

Weekly bulletin

178th edition

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Trader Support Service (TSS)

Weekly bulletin: Key updates to support you

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Advanced warning of TSS outage

On Sunday 2 June from 17:00 to 22:00, there will be an update to the TSS Portal as well as improvements to the Northern Ireland Customs and Trade Academy (NICTA) website. These changes will require a short downtime of the portal.

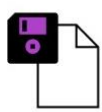
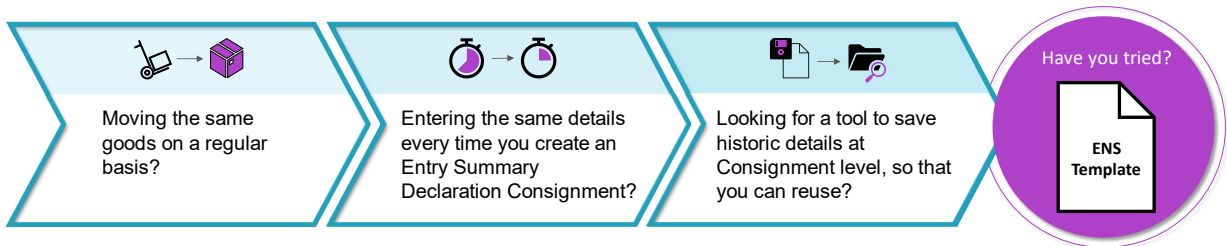
There will be updates to the following guides:

- [Data guide: TSS declaration data requirements](#)
- [ENS Step-by-step guide: Standard Process and Consignment First Process](#)
- [Full Frontier Declaration: Step-by-step guide](#)
- [Inventory-Linked Ports](#)
- [Merchandise in Baggage](#)
- [Supplementary Declarations: Step by Step guide](#)

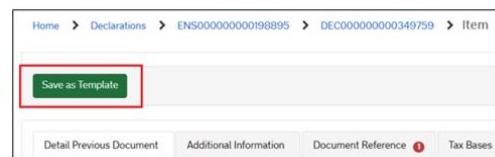
All guides and more resources are available on the [NICTA](#) website.

TSS tip: template feature spotlight

TSS offers traders the option to streamline and speed up their movements through the **Template** feature. If you frequently handle shipments that use the same commercial information, such as movement type, types of goods, or customers, this may benefit you. Traders can set defaults within TSS to generate templates for use in completing Entry Summary Declarations.



Do you supply the same goods to the same suppliers? Save time by creating a Template. Multiple templates can be used to create the Entry Summary Declaration (ENS).



It is possible to import one or more goods templates that you have previously created.



It is easy to manage templates through the 'Templates' widget in the menu bar.



How do I create a template?

For more information and guidance on how to take advantage of this functionality, visit the [ENS Templates](#) section of the [ENS Step-by-step guide](#) on the NICTA website.

Open a Duty Deferment Account to manage your Northern Ireland declarations

Using your own Duty Deferment Account (DDA) allows you to delay paying most customs or tax charges when you import goods or release goods from an excise warehouse.

Both traders and agents/intermediaries can apply for a DDA.

As an agent or intermediary submitting customs declarations on behalf of a trader, you may use either your own DDA or your trader's, provided that your trader has authorised you to act on their behalf.

To apply for a DDA for use in Northern Ireland (NI), please provide all the information required for your application to be processed. HMRC aims to process the application as soon as possible.

You can find more information about how to apply on [GOV.UK](https://www.gov.uk). Once your application has been successful, [refer to this guidance](#) on NICTA on how to add the DDA details to your TSS profile and your Customs Declaration Service (CDS) customs financial accounts.

Benefit from our TSS screen-sharing service by booking a session

The TSS offers an interactive Microsoft Teams screen-sharing service, to give traders guidance and support for any tasks or issues they may face while using the TSS Portal.

With this service, traders can directly see what is happening on-screen within the TSS system, providing them with a comprehensive solution to resolve different types of TSS-related tasks.

Whether you need help with submitting your declarations or have queries regarding customs regulations, reach out and ask for a screen-sharing session. The service supports different areas in TSS and can be tailored to your specific needs.

To schedule a screen-sharing session, please call the [TSS Contact Centre](#) and our dedicated agents will arrange an appointment for a time that suits you. The process is simple and efficient, and our agents are well-equipped to guide you and provide the necessary support.

TSS Contact Centre hours of operation:

07:30 – 22:30, 7 days a week

[Contact options](#)

Tel: 0800 060 8888

Welsh speakers Tel: 0800 060 8988

Northern Ireland Customs & Trade Academy (NICTA)

Find [guides, webinars, and training](#) on the NICTA website to assist with your customs movements and using TSS.