TSS User Guides

How to use the TSS Portal

Published: March 2024

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 & Trade Academy (NICTA) website to find a definition[1].

1 Introduction

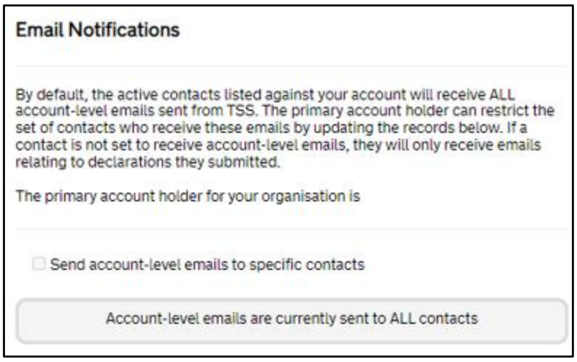
This guide outlines how standard processes can be completed in the Trader Support Service (TSS) Portal. The information in this guide is provided at a general level; for in-depth details on completing a particular declaration type please refer to the relevant declaration guide on NICTA.

2 Making changes in your Company Profile

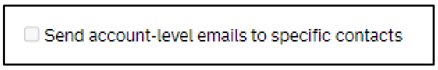
2.1 Email notifications

Once you have registered to use TSS, any additional colleagues that you authorise to access your TSS account will receive all account-level emails. The primary account holder can restrict the set of contacts who receive account-level emails by adding them to the allow list as explained below. If a contact is not on the allow list, they will only receive emails relating to declarations they have submitted.

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

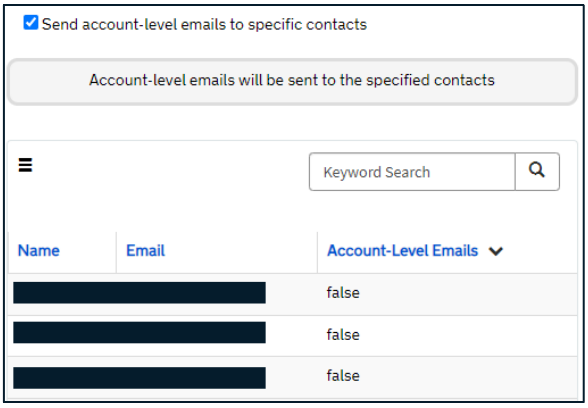


2. Select the option to **Send account-level emails to specific contacts** by ticking the box:

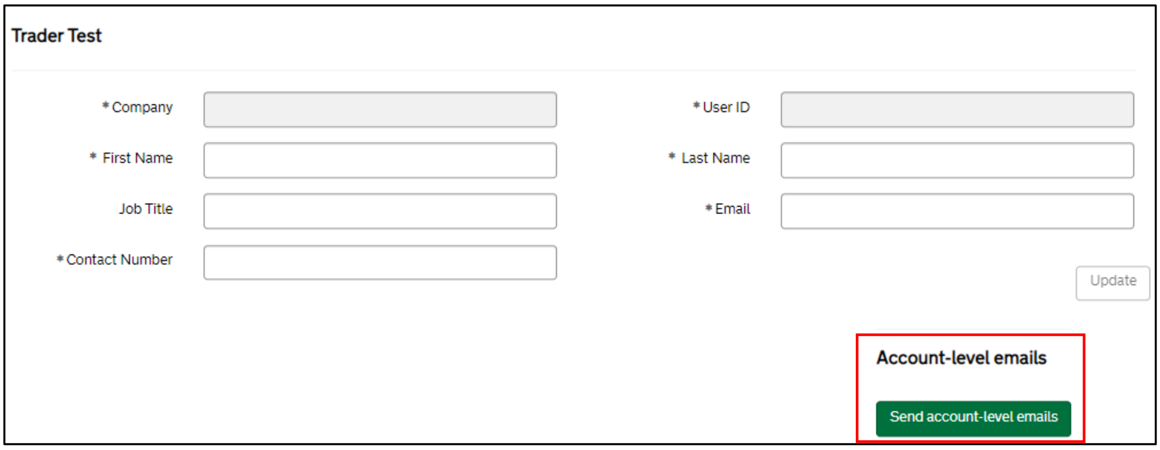


[1] Terms used in this guide refer to the terminology used on the TSS Portal. Please note that these may not match the most recent terms used on GOV.UK, in HMRC's Customs Declaration System or the Northern Ireland Online Tariff on GOV.UK.

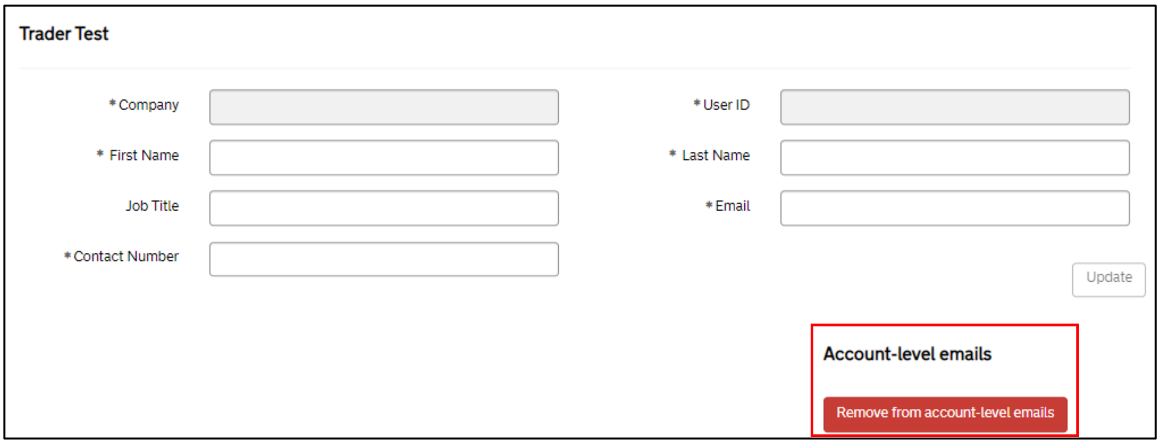
3. This will open a list of all active company contacts. Click on the contact whose email notifications you wish to change. This will open a read-only record displaying the contact details:



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



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



2.2 Adding your UKIMS authorisation to your Company Profile

The UK Internal Market Scheme (UKIMS) is a scheme that allows traders to declare their goods ‘not at risk’.

The scheme is an authorisation for the movement of ‘not at risk’ goods into Northern Ireland. Once the Windsor Framework is fully delivered the UKIMS will provide access to the new ‘green lane’, which means that goods staying in the UK will be freed of unnecessary paperwork, checks and duties, with only ordinary commercial information required.

If you want to join the UKIMS you will need to apply online.

You can find more about the requirements, eligibility criteria and how to apply for the UKIMS authorisation on GOV.UK. There is also guidance on NICTA on how to Apply to the UK Internal Market Scheme (UKIMS).

To obtain authorisation for the UKIMS you must:

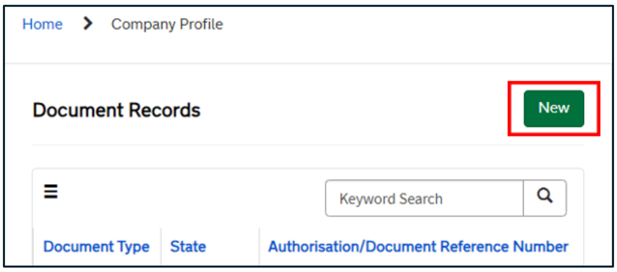
- Be established in the UK and meet the additional requirements outlined on GOV.UK
- Hold a valid GB (Great Britain) or XI (Northern Ireland) EORI
- Meet customs compliance requirements
- Meet records, systems, controls and evidence requirements

You’ll need to meet additional processing requirements if you move goods into Northern Ireland to be processed and want to declare these goods ‘not at risk’. These requirements are detailed in the guidance on GOV.UK.

