TSS User Guides

A Handbook for Customs Agents and Intermediaries

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Trader Support Service

HM Revenue & Customs

Contents

If there are any words or acronyms in this document that are unfamiliar, please visit the Jargon Buster or use the search tool on the [Northern Ireland Customs and Trade Academy (NICTA)](#) to find a definition.[1]

1   Introduction

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

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

The Trader Support Service (TSS) was established to help support traders with these new requirements. It is a simple and free-to-use online service to help traders meet their customs requirements and move goods into NI.

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

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

Recognising this trend, TSS introduced specific functionality to support customs agents and better facilitate their role. A new profile type has been established on TSS that allows customs agents to submit declarations and facilitate payments on behalf of traders more easily and conveniently.

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

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[1] Terms used in this guide refer to the terminology used on the TSS Portal. Please note that 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.

- **'Trader' profiles** for businesses importing or moving goods into NI

- **'Agent' profiles** for professional customs agents who hold a commercial agreement to act in the name of, and on behalf of, another business/trader (referred to as their direct representative – you can find more information about this on GOV.UK)

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

This document therefore has two intended audiences:

- Customs agents

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

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

Guidance for Customs agents that details and explains relevant new TSS features and functionality, including:

- How to register as a customs agent on TSS or convert an existing trader account into an agent account

- How to gain authorisation to represent a trader on TSS

- How to view a list of the traders you are authorised to represent

- How to remove your authorisation to represent a trader on TSS

- How to raise and handle cases on behalf of a trader

- How to submit declarations and facilitate payments on behalf of a trader

Guidance for Traders that explains:

- How to authorise a customs agent to represent you on TSS

- How to view the customs agent you have authorised to represent you – please note, traders are only able to nominate a single customs agent

- How to de-authorise an agent from representing you and acting on your behalf

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

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

2 Scope of the new functionality

This section is relevant to both customs agents and traders.

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

- View a limited subset of their trader's company information, which is accessed via a new pathway on the TSS Portal

- View and edit their trader's declarations in both the TSS portal and Application Programming Interface (API)

- View and edit their trader's payments

- Facilitate payments on behalf of a trader they represent. Within TSS the following methods of payment are available:

  - The trader's own Duty Deferment Account (DDA) – available for Supplementary Declarations and all Full Frontier Declarations

  - Card payment through TSS (TSS DDA) – available for pre-lodged Full Frontier Declarations (Roll on Roll off (RoRo) only) and Supplementary Declarations only

  - Immediate payment from the trader's CDS (Customs Declaration Service) cash account – available for all Full Frontier Declarations only

  - Immediate payment by electronic credit transfer by the trader through their bank account where necessary – available for all Full Frontier Declarations only

  - Customs agent's own DDA – available for all Full Frontier Declarations only when representing a trader. Available for Supplementary Declarations when clearing agent's own goods movements

  - Immediate payment from Customs Agent's own CDS cash accounts – available for all Full Frontier Declarations only

  - Immediate payment by the customs agent making the electronic credit transfer from their own bank account – available for all Full Frontier Declarations only

- Edit and submit simplified declarations for a trader in the TSS Portal. Create, edit, and submit simplified declarations for a trader in the API

  - All data fields appear the same to the customs agent as they would to the trader

- Create, edit and submit Full Frontier Declarations for a trader in both the Portal and API

  - All data fields appear the same to the customs agent as would do to a trader

- Handle errors on any declaration type for their traders in both the portal and API

- Raise cases that are linked to any declaration of a trader they represent

3   Guidance for customs agents and intermediaries

The following sections are relevant to **customs agents and intermediaries**, registered in TSS, willing to represent traders registered within the TSS environment.

3.1   Registering as a customs agent or intermediary

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

If you are a customs agent or intermediary and do not currently have a TSS account, you will need to register for one. The registration process is simple and you should refer to the detail in the Registration: Step-by-step guide using TSS on NICTA. You will be required to complete multi-factor authentication (MFA) each time you log into your customs agent account. Please refer to the Setting up and using multi-factor authentication section of this guide for further details.

Note: You must hold a valid GB/XI Economic Operators Registration and Identification (EORI) to populate the EORI field in the TSS company profile to operate a customs agent account in TSS. Depending on your location and the specific role you perform in the process of moving goods to Northern Ireland, you may also require a valid XI EORI number. You can find detailed instructions and conditions to apply for the same on GOV.UK.

