

TSS User Guides

How to use the TSS Portal

Published: May 2025



HM Revenue
& Customs



Contents

1	Introduction.....	2
2	Making changes in your Company Profile	2
2.1	Windsor Framework Trader Readiness Questionnaire	2
2.2	Email notifications	8
2.3	Adding your UKIMS authorisation to your Company Profile.....	9
2.4	Managing your UKIMS authorisations and permissions.....	13
2.4.1	Granting access to your UKIMS authorisation.....	13
2.4.2	Editing existing permissions within your company profile.....	15
2.5	Adding your NIRMS authorisation to your Company Profile.....	15
2.6	Importer/Haulier relationships.....	18
2.7	Authorising Related Parties	19
3	How to create a new goods movement	20
3.1	Templates.....	23
4	How to search/find a goods movement	23
5	When and how to cancel goods movements.....	27
6	How to raise a case	28
6.1	Raising a new case in the TSS Portal.....	28
6.2	How to raise a case regarding a particular goods movement	31
6.3	How to change the Case Contact.....	32
7	How to raise a complaint.....	33
8	How to download information or export a goods movement.....	34
8.1	How to download goods movement Information as an Excel file	34
8.2	How to download a Goods Movement Record or Declaration	35
8.3	Produce a report of declarations with Duty Paid	36
9	I need to know more	37
10	Changes to guidance and policy.....	38



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 definition¹.

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

1 Introduction

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

2 Making changes in your Company Profile

2.1 Windsor Framework Trader Readiness Questionnaire

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

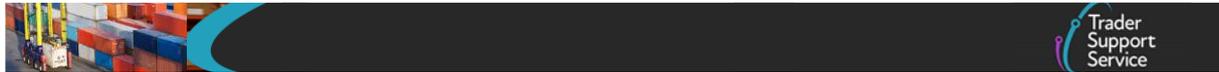
Completing the Windsor Framework Trader Readiness Questionnaire at the top of the [Company Profile](#) page helps you to identify what actions you may need to take.

The Windsor Framework Readiness Questionnaire enables you to check your UK Internal Market Scheme (UKIMS), Northern Ireland Retail Movement Scheme (NIRMS) and Trader Goods Profile (TGP) and Trader Goods Profile (TGP) Data status through your TSS [Company Profile](#). Only the Primary Account Holder can select a response to the questions, however all users are able to view the responses.

The information is collated and sent to HMRC to enable them to better support traders by demonstrating which areas are most in need of attention in terms of the new Windsor Framework processes.

To access the questionnaire, navigate to your TSS [Company Profile](#) and select [TSS Trader Technical Readiness for Windsor Framework](#) from the top of the screen.

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.



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

Trader Five

TSS Trader Technical Readiness for Windsor Framework

Are you planning on using the Windsor Framework features?

Contact details and information

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

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

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

UKIMS Authorised (Required)

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

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

Required:
2/2

UKIMS Authorised
✓

As part of this readiness check TSS has checked your UKIMS documentation.

Your UKIMS documentation has been uploaded, thank-you.

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

Required: ✕

0/2 **UKIMS Authorised**

Please upload your UKIMS authorisation documentation.

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

[Upload your UKIMS Authorisation](#)

Defined Permissions for UKIMS (Required)

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

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

Defined Permissions for UKIMS ✓

As part of this readiness check, TSS has checked your UKIMS permissions.
Permissions have been applied / UKIMS Permission is Open.

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

Defined Permissions for UKIMS ✕

Please configure your UKIMS permissions.

[Why do I need to define my permissions?](#)

[Define your UKIMS permissions here](#)

You must be UKIMS Registered before you can define your permissions.

Enabled TGP Profile (Optional)

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

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

Enabled TGP Profile

As part of this readiness check, TSS has checked that traders have been granted access to use your TGP.

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

Enabled TGP Profile

Please configure your TGP permissions

[Why configure my TGP permissions](#)

[Define your TGP permissions here](#)

You must enable TGP before you can define your permissions.

Defined Permissions for TGP (Optional)

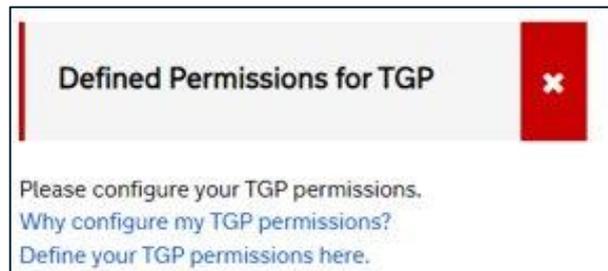
The second part of this section checks if you have authorised a third party to use your Trader Goods Profile (TGP) within your TSS [Company Profile](#).

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

Defined Permissions for TGP

As part of this readiness check, TSS has checked that traders have been granted access to use your TGP.

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



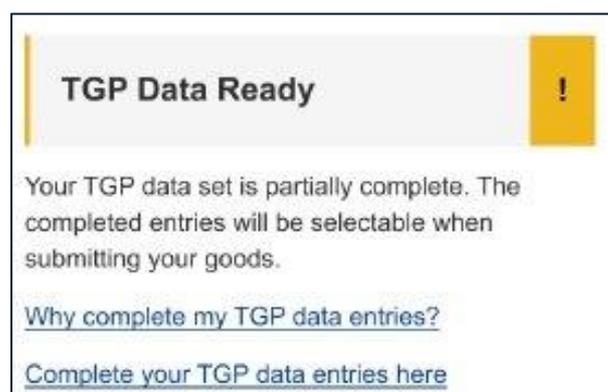
TGP Data Ready (Optional)

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

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



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



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



TGP Data Ready
✕

Your TGP data is incomplete. No TGP entries will be selectable when submitting your IMMI.

[Why complete my TGP data entries?](#)

[Complete your TGP data entries here](#)

NIRMS Registered (Optional)

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

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

Optional:
3/3

NIRMS Registered
✓

As part of this readiness check TSS has checked your NIRMS authorisation.

Your NIRMS registration has been uploaded.

