TSS User Guides

Registration: Step-by-step guide to using TSS

Trader Support Service

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HM Revenue & Customs

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

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

1 Introduction

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

All goods being moved to NI require declarations to be made. Customs duty and other charges may need to be paid on those deemed 'at risk' of being moved to the European Union (EU). This means you are now required to submit information about your goods and movements in advance, and check if they require additional authorisations and documents. For further guidance, see How to bring your goods into Northern Ireland from Great Britain without paying duty on GOV.UK).

The Trader Support Service (TSS) was established to support you with these requirements. It is a free-to-use online service to help you meet information requirements and move goods in and out of NI.

To do this, you will need to register for an account on the TSS Portal. Knowing how to register will help your business continue to trade seamlessly, which is the focus of this guide.

There are two profile account types supported on TSS:

- **'Trader' profiles** for businesses moving goods in or out of NI
- **'Agent' profiles** for customs agents who hold a commercial agreement to act in the name of, and on behalf of, another business or trader (referred to as their 'direct representative'). You can find more information about Direct representation on GOV.UK

This guide explains the registration processes for both profile types, which are very similar.

> There are a few additional requirements to register for a customs agent profile and these differences are highlighted throughout this guide in grey shaded boxes such as this one.

Regardless of whether you are a trader or a customs agent, you will need to read and understand all sections of this guide to successfully register for a TSS account.

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

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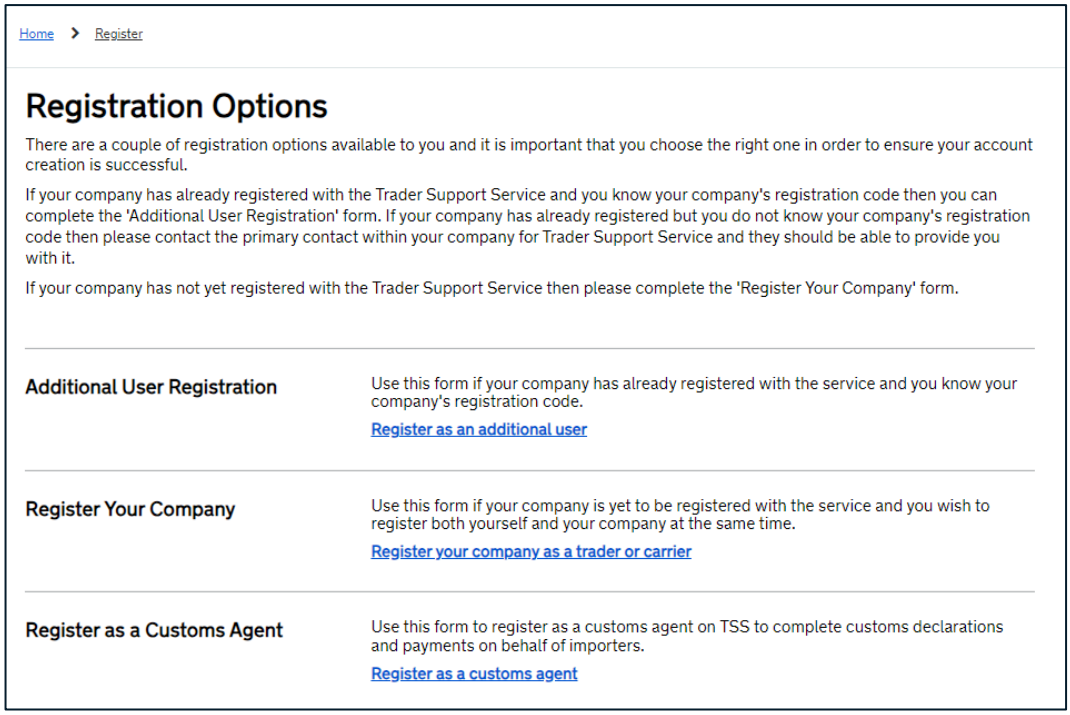
2 How do I register?

Navigate to the TSS Portal and then take the following steps:

1. Click on the **Register** button, which you will find in the top right-hand corner of your screen. On clicking this button, you will be redirected to a new page displaying **Registration Options**:



2. Select the option from the three shown that best applies to you:

   - **Additional User Registration** – select this option if your company has already completed the business registration process on the TSS Portal and you would like to add yourself as an additional colleague to your company's TSS profile

     Note: Your company will have received a notification email containing a unique reference number for your business. You will need this number to register.

   - **Register Your Company** – select this option if you are a business moving goods in or out of NI, registering as a trader or carrier for the first time

   - **Register as a Customs Agent** – select this option if you are a customs agent who holds a commercial agreement to act in the name of, and on behalf of, another business/trader

TSS also offers free training and guidance via the NICTA website.