### 3.1.2   If you already have a trader account

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

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

3.2   Changing the account's primary contact

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

1.   Log into the primary contact's account on TSS and click on the **Company Profile** tab at the top of the screen.
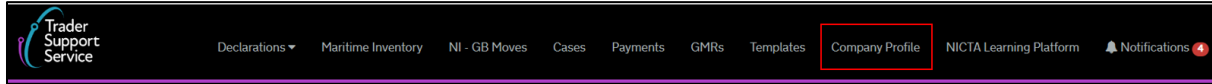
2. Scroll down the page to the **Existing Users** section on the left-hand side

3. Click on the user that will become the account's new primary contact. This will open this user's profile

4. Click on the green **Make Primary Contact** button

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

5. A pop-up box will appear asking if the user is sure they would like to make the selected person the new primary contact on the account. The user must read this information carefully.

- If you do not agree to these conditions, click the **No** button

- If you would like to proceed in changing the primary contact, click the **Yes** button

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

3.3   Converting a trader account into an agent account

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

1.   Log into your trader account on TSS and click on the **Company Profile** tab at the top of the screen
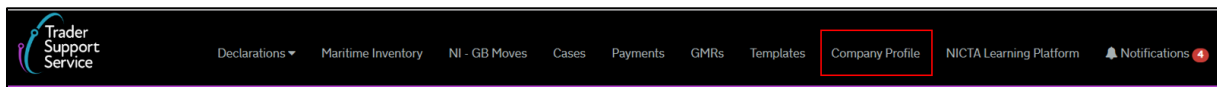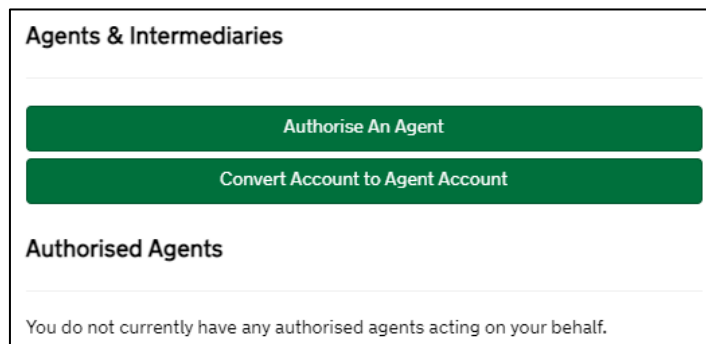

Check that you have a valid GB/XI EORI populated in the respective EORI fields.

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


2.   Scroll down the page until you see the titled **Agents & Intermediaries** section on the right-hand side

3. Click on the green **Convert Account to Agent Account** button (this option will not be visible if you have already converted your account). A pop-up box will appear asking if you are sure you want to continue converting your trader account into an agent account, and that in doing so you accept the TSS Terms and Conditions (T&Cs)
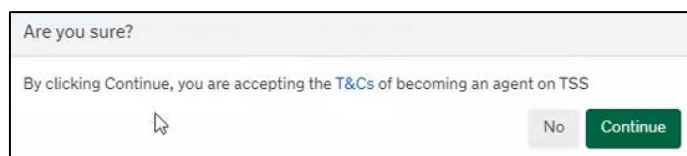
4. Please ensure you click on the blue T&Cs hyperlink at this point and carefully read all of the information displayed. If you do not agree to these T&Cs you will be unable to convert your account into an agent account, and you should click the **No** button to return to your company profile page

5. If you do agree to the T&Cs and wish to continue converting your account into an agent account, please click the **Continue** button. Please note, **in doing so you will permanently convert your account into a customs agent account, and this cannot be reversed**. You will see the following pop-up box appear in the top right-hand corner of your screen and the message will not disappear until the 'x' is clicked
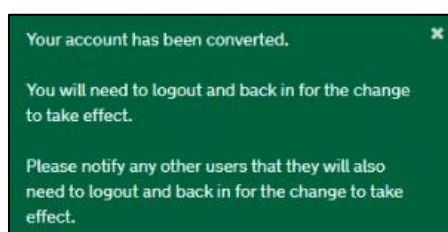
6. For the conversion to take effect, you will need to log out and back into your account, and notify all other users to do the same

7. Now that you hold a customs agent account, each time that you log into TSS you will be required to complete MFA, which is a condition of use

