TSS User Guides

How to use the TSS Portal

Published: February 2025

HM Revenue & Customs

Contents

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].

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.

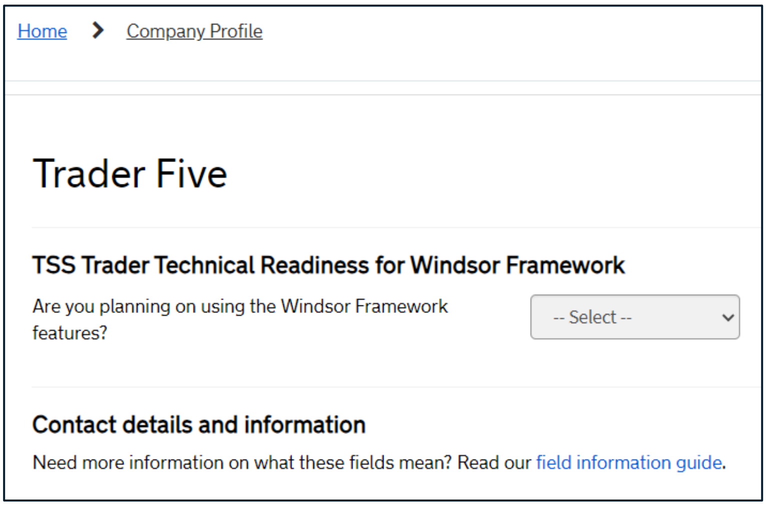
Completing the Windsor Framework Trader Readiness Questionnaire at the top of the **Company Profile** page helps you to identify what actions you may need to take.

The Windsor Framework Readiness Questionnaire enables you to check your UK Internal Market Scheme (UKIMS), Northern Ireland Retail Movement Scheme (NIRMS), Trader Goods Profile (TGP) status 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 will also be 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. Note that these may not match the most recent terms used on GOV.UK, in HMRC's Customs Declaration System or the Northern Ireland Online Tariff on GOV.UK.



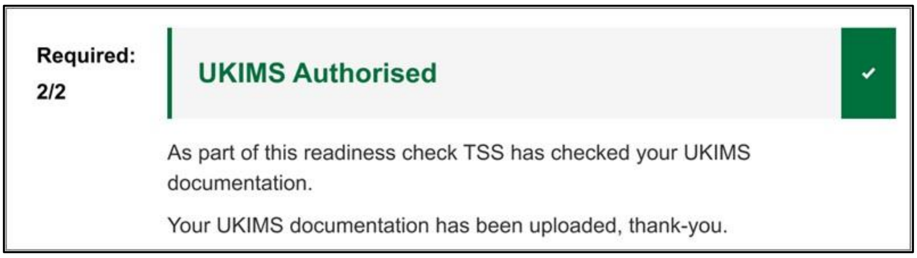
To complete the questionnaire, the Primary Account Holder should start by selecting either '**Yes**' or '**No**' for the first question **Are You Planning on using the Windsor Framework features?**

- If you answer '**No**' there are no further actions for you
- If you answer '**Yes**' then two additional rows will be displayed, showing the required and optional information

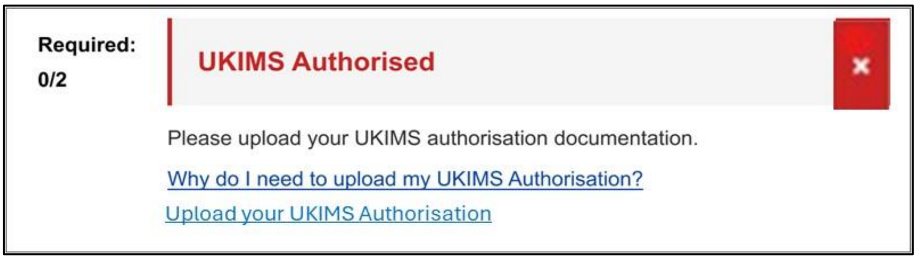
UKIMS Authorised (required)

The system will check 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:



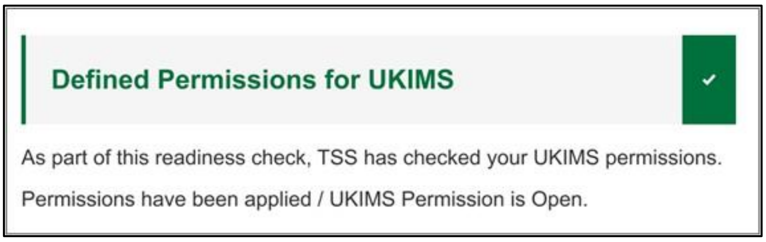
- If you have **not** uploaded your UKIMS authorisation in your TSS **Company Profile**, then the following is displayed:



Defined Permissions for UKIMS (required)

The second part of this section will check 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:

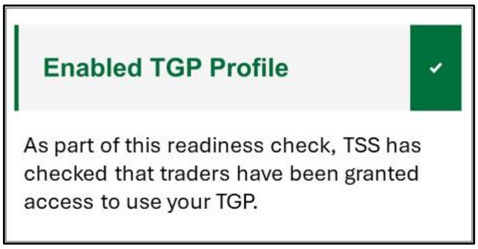


- If the system detects that you **have not** authorised a third party to use your UKIMS authorisation, the following is displayed:

Enabled TGP Profile (optional)

The system will check if you have authorised TSS or any third party the use of your TGP account in your TSS Company Profile.

- If you **have** authorised TSS or any third party the use of your TGP account in your TSS Company Profile, the following is displayed:

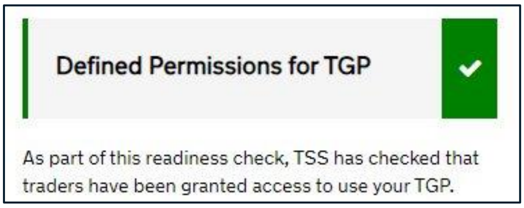


- If the system detects that you **have not** authorised the use of your TGP account in your TSS Company Profile, the following is displayed:

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:

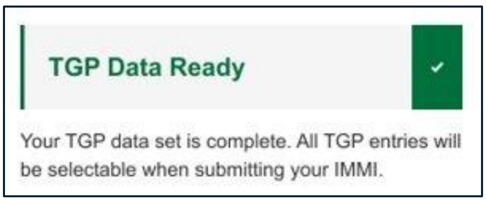


- If the system detects that you **have not** authorised a third party to use your Trader Goods Profile (TGP) within your TSS **Company Profile**, the following is displayed:

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 in Internal Market Movement Information (IMMI).

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



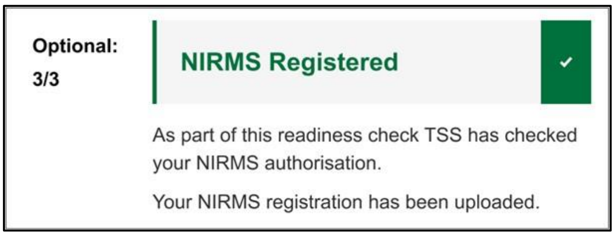
- If the system detects that your Trader Goods Profile (TGP) entries are only **partially** complete and are **not** ready to be used in Internal Market Movement Information (IMMI), the following is displayed:

- 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:

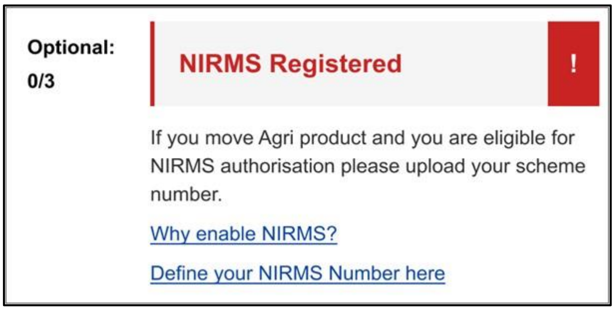
NIRMS Registered (optional)

The system will check if your account has an active NIRMS authorisation reference number starting with ‘RMS’ entered in your TSS Company Profile.

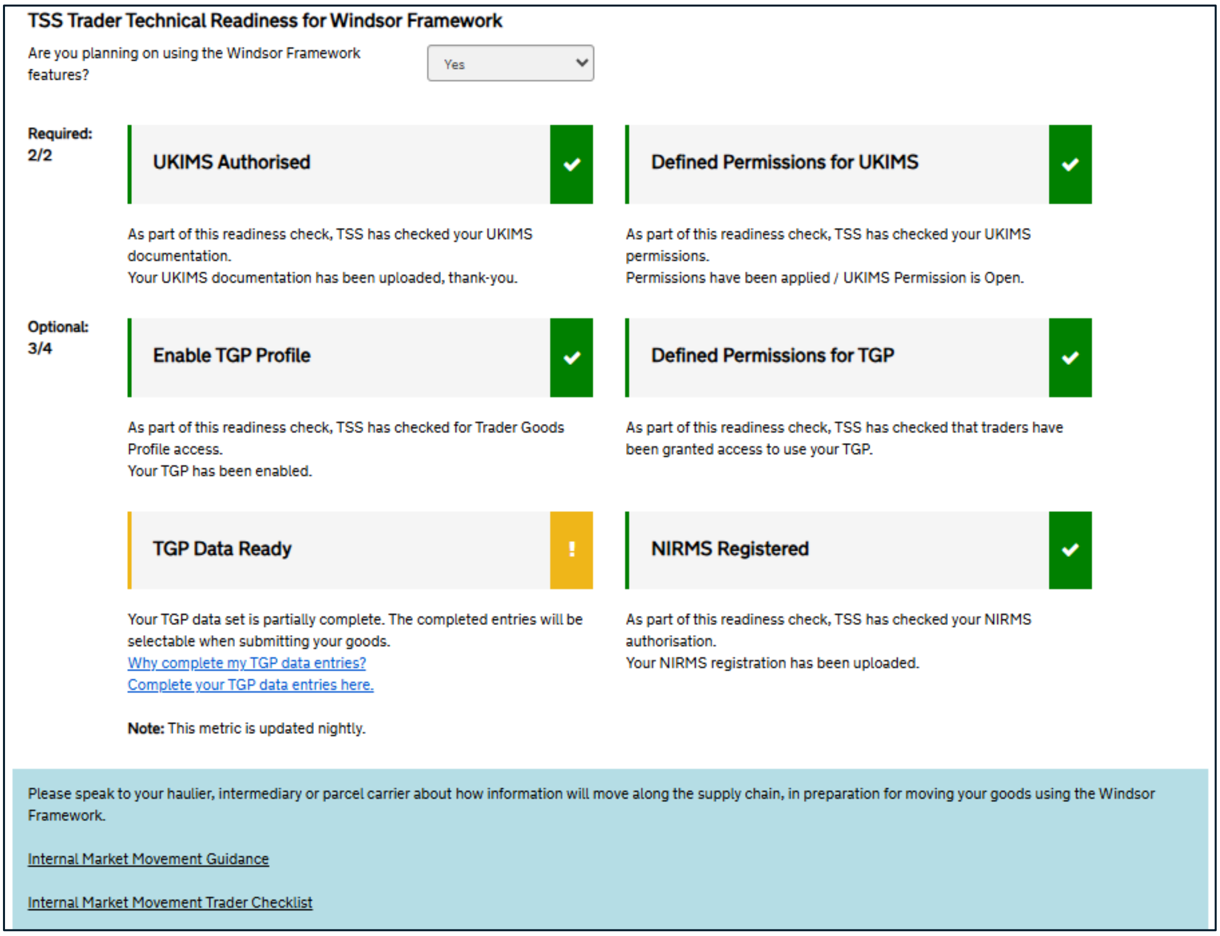
- If you **do** have an active NIRMS authorisation number starting with ‘RMS’ entered in your TSS Company Profile, the following is displayed:



- 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:



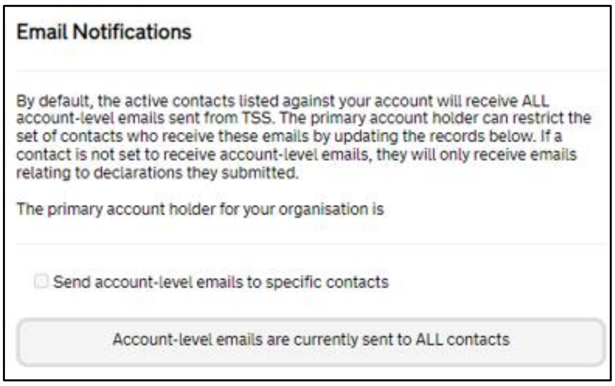
Once you have completed the questionnaire and the **UKIMS Authorised** and **Defined Permissions for UKIMS** sections of the questionnaire are 'green' you will see an additional box advising you to speak to your haulier, intermediary or parcel carrier about how information will move along the supply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



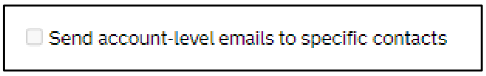
2.2 Email notifications

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

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

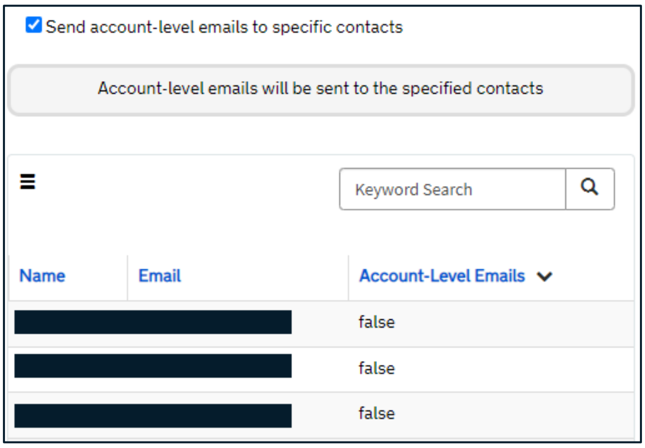


2. Select the option to **Send account-level emails to specific contacts** by ticking the box:

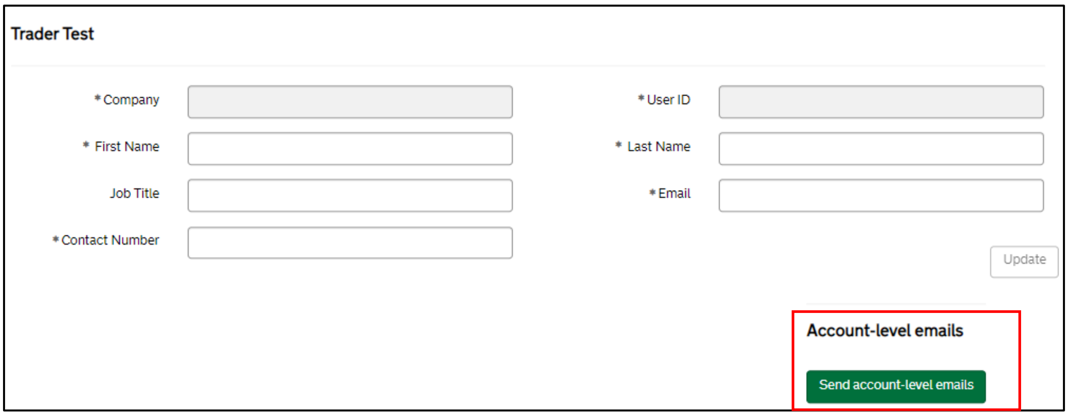


3. This will open a list of all active company contacts

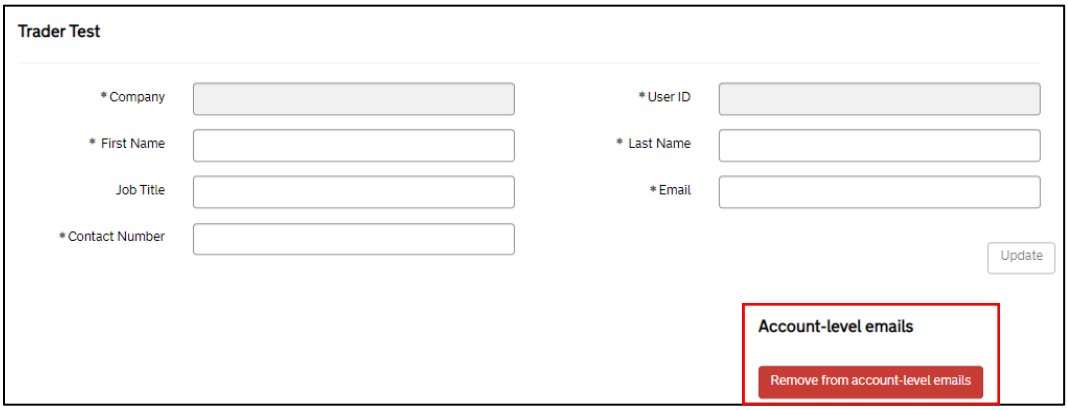
   Click on the contact whose email notifications you wish to change. This will open a read-only record displaying contact details:



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



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



2.3 Adding your UKIMS authorisation to your Company Profile

UKIMS is a scheme that allows you to declare your goods ‘not at risk’. The scheme is an authorisation for the movement of ‘not at risk’ goods into Northern Ireland (NI). Once the Windsor Framework is fully delivered, UKIMS will allow eligible goods staying in the UK to be free from unnecessary paperwork, checks and duties, with only ordinary commercial information required.

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).

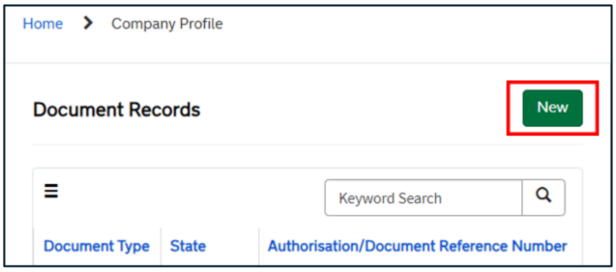
To obtain authorisation for the UKIMS you must:

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

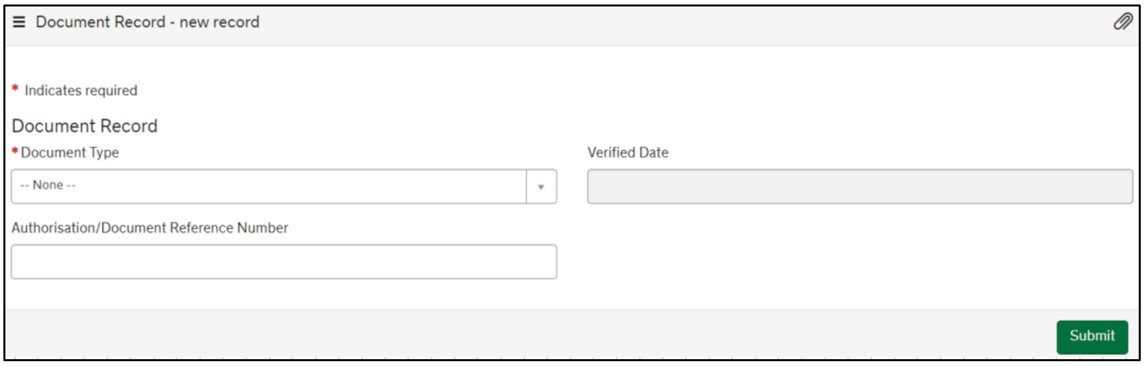
You'll need to meet additional processing requirements if you move goods into NI to be processed and want to declare these goods 'not at risk'. These requirements are detailed in the guidance on GOV.UK.

Once you receive confirmation of your UKIMS authorisation, you can start using it straight away. As soon as you receive a letter from HMRC confirming you have been approved for UKIMS authorisation, upload a copy of the letter into your **Company Profile**. TSS will validate your authorisation, enabling you to access journeys requiring a UKIMS authorisation.