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

Optional:
0/3

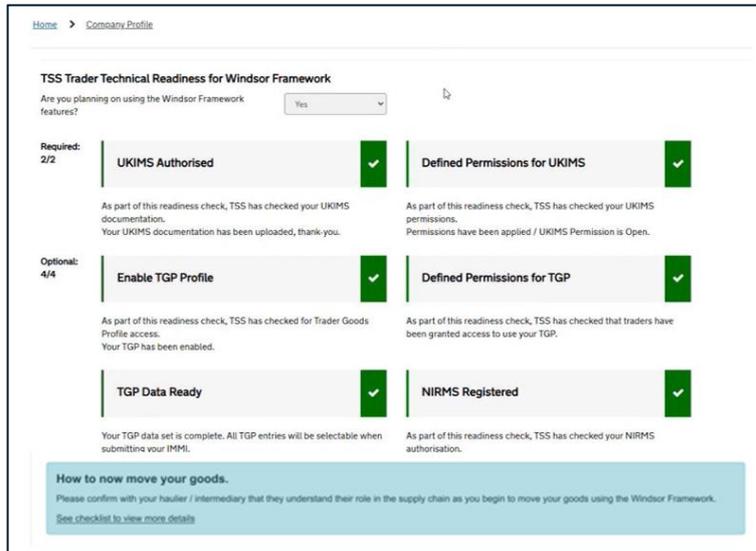
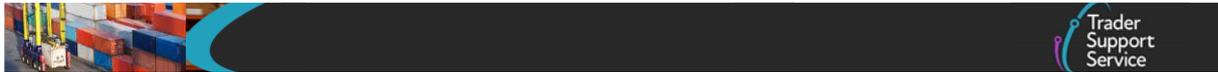
NIRMS Registered
!

If you move Agri product and you are eligible for NIRMS authorisation please upload your scheme number.

[Why enable NIRMS?](#)

[Define your NIRMS Number here](#)

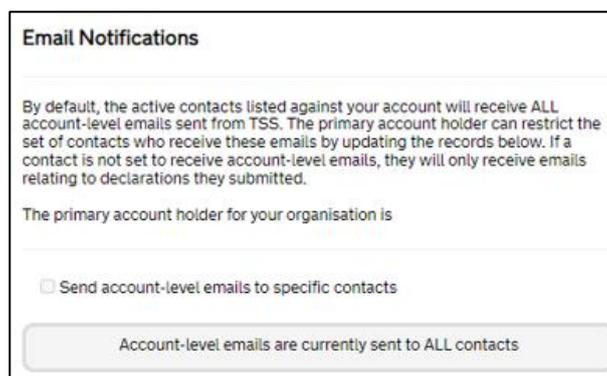
Once you have completed the questionnaire and the [UKIMS Authorised](#) and [Defined Permissions for UKIMS](#) sections of the questionnaire are 'green', you will see an additional box advising you to speak to your haulier, intermediary or parcel carrier about how information will move along the supply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



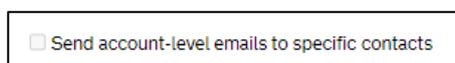
2.2 Email notifications

Once you have registered to use TSS, any additional colleagues 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.

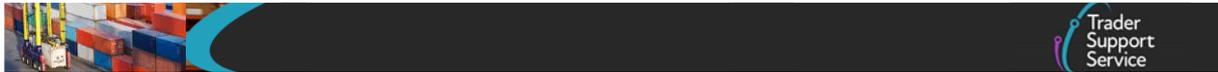
1. To change the contacts who receive account-level emails, the primary account holder should navigate to the **Email Notifications** section in your **Company Profile**



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



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



Send account-level emails to specific contacts

Account-level emails will be sent to the specified contacts

Keyword Search

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

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:

Trader Test

* Company * User ID

* First Name * Last Name

Job Title * Email

* Contact Number

Update

Account-level emails

Send account-level emails

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:

Trader Test

* Company * User ID

* First Name * Last Name

Job Title * Email

* Contact Number

Update

Account-level emails

Remove from account-level emails

2.3 Adding your UKIMS authorisation to your Company Profile

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



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

You can apply online to obtain a UKIMS authorisation. You can find more about the requirements, eligibility criteria and how to apply for a [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:

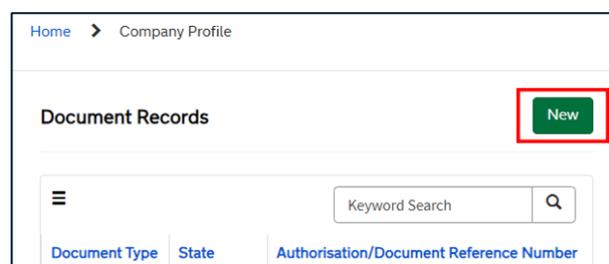
- Be established in the UK and meet the [additional requirements](#) outlined on GOV.UK
- Hold a valid GB or XI (Northern Ireland) EORI
- Meet customs compliance requirements
- Meet records, systems, controls and evidence requirements

You'll need to meet additional processing requirements if you move goods to NI to be processed and want to declare these goods 'not at risk'. The [additional processing requirements](#) are detailed on GOV.UK.

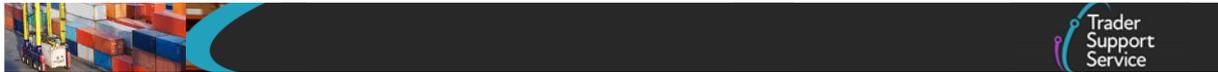
Once you receive confirmation of your UKIMS authorisation, you can start using it straight away.

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

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



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

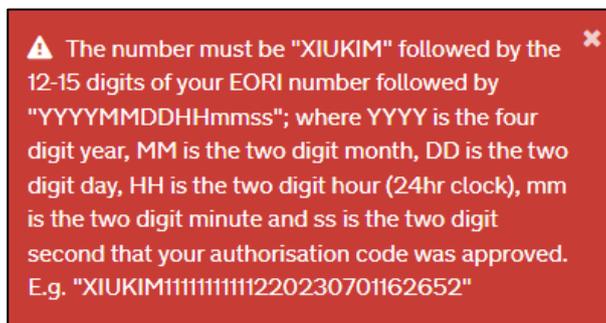


3. In the **Document Type** field, select 'UKIMS' from the drop-down menu:

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

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

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



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



Verified Date

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

This should be the EORI number that was used when the UKIMS application was made. The field will only accept the GB EORI or XI EORI number that is shown in your **Company Profile**, and an error message will appear if not entered correctly:

You must provide a valid EORI, aligned to your UKIMS Authorisation. Either your Account EORI number: GB000012340005 or XI EORI: XI000012340005 must be selected.

- 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:

Please use the paper clip icon to upload UKIMS authorisation letter for TSS to verify.

- 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:

The number must be "XIUKIM" followed by the 12-15 digits of your EORI number followed by "YYYYMMDDHHmmss"; where YYYY is the four digit year, MM is the two digit month, DD is the two digit day, HH is the two digit hour (24hr clock), mm is the two digit minute and ss is the two digit second that your authorisation code was approved. E.g. "XIUKIM1111111111220210101162652"

- 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
- 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'

11. 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.