3.4   Setting up and using multi-factor authentication

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

You will then need to complete the following steps:

1. Download an authenticator application onto your mobile device that supports Time Based One-Time Passwords (TOTP)

2. Open the authenticator application and scan the QR code displayed on your computer screen, or type in the code underneath it. The application will then generate a 6-digit code

3. Enter this code into the text field on the right-hand side of your computer screen and click the **Pair device and Login** button

4. You will now be logged into your TSS account. Each subsequent time that you log in to your account, after inputting your TSS username and password you will be prompted to complete MFA


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

3.5 How to view a list of the traders you represent

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

1. Clicking on the **Company Profile** tab at the top of your account screen in TSS
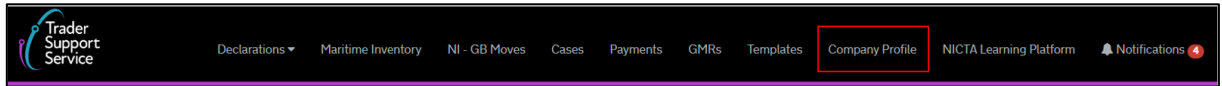
2. Scroll down the page to the **Agents & Intermediaries** section on the right-hand side of the screen. You will see a list of all the traders you are authorised to represent on TSS under the heading **My Traders**
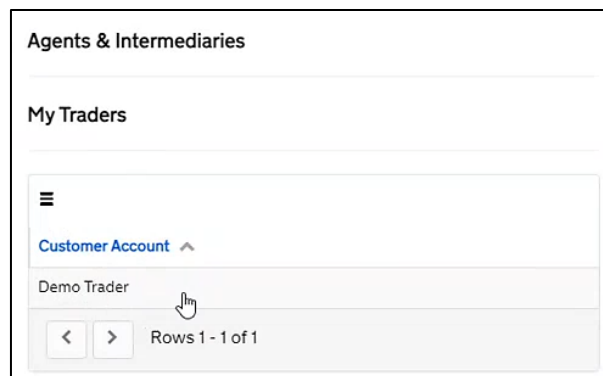
3. From here you can click on each of the trader accounts and then click on the **View Trader Company Information** button to view information about that trader

Represented Trader - Demo Trader

[Hide Trader Company Information] [Remove Representation]

Demo Trader

Need more information on what these fields mean? Read our field information guide.

Field	Value		Field	Value
* Company Name	Demo Trader		TSS Number	TSS0044313
* Street	123 Test Road		* City	Norwich
* Post Code	NR1 2AB		* Country Code	United Kingdom (GB)
Company Email	Company Email		Company Phone	Company Phone
* Type	Trader			
* Do you hold a Customs Freight Simplified Procedures (CFSP) - SDE authorisation for Northern Ireland?	No			
* Do you hold a Customs Freight Simplified Procedures (CFSP) - EIR Authorisation for Northern Ireland?	No			
Company Size	-- Select --		Justification for Selected Company Size	Size Justification
	This field must be completed by June 1st 2021.			This field must be completed by June 1st 2021.

4. You will be able to view certain basic information about the trader's company (with read-only permissions) as well as their available **Methods of Payment** (visible fields shown in the screenshot below)

Method of Payment

Duty Deferment Account

* Do you have a valid Duty Deferment Account (DDA)?   No

CDS Cash Account

* Do you have a valid CDS Cash Account?   -- Select --

Importer's Guarantee Account

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

Guarantee Reference Number

* Guarantee Reference Number (CGU)   Guarantee Reference Number

Are you exempt from having a Guarantee Reference Number?   No

Payment Method

* Please select your preferred method of payment   -- Select --

Note: TSS does not facilitate the reporting and tracking of customs duty waivers. Ensure that the trader you are representing has registered for HMRC's online service (GOV.UK), and on it has reported all non-customs de minimis state aid they have received if they want to claim a custom duty waiver on a declaration where you are acting on their behalf.

As you will have no visibility of the trader's de minimis state aid, it is their responsibility to inform you whether they have sufficient allowance remaining to utilise on a declaration. The commercial agreement that you hold with the trader must address this, and TSS accepts no responsibility if the trader's de minimis aid allowance limit is breached.