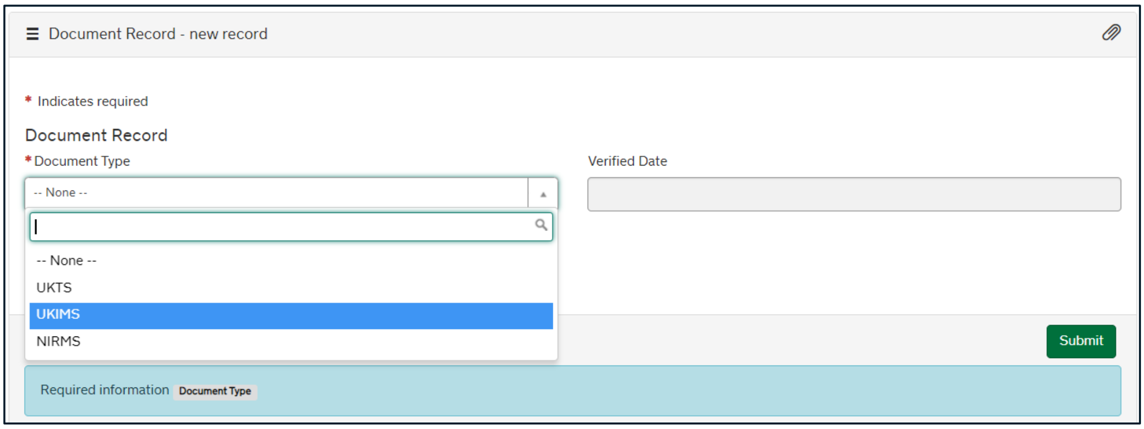
1. To upload a copy of your UKIMS authorisation letter, navigate to your **Company Profile** and click the **New** button in the **Document Records** section:



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

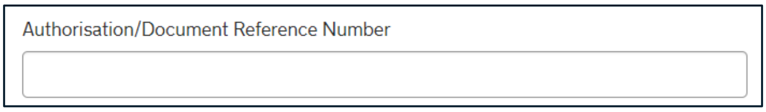


3. In the field **Document Type** field, select 'UKIMS' from the drop-down menu

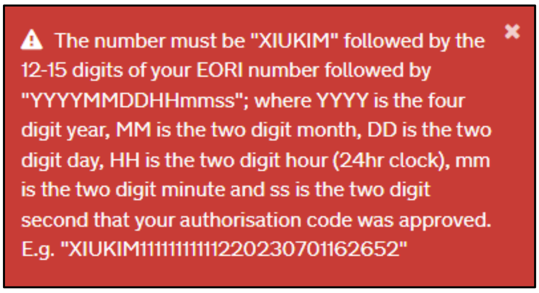


4. In the **Authorisation/Document Reference Number** field, add your UKIMS authorisation Reference Number, which is in the letter from HMRC

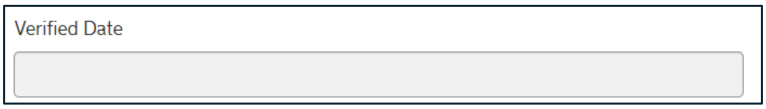
   This field will only accept your authorisation number in the correct format, which should be 'XIUKIM' followed by the 12–15 digits of your EORI number, followed by 'YYYYMMDDHHmmss':



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

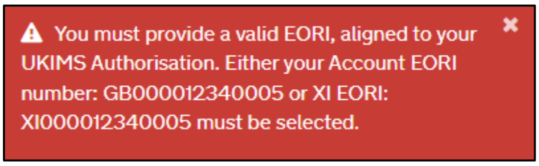


5. The **Verified Date** field is automatically populated when the document has been verified by TSS



6. 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 shown in your company profile. An error message will appear if not entered correctly:



7. 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 can't 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.

8. 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. "XIUKIM11111111111220210101162652"

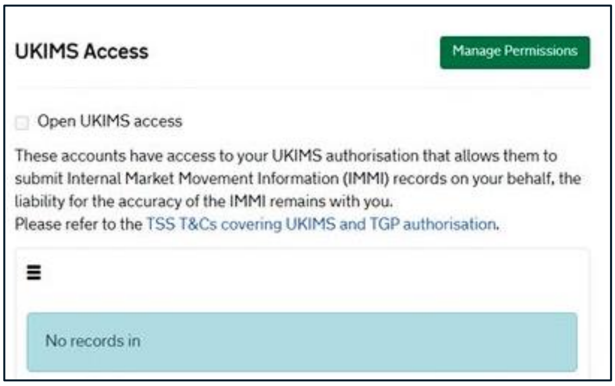
9. Once you have submitted the information, the record will be shown in the **Document Records** section of your **Company Profile** with the status 'Pending Verification'; if you wish to cancel this, click the **Cancel** button
10. TSS will verify the details on the UKIMS authorisation letter from HMRC you uploaded; if the validation is successful, the **Document Record** state will change to 'Active'
11. If your UKIMS authorisation can't be validated, the **Document Record** state will change to 'Validation Failed'. You will receive an email to inform you 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

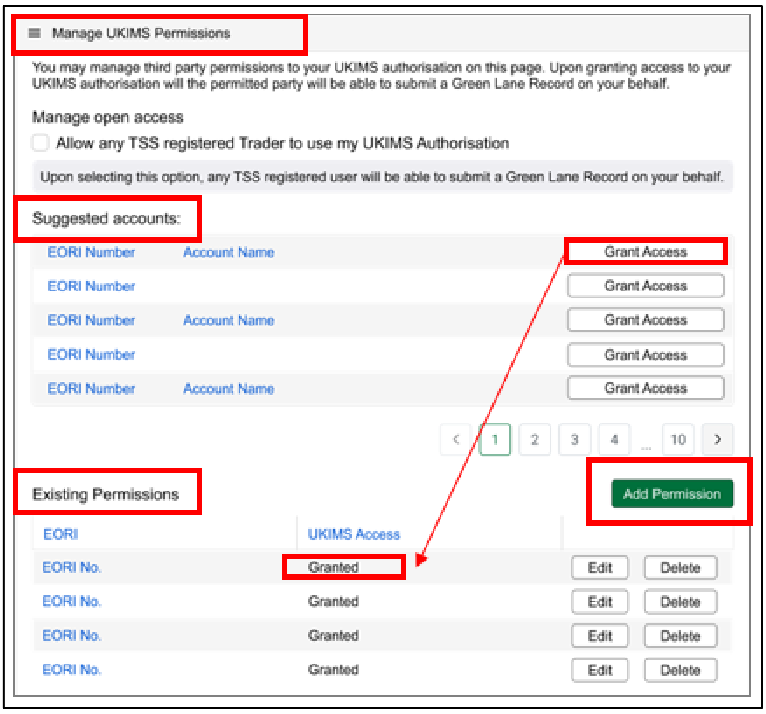
2.4.1 Granting access to your UKIMS authorisation

Granting access to your UKIMS authorisation will allow agents/third parties to use your UKIMS authorisation when submitting information on your behalf. The liability for the accuracy of the information submitted 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.



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**'.

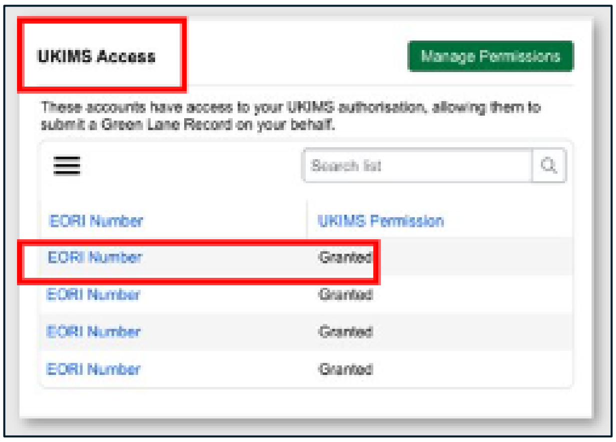
You can add other accounts, providing you have the EORI number of the TSS account. When you click the **Add Permission** button, a form pops up to create a new row in the table. The permissions options are:

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

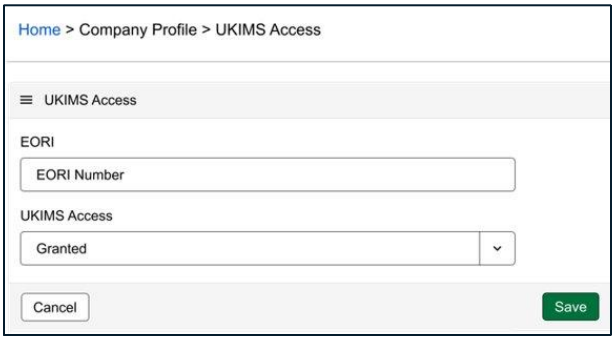
Submitting the form adds a new permission to the **Existing Permissions** list.

2.4.2 Editing existing permissions within your company profile

1. 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:



2. Clicking the **EORI Number** opens a new page, where you can edit and save the respective access:



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

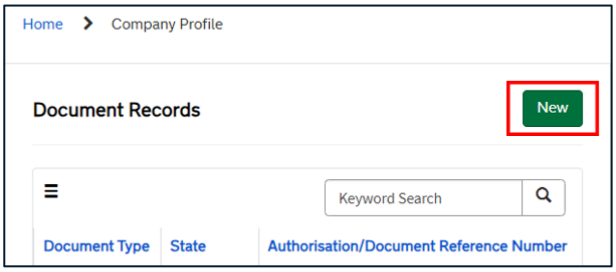
2.5 Adding your NIRMS authorisation to your Company Profile

NIRMS establishes a new way to move prepacked retail goods from GB into NI. Authorised businesses can move goods based on a single General Certificate for eligible consignments, supported by a packing list.

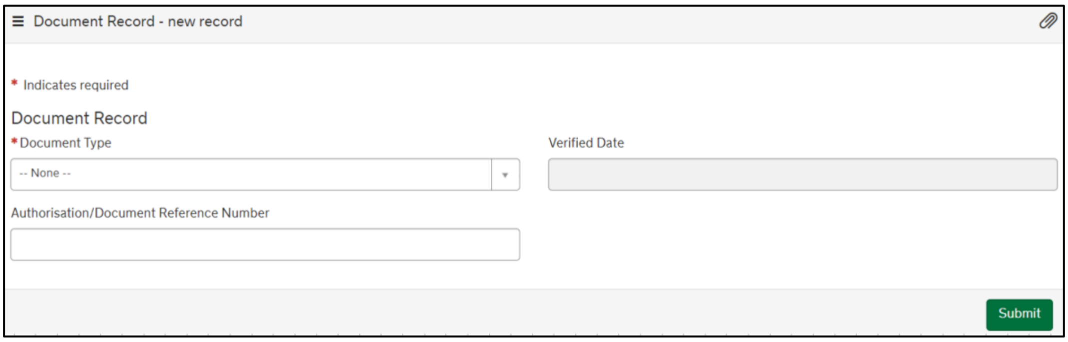
There is no requirement for an official veterinarian or plant health inspector to approve the documentation.