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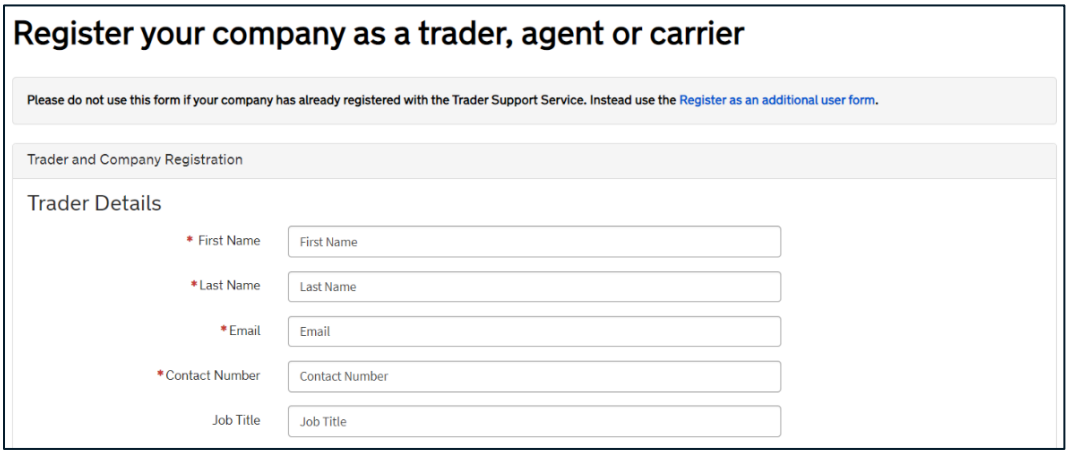
3 Add your contact details

Once the registration form is open, add your details to the **Trader Details** section, completing the mandatory fields marked with a red asterisk as a minimum: **First Name**, **Last Name**, business **Email** address, **Contact Number**:



If you have the information available for non-mandatory fields such as **Job Title**, it is advisable to complete these as well.

4 Add your company information

Navigate down the page to the **Company Details** section and input requested information. Mandatory fields are again flagged with a red asterisk. If you require help completing the form, you can refer to the Field Information Guide on the TSS Portal, which will open in a new browser window.

Some of the information requested in the **Company Details** section of the form is required to generate declarations. This can be amended later within your **Company Profile** page:

1. Add the **Company Name** for your business, using the same details you use in correspondence with HMRC

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2. Submit your Economic Operators Registration and Identification number (**EORI Number** or **XI EORI Number**) – a unique customs ID for businesses that undertake goods movements in and out NI.

> If you are registering for a customs agent account, adding your Economic Operators Registration and Identification (EORI) number – a GB prefixed EORI – and Northern Ireland (XI) EORI Numbers at this stage is mandatory.

If you are a trader and do not yet have a GB EORI or XI EORI number, you can leave this field blank. However, a valid EORI number must be entered subsequently before you are able to submit declarations through the TSS Portal, as the service will use this to identify your business in declarations made to HMRC. It will also be required when selecting certain methods of payment to pay customs debt.

If you have not already done so, you can apply for an EORI number on GOV.UK. It only takes 5–10 minutes to apply (provided you have the required information to hand) and you should receive your EORI number within five working days, depending on HMRC checks.

The field **EU EORI for ICS2 Declarant only** is optional. If you wish to enter an EU EORI for an ICS2 declarant, the value entered must be in the format of a maximum of 17 alphanumeric characters that begins with a two-character EU country code.

3. Add the address details for your business, including into the **Street**, **City** and **Post Code** fields.

   Note: When entering the **Street and Number** information, enter the street number first (if existing) followed by the street name (for example, 6 Trader Lane or Units 5-6 Trader Lane).

4. Select the **Country Code** for your business from the drop-down menu (for example, 'United Kingdom (GB)'):

5. Add your **Company Email** address and **Company Phone** number:

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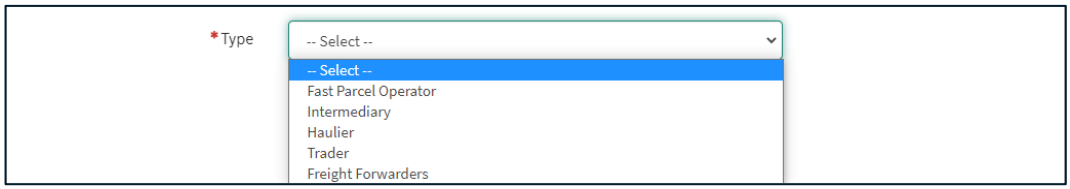
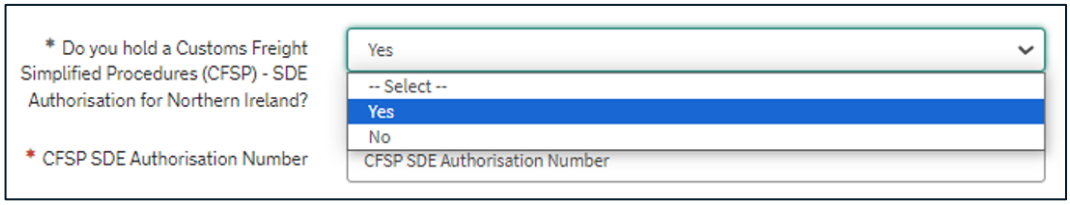
6. Select your **Type** of business from the drop-down menu:



7. You will be asked whether **you hold a Customs Freight Simplified Procedures (CFSP) – SDE Authorisation for Northern Ireland**.

   Note: The Simplified Customs Declaration Process (SCDP) – SDE Authorisation was formerly known as the 'Customs Freight Simplified Procedure (CFSP) – SDE' authorisation. However, note that SCDP is still referred to as CFSP on the TSS Portal.

