

Special edition bulletin



Date: 19 September 2024

Trader Support Service (TSS)

TSS Bulletin: Key updates to support you

Update on the implementation of the Windsor Framework

The Windsor Framework establishes a new set of arrangements for the movement of goods via both parcels and freight between Great Britain and Northern Ireland. The Government is fully committed to implementing the Windsor Framework in good faith and protecting the UK's internal market.

There has been extensive work already in preparing for these arrangements to take effect. However, as Government's ongoing engagement with you has recognised, several events since then, including the General Election and the pre-election period, have impacted on the preparations of traders and the border industry. Government recognises that more time will therefore be required to ensure full readiness for the new arrangements; and acknowledges the challenges posed for systems changes by the peak period over the Christmas period will constrain the ability to make detailed systems changes.

As such, the new arrangements under the Windsor Framework for parcels and freight movements that were envisaged to come into effect from 30 September 2024 will now not take effect on this date. While we will provide further information on the detailed timeline for the coming into effect of the new arrangements in due course, businesses should be fully prepared for them by 31 March 2025.

Over the next few months, TSS and HMRC will continue our work with you to ensure you are ready. It will be important that work is intensified so that implementation is carried out as smoothly and as efficiently as possible. Support will include a range of activities, including webinars that will start in November. We'll publish further details on these shortly, through the NICTA website and future bulletins.

TSS will continue to be available throughout 2025 to support your transition to the new Windsor Framework arrangements. Further information can be found [here](#).

You can read further information on GOV.UK. If you need further assistance, contact us via the TSS Portal or call on 0800 060 8888.

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.

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