Businesses interested in obtaining NIRMS authorisation will need to apply online. Further details on the scheme's benefits, eligibility and registration can be found on GOV.UK and NICTA.

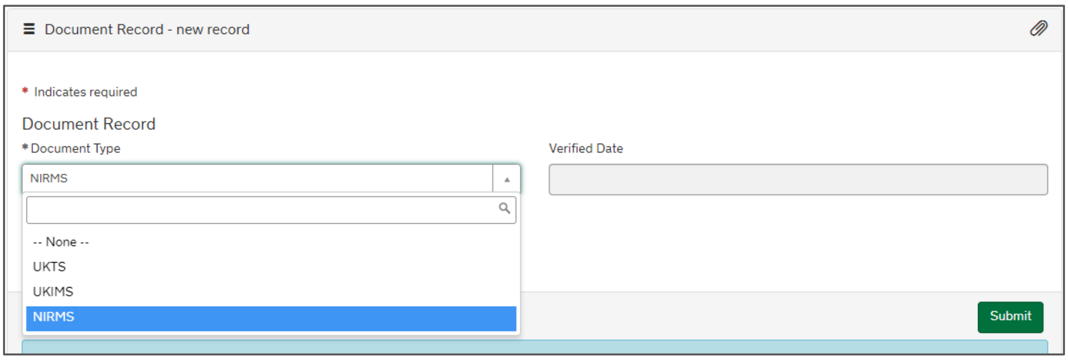
1. To add your NIRMS authorisation reference, go to your **Company Profile** and click the **New** button in the **Document Records** section:



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



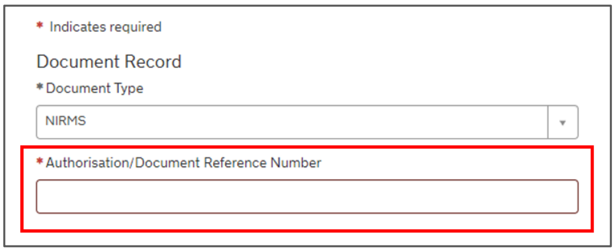
3. In the field **Document Type** field, select 'NIRMS' from the drop-down menu



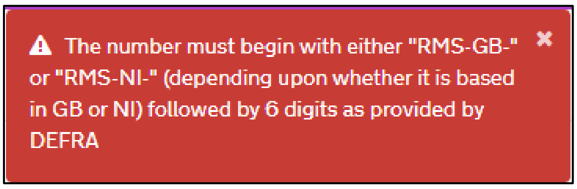
4. Once you select the 'NIRMS', a message will be displayed providing a link with guidance about the scheme registration process on GOV.UK

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

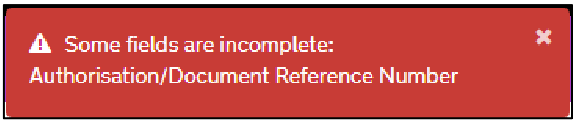
   This field will only accept your authorisation number in the correct format, which must begin with either '**RMS-GB-**' or '**RMS-NI-**', followed by 6 digits as provided by DEFRA.



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

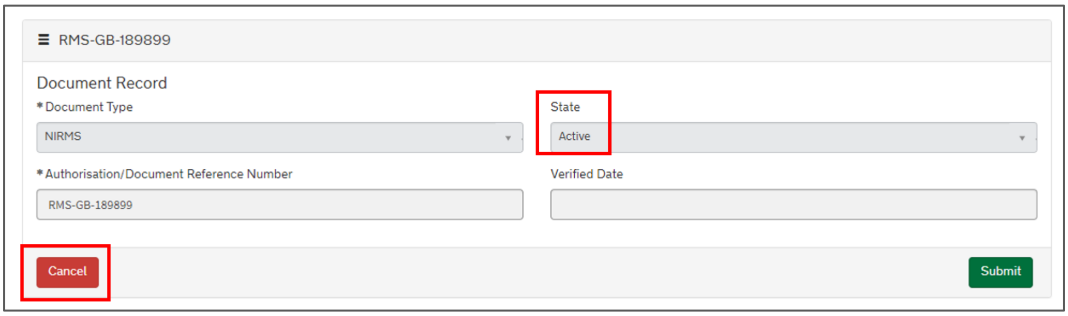


6. Click the **Submit** button to send the information to TSS. If one or more of the required fields have not been completed, an error message will be displayed:



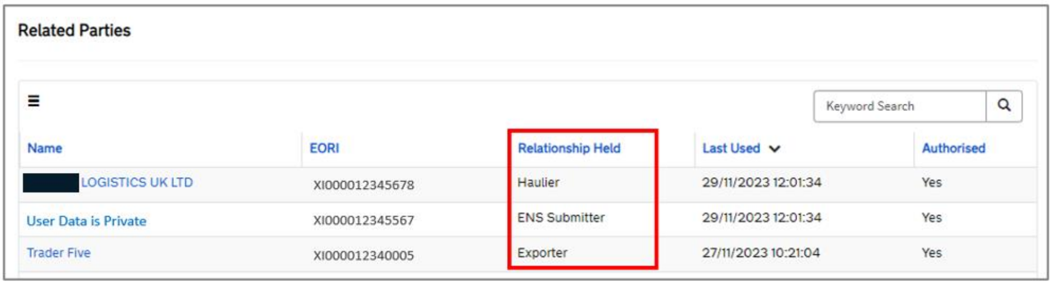
7. If there is another NIRMS record already submitted, an error message will be displayed:

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



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 will display a single list of parties ('Exporter', 'Carrier', 'Haulier' and 'ENS Submitter') 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 held.



The table will show a maximum of 10 records per page (listed by recent involvement in 'Arrived' state Entry Summary Declaration Consignments).

The table will have the following sortable columns:

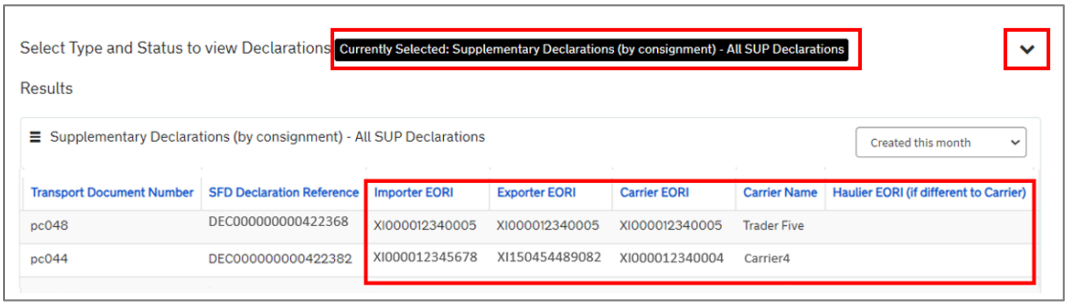
- **Name** attached to the EORI
- **EORI**
- **Relationship Held** in declarations (Exporter, Carrier, Haulier, ENS Submitter)
  - If for Exporters/Carriers the 'Address Required' tick box option has been selected on the Entry Summary Declaration, then the row will display the Exporter/Carrier name that 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 into 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.

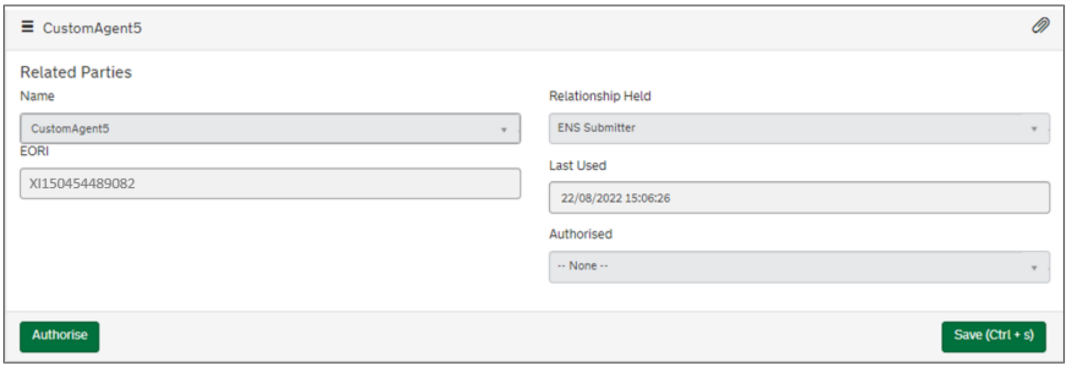
You can also view the parties involved (for example, Exporter, Carrier and Haulier) in individual Supplementary Declarations (by consignment) in the **Declarations** section of your **Company Profile**.



2.7 Authorising Related Parties

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

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



- The **Authorised** field indicates whether you have authorised them to be referenced in your declarations
- If they have not been authorised and you wish to change this, you can do this by clicking the **Authorise** button

The primary account holder will receive an email notification when a new related party is authorised. If you are the primary account holder you also have the option to **De-Authorise** a related party.

- When you submit or re-process a Supplementary Declaration via the TSS Portal, TSS will evaluate the parties involved in the declaration to check whether you have authorised them

  This allows you to review whether any new parties involved in the declaration are acceptable ahead of submission.