3.6 How you can remove your authorisation to represent a trader

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

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

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


3. Click on the **Remove Representation** button

4. You will see the following message: "Are you sure you want to remove representation of [Trader Name]? By doing so, you will no longer have access to this trader's declarations and payments history. You may request this data from TSS, if required for your company records"

5. If you click **Yes - Remove** you will be removed as a representative of this trader. If you click **Cancel** you will be returned to the list of traders that you represent

6. If you do remove your authorisation to represent the trader, the primary contact of that trader's account will receive an email notifying them of this and that you can no longer act on their behalf

3.7 How to enter direct representation mode on TSS

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

1. Log in to your agent account on TSS and click on your username on the far right-hand side of the ribbon at the top of the screen. From the drop-down list click on the **Represent a Trader** option
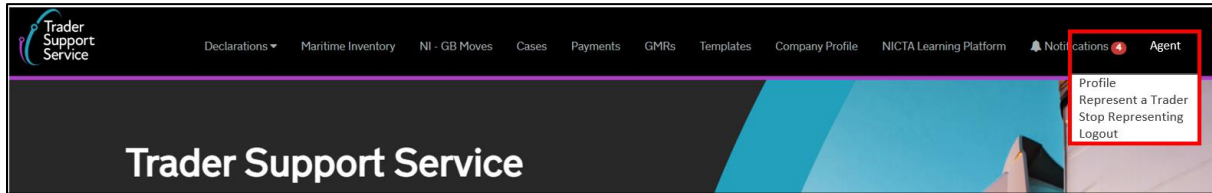
2. A new pop-up box will appear, asking you to select the trader that you would like to represent. Only traders that you are authorised to represent will be shown in the drop-down list. Once the correct trader is selected, click the **OK** button


3. A red banner will appear at the top of the window, stating that you are now providing direct representation to the selected trader
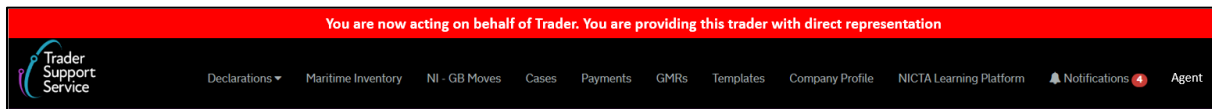
Whilst directly representing a trader your account will mimic theirs. Please note, however, that you will be restricted from accessing some of their information/pages on the TSS Portal, such as their NI to GB movements, cases (other than those that you have raised on their behalf – please see the Handling cases section of this guide for more detail), subsidies and company profile.

The customs agent and trader must familiarise themselves with, and adhere to the TSS T&Cs, and a commercial agreement must also be in place between both parties.

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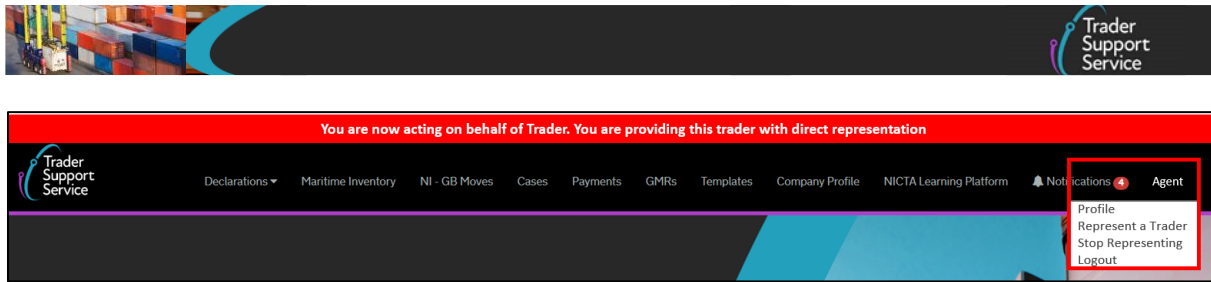
5. When not in direct representation mode for a trader, you are able to complete your own declarations and payments

3.8   Completing declarations

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

3.9   Viewing and editing raised declarations

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

*   Whilst in direct representation mode for that trader (and with the red banner showing), you have read and write access to their declarations as if you are a member of the trader's company

*   Click on the **Declarations** tab at the top of the screen and select the **View Declarations** link. Once the new page opens you can filter and, where applicable, edit the trader's previous and ongoing declarations (as shown in the screenshot below). All data fields will appear to you as they would for the trader