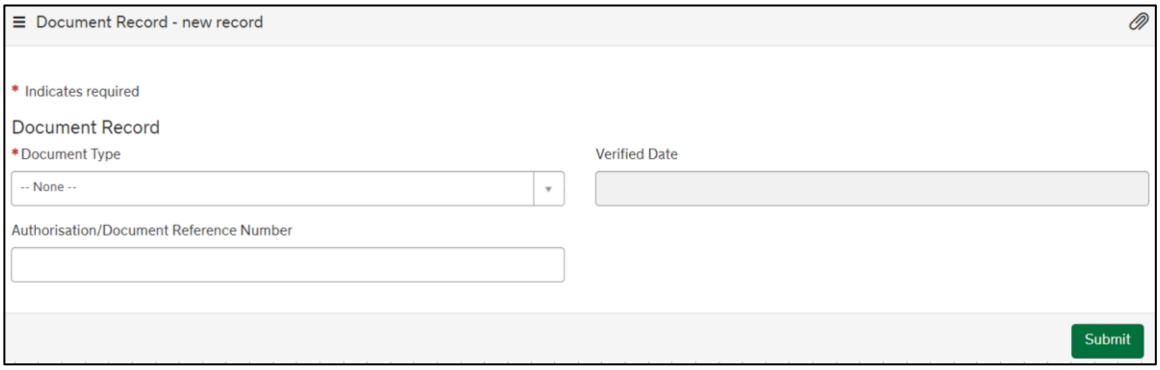
Once you receive confirmation of your UKIMS authorisation, you can start using it straight away.

As soon as you have received your letter from HMRC, confirming that you have been approved for your UKIMS Authorisation, you will need to upload a copy of the letter in your **Company Profile** for TSS to validate your authorisation and enable you to access journeys that require a UKIMS Authorisation.

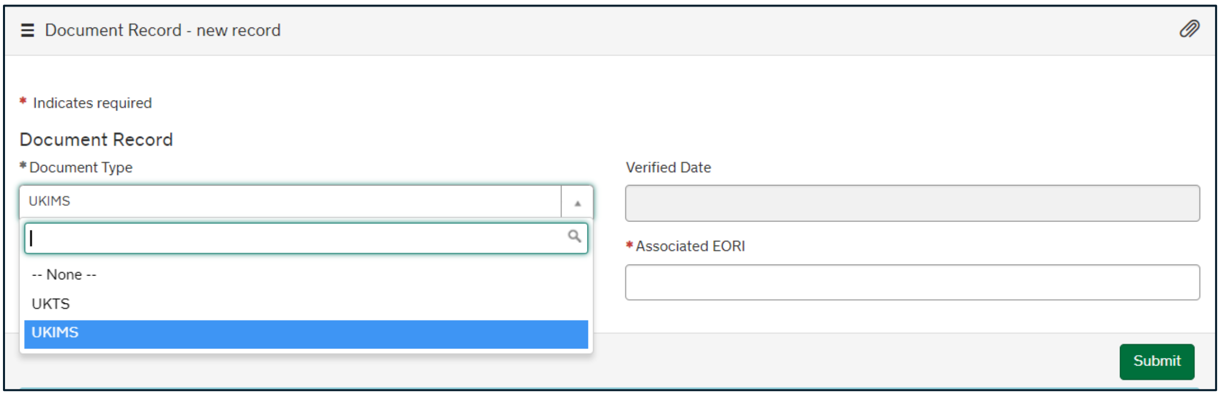
To upload a copy of your UKIMS Authorisation letter, navigate to your **Company Profile** and click the **New** button in the **Document Records** section:



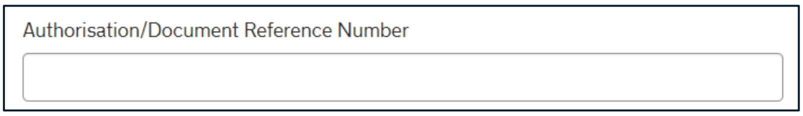
1. This will open a new **Document Record** form:



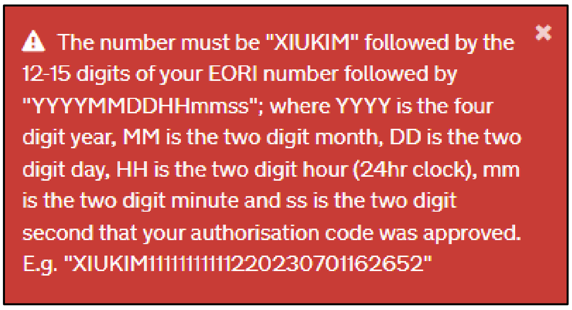
2. In the field **Document Type**, select 'UKIMS' from the drop-down menu



3. In the **Authorisation/Document Reference Number** field, add your UKIMS Authorisation Reference as per the letter from HMRC. This field will only accept your authorisation number in the correct format, which should be 'XIUKIM' followed by the 12-15 digits from your EORI number, followed by 'YYYYMMDDHHmmss'

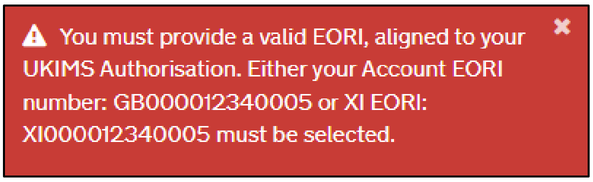


If your UKIMS authorisation number is entered in the wrong format, an error message will be displayed:

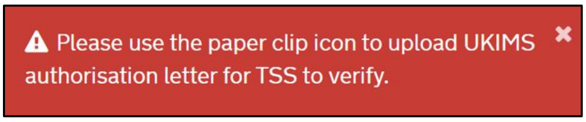


4. The **Verified Date** field is automatically populated when the document has been verified by TSS

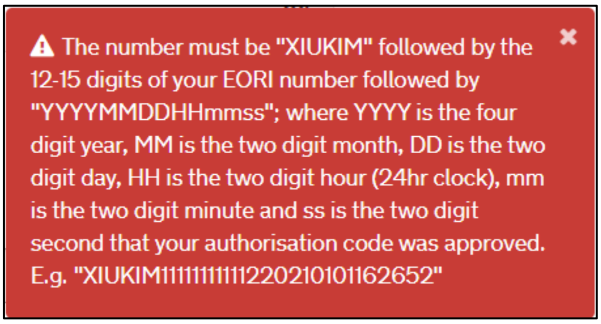
5. Complete the **Associated EORI** field with the EORI number associated with your UKIMS authorisation. This should be the EORI number that was used when the UKIMS application was made. The field will only accept the GB EORI or XI EORI number that is shown in your company profile and an error message will appear if not entered correctly:



6. 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** and an error message will be displayed:



7. Click the **Submit** button to send the information to TSS. If one or more of the required fields have not been completed or are not in the correct format, an error message will be displayed:



8. Once you have submitted the information the record will be shown in the **Document Records** section of your **Company Profile** with the status 'Pending Verification'. If you wish to cancel this, click the **Cancel** button

9. 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'

10. If your UKIMS Authorisation cannot be validated, the **Document Record** state will change to 'Validation Failed'. You will receive an email to inform you that your UKIMS validation checks have been unsuccessful and a TSS agent will call you to advise you to check your **Company Profile** information or re-upload the correct documentation

2.3 Importer/Haulier relationships

After you have registered on TSS, when you access your **Company Profile**, under **Agents & Intermediaries** there is a table called **Related Parties**. This will display a single list of parties (Exporters, Carriers, Hauliers, Entry Summary Declaration Consignment Submitters) who were involved in Entry Summary Declaration Consignments that arrived in the last 31 days, where your EORI was listed as the Importer and showing the relationships they have held.

Related Parties

Keyword Search

Name	EORI	Relationship Held	Last Used	Authorised
[redacted] 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 will show a maximum of ten records per page (listed by recent involvement in 'Arrived' state Entry Summary Declaration Consignments).