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

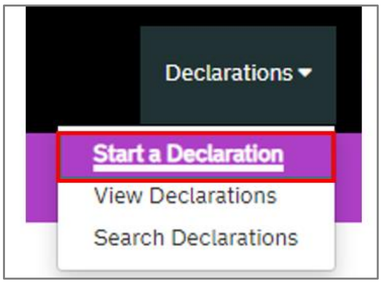
  'This declaration includes parties not currently "authorised" under your Related Parties in your account profile. By proceeding to submit this declaration, any named parties will be added as "authorised" to the Related Parties unless previously specified as "not authorised" by the primary account holder.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

- If you press **Cancel,** this will return you to the declaration record without submitting or re-processing the declaration

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

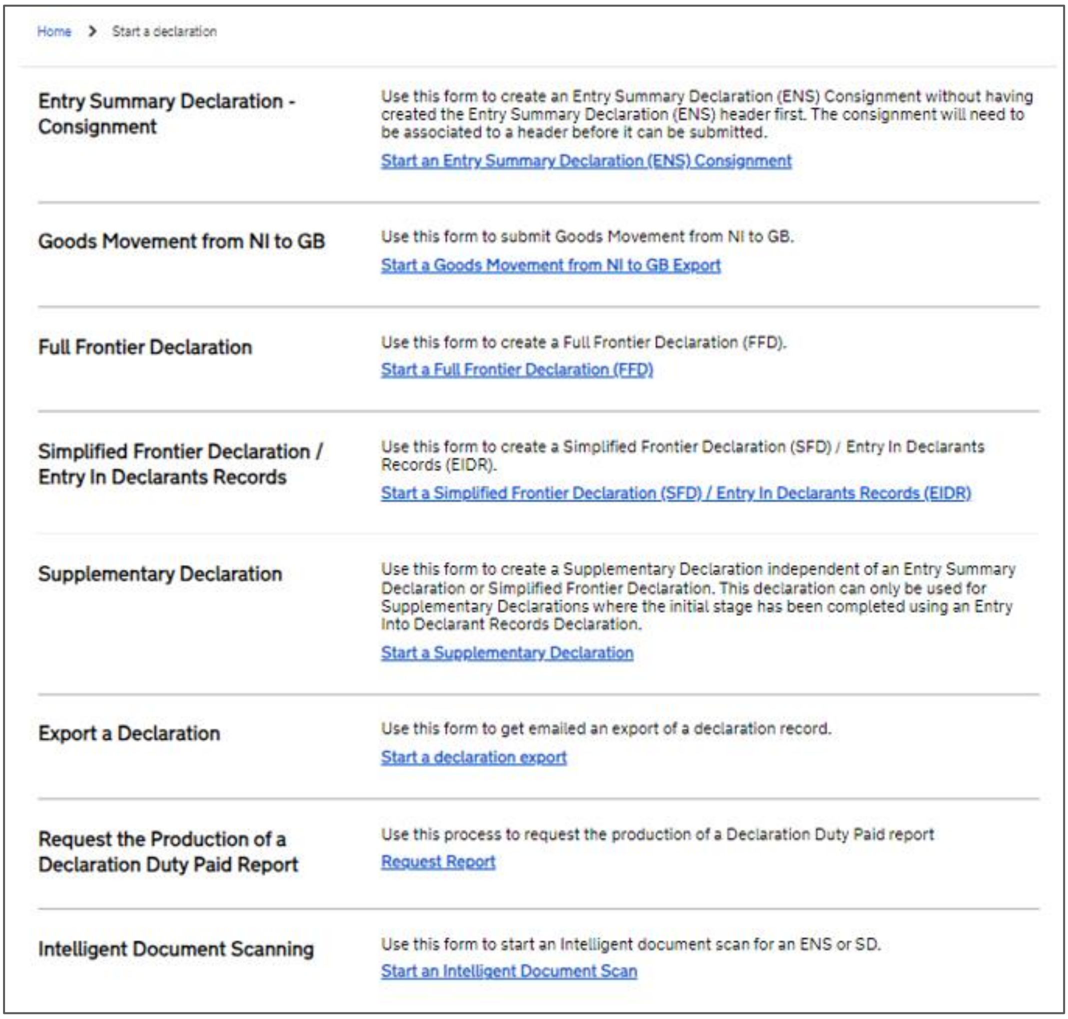
3 How to create a new declaration

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



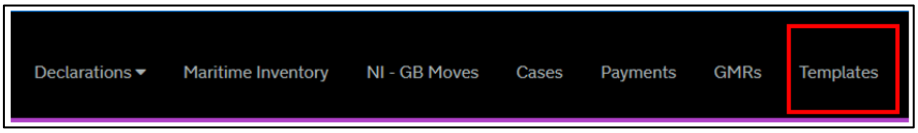
This opens the declaration options page. Clicking on one of the following links will begin the relevant declaration or claim.

- Start an Entry Summary Declaration (ENS)
- Start an Entry Summary Declaration (ENS) Consignment
- Start a Goods Movement from NI to GB Export
- Start a Full Frontier Declaration (FFD)
- Start a Simplified Frontier Declaration/Entry In Declarant's Records (EIDR) – this is only for use when using special procedures or submitting an Entry Summary Declaration outside TSS
- Start a Supplementary Declaration – this is only visible when you hold Simplified Customs Declaration Process (SCDP) authorisation to make Entry into Declarant's Records (EIDR)
- Start a declaration export
- Request Report
- Start an Intelligent Document Scan



3.1 Templates

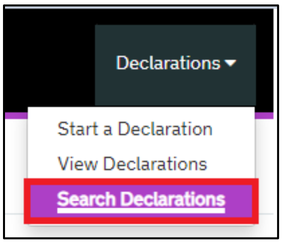
You can create templates of goods lines, which can be saved and used for Entry Summary Declarations to prevent the need to enter the same information again. You can view the templates that have been saved to your account by selecting the **Templates** option on the TSS Portal banner.



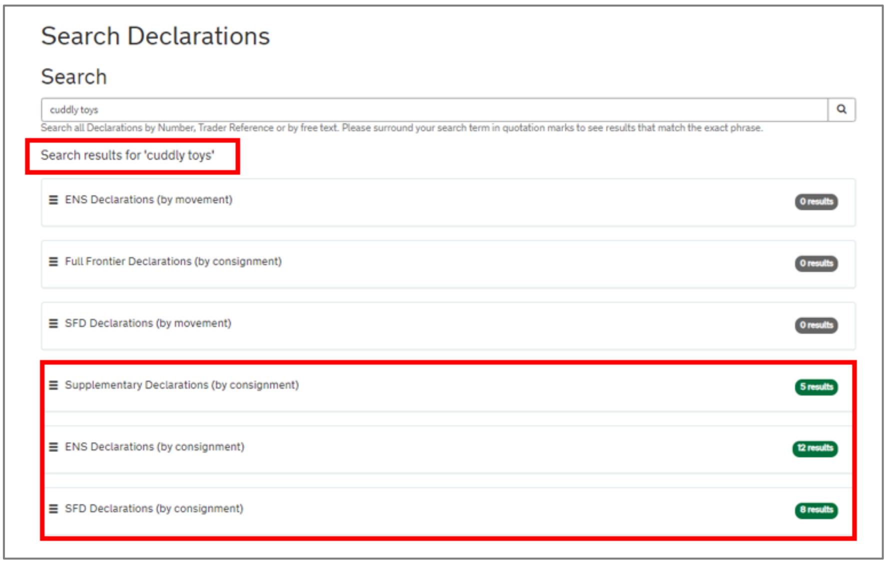
More information and step-by-step guidance on using templates can be found in the 'ENS Templates' section in the ENS Step-by-step guide: Standard Process and Consignment First Process on NICTA.

4 How to search/find a declaration

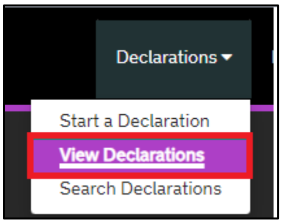
Navigate to your declaration by logging in to the TSS Portal. In the navigation bar, click on the **Declarations** tab and select **Search Declarations** from the drop-down menu.



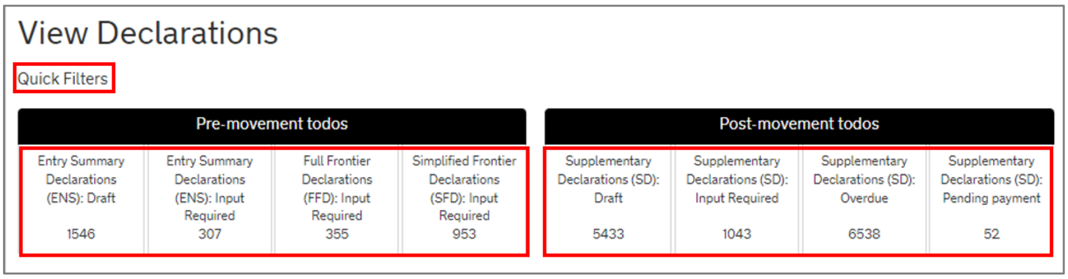
A new page will open with a search box that can be used to locate records by **number, free text** or **specific trader reference**.



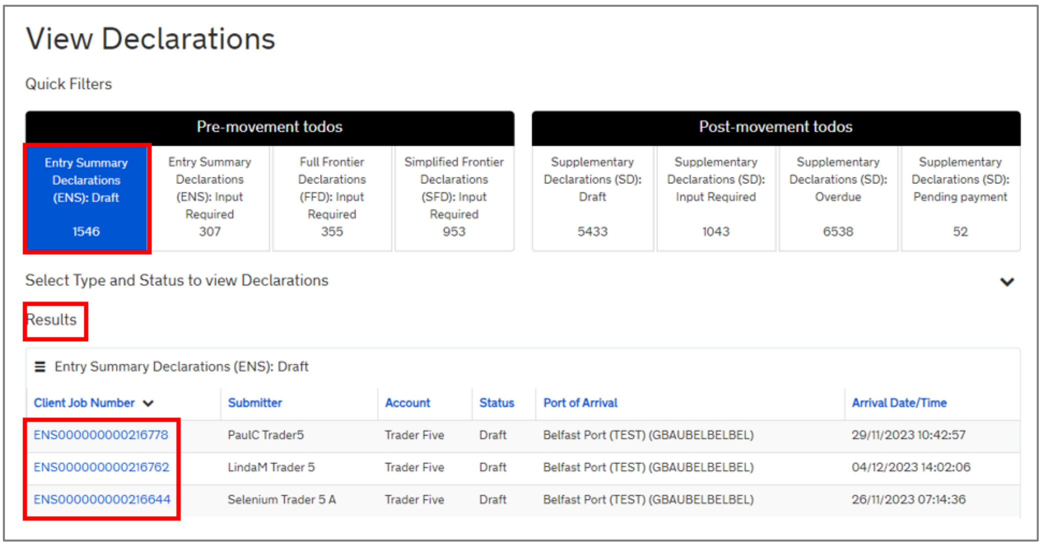
It is also possible to view declarations by their type and/or status. Click the **Declarations** tab on the navigation bar and then select **View Declarations** from the drop-down menu.



