported by TSS.



- The Supplementary Declaration status is 'Draft' or 'Trader Input Required'

Status Draft	Status Trader Input Required
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- The Supplementary Declaration **Tax Point Date** is less than **330 days old**

Tax Point Date <input type="text"/>
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- The **customs procedure** you are using is currently supported by TSS and, if required, you held a Simplified Customs Declaration Process (SCDP) authorisation, formerly known as Customs Freight Simplified Procedure (CFSP), at the time the movement occurred

Note: The majority of goods movements from GB to NI are 'Declaration for release for free circulation or end-use (includes 07XX, 40XX, 42XX, 44XX, 61XX PCs)'

The table below gives an overview of the declaration types in TSS, which can be seen in the drop-down in the **Which type of declaration do you intend to make?** field on the Supplementary Declaration.

Type of declaration	Procedure codes supported by TSS in a Supplementary Declaration
Declaration for Release into Free Circulation or End Use	07XX 40XX, 42XX, 44XX 61XX
Declaration for Customs Warehousing	71XX
Declaration for Inward Processing	51XX

Note: you must hold your own SCDP authorisation to submit declarations in TSS that require a special procedure. You cannot use the TSS authorisation.

You can find further details about special procedures and required authorisations using these resources:

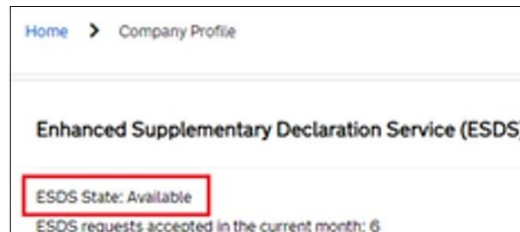
- [Requested and Previous Procedure Codes for Imports](#) on GOV.UK
- [Applying to use simplified declarations for imports \(SCDP authorisation\)](#) on GOV.UK
- Information on holder of authorisation requirements and limitations to procedures supported on TSS in the [Reliefs and Duty Suspension Overview and considerations for data input in TSS declarations](#) guide on NICTA



The Assisted Completion Service is **available to all traders registered on TSS**, with the exception of:

- **TSS customs agents** or anyone using a **customs agent or intermediary in TSS**
- Traders that have **declined the TSS or Assisted Completion terms and conditions**

You can review your Assisted Completion Service entitlement on your [Company Profile](#).



The table below shows the three potential service entitlement states that could be displayed on your company profile.

Service Entitlement State	Description
Not available	The TSS account is not eligible to benefit from the service.
Declined	The TSS account is eligible to benefit from the service; however, you have declined the invitation.
Available	The TSS account is eligible to benefit from the service, and you have accepted the invitation.

If you have questions about or would like to change your service entitlement state you can contact the [TSS Contact Centre](#) for support on 0800 060 8888.

You can find further information about how to [Get someone to deal with customs for you](#) on GOV.UK.

4.2 Volume allowances

Subject to acceptance of the service you will be offered **Assisted Completion** for up to **twenty Supplementary Declarations per month** that meet the criteria highlighted above.