   Select 'Yes' if your business has been authorised by HMRC to use SCDP authorisation to make a simplified declaration when your goods arrive at a UK port or airport. Then enter your **CFSP SDE Authorisation Number** in the next field (this is now known as your SCDP SDE Authorisation Number):



   If you selected 'Yes', TSS will submit any simplified declarations using your SCDP SDE authorisation. If you do not have a SCDP SDE Authorisation Number, select 'No' and TSS will process your declarations using its own SCDP authorisation.

   More information on Applying to use simplified declarations for import can be found on GOV.UK.

8. Your business may hold SCDP EIR authorisation from HMRC to make a simplified declaration by entering the goods into your own records (known as Entry Into Declarant's Records or EIDR) when they arrive at a UK port or airport. If so, select 'Yes' in the drop-down field **Do you hold a Customs Freight Simplified Procedures (CFSP) - EIR Authorisation for Northern Ireland?**

   Note: CFSP EIR authorisation is now known as SCDP EIR authorisation. However, as mentioned above, SCDP is referred to as CFSP on the TSS Portal.

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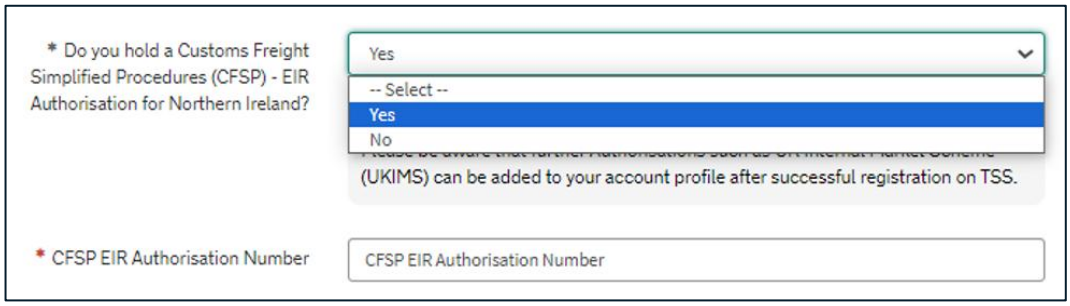
Enter your **CFSP EIR Authorisation Number** (now known as your SCDP EIR Authorisation Number) in the next field. This field will not appear if 'No' was selected in answer to the first question:



Note: You will be able to associate further authorisations with your account, including your UK Internal Market Scheme (UKIMS) authorisation, after you have registered.

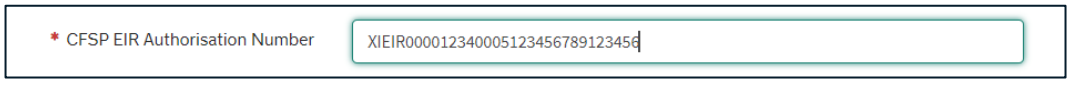
Further guidance about UKIMS, Trader Goods Profile (TGP), and on how to associate their respective authorisations in your Company Profile can be found on NICTA:

- Apply for the UK Internal Market Scheme (UKIMS)
- How to use the TSS Portal
- Trader Goods Profile (TGP) Guide

9. The field will only accept the **CFSP EIR Authorisation Number** (now known as the SCDP EIR Authorisation Number) when entered in the following format:
   - A 2-digit code identifying the member state of authorisation ('XI')
   - A 3-digit code indicating that an EIDR authorisation is held ('EIR')
   - An authorisation number, which is either:
     - A 12-digit number suffixed with an 'I':

OR

- A 27-digit number:



10. If your business has a Duty Deferment Account (DDA) suitable for use on goods movements to NI, supported by a Customs Comprehensive Guarantee (CCG) and which has been linked to HMRC's Customs Declaration Service (CDS) system, select 'Yes' in the field **Do you have a valid Duty Deferment Account (DDA) associated with XI EORI?**

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A DDA enables you to defer customs duties, excise duties, any import VAT or other charges associated with the movement of goods. It does so by requiring a payment by direct debit for all consignments within an accounting period, instead of requiring payments for individual consignments up front.

Deferment is only available in certain circumstances and for certain types of declarations, as explained in the Payments: Step-by-Step guide using TSS on NICTA. Deferred duty, import VAT and excise charges will be charged against your DDA.

> As a customs agent you will be able to use your DDA to pay customs debt for your own business. In addition, you will be able to pay customs debt on behalf of traders you represent for Full Frontier Declarations only.

If your business does not have a DDA that can be used for movements to NI, answer 'No' to this question. The TSS DDA will then be used instead and you will need to pay duty and VAT to TSS, as explained in the Payments: Step-by-Step guide using TSS on NICTA.

Refer to GOV.UK for information if you want to Apply for a Duty Deferment Account.