3.10 Raising a new declaration

To create a declaration, in the navigation bar select the **Declarations** tab and then the **Start a Declaration** link from the drop-down menu. This opens the declaration options page where you will be presented with a list of options. Clicking on one of these options will begin the relevant declaration or claim and you will now be able to complete declarations for the trader through the normal process:

- To complete simplified declarations, follow the same process as a trader would, as described in detail in the Entry Summary Declaration guidance and Supplementary Declarations guidance on NICTA. All data fields will appear the same, as if you were the trader, though you will be tracked as the submitter of the declarations

- Similarly, to complete Full Frontier Declarations you should follow the same process as a trader would (all data fields will appear the same), as described in detail in the Full Frontier Declarations guidance on NICTA. All data fields will appear the same, as if you were the trader, though you will be tracked as the submitter of the declarations

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

Important note: Currently when a customs agent uses their own CDS Cash Account in conjunction with a full special procedure authorisation, whilst completing a Full Frontier

Declaration on behalf of a trader, the Full Frontier Declaration will go into 'trader input required' status. To progress this declaration to the next stage the trader/customs agent will be required to manually add a C505 document to each goods line. In the meantime, TSS will be automating the insertion of the C505 to each goods line in a future release of the system.

3.11 Payments

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

Trader's MoPs:

- Trader's own DDA – available for Supplementary Declarations and all Full Frontier Declarations

- Card payment through TSS (TSS DDA) – available for pre-lodged Full Frontier Declaration (RoRo only) and Supplementary Declarations only

- Immediate payment from Trader's CDS (Customs Declaration Service) cash accounts – available for all Full Frontier Declarations only

- Immediate payment by electronic credit transfer by the Trader through Trader's bank account where necessary – available for all Full Frontier Declarations only

Customs agents' MoPs:

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

- Immediate payment from Customs Agent's own CDS (Customs Declaration Service) cash accounts – available for all Full Frontier Declarations only

- Immediate payment by the customs agent making the electronic credit transfer – available for all Full Frontier Declarations only

Customs agents and traders must ensure their DDAs are authorised for use in NI. Please refer to the Payments: Step-by-step guide using TSS on NICTA for further details on the following:

- The validity of the DDA for movements into NI

- The various payment options

- Updating the TSS company profile to set up/activate various methods of payment

- Requirements for providing standing authority to TSS in the respective CDS Dashboards to use the trader's and Customs Agent's DDAs and CDS Cash Accounts

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

3.12 Making payment for a new Full Frontier Declaration

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

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

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

Deferment Account Number

9879879

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

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

3.13 Making payments for declarations pending payment

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

1.   By clicking on the **Payments** tab at the top of the screen, in the navigation bar, you will be redirected to your trader's 'Payment Services Information' page, where you can view a list of their completed and pending payments

2.   Under the **Declarations Pending Payment** section, select the check box for the declaration (or declarations) that you would like to facilitate payment for:

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

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

Payment Summary

SUP000000000056691
Payment Due: £113.80
    - VAT: £0.00
    - Duty: £0.00
    - Excise: £113.80

SUP000000000056452
Payment Due: £604.84
    - VAT: £434.14
    - Duty: £0.00
    - Excise: £170.70

Total Amount Payable: £718.64
    - VAT: £434.14
    - Duty: £0.00
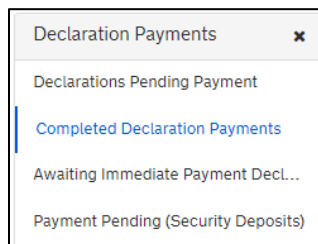   - Excise: £284.50

Cancel   Pay Now

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

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

3.14 Viewing your trader's completed payments

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

1.   Whilst in direct representation mode, click on the **Payments** tab in the navigation bar at the top of the screen

2.   You will be redirected to the trader's **Payment Services Information** page. Navigate to the **Completed Declaration Payments** section

Declaration Payments   ✖

Declarations Pending Payment

Completed Declaration Payments

Awaiting Immediate Payment Decl...

Payment Pending (Security Deposits)

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

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

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

3.15 Handling cases

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

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

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

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

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

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

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

4 Guidance for traders

The following sections are **relevant to traders** that are willing to be represented by a customs agent or intermediary registered within the TSS environment.