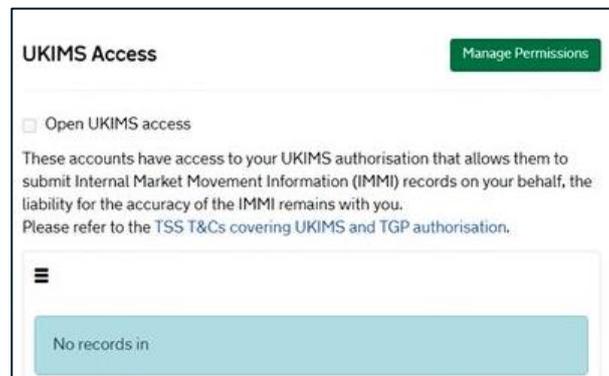
2.4 Managing your UKIMS authorisations and permissions

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

2.4.1 Granting access to your UKIMS authorisation

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

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



UKIMS Access Manage Permissions

Open UKIMS access

These accounts have access to your UKIMS authorisation that allows them to submit Internal Market Movement Information (IMMI) records on your behalf, the liability for the accuracy of the IMMI remains with you. Please refer to the TSS T&Cs covering UKIMS and TGP authorisation.

☰

No records in

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

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

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

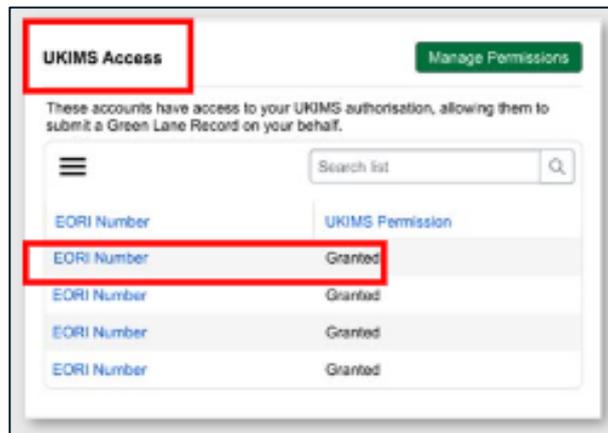
You can add other accounts providing you have the EORI number of the TSS account. When you click the **Add Permission** button, a form pops up to create a new row in the table. You can add other accounts providing you have the EORI number of the TSS account. The permissions options are:

- 'None' (default)
- 'Granted'
- 'Not Granted'

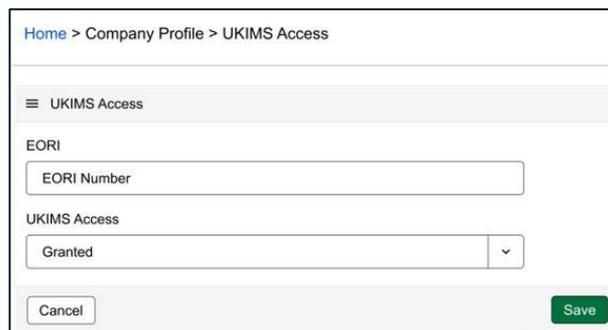
Submitting the form adds a new permission to the **Existing Permissions** list.

2.4.2 Editing existing permissions within your company profile

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



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



Home > Company Profile > UKIMS Access

UKIMS Access

EORI

EORI Number

UKIMS Access

Granted

Cancel Save

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

2.5 Adding your NIRMS authorisation to your Company Profile

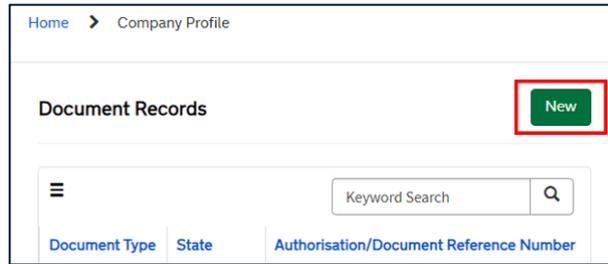
The Northern Ireland Retail Movement Scheme (NIRMS) establishes a new way to move prepacked retail goods from GB to NI. Authorised businesses can move goods based on a single General Certificate for eligible consignments, supported by a packing list.

There is no requirement for an official veterinarian or plant health inspector to approve the documentation.

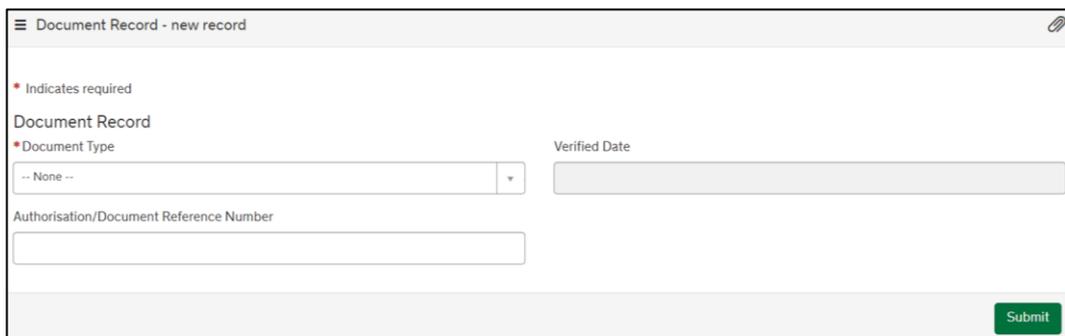
Businesses interested in obtaining NIRMS authorisation need to apply online. Further details on the benefits of obtaining [NIRMS authorisation, eligibility and registration](#) can be found on GOV.UK and [NICTA](#).



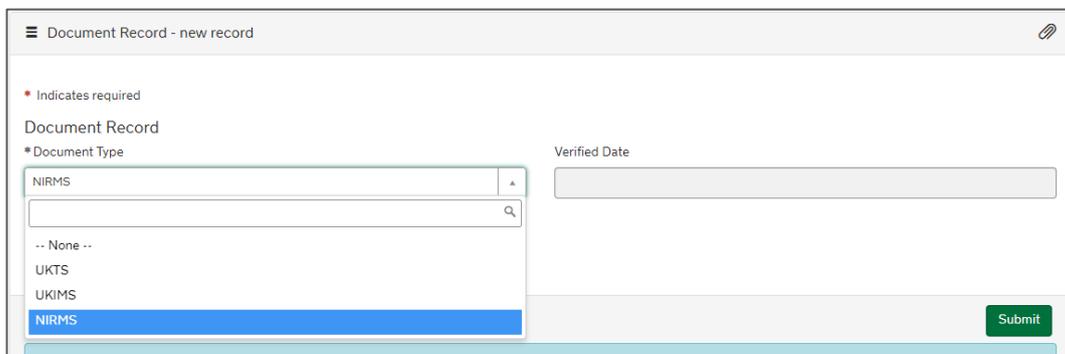
1. To add your NIRMS Authorisation reference, go to your **Company Profile** and click the **New** button in the **Document Records** section:



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



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



4. Once you select 'NIRMS', a message is displayed providing a link with [guidance about the scheme registration process](#) on GOV.UK



5. In the **Authorisation/Document Reference Number** field, add your NIRMS Authorisation Reference, which should have been shared with you in a communication from DEFRA.