11. If you select 'Yes' for the question, **Do you have a valid Duty Deferment Account (DDA) associated with XI EORI?** you will need to complete these additional fields:

    - **Deferment Account Number for XI EORI**: the format is 'NNNNNNN' (7-digits)
    - **Guarantee Reference Number for XI EORI**: the format is: 'GBCGUNNNNNNNNNNNNYYYYMMDDHHMMSS' or 'XICGUNNNNNNNNNNNNYYYYMMDDHHMMSS'
    - **DPO Number (Deferment of payment authorisation) for XI EORI**: the format is 'GBDPONNNNNNN' or 'XIDPONNNNNNN' (the last 7-digits comprise the Deferment Approval Number (DAN)
    - **I have provided authorisation to TSS on my CDS account to use my DDA details on my behalf** ('Yes'/'No'): if you want to use your own DDA for payment of customs debt, you must select 'Yes' after you have provided standing authority to TSS to use your DDA as your representative through your CDS account on GOV.UK, using the TSS EORI number
    - Failing to complete this step will mean this authorisation is incomplete and the declarations will return with errors from CDS. Further assistance can be found in the guidance on how to Apply for a duty deferment account on GOV.UK

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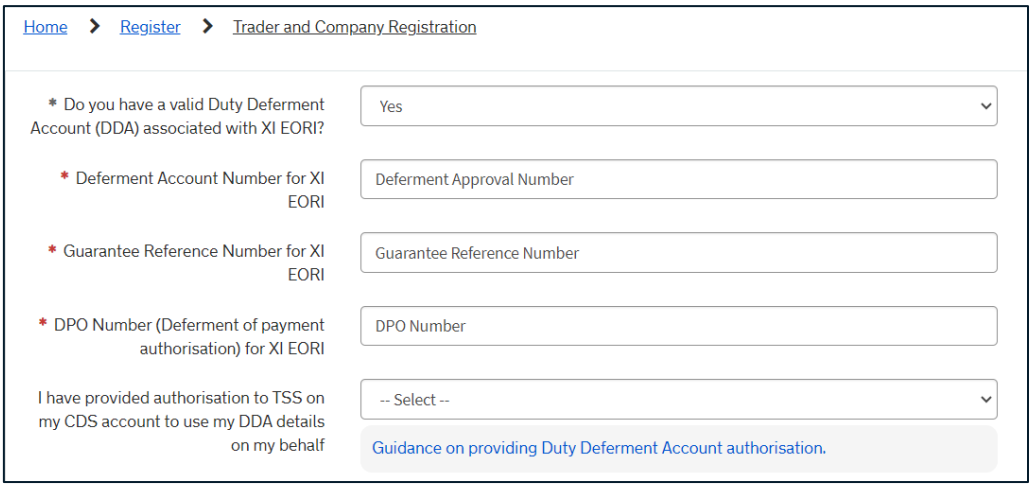
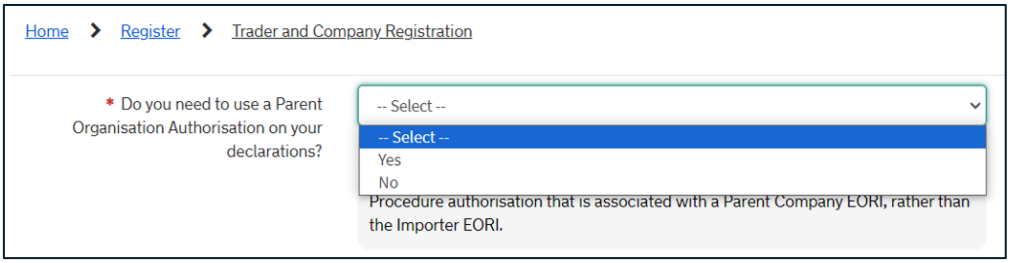


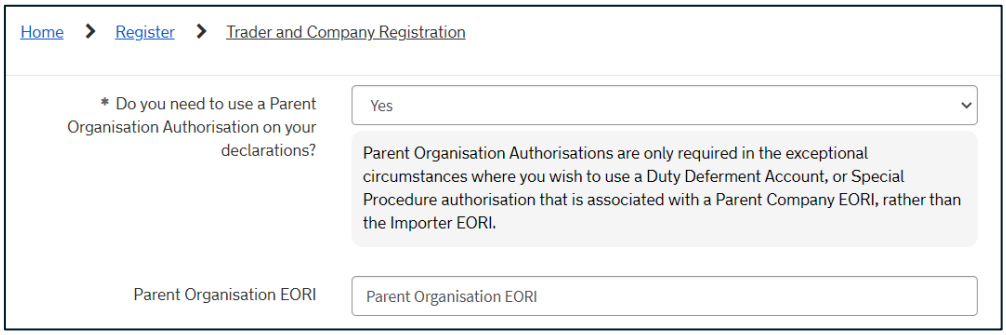
12. Do you need to use a Parent Organisation Authorisation on your declarations?

Parent Organisation Authorisations are only required in the exceptional circumstance of where you wish to use a DDA or special procedure authorisation that is associated with a Parent Company EORI, rather than the Importer EORI.

You need to indicate if this is applicable to your business by selecting either 'Yes' or 'No' from the drop-down list:



If you select '**Yes**', the **Parent Organisation EORI** field will be displayed, into which you should enter the EORI number of the Parent Organisation.



Note: If you wish to use a DDA associated with a parent company, complete the parent company details in the **Deferment Account Number for XI EORI** field and the **DPO Number (Deferment of payment authorisation) for XI EORI** field.