4.1 Authorising a customs agent to represent you

As a trader, you can authorise a single customs agent to complete declarations and facilitate payments on your behalf. **Authorisation can only be granted by your account's primary contact.** For more information on how to change your account's primary contact, please see the If you already have a trader account section of this handbook.
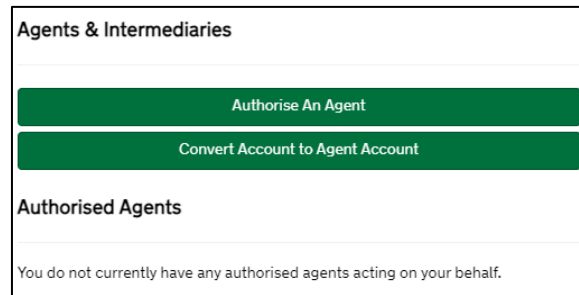
To grant authorisation, you as the primary contact should complete the following steps:

1. Log into your trader account on TSS and click on the **Company Profile** tab in the navigation bar at the top of the screen
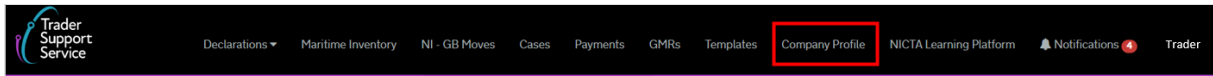
2. Scroll down the page to the **Agents & Intermediaries** section on the right-hand side

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

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

- You are the primary contact on the account

- You accept the T&Cs of authorising an agent – please click on the blue T&Cs hyperlink and carefully read all of the information displayed

- You understand that when authorising an agent to complete your declarations, it is still your responsibility to ensure the accurate and timely submission of your declarations

- You authorise TSS to grant this customs agent access to your account, including your company information, declarations, and payments, and authorise this transfer of personal and/or company data

- Click the **Submit** button to send an authorisation request to the nominated customs agent in TSS. The customs agent will not be able to represent you until they have also completed their part in the authorisation process in TSS (as described in [Gaining authorisation to represent a trader](#))

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

4. You will see a green pop-up box appear in the top right-hand corner of your company profile confirming an authorisation request has been sent to the customs agent
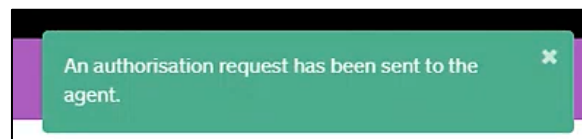
5. Under the **Agents & Intermediaries** section of your company profile you will now see this pending authorisation request displayed under the **Pending Authorisation Requests** heading
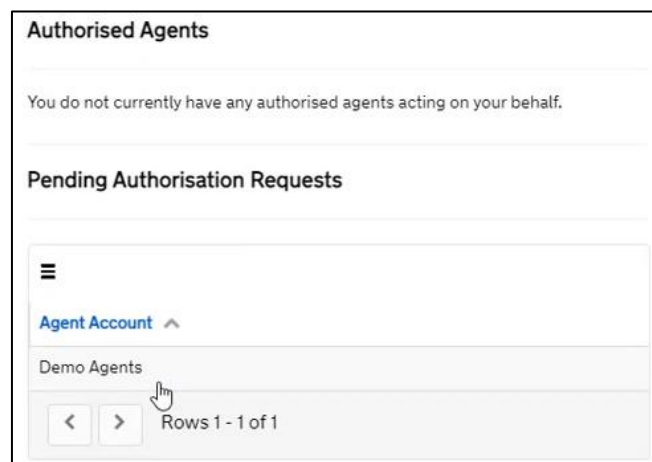
It will remain in this pending state until the customs agent completes their part in the authorisation process, as detailed in the [Gaining authorisation to represent a trader](#) section of this guide.

Please note:

- You are only able to authorise **one** customs agent to complete declarations and payments on your behalf

- Your customs agent may use their own DDA, their CDS Cash Accounts or immediate payment through their own bank account to make payments on your behalf. You must hold a commercial agreement with your customs agent stating the terms and

conditions for the use of their own MoPs to pay VAT and duty arising from declarations they submit on your behalf through TSS, and for subsequent settlement of amounts due between both parties. TSS will not accept any responsibility for the obligations between the agent and trader to each other in respect of such payments

- Your customs agent will have no access to your remaining de minimis aid allowances on HMRC's digital reporting and recording system, and therefore it is your responsibility to inform them if your de minimis aid limit is at risk of being breached. The commercial agreement with your customs agent must address this, and TSS accepts no responsibility if your trader de minimis aid allowance limit is breached