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



* Indicates required

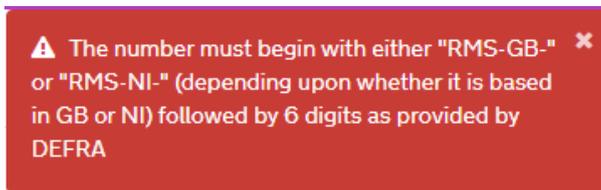
Document Record

* Document Type

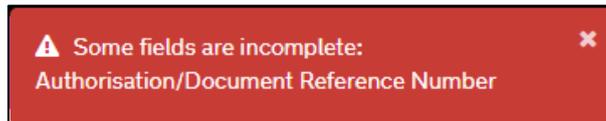
NIRMS

* Authorisation/Document Reference Number

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



- Click the **Submit** button to send the information to TSS. If one or more of the required fields has not been completed, an error message will be displayed:



- If there is another NIRMS record already submitted, an error message will be displayed:



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

☰ RMS-GB-189899

Document Record

* Document Type

NIRMS

State

Active

* Authorisation/Document Reference Number

RMS-GB-189899

Verified Date

Cancel

Submit



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

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

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

The table has the following sortable columns:

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

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

To avoid including any declarations that have been subsequently changed after submission (possibly as part of a 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 an 'Arrived' state.



2.7 Authorising Related Parties

You can choose which **Related Parties** you authorise to use your EORI number and be involved in your goods movements. **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:

Related Parties	
Name	Relationship Held
CustomAgent5	ENS Submitter
EORI	Last Used
X1150454489082	22/08/2022 15:06:26
	Authorised
	-- None --
<div style="display: flex; justify-content: space-between;"> Authorise Save (Ctrl + s) </div>	

The **Authorised** field indicates whether you have authorised them to be referenced in your Goods Movements. 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 goods movement to check whether you have authorised them. This will enable you to review whether any new parties involved in the goods movement are acceptable ahead of submission.

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

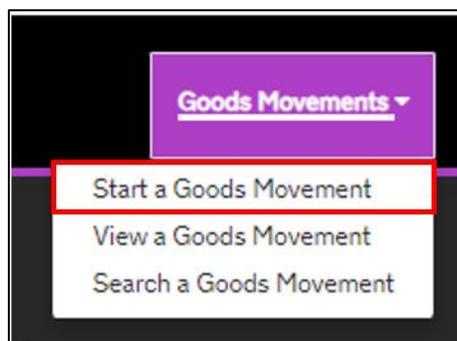
‘This declaration includes parties not currently “authorised” under your Related Parties in your account profile. By proceeding to submit this declaration, any named parties will be added as “authorised” to the Related Parties unless previously specified as “not authorised” by the primary account holder.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

- If you press **Cancel** this will return you to the Goods Movement without submitting or re-processing
- If you press **Confirm** the Goods Movement will be submitted or re-processed:

- If a party does not already appear in your list of related parties they will be added, with **Authorised** set to 'Yes'
- If a party is already shown in your list of related parties but not authorised, you will be shown the above message each time you submit or reprocess a goods movement in which they are involved unless you change them to an authorised related party

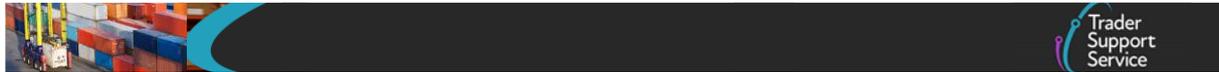
3 How to create a new goods movement

To create a goods movement, in the navigation bar select the **Goods Movements** tab and then the **Start a Goods Movement** link under it.



This opens the **Start a Goods Movement** page and the following list of options. Clicking on one of these links will begin the relevant goods movement or claim.

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



[Home](#) > [Start a Goods Movement](#)

Moving Goods from Great Britain to Northern Ireland

Start a Goods Movement	Use this form to complete a Goods Movement by providing transport and goods information. This form can be used for all Goods Movements, including SPIMM. Start a Goods Movement
-------------------------------	--

Start a Consignment for a Goods Movement	Use this form to complete your Goods Movement information which your haulier can then associate to the transport information. This form can be used for all Goods Movements, including SPIMM. Start a Consignment for a Goods Movement
---	---

Moving Goods from Northern Ireland to Great Britain

Goods Movement from NI to GB	Use this form to complete a Goods Movement from NI to GB. Start a Goods Movement from NI to GB Export
-------------------------------------	--

Additional Goods Movement Options ▼

Reporting

Download a Goods Movement Record or Declaration	Use this form to receive an email with a goods movement record or declaration. Request download of a Goods Movement Record or Declaration
Request the Production of a Declaration Duty Paid Report	Use this process to request the production of a Declaration Duty Paid report Request Report

Clicking the arrow to the right of the option **Additional Goods Movement Options** will display these additional options under it:

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

Additional Goods Movement Options ▲

Entry Summary Declaration	Use this form to complete an Entry Summary Declaration (ENS). Start an Entry Summary Declaration (ENS)
----------------------------------	---

Entry Summary Declaration - Consignment	Use this form to complete an Entry Summary Declaration (ENS) Consignment without having created the Entry Summary Declaration (ENS) header first. The consignment will need to be associated to a header before it can be submitted. Start an Entry Summary Declaration (ENS) Consignment
--	--

Create Internal Market Movement Information (IMMI)	Use this form to complete and submit an IMMI where you have submitted the transportation information outside of TSS or where you are using an IMMI to discharge from applicable special procedures. Start an Internal Market Movement Information
---	--