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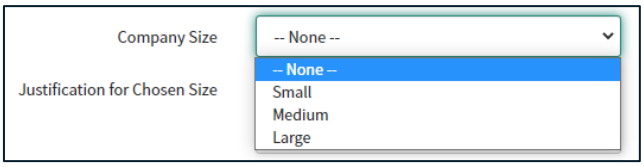
13. TSS allows you to keep your company details private should you wish, by answering the question, **Do you want the company name to be private?**

- If you select '**No**' the **TSS system will auto-populate the name and address** details for you in the goods movement information when these are required
- If you select '**Yes**' the **TSS system will not be able to auto-populate the name and address** details for you and you will be required to enter these manually

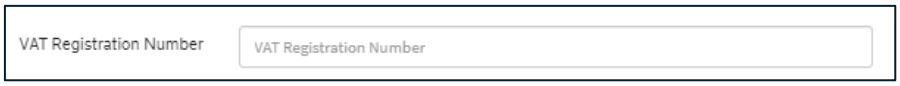
Note: Keeping your details 'private' may increase the number of fields you have to complete on the goods movement information. For example, if you enter a GB EORI number in the **Importer EORI** field at consignment (header) level, the name and address of the importer must also be entered.

14. **Company Size** is not a mandatory field. However, you may wish to indicate whether you are a small, medium or large company using the drop-down menu

    Justification for Chosen Size is not a mandatory field but can be completed if you wish:



15. You must provide your **VAT Registration Number** if you select 'Postponed VAT Accounting (PVA)' in your goods movement information to postpone your import VAT and choose to pay through your periodic VAT return by using PVA. Otherwise, the **VAT Registration Number** field is not mandatory



16. **Commodity codes** classify goods for import and export so that you can fill in goods movement information and other paperwork, check if there is duty or VAT to pay on goods and find out about duty reliefs
17. Before you start using TSS for your goods movements, you will need to know the **commodity codes** that apply to the goods you intend to move

    In the case of the TSS Simplified Procedure, commodity codes will be needed to complete the Supplementary Declaration. In the case of the simplified processes for Internal Market Movements, you will be able to use the TGP to enable you to provide the necessary information.

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To successfully prepare, you should begin to consider what commodity codes will apply and include them in your profile. TSS will then use these to help you understand the goods movement processes you are required to follow.

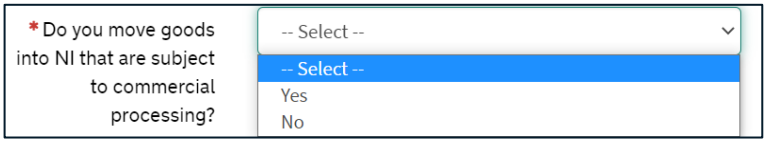
More information on finding commodity codes is available on GOV.UK and in the guide How to identify your commodity codes on NICTA.

If you are moving goods entirely in the UK internal market and are eligible for the simplified processes, you will be able to use the TGP to assist you in providing the necessary Internal Market Movement Information (IMMI).

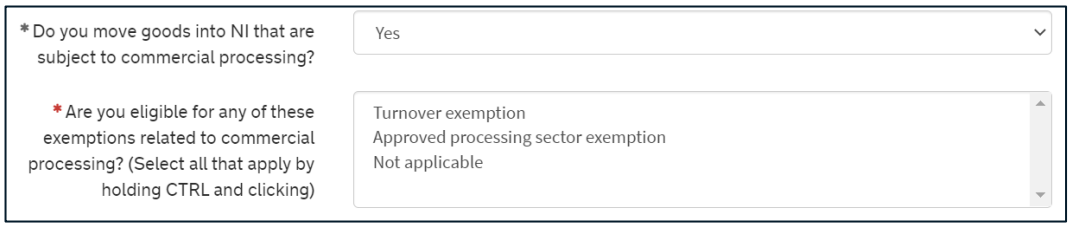
18. If your company commonly uses specific **Customs Procedure Codes (CPC)** (now referred to as **Procedure Codes** in CDS) you should insert a list of those codes in this field, separated by commas:

Before you start using TSS for goods movements, you need to know the **Procedure Codes** that apply to the goods you intend to move. More information about Requested and Previous Procedure Codes for Imports can be found on GOV.UK.

19. Respond with 'Yes' or 'No' to **Do you move goods into NI that are subject to commercial processing?**



If you select 'Yes', you will be asked **Are you eligible for any of these exemptions related to commercial processing?**



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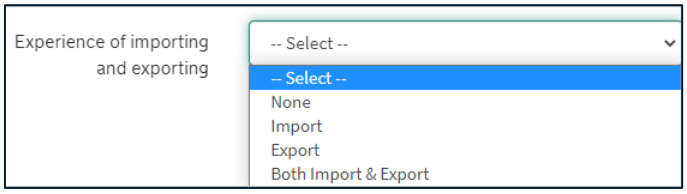
As part of the WF, you can declare goods 'not at risk' as long as you hold a UKIMS authorisation. If you have a UKIMS authorisation and meet the exemptions below, you will be able to declare your goods 'not at risk':

- Turnover exemption: your turnover is less than £2m
- Approved processing sector: your business operates within the approved list of sectors

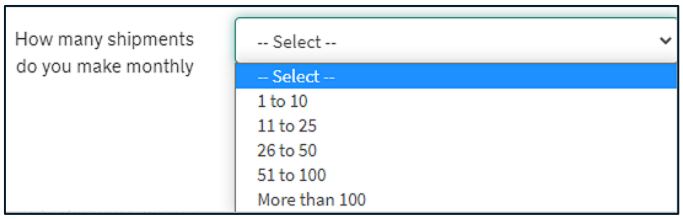
More details on exemptions for goods not at risk can be found on GOV.UK.