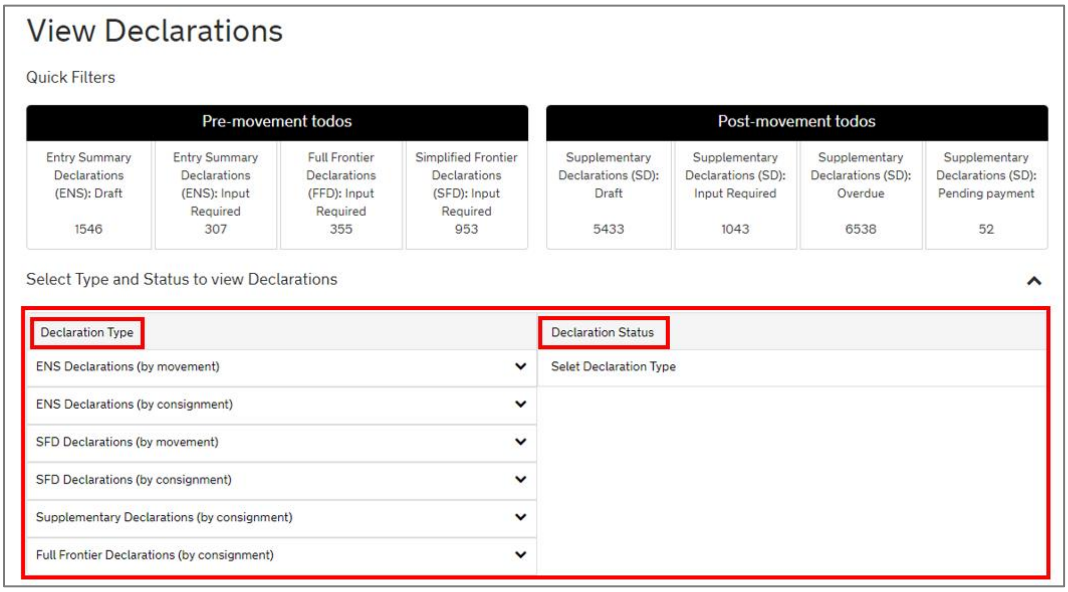
A new page will open showing a **Quick Filters** section, where you can see the number of declarations in 'Draft', 'Input Required', 'Overdue' or 'Pending payment'. Each status box shows the current number of total declarations, updated when the page is refreshed.



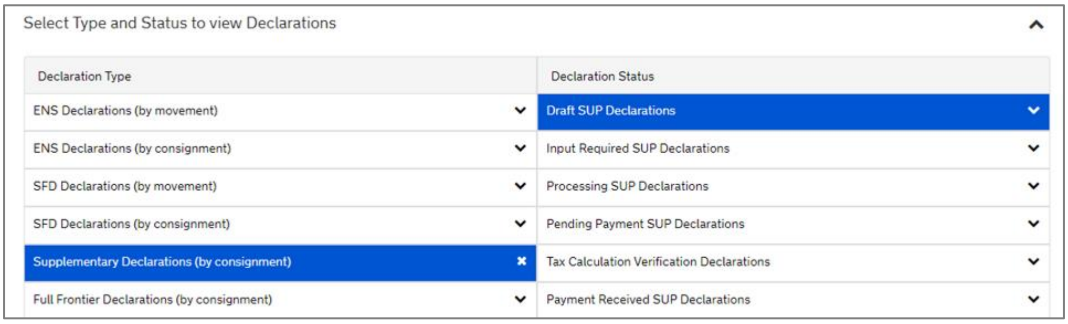
The filter-box chosen will be highlighted in blue, matching the declarations **Type** and **Status**, displaying the matching list of declarations in the **Results** section.



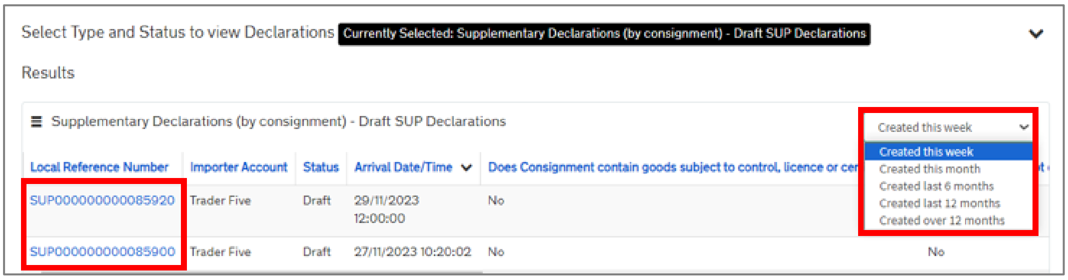
When a filter-box is selected in the **Quick Filter** section, it is not possible to see the **Type** and **Status** section of the **View Declarations** page. Once the filter-box is de-selected, the **Type** and **Status** section returns. See the screenshot below:



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



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



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

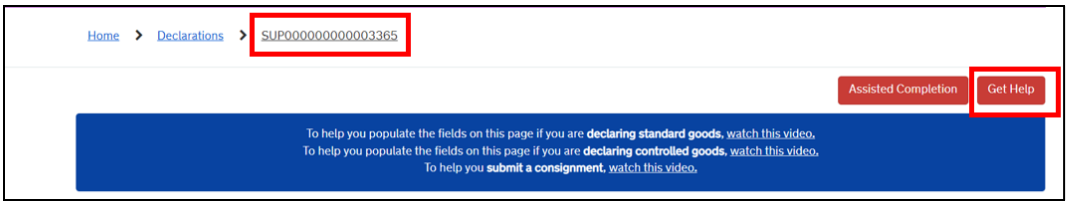
5 When and how to cancel a declaration

Once a declaration has been submitted you can't cancel it directly. The following instructions detail how to cancel those declarations that can be cancelled.

5.1 Cancelling a Supplementary Declaration

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

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



2. Provide a valid reason for the cancellation and any supporting documents. Valid reasons for cancellation are:
   - **The record is a duplicate** (evidence is required to support this)
   - **A specific procedure applies where a Supplementary Declaration is not required** (for example, business-to-consumer movements or special procedures)
   - **The goods have not moved** (you must provide a written statement to validate this)
3. The reason and supporting documentation presented through the case will be validated

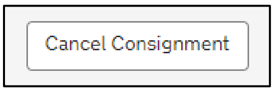
   If the claim is valid, a TSS Agent will cancel the Supplementary Declaration and update the status of the case to 'Resolved'. You will receive an email notification to this effect and the status of the declaration will change to 'Cancelled':

5.2 Cancelling a standalone Supplementary Declaration

1. You can cancel a standalone Supplementary Declaration if:
    - The **Status** of the Supplementary Declaration is 'Draft' or 'Trader Input Required'

    AND

    - There is no originating TSS Entry Summary Declaration or Simplified Frontier Declaration that generates and partially populates the Supplementary Declaration
2. Press the **Cancel Consignment** button at the end of the Supplementary Declaration



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

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

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

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

Raise a **case** against the specific Simplified Frontier Declaration or Full Frontier Declaration (by following the steps in the [How to raise a case regarding a particular declaration] section of this guide), providing the reason for cancellation.

The reason for cancellation will be validated. If the reason is valid (for example, goods are to be rescheduled or are no longer planned to be moved), a TSS Agent will cancel the declaration and update the status of the case to 'Resolved'. You will receive an email notification and the status will appear as 'Cancelled'.

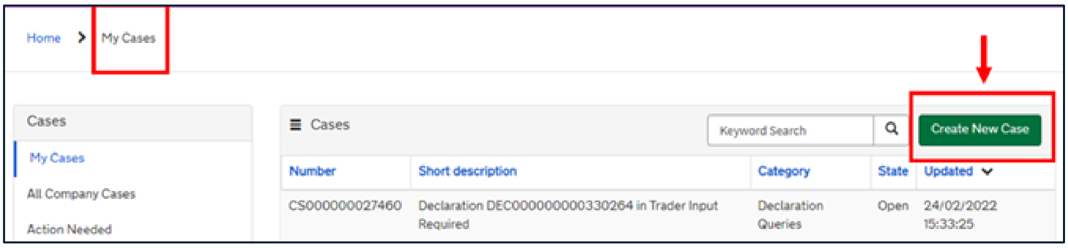
6 How to raise a case

6.1 Raising a new case in the TSS Portal

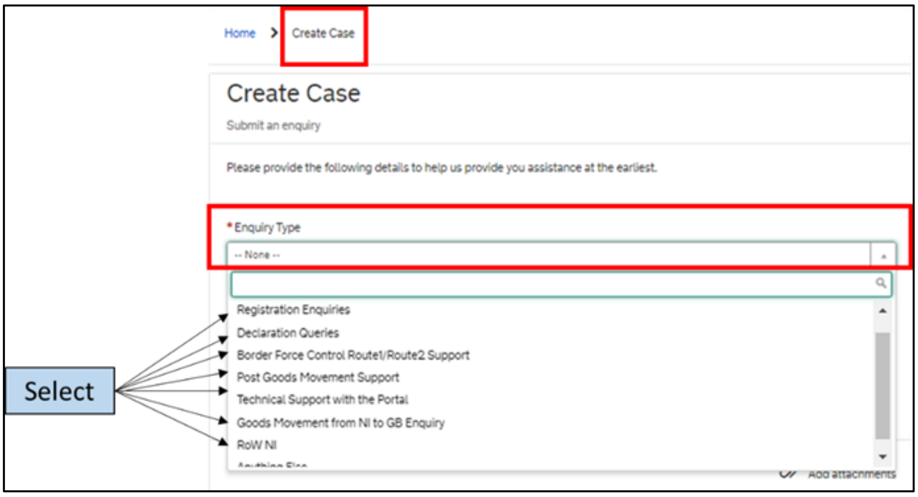
1. Log in to your [TSS account]