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

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

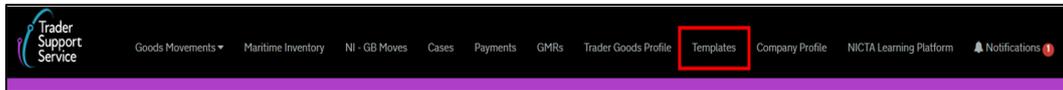
- **Supplementary Declaration**
 - [Start a Supplementary Declaration \(EIDR\)](#)
- **Supplementary Declaration**
 - [Start a Supplementary Declaration](#)

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



3.1 Templates

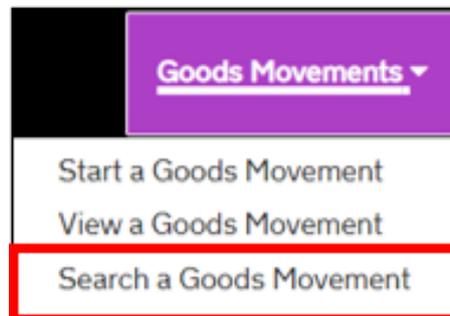
You can create templates of goods lines, which can be saved and used for Entry Summary Declarations to prevent the need to enter the same information again. You can view the templates that have been saved to your account by selecting the **Templates** option on the TSS Portal banner.



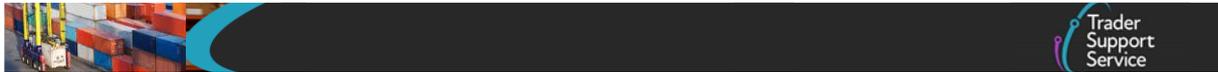
For more information and step-by-step guidance on using templates refer to the 'ENS Templates' section in the [ENS Step-by-step guide: Standard Process and Consignment First Process](#) on NICTA.

4 How to search/find a goods movement

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



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



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

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

Search Goods Movements

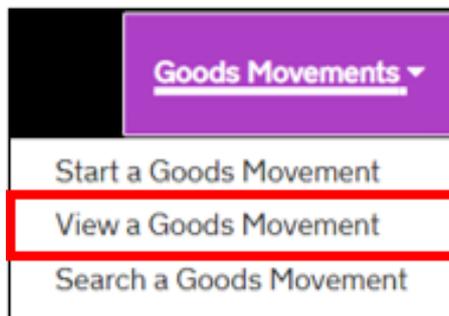
Search

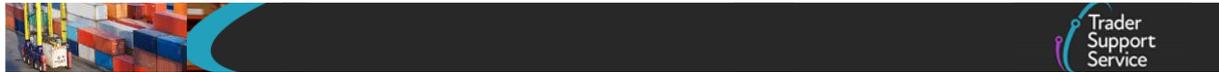
Search all Goods Movements by Number, Trader Reference or by free text. Please surround your search term in quotation marks to see results that match the exact phrase.

Search results for 'cuddly toys'

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

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





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

Home > View Goods Movements Search all Goods Movements

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

View Goods Movement

Quick Filters

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

Select Type and Status to view Goods Movements and Declarations ^

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

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

Home > View Goods Movements Search all Goods Movements

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

View Goods Movement

Quick Filters

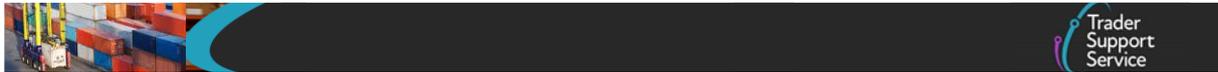
Pre-movement to-dos				Post-movement to-dos			
Entry Summary Declarations (ENS): Draft	Entry Summary Declarations (ENS): Input Required	Full Frontier Declarations (FFD): Input Required	Simplified Frontier Declarations (SFD): Input Required	Supplementary Declarations (SD): Draft	Supplementary Declarations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

Select Type and Status to view Goods Movements and Declarations v

Results

Entry Summary Declarations (ENS): Draft

Client Job Number	Submitter	Account	Status	Port of Arrival	Arrival Date/Time v
ENS00000000235993	Selenium Trader 2	Trader Two.	Draft	Dublin Port (DUBLIN)	30/08/2024 11:17:56
ENS00000000235992	Selenium Trader 2	Trader Two.	Draft	Rosslare Port (ROSSLARE)	30/08/2024 11:13:31



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

Home > View Goods Movements Search all Goods Movements

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

View Goods Movement

Quick Filters

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

Select Type and Status to view Goods Movements and Declarations ^

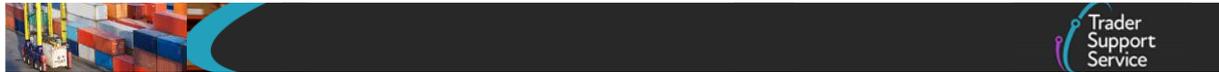
Type	Status
Goods Movements (by movement) v	Select Type
Goods Movement (by consignment) v	
Internal Market Movement Information (by consignment) v	

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

Select Type and Status to view Goods Movements and Declarations ^

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

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



Home > View Goods Movements Search all Goods Movements

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

View Goods Movement

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

Results

Supplementary Declarations (by consignment) - Draft SUP Declarations

Local Reference Number	Trader Reference	Importer Account	Exporter Name	Status	Period Declaration - Calendar Month	Submission
SUP00000005000843	R25-S75-H8-8587-011	Trader Five	Trader Five	Draft		10/09/2024
SUP00000005000842	R25-S75-H8-8587-010	Trader Five	Trader Five	Draft		10/09/2024 12/08/2024 11:06:53
SUP00000005000841		Trader Two.	User Data is Private	Draft		20/09/2023 01:00:00

Rows 1 - 3 of 3

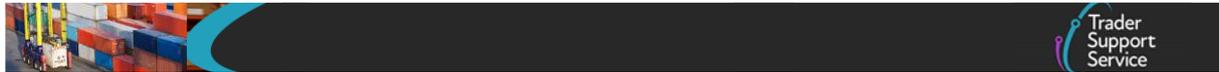
If you already know the **Local Reference Number** or any other references recorded on the goods movement, you can perform a keyword search using the **Search all Goods Movements** box located on the top right of the page. This will search the keyword across all goods movement types in any status. You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

Home > View Goods Movements Search all Goods Movements

5 When and how to cancel goods movements

Once a goods movement has been submitted, it cannot be cancelled directly by the user. Depending on the goods movement type, you can find details on how it can be cancelled in the respective guidance on NICTA, where this is possible.