The table will have the following sortable columns:

- **Name** attached to the EORI
- **EORI**
- **Relationship Held** in declarations (Exporter, Carrier, Haulier, Entry Summary Declaration Submitter)
  - If for Exporters/Carriers the 'EORI unknown' 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 (e.g., Exporter, Carrier, Haulier, Entry Summary Declaration Submitter), a separate row will be created and displayed in the list for each role they carry out

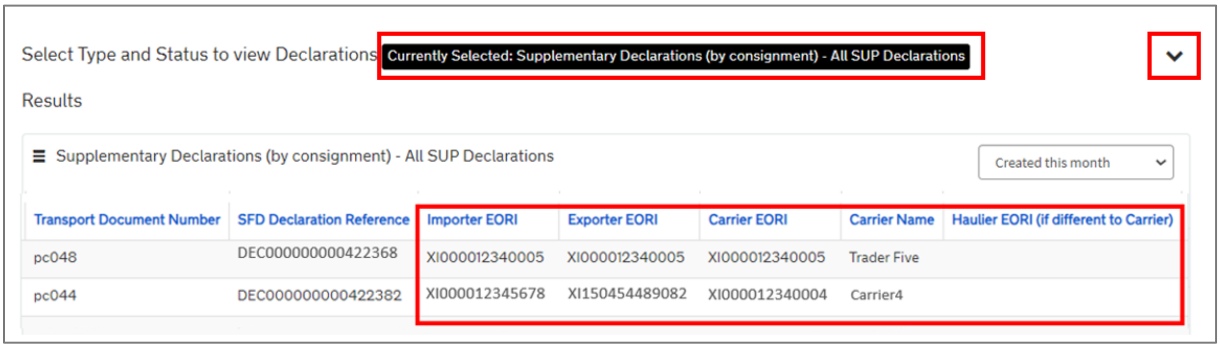
- If 'Haulier EORI' (if different to Carrier) is left blank in the Entry Summary Declaration form, then no row will be created, i.e., it will only display a 'Haulier' row for cases where the Haulier entry was populated on the Entry Summary Declaration

- **Last Used** – date and time
- **Authorised** – 'Yes' or 'No'

The list can be exported into Excel, CSV, and PDF and saved for your records.

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

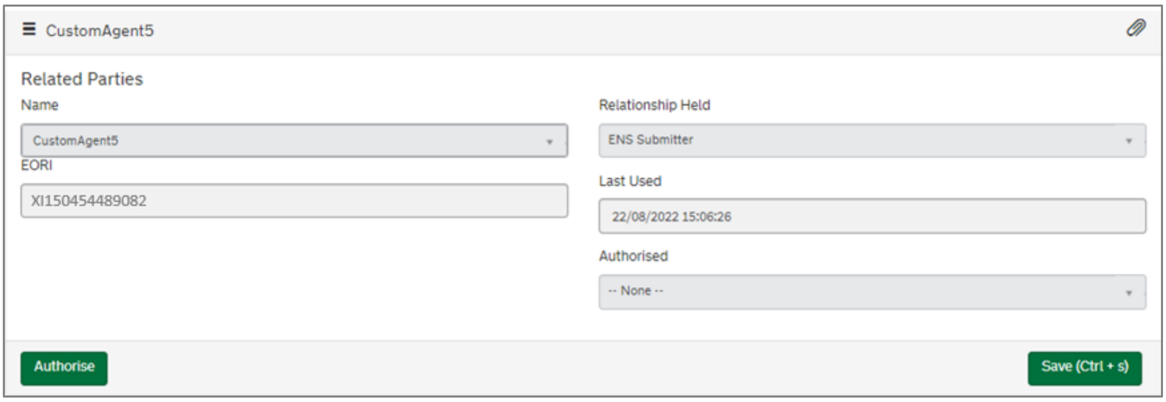
You can also view the parties involved (i.e., Exporter, Carrier, and Haulier in individual Supplementary Declarations (by consignment) in the **Declarations** section of your **Company Profile**.



2.4 Authorising Related Parties

You can choose which **Related Parties** you authorise to use your EORI number and be involved in your declarations. **Related Parties** can be found within your **Company Profile** as described in the Importer/Haulier relationships section of this guide.

- Click on a **Related Party** to open their record:

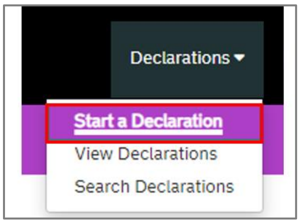


- The **Authorised** field indicates whether you have authorised them to be referenced in your declarations
- If they have not been authorised and you wish to change this, you can do this by clicking the **Authorise** button. The primary account holder will receive an email notification when a new related 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 declaration to check whether you have authorised them. This will enable you to review whether any new parties involved in the declaration are acceptable ahead of submission
- If one or more of the parties mentioned in the roles of **Carrier**, **Haulier**, **ENS** (Entry Summary Declaration) **Submitter** and **Exporter** do not exist in your **Related Parties** list or you have not authorised them to be involved in your declarations, 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 declaration record without submitting or re-processing the declaration
- If you press **Confirm** the declaration 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 declaration in which they are involved unless you change them to an authorised related party

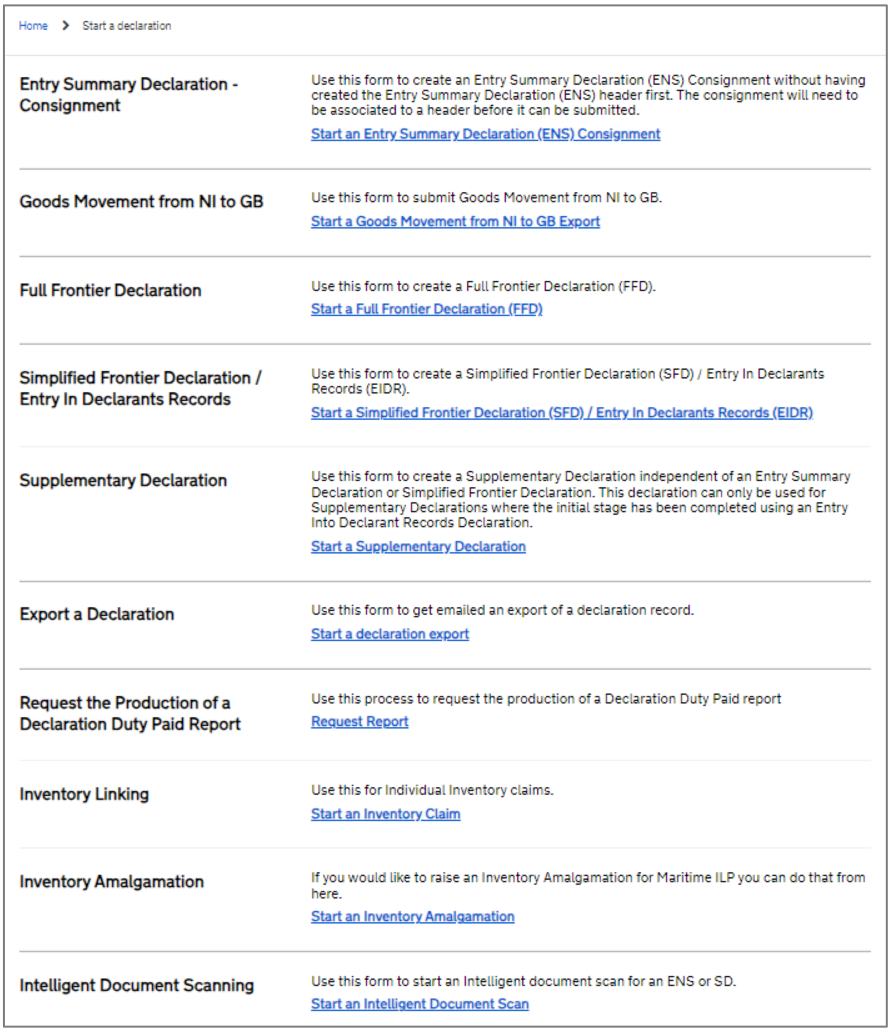
3 How to create a new declaration

To create a declaration, in the navigation bar select the **Declarations** tab and then the **Start a Declaration** link under it.



This opens the declaration options page and the following list of options. Clicking on one of these links will begin the relevant declaration or claim.

- Start an Entry Summary Declaration (ENS)
- Start an Entry Summary Declaration (ENS) Consignment
- Start a Goods Movement from NI to GB Export
- Start a Full Frontier Declaration (FFD)
- Start a Simplified Frontier Declaration (SFD) / Entry In Declarants Records (EIDR) (only for use when you are using special procedures or submitting an Entry Summary Declaration outside of TSS)
- Start a Supplementary Declaration (only visible when you hold Customs Freight Simplified Procedures authorisation to make Entry into Declarant Records (EIDR))
- Start a declaration export
- Request Report
- Start an Inventory Claim
- Start an Inventory Amalgamation
- Start an Intelligent Document Scan



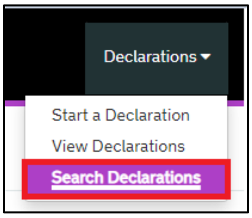
3.1 Templates

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.