4.2   Viewing the customs agent authorised to represent you

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

Here, under the **Authorised Agents** heading you will see the account name of any customs agent you have authorised to represent you.
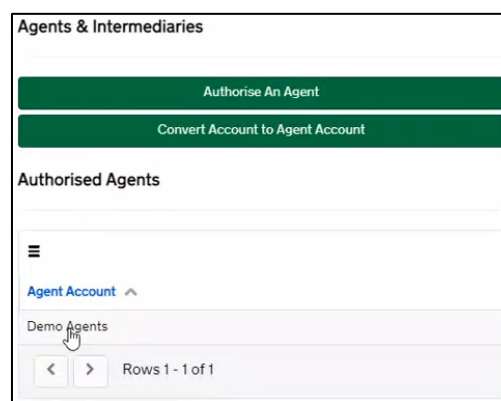
4.3   Removing authorisation for a customs agent to represent you

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

1. Navigate to your list of **Authorised Agents** on your company profile (described in the Viewing the customs agent authorised to represent you section of this guide). Click on the authorised customs agent's name (as a trader you can only authorise a single customs agent so there will only be one name displayed here)
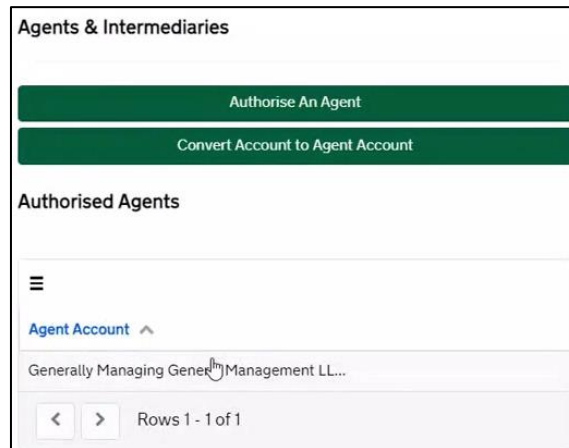
2. A new screen will appear, as below. Click on the red **Remove Authorisation** button

3. By clicking on this button, a prompt will appear:
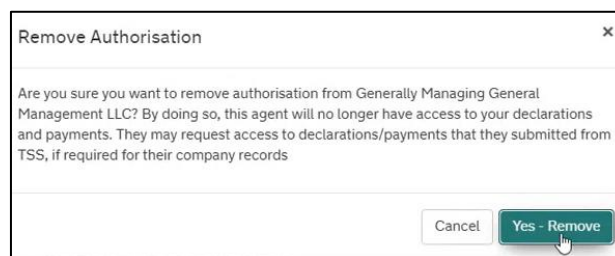
4. If you click the **Yes - Remove** button the customs agent will be de-authorised and no longer able to represent you on TSS. If you click **Cancel**, you will be returned to the authorised agent's screen once more

5. When you de-authorise a customs agent, the primary contact of that account will receive email notification informing them of this

6. All open cases regarding declarations that the customs agent completed on your behalf will now be tracked to your account. You are now responsible for all declarations and cases in your account, including those in open (draft/pending) status originally created by the customs agent

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

5   I need to know more

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

There is a comprehensive set of guides on Full Frontier and Supplementary Declarations available on NICTA:

- How to use the TSS Portal

- Data guide: TSS declaration data requirements

- ENS Step-by-step guide: Standard Process and Consignment First Process

- Supplementary Declarations: Step-by-step guide

- Full Frontier Declaration: Step-by-step guide

- Tariffs on goods movements into NI

- Recording of the 'Supplementary declarations GB-NI – a step-by-step guide' demo [1:06:50]

- Recording of the 'Tariff on goods entering NI – what are your options?' webinar [1:45:29]

- Payments: Step-by-step guide using TSS

- Registration: Step-by-step guide using TSS

- Inventory-Linked Ports

- Reliefs and Duty Suspension: Overview and considerations for data input in TSS declarations

6   Changes to guidance and policy

Last updated January 2024

January 2024:   Updated to reflect XI EORI validation, New TSS landing page and widgets, subsidy functionality removal.

July 2022:   Addition of Change Log.

February 2022:   Updated to reflect introduction of agents and intermediaries' ability to use their own Duty Deferment Account to make payments for Full Frontier Declarations via the API.