- Details on how to cancel a Supplementary Declaration can be found in the [Supplementary Declarations: Step-by-step guide](#)
- Details on how to cancel a Standalone Supplementary Declaration can be found in the [Standalone Simplified Frontier Declaration: Step-by-step guide](#)
- Details on how to cancel a Full Frontier Declaration can be found in the [Full Frontier Declaration: Step-by-step guide](#)



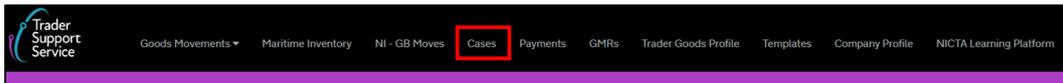
6 How to raise a case

6.1 Raising a new case in the TSS Portal

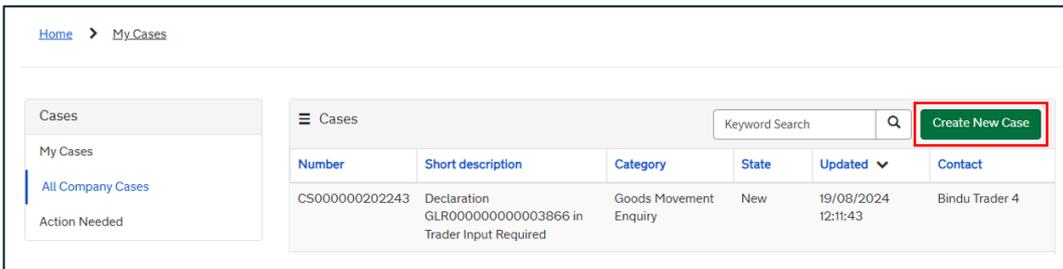
1. Log in to your [TSS account](#)



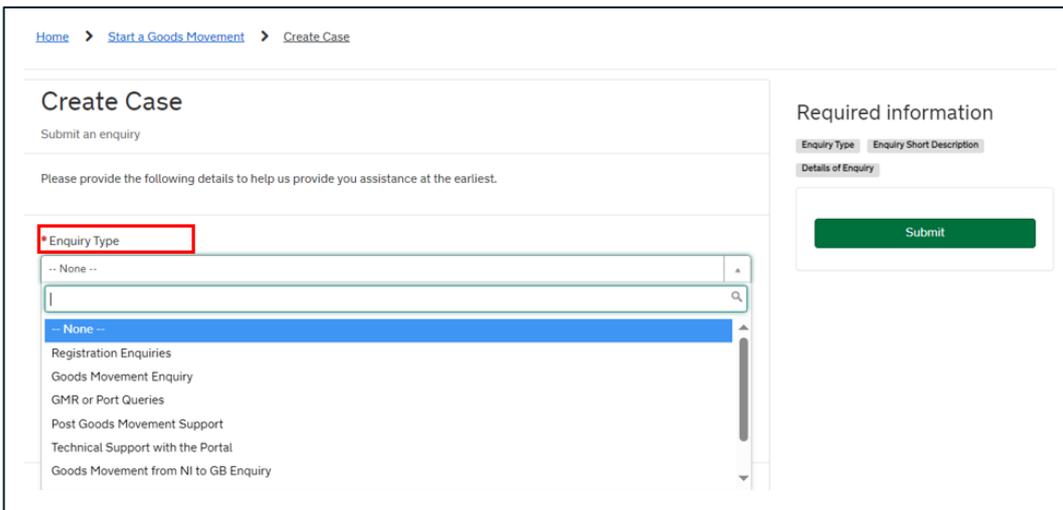
2. Once logged in, click the **Cases** tab:



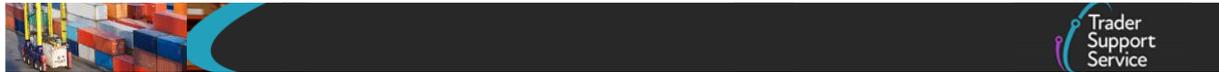
3. Click the **Create New Case** button:



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:



Home > Start a Goods Movement > Create Case

Create Case

Submit an enquiry

Please provide the following details to help us provide you assistance at the earliest.

* Enquiry Type

* Enquiry Short Description

* Details of Enquiry

Add attachments

Required information

Enquiry Short Description Details of Enquiry

Submit

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

Home > Thank You

Thank you for your enquiry

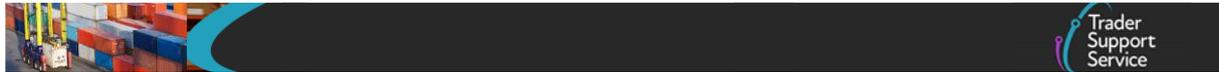
We can confirm that your enquiry was successfully submitted and we will be in touch with you in due course.

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

Contact Us	Telephone: 0800 060 8888
-------------------	------------------------------------

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

- 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



Home > My Cases

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

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

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

Home > My Cases > Case - CS000000027631

Declaration SUP00000000061790 - ON HOLD

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

Type your message here... Send

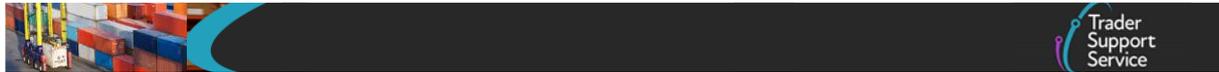
Brett Trader 5
09/03/2022 16:43:20
CS000000027631 Created

Actions
Make Me Case Contact

Actions
View Related Record

Case details

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



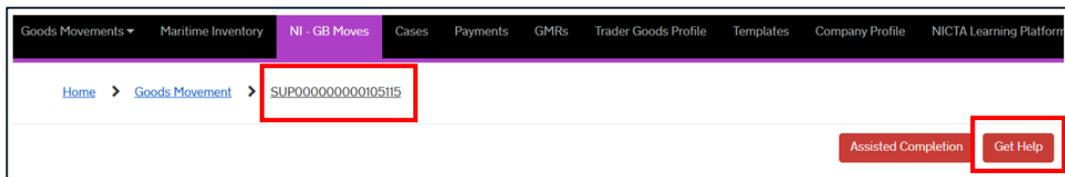
Case details		Case details		Case details	
Number CS000000053 744	State New	Number CS000000035 500	State New	Number CS000000053 508	State New
	Category Goods Movement Enquiry		Category GMR or Port Queries		Category Inventory Queries
Declaration FFD00000000 0021092	Account Trader Five	Declaration ENS00000000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

6.2 How to raise a case regarding a particular goods movement

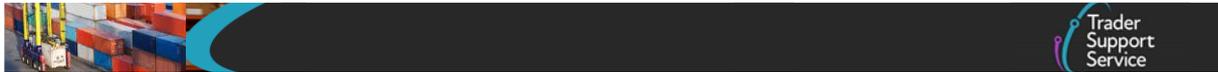
1. Log in to your [TSS account](#) and navigate to the specific [Goods Movement](#) you need support with:



2. Once you have opened the goods movement, click the [Get Help](#) button:



3. A pop-up box will appear; type your query in the [Comments](#) field and then press the [Submit](#) button:



Get Help

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

Comments

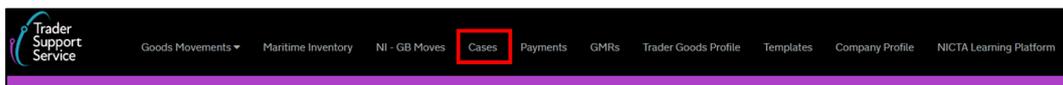
Please enter a brief description on how we can help.