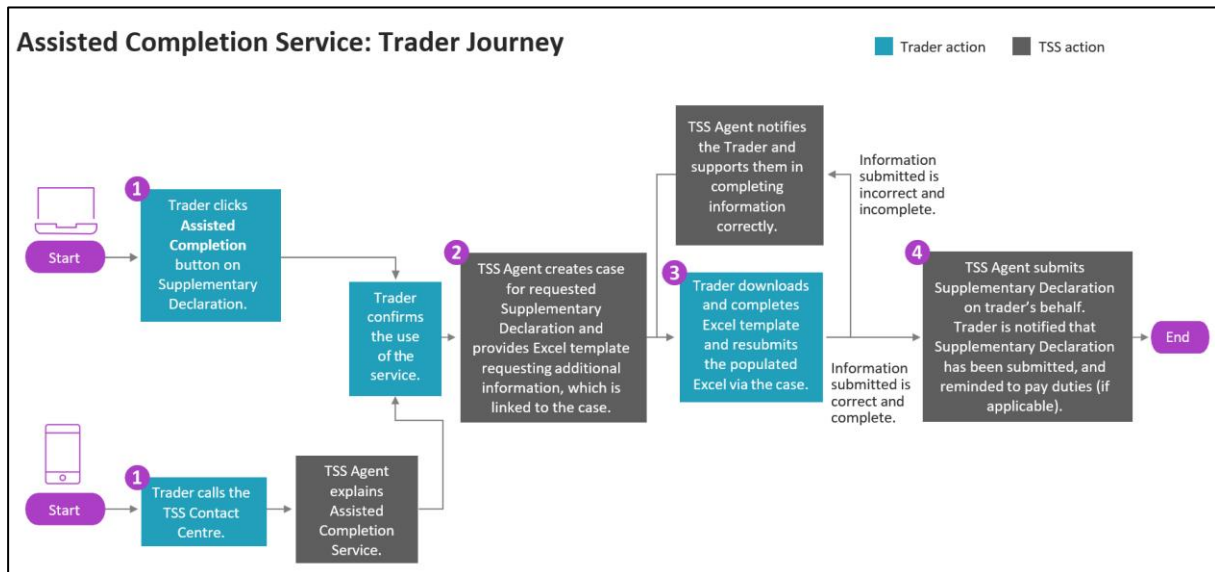
Note: The allowance of twenty Supplementary Declarations per month is not cumulative. The entitlement counter resets to zero at the start of each calendar month.

It is not possible to carry forward any outstanding allowance to a new month. Any allowance not used during the current month will be lost.



5 The Assisted Completion Service process

The illustration below shows the end-to-end Assisted Completion Service journey:



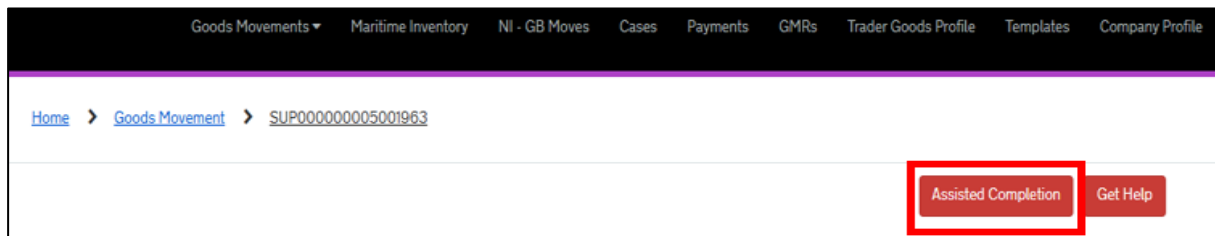
This section provides an overview of each of these key steps in the Assisted Completion Service process.

5.1 You request support from the Assisted Completion Service

You can ask for Assisted Completion Service support on the TSS Portal or by phoning the [TSS Contact Centre](#) on 0800 060 8888.

5.1.1 By using the TSS Portal

Click **Assisted Completion** which is positioned to the left of **Get Help** on your Supplementary Declarations (in a 'Draft' or 'Trader Input Required' status).



Once you have clicked **Submit Request** an Assisted Completion case (associated to the Supplementary Declaration) will be automatically created and a TSS Agent will be assigned to support you with the rest of the process.



5.1.2 By phone

You can call the [TSS Contact Centre](#) on 0800 060 8888 to request support through the **Assisted Completion Service**.

- A TSS agent will explain the Assisted Completion Service and the disclaimers for its use
- You confirm use of the Assisted Completion Service and advise which Supplementary Declaration you require support with
- The TSS agent will open an Assisted Completion case in the TSS system associated to the Supplementary Declaration and a TSS Agent will be assigned to support you with the rest of the process

5.2 TSS agent raises an Assisted Completion Service case for completion of the Supplementary Declaration

Once you have confirmed the acceptance of the terms and conditions through the TSS system, an **Assisted Completion case** (associated to the Supplementary Declaration) will be created, and the TSS agent will be assigned to support you with the **Assisted Completion Service**.

The case created will contain the following information. **Note:** the case will refer to the **Enhanced Supplementary Declaration Service (ESDS)**, which is another term for the **Assisted Completion Service**.