20. Select 'Yes' or 'No' to the question **Have you received subsidy from any other sources?**

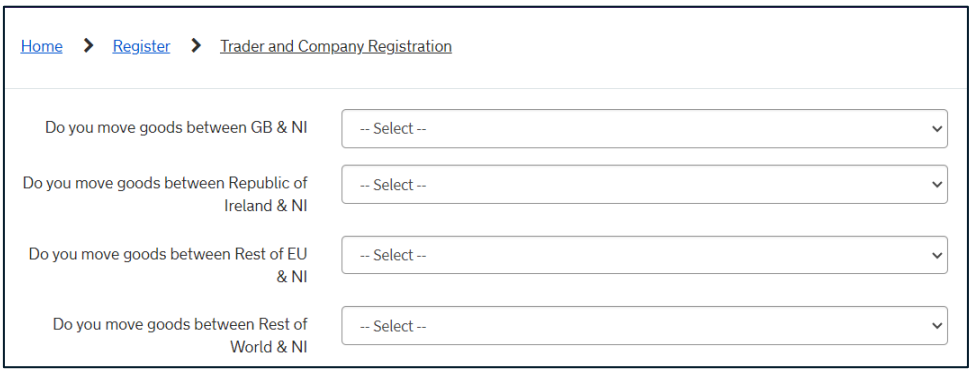
21. Enter your company's **Experience of importing and exporting**



22. Answer **How many shipments do you make monthly** using the options in the drop-down list:



23. Respond with either 'Yes' or 'No' to the fields relating to your business trading relationships between countries and regions, as appropriate:



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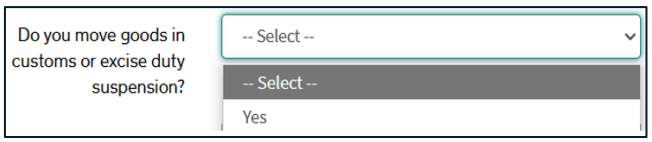
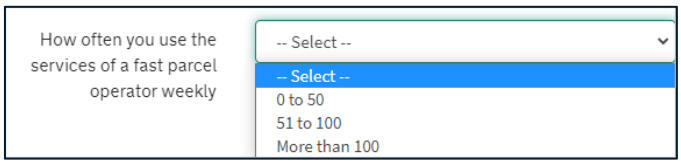
24. If your company is involved in the movement of excise goods in free circulation in GB and the storage of them in an excise warehouse in NI, select 'Yes' to the question, **Do you move goods in customs or excise duty suspension?**

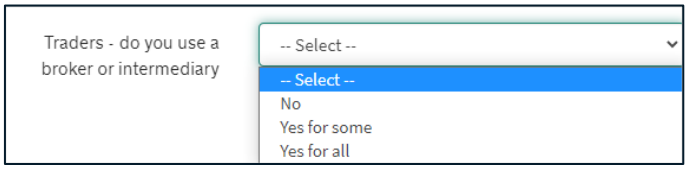


More guidance on How to use a customs warehouse and further details about Receiving, storing and moving excise goods can be found on GOV.UK.

25. Respond to **How often you use the services of a fast parcel operator weekly** using the options provided:

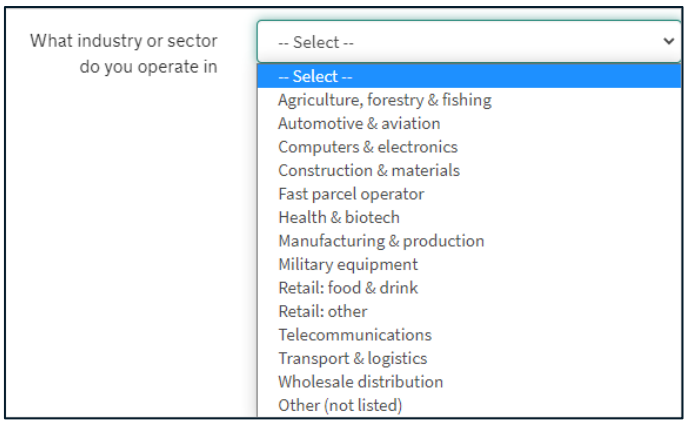


26. When 'Trader' is selected as the **Type** of business, then an additional **Traders - do you use a broker or intermediary** field is presented – select an answer from the drop-down:



27. Confirm the **Number of product lines** for your business:

28. Select one of the options for **What industry or sector do you operate in**:



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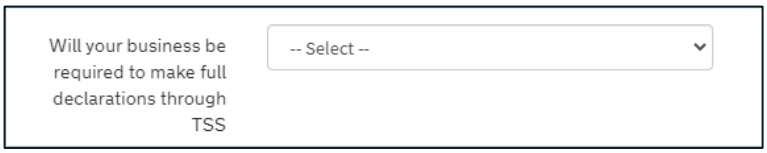
29. For **Will your business be required to make full declarations through TSS**, select 'Yes' if you are a trader intending to:

    - Make Rest of World (excluding EU) to NI movements
    - Make air or sea inventory-linked movements
    - Make air non-inventory-linked movements in a Full Frontier Declaration
    - Use customs procedures that are not supported on the simplified declarations processes:



A Full Frontier Declaration means all customs declaration information must be provided in advance of goods arriving at a UK port or airport, moving into a different customs territory.