Submit

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.

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



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

Number	Short description	Category	State	Updated	Contact
CMPL0001132	Complaint	Process	Closed	01/11/2021 14:04:37	Lynda Trader 5
CS000000029431	this is an enquiry	Registration Enquiries	New	27/06/2022 14:23:55	Alanah Trader5

- If a case is not in a ‘Resolved’, ‘Closed’ or ‘Cancelled’ state you can make yourself the contact for the case – click on the case to open the case record and click the **Make me Case Contact** button

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

Home > My Cases > Case - CS000000032798

SFD Arrival Date/Time has passed

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

Actions
Make Me Case Contact

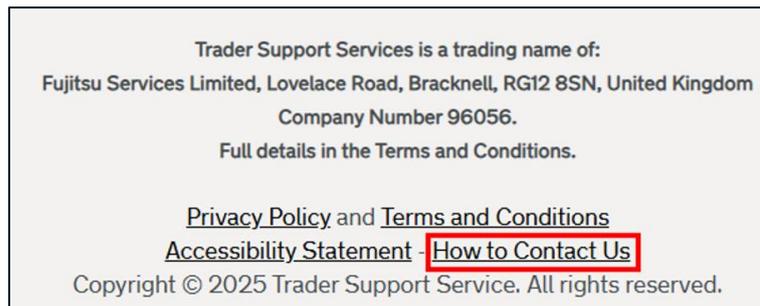
Case details
Number: CS000000032, State: Awaiting Info



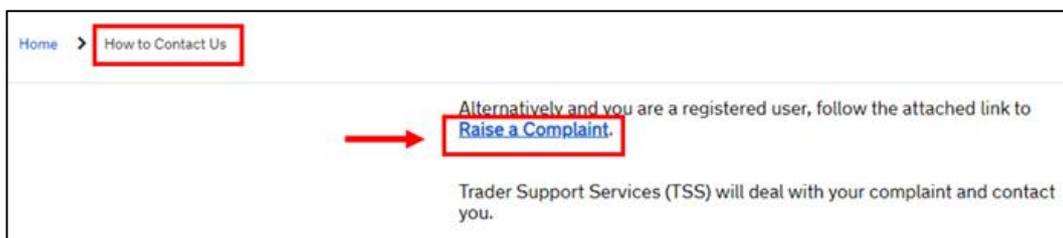
7 How to raise a complaint

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

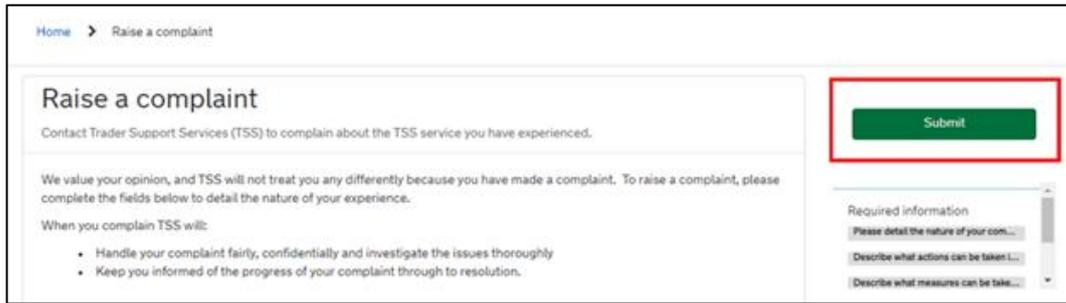
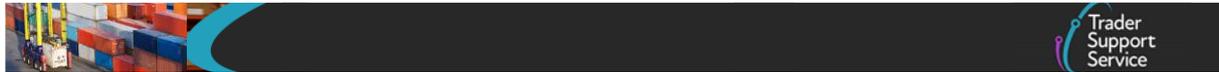
1. Open the TSS Portal, scroll down to the bottom of the home page, and click on the [How to Contact Us](#) link



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



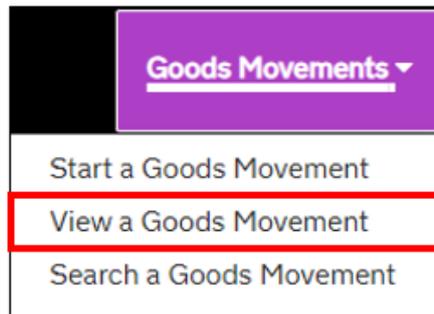
3. Input the information required in the fields:
 - [Please detail the nature of your complaint](#) (mandatory field)
 - [Date and time issue occurred](#)
 - [Describe what actions can be taken in order to deal effectively with your complaint](#) (mandatory field)
 - [Describe what measures can be taken 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 information or export a goods movement

8.1 How to download goods movement Information as an Excel file

If you need to download information from your goods movements for your own records, select [View a Goods Movement](#) from the [Goods Movements](#) tab:

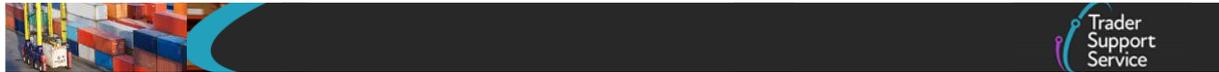


Use the search function to enter either:

- The goods movement number (for example, 'SUP000000000085755')
- OR
- A keyword in the goods movement (for example, 'apple')



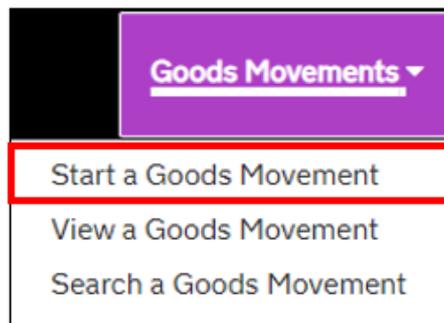
This will provide you with a list of goods movements matching the criteria you entered. At the top of the list there is a burger menu icon (three horizontal lines). Clicking on it will allow you to download the information in three different formats: PDF, Excel or CSV file.