Field	Information
Category	Enhanced Supplementary Declaration Service
ESDS Declaration	Supplementary Declaration Number
Channel	Web
Contact	Username of the individual who clicked Submit Request
Account	Company of the individual who clicked Submit Request
Assignment Group	HGS Assisted Completion
Assigned to	None
State of case	New
Short Description	Assisted Completion Request: SUP0000000000#####
Description	TSS are pleased to offer you Assisted Completion – Enhanced Supplementary Declaration Service to support the completion of your Supplementary Declaration...
Priority	3 – Moderate (set to default)



Here is an example of an Assisted Completion Service case in the TSS Portal:

5.3 You provide the required information to complete the Supplementary Declaration via an Excel template on the case

A TSS agent will request that you provide additional information to complete the Supplementary Declaration. They will attach an Excel template to the case that specifies the required information and format.

You need to:

- Complete the template with all required information relevant to the Supplementary Declaration
- Share the information with the TSS agent by attaching the completed Excel template to the case in the TSS Portal

See the section below on [Information Requirements](#) for full details on the information required.

5.4 TSS agent submits Supplementary Declaration on your behalf

Once they have received the required information, the TSS agent will:

- Identify the required fields at the consignment (header and item level) in the TSS Portal
- Populate information in the relevant fields as required for the respective declaration
- If necessary, contact you to request additional information
- Resolve any potential error codes (subject to on-time, accurate and valid information being provided by you)
- Submit the declaration on your behalf



Once the Supplementary Declaration has been successfully submitted by the TSS agent, you will be notified of progress through the Assisted Completion Service case in the TSS Portal.

You will also be informed of any required duties or other charges associated with the goods movement and will need to pay these through the TSS Portal.

6 Terms of use for the Assisted Completion Service

Additional terms of use apply to the Assisted Completion Service, over and above the terms for use of the TSS Portal. You must familiarise yourself with the [Terms & Conditions](#) section of the TSS Portal.

- Although the information you provide will be validated and submitted by TSS, the **responsibility** to provide **on-time, full, true and accurate information/evidence** for the completion of the Supplementary Declaration, still lies with you (and not TSS).
- **You are liable for the end declaration.** This includes all information pulled from the respective Entry Summary Declaration and the information populated by the **Assisted Completion Service**.
- **Submission of the Supplementary Declaration in TSS is required by the tenth calendar day of the month following the goods movement.**

You must also **have fully reviewed and accepted the Terms and Conditions for use of TSS and the Assisted Completion Service.**

When you select **Submit Request**, asking for support from the Assisted Completion Service to submit your Supplementary Declaration, **you indicate that you understand and agree to the terms and conditions that apply to usage of this service.** You also reaffirm that you agree to the terms that apply to use of TSS.

You should ensure that you fully understand all terms and conditions relevant to this service before submitting.

7 Information requirements

The information required to enable the submission of a Supplementary Declaration through the Assisted Completion Service includes:

- Type of customs procedure
- If there will be any NIAID claims (if EU duty applies)
- UKIMS authorisation
- Supplier's invoice number
- Invoice total



- Invoice currency
- INCOTERMS
- Goods' origin
- Goods' commodity code
- Number of packages
- Type of packages
- Item invoice value
- Net weight
- Gross weight
- Goods description
- Supplementary units (where applicable)

The TSS agent will provide you with an Excel template, which you need to populate with the information listed above. All the fields in the Excel template should be populated to ensure smooth processing of the Supplementary Declaration.

8 I need to know more

There are additional guides available on [NICTA](#) to support you with goods movements between GB and NI:

- [Supplementary Declarations: Step-by-step guide](#)
- [Data guide: TSS declaration data requirements](#)
- [Reliefs and Duty Suspension: Overview and considerations for data input in TSS declarations](#)
- [How to use the TSS Portal](#)

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

9 Changes to guidance and policy

Last updated August 2025.

August 2025: Updated to reflect changes to guidance.

March 2025: Updated to reflect Windsor Framework amended terminologies and Portal changes.

November 2024: Updates to references of CFSP to SCDP.



March 2023: Updated to reflect UCC changes.

July 2022: Addition of change log.

June 2022: Guide published to support launch of Assisted Completion Service on 19 June 2022.