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

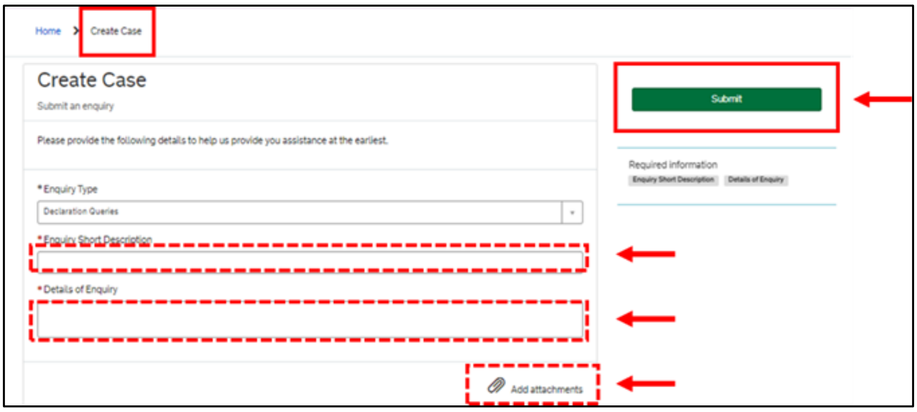
3. Click the **Create New Case** button:



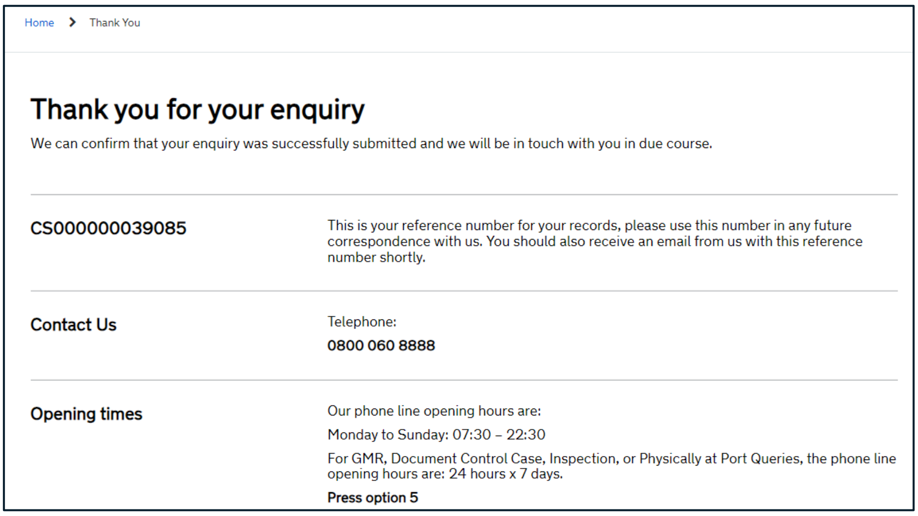
4. Once the new case form opens, select the **Enquiry Type** you need to raise:



5. Complete the **Enquiry Short Description** and **Details of Enquiry** fields, adding any supporting files needed as an attachment; once all fields are completed, press the **Submit** button:

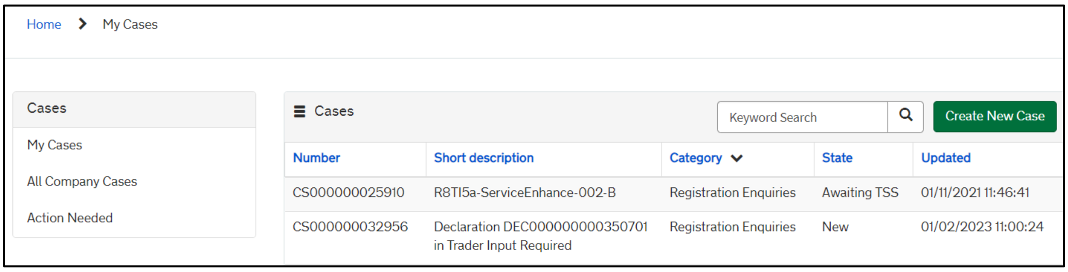


6. Once the enquiry has been submitted, you will receive a confirmation with the case number, which identifies the enquiry in the TSS system:



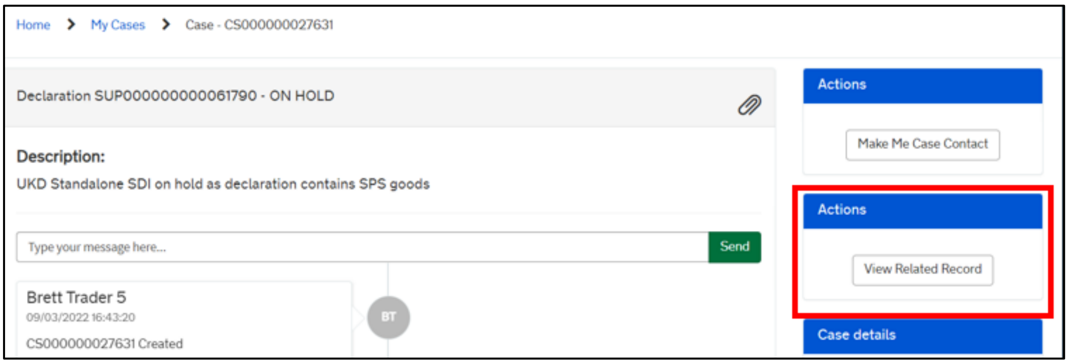
7. You can see a list of all cases that have been raised for your company by clicking on the **Cases** tab as shown in step 2 above:

   - **My Cases** shows all cases that you have raised while logged in under your current user profile
   - **All Company Cases** shows cases that have been raised by all users related to your company
   - **Action Needed** shows cases that require input



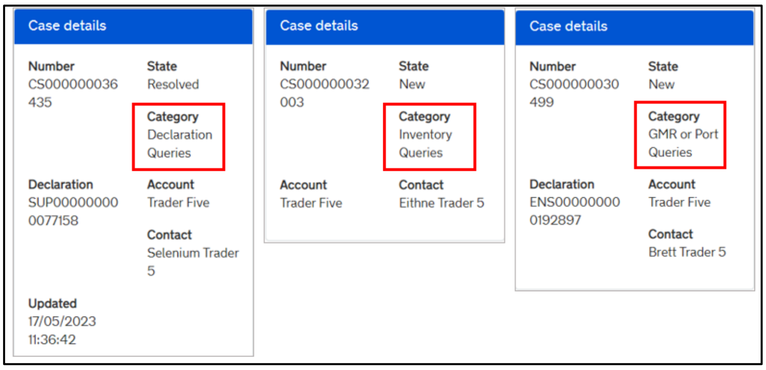
8. To review a case, click on it to access the **Case View** screen

   If a case has been raised regarding a particular declaration, GMR or Inventory Claim, you can navigate to the related record by clicking the **View Related Record** button on the right of the screen.



The **View Related Record** button will only be visible when the case:

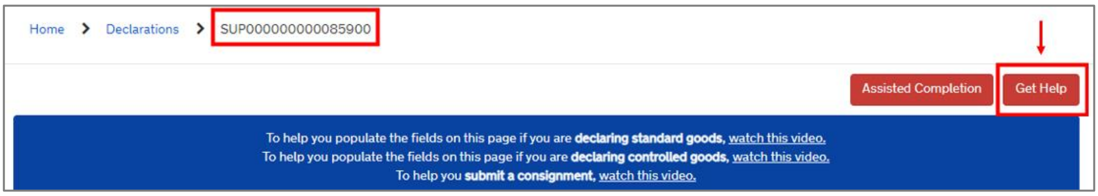
- Has a valid associated record reference
- Has not been cancelled **and**
- Is in one of the following ‘Categories’:
  - **Declaration Queries**
  - **Inventory Queries**
  - **GMR or Port Queries**



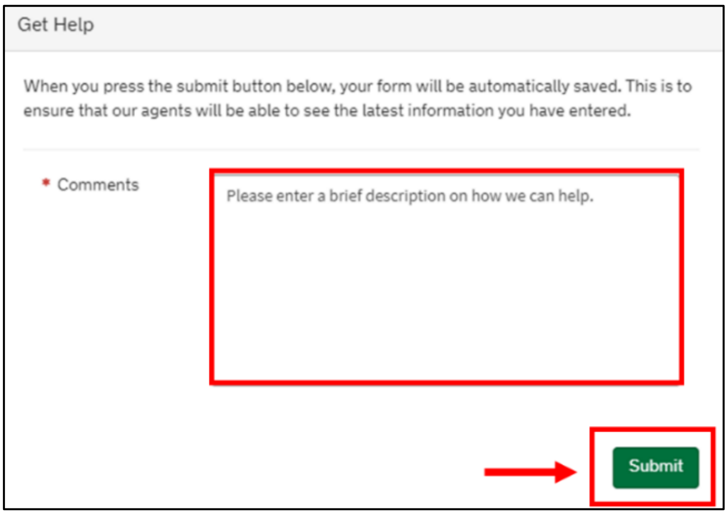
6.2 How to raise a case regarding a particular declaration

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

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



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

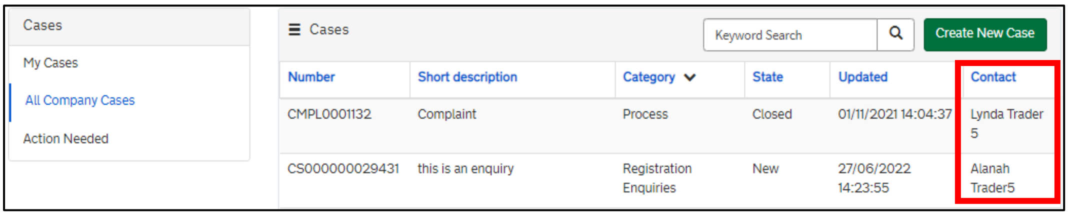


6.3 How to change the Case Contact

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.