This is in contrast with the TSS Simplified Procedure. The TSS Simplified Procedure allows businesses to move goods from GB to NI by making a simplified declaration before the goods move and then providing the full information about the goods after they have moved.

The TSS Simplified Procedure requires:

- A safety and security declaration, known as the **Entry Summary Declaration**, which must be completed prior to the goods entering NI (usually by the carrier)

  and

- The customs declarations, which are divided into multiple steps:
  - A **Simplified Frontier Declaration**, usually auto-generated by TSS from the information provided in the Entry Summary Declaration, made before the goods movement, using a reduced level of information
  - A **Supplementary Declaration**, requiring full information, which is always completed after the goods move and is used to close the customs procedure and pay any required duties and other charges

    Submission of the Supplementary Declaration in the TSS Portal is required by the tenth calendar day of the month following the goods movement.

    Submission of the Supplementary Declaration is the responsibility of the Importer of Record, as indicated by the Importer EORI on the TSS Simplified Frontier Declaration.

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- A **Final Supplementary Declaration**, detailing the number of Supplementary Declarations finalised for a reporting period (arrivals with tax point date in the previous calendar month) compared to the Supplementary Declarations due, which TSS will automatically submit on your behalf

Detailed information on Full Frontier Declarations and Supplementary Declarations can be found in the Full Frontier Declaration: Step-by-step guide and the Supplementary Declarations: Step-by-step guide on NICTA.

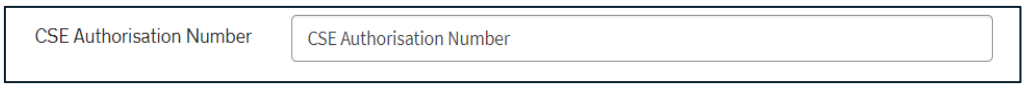
Note: If your business is UKIMS authorised, for movements from GB to NI you can submit a **simplified dataset** of information using the **simplified processes for Internal Market Movements** introduced as part of the WF. If your goods movement is not eligible for simplified processes, you must continue submitting Supplementary Declarations.

30. Fill in your **CSE Authorisation Number**

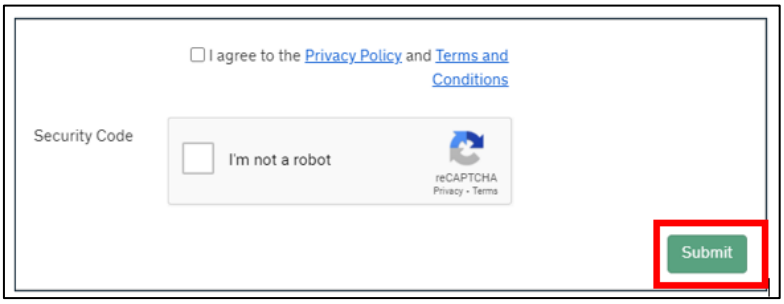
A Customs Supervised Exports (CSE) authorisation allows traders to make arrived export declarations inland at their premises, instead of at the port of export.

Your CSE Authorisation Number must be a total of 32 characters.

Start with 'GBCSE' followed by 12 characters, an 'E' as the 18th character and the date and time as the last 14 characters: 'YYYYMMDDHHmmss', where YYYY is the 4-digit year, MM is the 2-digit month, DD is the 2-digit day, HH is the 2-digit hour (24hr clock), mm is the 2-digit minute and ss is the 2-digit second. For example, 'GBCSE123456789000E20191023163657'.



31. Once all the details have been added to the form, you will need to agree to the TSS Privacy Policy and Terms and Conditions, and validate that you are not a robot before clicking **Submit**:



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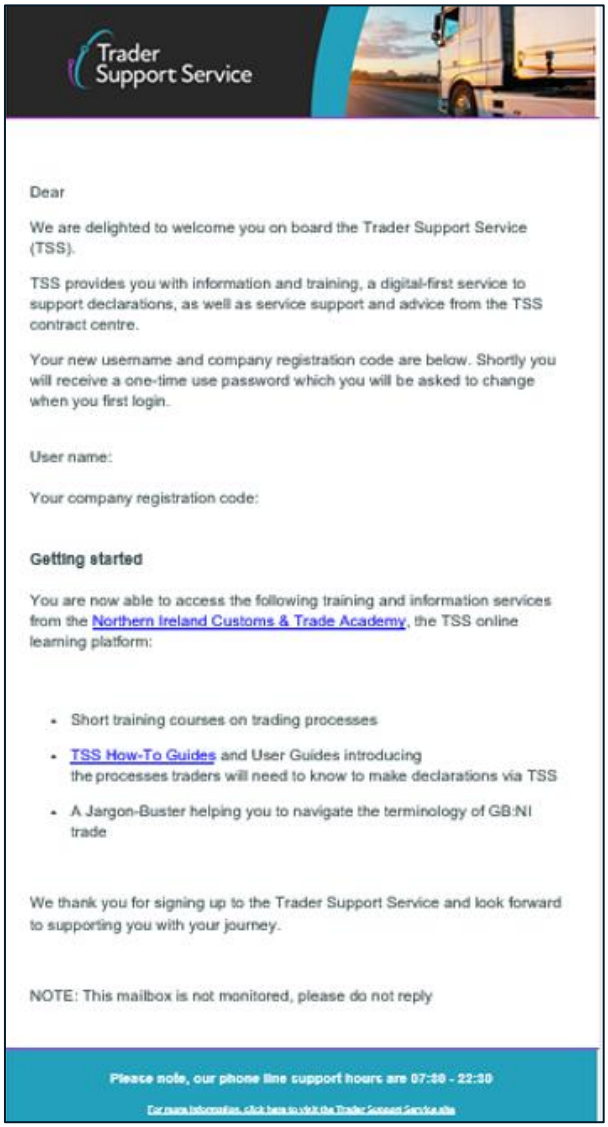
5 Actions following registration