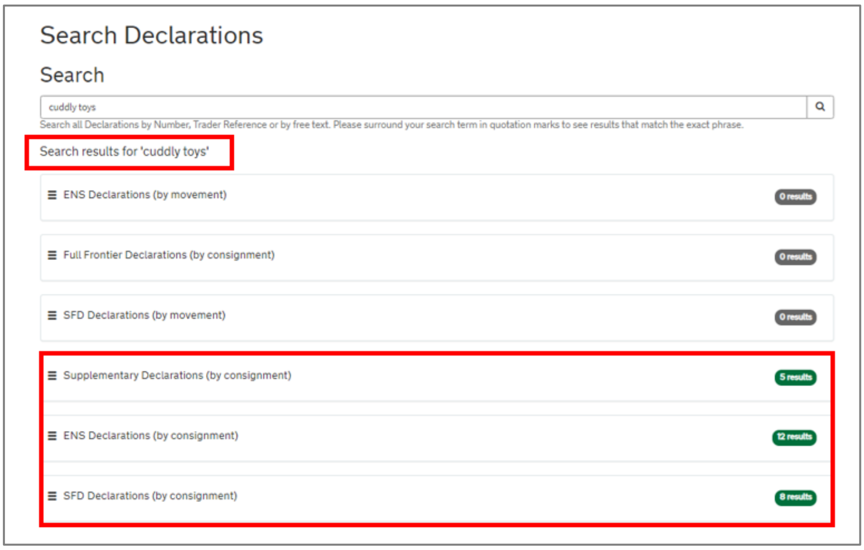
For more information and step-by-step guidance on using templates please refer to the 'ENS Templates' section in the [ENS Step-by-step guide: Standard Process and Consignment First Process] on NICTA.

4 How to search/find a declaration

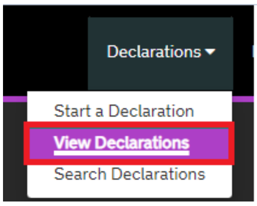
Navigate to your declaration by logging in to the TSS Portal. In the navigation bar, click on the **Declarations** tab then the **Search Declarations** link in the drop-down.



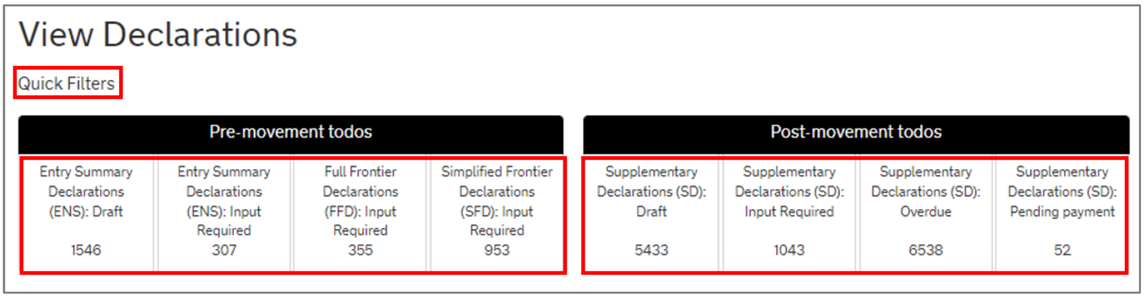
A new page will open with a search box that can be used to locate records by **number, free text** or **specific trader reference**.



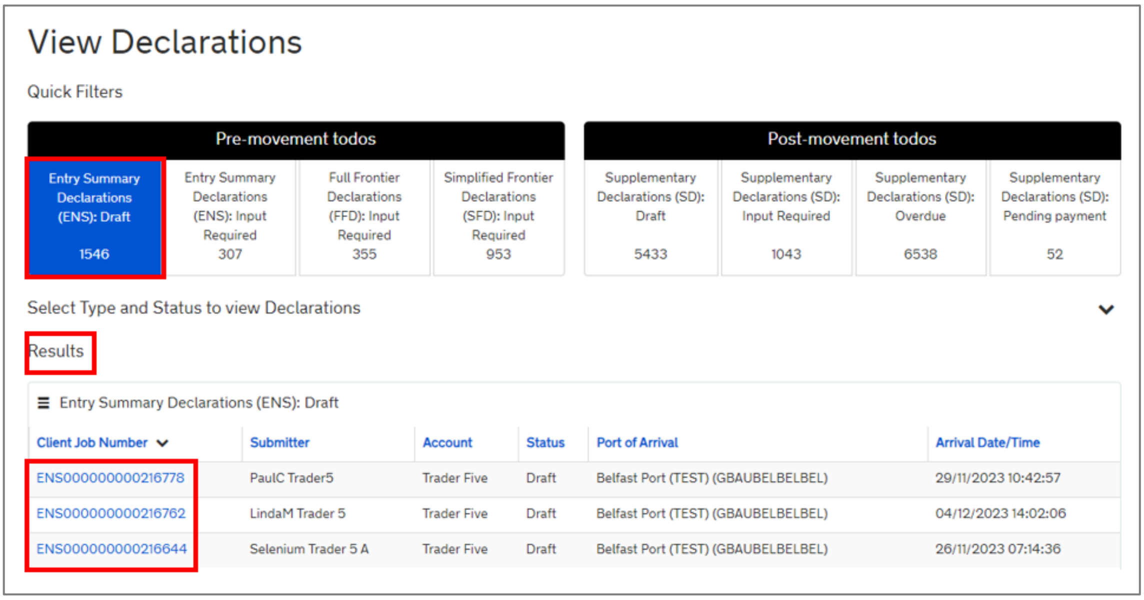
It is also possible to view declarations by their type and/or status. Click the **Declarations** tab on the navigation bar and select **View Declarations** from the drop-down.



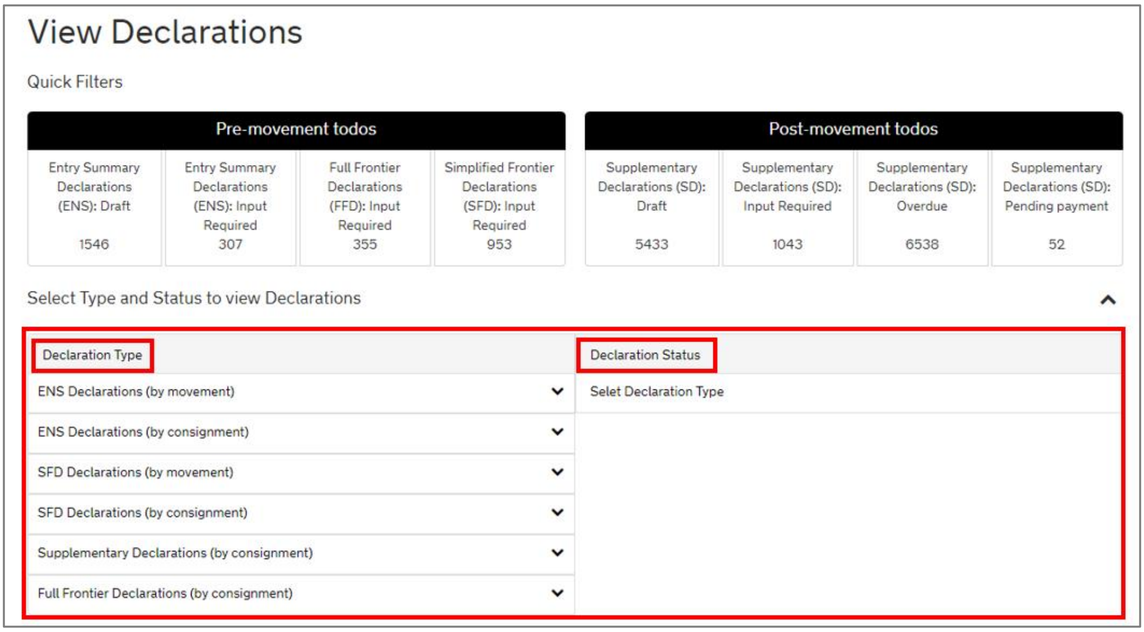
A new page will open with a **Quick Filters** section, where users are notified of the number of declarations in their respective status: ‘Draft’, ‘Input Required’, ‘Overdue’ or ‘Pending payment’. Each status box shows the current number of total declarations, which is updated when the page is refreshed.