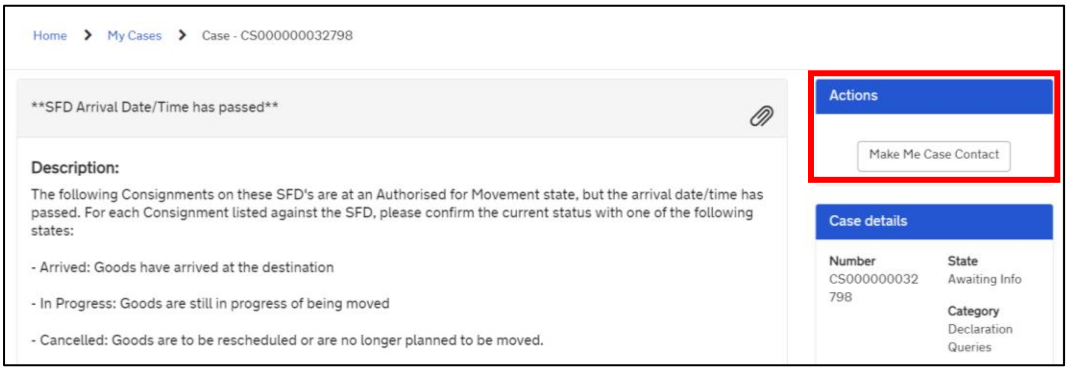
1. Once you are logged in to your TSS account, click on the **Cases** tab:

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



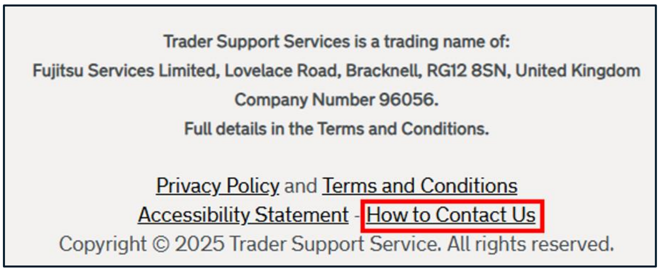
3. If a case is not in a 'Resolved', 'Closed' or 'Cancelled' state, you can make yourself the contact for the case

   Click on the case to open the case record and click the **Make me Case Contact** button. **Note:** This button will not be visible if you are already the contact for the case.

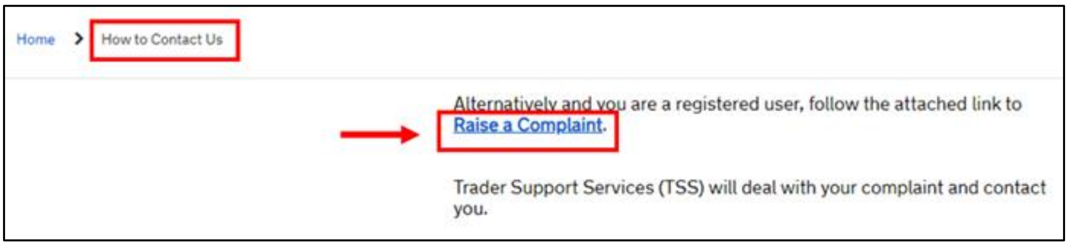


7 How to raise a complaint

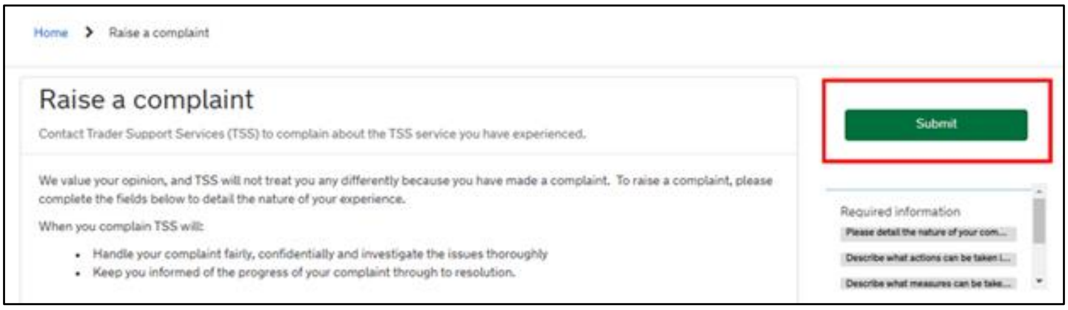
1. Open the TSS Portal, scroll to the bottom of the home page, and click on the **How to Contact Us** link



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



3. Input all the required information:
   - **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 declaration

8.1 How to download the information from a declaration as an Excel file

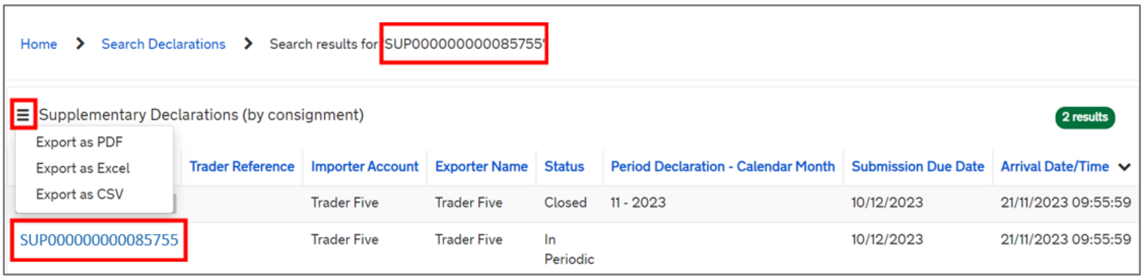
If you need to download information from your declarations for your own records, use the search button on the **Declarations** page to enter either:

- The declaration number (for example, 'SUP000000000085755')

  OR

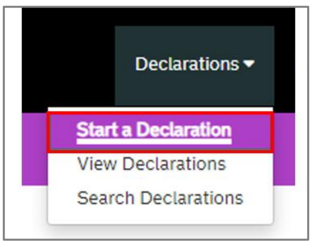
- A keyword in the declaration (for example, 'apple')

This will provide you with a list of declarations matching the criteria selected. At the top of the list is a burger menu icon (three horizontal lines). Clicking on this allows you to download the information from the declaration as either a PDF, XLS (Excel) or CSV file.

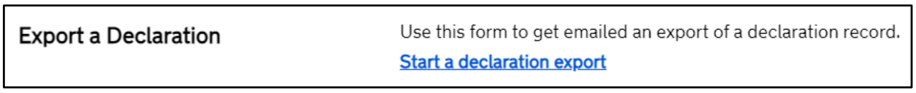


8.2 How to download/export a declaration as a PDF

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



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



Note: The term '**Export**' in this context means extracting the file, unrelated to export customs declarations or international trade terminology.

4. You will then be asked which declaration you would like to export a copy of

   There will be a drop-down menu with all your declarations. Each declaration type will have an **LRN** number that starts with a prefix:

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

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

5. Once you have chosen your declaration, click the **Submit** button

   Your screen will display a short message to confirm your request has been received and that your PDF will be emailed to you within a few minutes.

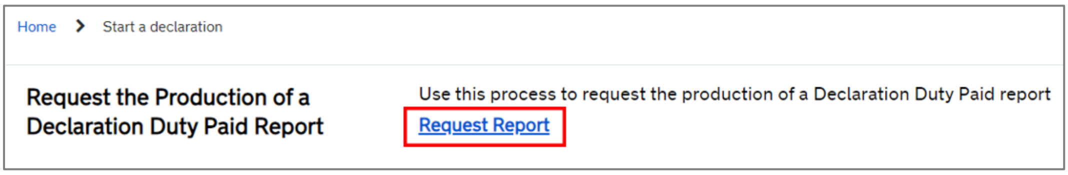
6. Your records will show that a declaration has been copied and a PDF report sent to you by email, which will show the declaration number, who requested the copy and the time stamp

8.3 Produce a report of declarations with Duty Paid

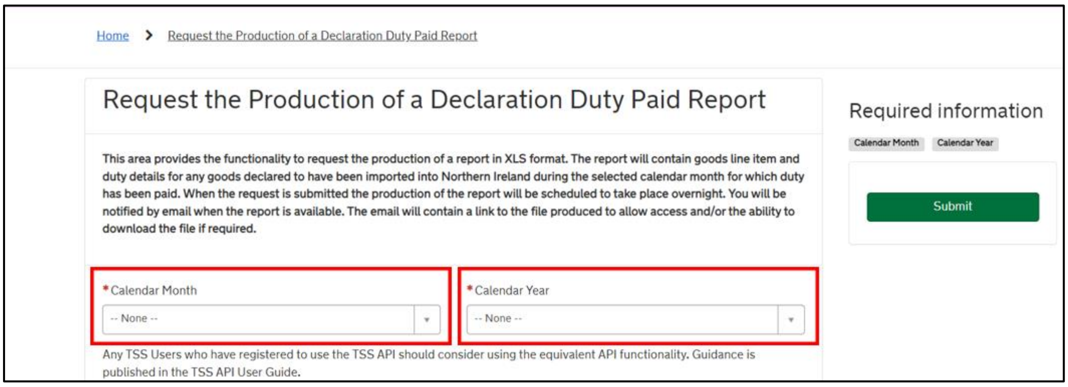
You can produce a **Declaration Duty Paid Report** showing goods line items and duty details for any goods that have been imported into NI for which duty has been paid during a selected calendar month. This report may help if you wish to make a claim for Duty Reimbursement. There are further details on the Duty Reimbursement Scheme on GOV.UK.

1. Locate the **Declarations** tab in the navigation bar and click **Start a Declaration**

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



2. Select the month that you wish the report to cover in the **Calendar Month** field then choose the year in the **Calendar Year** field



3. 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.

4. The production of the report will be scheduled to take place overnight

   You will be sent an email to let you know the report is available, which will contain a link to access and/or download the file, if required.

5. The report will be deleted after one calendar month

9 I need to know more

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

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

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

10 Changes to guidance and policy

Last updated February 2025.

February 2025: Updated to reflect the addition of TGP Data Ready check on the Windsor Framework Widget

January 2025: New section 2.7 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