Once the initial registration steps have been completed, you will receive two notifications containing your unique TSS registration number, which can then be used by your colleagues to request access to the TSS registration for your company. The other notification will contain details to complete the registration and log in.

Note: All other colleagues added after the initial company registration is complete will require verification. Below is an example email notification:



Trader Support Service

Dear

We are delighted to welcome you on board the Trader Support Service (TSS).

TSS provides you with information and training, a digital-first service to support declarations, as well as service support and advice from the TSS contract centre.

Your new username and company registration code are below. Shortly you will receive a one-time use password which you will be asked to change when you first login.

User name:

Your company registration code:

Getting started

You are now able to access the following training and information services from the Northern Ireland Customs & Trade Academy, the TSS online learning platform:

- Short training courses on trading processes
- TSS How-To Guides and User Guides introducing the processes traders will need to know to make declarations via TSS
- A Jargon-Buster helping you to navigate the terminology of GB:NI trade

We thank you for signing up to the Trader Support Service and look forward to supporting you with your journey.

NOTE: This mailbox is not monitored, please do not reply

Please note, our phone line support hours are 07:30 - 22:30

Once you have logged in using information from the notifications received, you will be able to add and update the information for your company registration and complete missing information, prior to progressing declarations for your business.

You will also be able to verify colleagues who have requested a trader registration, as well as adding additional addresses for your business. You can manage your email preferences and

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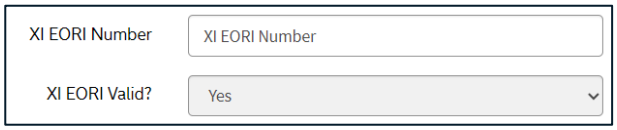
choose which contacts receive account-level emails after account set-up. Further details can be found in the How to use the TSS Portal guide on NICTA.

Validation of XI EORI Numbers

After you have registered, if you have added an XI EORI number there will be a field in your **Company Profile** called **XI EORI Valid?** This will be populated with either 'Yes' or 'No', which indicates whether HMRC has successfully validated your XI EORI number:



You should check this field to ensure the XI EORI number you have entered has been validated. If the **XI EORI Valid?** field is populated with '**No**', your XI EORI will need to be validated by HMRC. You can refer to the 'Create a New Consignment' section in the ENS Step-by-step guide: Standard Process and Consignment First Process for more information on this process.

6 I need to know more

There are additional guides available on NICTA to support you with trade in and out of NI:

- How to use the TSS Portal
- ENS Step-by-step guide: Standard Process and Consignment First Process
- Supplementary Declarations: Step-by-step guide
- Full Frontier Declaration: Step-by-step guide
- Data guide: TSS declaration data requirements
- A Handbook for Customs Agents and Intermediaries
- Payments: Step-by-step guide using TSS
- An overview of the Windsor Framework
- Simplified Processes for Internal Market Movements – Introduction Guide
- Internal Market Movement Information (IMMI) Data Guide

You can also consult the TSS Contact Centre for support on 0800 060 8888.

7 Changes to guidance and policy

Last updated February 2026.

February 2026: Street Number and Street Name formatting in Company Profile.

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November 2025: Addition of new field 'EU EORI for ICS2 Declarant only'.

May 2025: Removed the Windsor Framework disclaimer.

March 2025: Minor change to field name in section 4. Minor updates to language and terminology throughout guide.

January 2025: Wording update for text-question on Company Profile.

November 2024: Updates to references of CFSP to SCDP.

May 2024: Updated to reflect XI EORI.

April 2024: Updated to reflect Importer EORI field.

March 2024: Updated to remove references to UKTS.

September 2023: Section 4 updated to reflect XI EORI changes and remove reference to Subsidy Recording.

July 2023: Section 4 updated to reflect UKIMS and Parent EORI functionality change.

June 2023: Updated to reflect Importer Parent EORI changes.

March 2023: Updated to reflect changes to the EU's Union Customs Code (UCC).

August 2022: Updates for introduction of email management and changes to how UKTS authorisation is added to TSS Company Profile.

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

June 2022: Updates for auto-generation of Final Supplementary Declaration as the last step on TSS simplified journey.

April 2022: General improvements to guide.

February 2022: Updates for special procedures on the TSS simplified journey.

Published 2021.

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