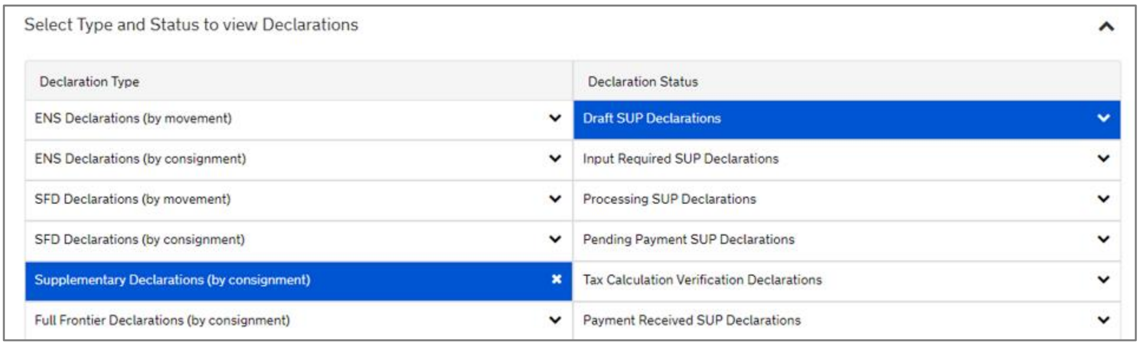
The filter-box chosen will be highlighted in blue, matching the declarations **Type** and **Status**, displaying the matching list of declarations in the **Results** section.



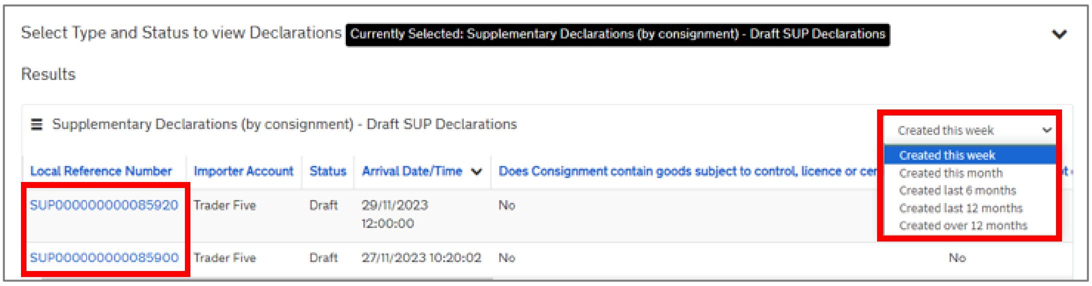
When a filter-box is selected in the **Quick Filter** section, it is not possible to see the **Type** and **Status** section of the **View Declarations** page. Once the filter-box is de-selected, the **Type** and **Status** section returns (see screenshot below):



The left column presents all declarations by their **Declaration Type**. Selecting one of them will open the different **Declaration Status** options under the selected type. For example, a Draft Supplementary Declaration can be identified by selecting the **Supplementary Declarations (by consignment)** tab on the left, and then the **Draft SUP declarations** tab on the right.



Clicking on the **Declaration Status** selected (e.g. **Draft SUP declarations**), will open the list of declarations under that status. The options box on the right can further filter the list by 'this week', 'this month', 'last 6 months', 'last 12 months', 'over 12 months' (see screenshot below).



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

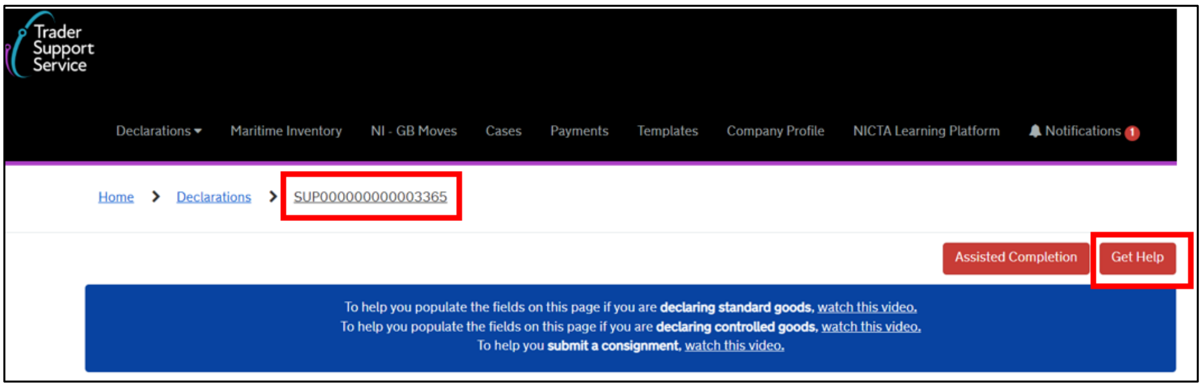
5 When and how to cancel a declaration

Once a declaration has been submitted, it cannot be cancelled directly by the user. The following instructions detail how declarations can be cancelled, where this is possible.

5.1 Cancelling a Supplementary Declaration

The Supplementary Declaration **must** be in 'Draft' or 'Trader Input Required' (TIR) status. If the Supplementary Declaration is 'Closed', the declaration cannot be cancelled.

1. The user must **raise a** case (via the TSS Portal or by contacting the TSS helpline) against the respective Supplementary Declaration to request cancellation, using the **Get Help** button:



2. Provide a valid reason for the cancellation and any supporting documents. Valid reasons for cancellation are:

   - **The record is a duplicate** (please provide evidence)
   - A **specific procedure** applies where **a Supplementary Declaration is not required** (e.g., business-to-consumer movements or special procedures)
   - **The goods have not moved** (please provide a written statement to validate this)

3. The reason and supporting documentation presented through the case will be validated. If the claim is valid, a TSS Agent will cancel the Supplementary Declaration and update the status of the case to ‘Resolved’, which will send an email notification to the trader. The status of the declaration will change to ‘Cancelled’:

5.2 Cancelling a standalone Supplementary Declaration

1. Traders will be able to cancel a standalone Supplementary Declaration if:

   - The **Status** of the Supplementary Declaration is ‘Draft’ or ‘Trader Input Required’

   AND

   - There is no originating TSS Entry Summary Declaration or Simplified Frontier Declaration that generates and partially populates the Supplementary Declaration

2. Press the **Cancel Consignment** button at the end of the Supplementary Declaration

3. A pop-up box will ask ‘Are you sure you’d like to cancel this declaration?’

If you press **Yes** the Supplementary Declaration will be cancelled.

5.3 Cancelling a Simplified Frontier Declaration or Full Frontier Declaration in 'Authorised for Movement' status

Traders can cancel a Simplifier Frontier Declaration or Full Frontier Declaration if the declaration is in 'Authorised for Movement' status.

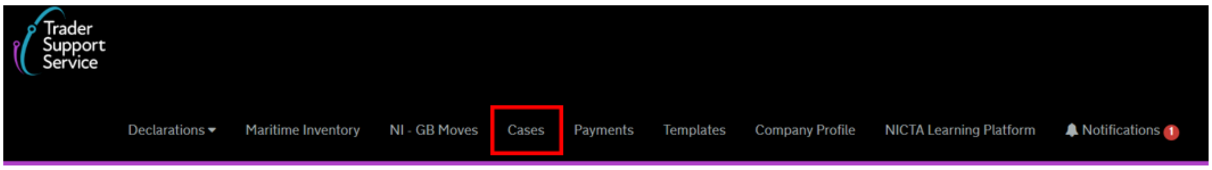
1. Raise a **case** against the specific Simplified Frontier Declaration or Full Frontier Declaration (by following the steps in the How to raise a case regarding a particular declaration section of this guide), providing the reason for requesting the cancellation
2. The reason for cancellation will be validated. If the reason is valid (e.g., goods are to be rescheduled or are no longer planned to be moved), a TSS Agent will cancel the declaration and update the status of the case to 'Resolved', which will send an email notification to the trader. The status of the declaration will appear as 'Cancelled':

6 How to raise a case

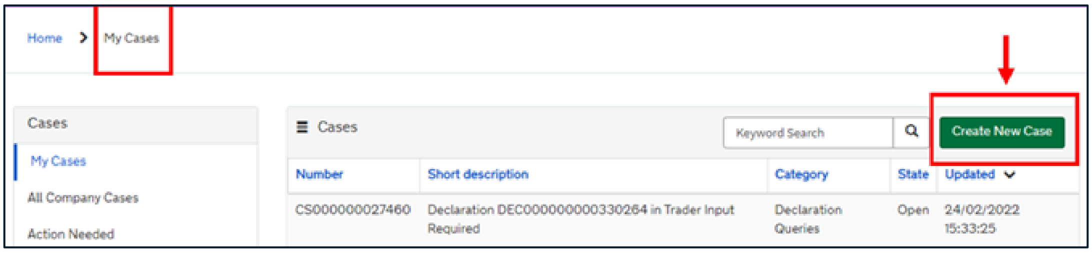
6.1 Raising a new case in the TSS Portal