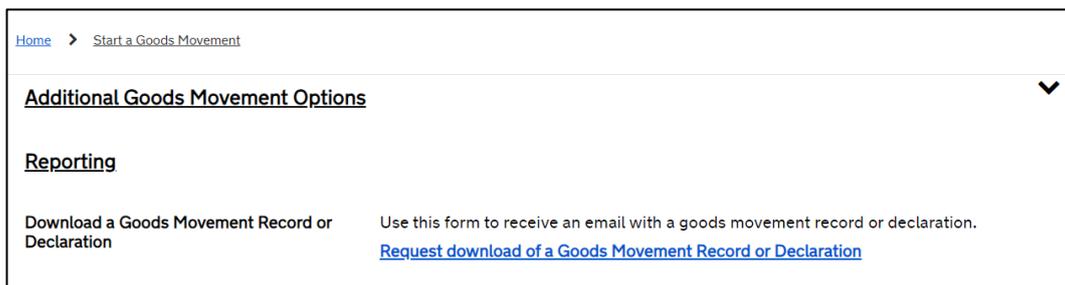
Supplementary Declarations (by consignment)							
Export as PDF Export as Excel Export as CSV							
Trader Reference	Importer Account	Exporter Name	Status	Period Declaration - Calendar Month	Submission Due Date	Arrival Date/Time	
	Goods by Good	User Data is Private	Draft		10/10/2023	06/09/2023 15:20:56	
SUP000000000083129	Goods by Good	User Data is Private	Cancelled	09 - 2023	10/10/2023	06/09/2023 15:20:56	
SUP000000000075515	Trader Five	Trader Five	Draft		10/05/2023	20/04/2023 19:35:16	
SUP000000000074297	Trader Five	Trader Five	Closed		10/04/2023	23/03/2023 11:28:00	

8.2 How to download a Goods Movement Record or Declaration

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



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



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

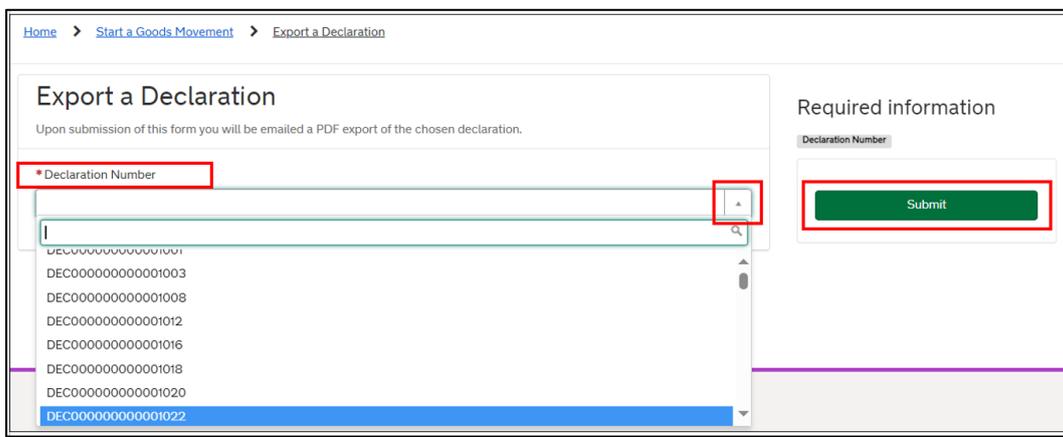
Each goods movement type will have an **LRN** number that starts with a prefix as follows:

- Internal Market Movement Information (IMMI) start with 'GLR'

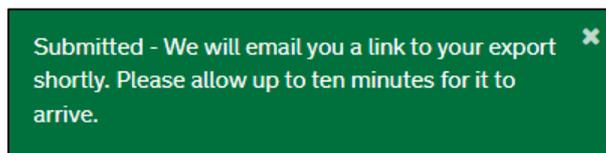
- Supplementary Declarations start with 'SUP'
- **Consignment (header) Level Declarations** start 'DEC' for Entry Summary Declarations and Simplified Frontier Declarations
- Simplified Frontier Declarations start with 'SFD'
- Full Frontier Declarations start with 'FFD'

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

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



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

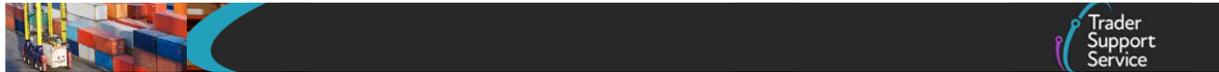


7. The PDF will be sent to you by email – it will show the goods movement number, who requested the copy, and the time stamp

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 moved to NI for which duty has been paid during a selected calendar month. This report may help if you wish to make a claim for Duty Reimbursement. There are further details on the [Duty Reimbursement Scheme](#) on GOV.UK.

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



Home > Start a Goods Movement

Additional Goods Movement Options ▼

Reporting

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

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

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

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

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

Request the Production of a Declaration Duty Paid Report

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

Required information

Calendar Month Calendar Year

* Calendar Month * Calendar Year

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

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

- 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.
- 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 in and out of Northern Ireland:

- [Registration: Step-by-step guide using TSS](#)



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

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

10 Changes to guidance and policy

Last updated May 2025

- May 2025:** Removal of the Windsor Framework disclaimer.
- March 2025:** Additional questions added to the Windsor Framework Trader Readiness Questionnaire in section 2.1. Updates to language and terminology throughout guide.
- February 2025:** Renamed 'Trader Reference' field to 'Product Reference'.
- January 2025:** New section 2.1 added explaining how to use the readiness tracker.
- November 2024:** Minor updates to ensure consistency across guidance.
- September 2024:** Updated to reflect changes in NIRMS authorisation.
- August 2024:** Updated to outline how to manage UKIMS authorisation access and permissions.
- March 2024:** Updated to reflect on how standard processes can be completed on (TSS) Portal.
- January 2024:** Updates on XI EORI, TSS portal landing page and navigation bar.
- October 2023:** Updated to reflect current status of the UKTS and UKIMS.
- September 2023:** Section 8.3 to reflect updated Duty Reimbursements Scheme and general improvements with clearer screenshots.
- July 2023:** Section 2.2 updated to reflect the UK Internal Market Scheme (UKIMS) change.
- June 2023:** Updated to reflect introduction of View Related Record functionality.



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