1. Log in to your TSS account

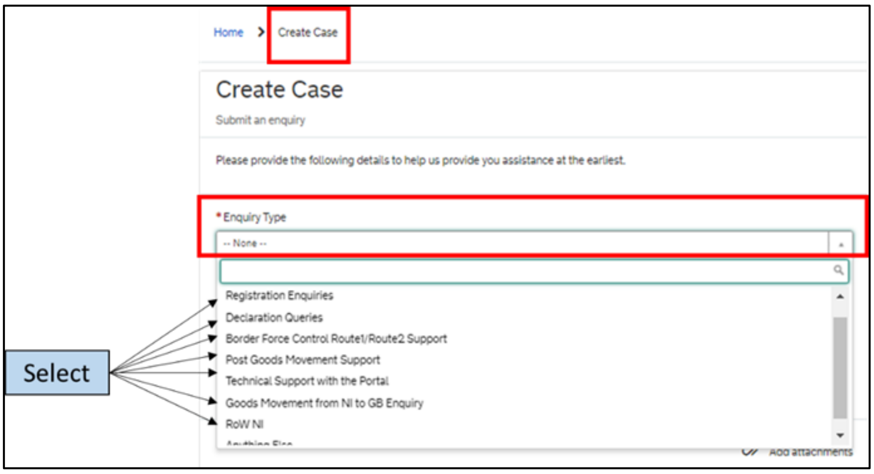
2. Once logged in, click the **Cases** tab:



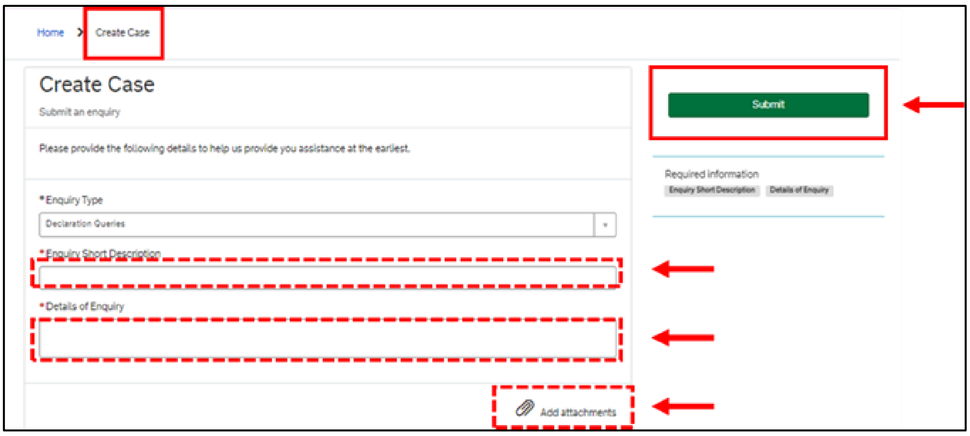
3. Click the **Create New Case** button:



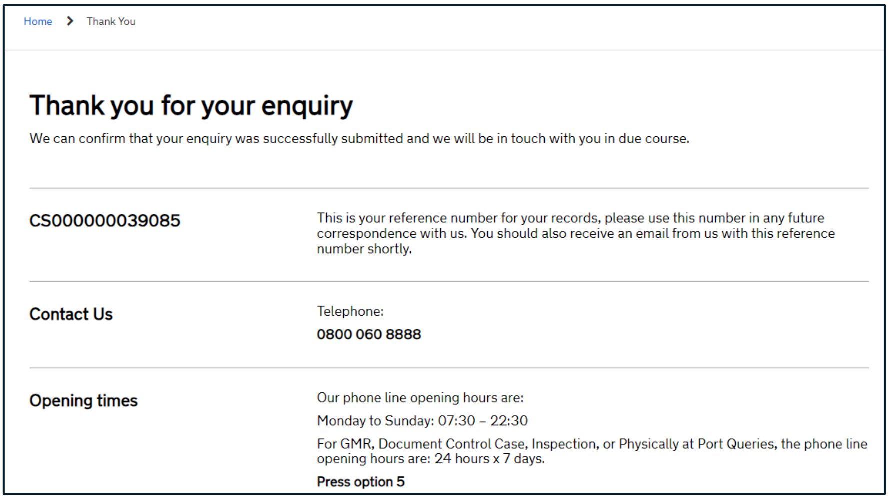
4. Once the new case form opens, select the **Enquiry Type** you need to raise:



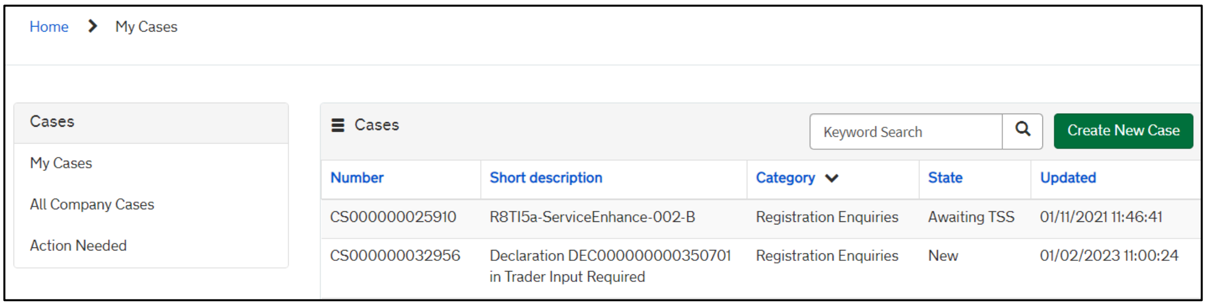
5. Complete these fields in the form: **Enquiry Short Description** and **Details of Enquiry** (adding any supporting files needed as an attachment). Once all fields are completed, press the **Submit** button:



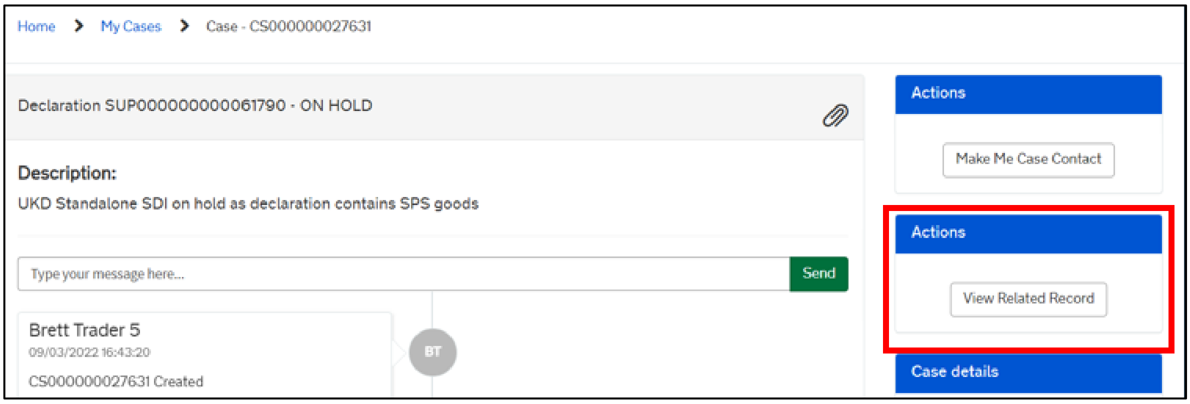
6. Once the enquiry has been submitted, you will receive a confirmation with the case number, which identifies the enquiry in the TSS system:



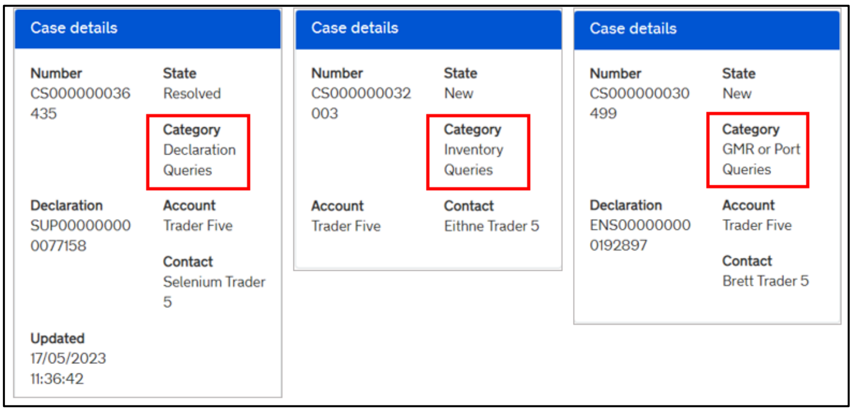
7. You can see a list of all cases that have been raised for your company by clicking on the **Cases** tab as shown in step 2. above:
    - **My Cases** shows all cases that you have raised while logged in under your current user profile
    - **All Company Cases** shows cases that have been raised by all users related to your company
    - **Action Needed** shows cases that require input



8. To review a case, click on it to access the **Case View** screen. If a case has been raised regarding a particular declaration, GMR or Inventory Claim, you can navigate to the related record by clicking the **View Related Record** button located on the right-hand side of the screen



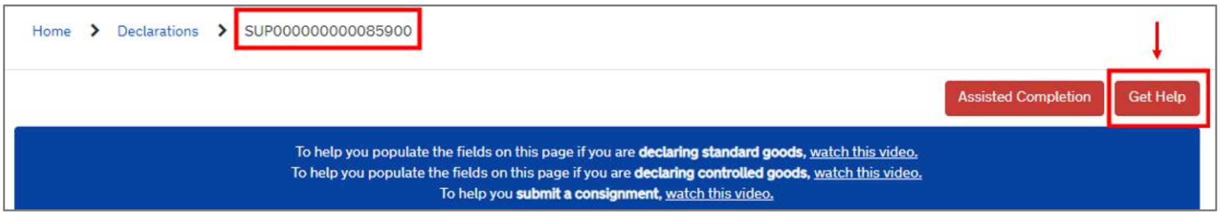
- The **View Related Record** button will only be visible when the case:
  - Has a valid associated record reference
  - Has not been cancelled **and**
  - Is in one of the 'Categories' below:
    - **Declaration Queries**
    - **Inventory Queries**
    - **GMR or Port Queries**



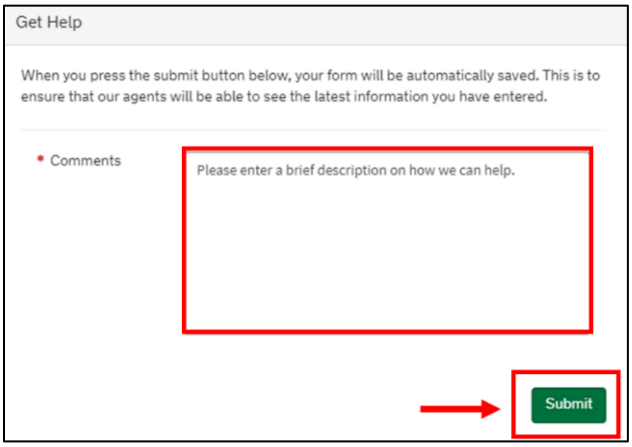
6.2 How to raise a case regarding a particular declaration

1. Log in to your account and navigate to the specific declaration you need support with:

2. Once you have opened the declaration, click the **Get Help** button:



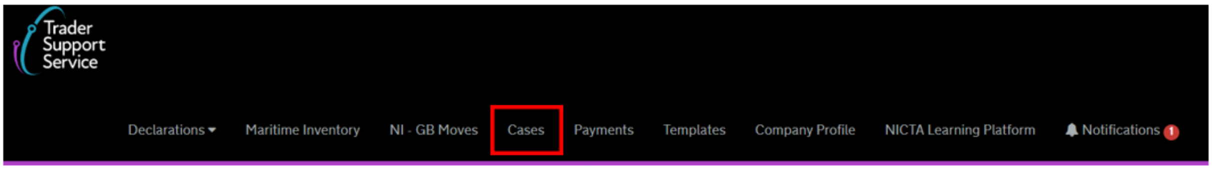
3. A pop-up box will then appear. Type your query in the **Comments** field and then press the **Submit** button:



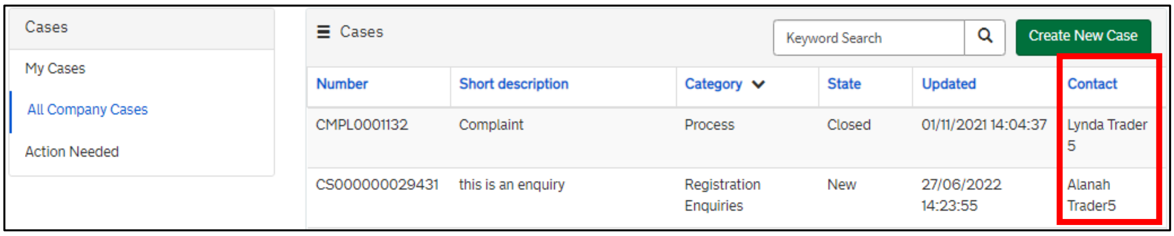
6.3 How to change the Case Contact

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

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



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



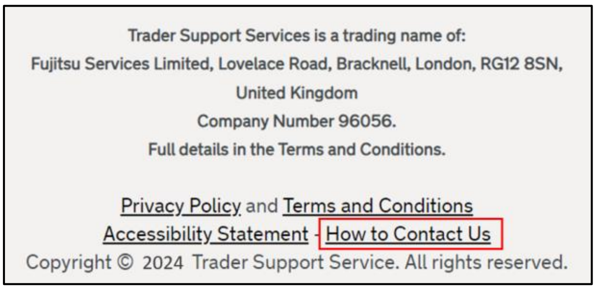
3. If a case is not in a 'Resolved', 'Closed' or 'Cancelled' state you can make yourself the contact for the case. Click on the case to open the case record and click the **Make me Case Contact** button

   Note: The button will not be visible if you are already the contact for the case.

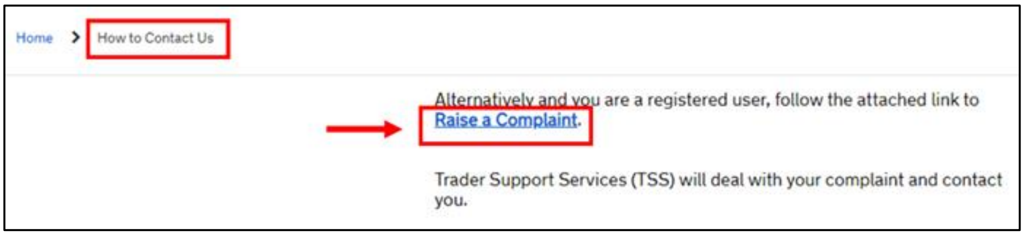
7 How to raise a complaint

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

1. Open the TSS Portal, scroll down to the bottom of the home page, and click on the **How to Contact Us** link



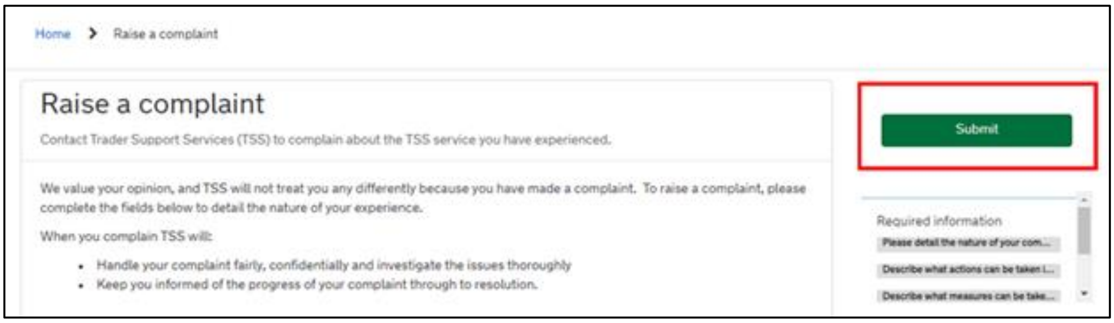
2. Then, click **Raise a Complaint**



3. Input the information required in the fields:
   - **Please detail the nature of your complaint** (mandatory field)
   - **Date and time issue occurred**

- **Describe what actions can be taken in order to deal effectively with your complaint** (mandatory field)
- **Describe what measures can be taken to avoid a repeat of your complaint** (mandatory field)
- **Related Record**: select the relevant code if your complaint is related to one of the topics listed)
- **If there are any other comments you would like to include, please detail**
- **What is your preferred method of contact?** (mandatory field): select either **Email** or **Phone**

4. Once you have completed the form, press the **Submit** button



8 How to download data or export a declaration

8.1 How to download declaration data as an Excel file

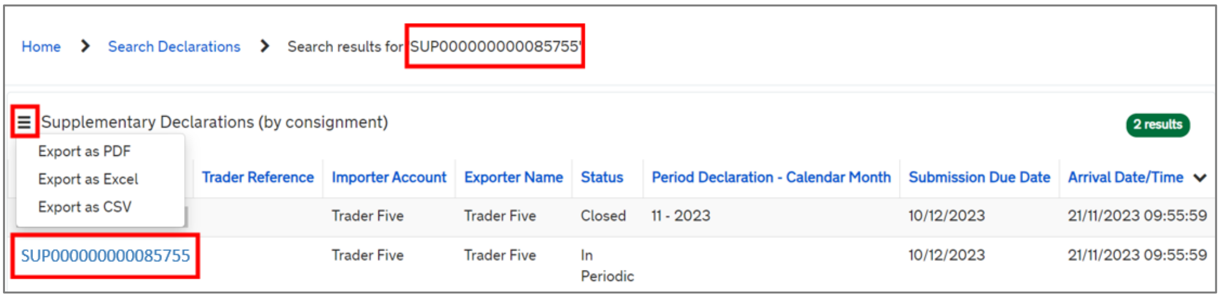
If you need to download data from your declarations for your own records, use the search button on the **Declarations** page to enter either:

- The declaration number (e.g. 'SUP000000000085755')

  OR

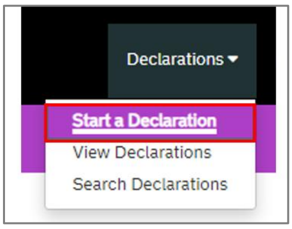
- A keyword in the declaration (e.g., 'apple')

This will provide you with a list of declarations matching the criteria typed. At the top of the list there is a burger menu icon (three horizontal lines); clicking on it will allow you to download the declaration data in three different formats: PDF, XLS or CSV file.

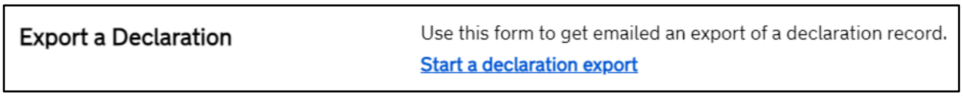


8.2 How to download / export a declaration as a PDF

1. You will need the declaration **Local Reference Number (LRN)**, which can be found on the top left of your declaration in the TSS Portal after navigating into the declaration
2. You can obtain a copy of a declaration in PDF format by selecting the **Declarations** tab in the navigation bar and then the **Start a Declaration** link in the drop-down



3. Once the new page opens, scroll down to the **Export a Declaration** section and identify the **Start a declaration export** link



Please note that the term ‘**Export**’ in this context means extracting the file, unrelated to export customs declarations or international trade terminology.

4. Next, click the **Start a declaration export** link
5. You will then be asked which declaration you would like to export a copy of. There will be a drop-down menu with all your declarations

Each declaration type will have an **LRN** number that starts with a prefix:

- Supplementary Declarations start with ‘**SUP**’
- Consignment (header) Level Declarations start ‘**DEC**’ for Entry Summary Declarations and Simple Frontier Declarations
- Simplified Frontier Declarations start with ‘**SFD**’
- Full Frontier Declarations start with ‘**FFD**’

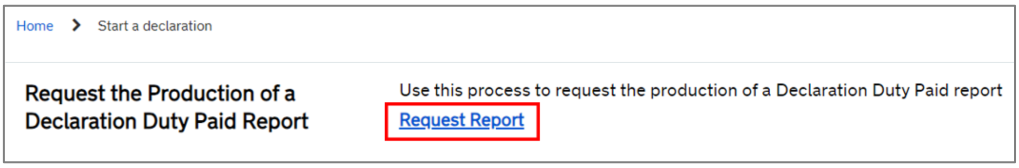
If you start typing '**ENS**', for example, a list of all your Entry Summary Declarations will then be displayed.

6. Once you have chosen your declaration, you can click the **Select** button. You will see on your screen a short message that your request has been received and that your PDF will be emailed to you within a few minutes
7. Your records will show that a declaration has been copied and a PDF sent to you by email. The PDF report will show the declaration number, who requested the copy, and the time stamp

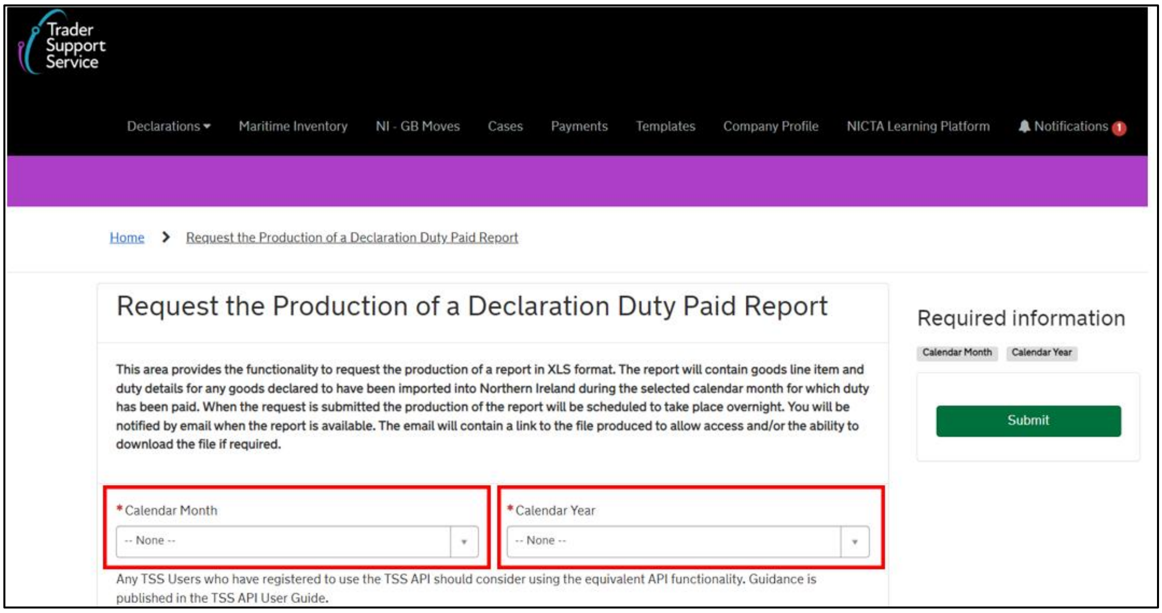
8.3 Produce a Report of Declarations with Duty Paid

You can produce a Declaration Duty Paid report showing goods line items and duty details for any goods that have been imported into Northern Ireland 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 **Declarations** tab in the navigation bar and click **Start a Declaration**. 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



2. Select the month that you wish the report to cover from the **Calendar Month** field. The options allow you to choose a month from January 2021 to December 2024. Next, choose the year from the **Calendar Year** field



3. When 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
4. 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
5. The report will be deleted after one calendar month

9 I need to know more

There are additional guides available on NICTA to support you with trade into and out of Northern Ireland:

- Registration: Step-by-step guide using TSS
- A Beginner's Guide for importing goods to Northern Ireland
- 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 March 2024.

March 2024:	Updated to reflect on how standard processes can be completed on (TSS) Portal.
January 2024:	Updates on XI EORI, TSS portal landing page and navigation bar
October 2023:	Updated to reflect current status of the UKTS and UKIMS
September 2023:	Section 8.3 to reflect updated Duty Reimbursements Scheme and general improvements with clearer screenshots.
July 2023:	Section 2.2 updated to reflect the UK Internal Market Scheme (UKIMS) change.
June 2023:	Updated to reflect introduction of View Related Record functionality.

February 2023:	Updated to include overview of ENS Goods templates and how to change the contact for a case.
October 2022:	Updated to include overview of how to view and manage authorisations and to reflect TSS Portal re-design.
August 2022:	Updates for email distribution management and ability to view importer / haulier relationships on the TSS Company Profile.
July 2022:	Addition of section on changes to guidance and policy.
Published	April 2022.