

TSS User Guides

Assisted Completion Service guide



Published: November 2024



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

1 Introduction

The Trader Support Service (TSS) offers the **Assisted Completion Service** through the TSS Portal. This service provides you with support with completing **Supplementary Declarations** on the TSS Portal for goods movements from Great Britain (GB) to Northern Ireland (NI).

This service provides complimentary, personalised assistance if you require additional support from TSS agents to **complete up to five Supplementary Declarations per month**.

This guide will give you an overview of the Assisted Completion Service and how you can take advantage of the support offered.

- [What is the Assisted Completion Service?](#)
- [How the Assisted Completion Service supports you](#)
- [Conditions for use of the Assisted Completion Service](#)
- [The Assisted Completion Service process](#)
- [Terms of use for the Assisted Completion Service](#)
- [Information requirements](#)

More information about Supplementary Declarations in TSS can be found on the [Supplementary Declarations](#) page on NICTA.

2 What is the Assisted Completion Service?

The **Assisted Completion Service** supports the completion of Supplementary Declarations on the TSS Portal.

The **Assisted Completion Service** offers **complimentary** additional support by a **TSS agent**, who will **complete up to five Supplementary Declarations per month on your behalf**. **Note:** terms and conditions apply to the use of the service.

Note: You may also see the **Assisted Completion Service** referred to as the **Enhanced Supplementary Declaration Service (ESDS)** in the TSS terms and conditions and the TSS Portal.

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 System or the Northern Ireland Online Tariff on [GOV.UK](#).

3 How the Assisted Completion Service supports you

The **Assisted Completion Service** is **complimentary** and aims to ease the technical difficulties that you may face when dealing with customs terms, procedures and the TSS declaration system.

Upon request for assistance with a specific Supplementary Declaration, and subject to qualifying criteria (see the section in this guide on [Conditions for use of the Assisted Completion Service](#) for declaration eligibility), a TSS agent will receive, collate and validate the necessary information. The TSS agent will enter the required information and then submit the respective declaration on your behalf.

Once the TSS agent has submitted the Supplementary Declaration, you can proceed to making any required duty payments through TSS, if applicable. If duty payments are not required, the Supplementary Declaration will appear in a 'Closed' status.

3.1 Benefits of the Assisted Completion Service

This service eases the process of completing Supplementary Declarations by supporting with the following activities:

- Identification of required fields at the consignment (header) and item level in the TSS Portal
- Classification and organisation of the information provided by you that is required for the declaration
- Validation of information you have supplied (for example, accuracy and customs rationality)
- Population of information required into the Supplementary Declaration on the TSS Portal
- Resolution of potential errors (subject to on-time, accurate and valid information provided by you)

4 Conditions for use of the Assisted Completion Service

There are some conditions around what types of declarations are supported and volume allowances for the Assisted Completion Service.

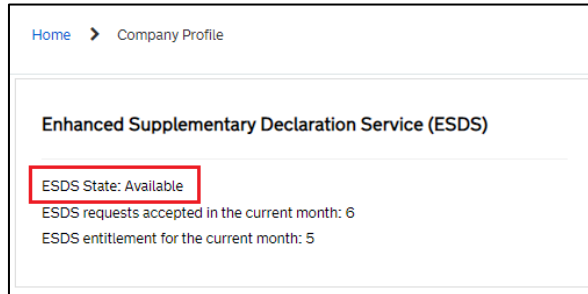
4.1 Eligibility

The Assisted Completion Service is **available to all traders registered on TSS**, with some limited exclusions.

The Assisted Completion Service is not available to:

- **TSS customs agents** or anyone using a **customs agent or intermediary in TSS**
- Traders that have **declined the TSS or Assisted Completion terms and conditions**

You can review your Assisted Completion Service entitlement (whether the service is currently available for your declarations) on your company profile.



The table below shows the three potential service entitlement states that could be displayed on your company profile.

Service Entitlement State	Description
Not available	The TSS account is not eligible to benefit from the service.
Declined	The TSS account is eligible to benefit from the service; however, you have declined the invitation.
Available	The TSS account is eligible to benefit from the service and you have accepted the invitation.

If you have questions about or would like to change your service entitlement state you can contact the [TSS Contact Centre](#) for support on 0800 060 8888.

4.2 Supported declaration types

The **Assisted Completion** Service supports the completion of **Supplementary Declarations** with the following criteria:

- The declaration is **linked to an Entry Summary Declaration and a Simplified Frontier Declaration within the TSS platform** (the Entry Summary and Simplified Frontier Declarations were not generated outside TSS)
- The journey was a goods movement beginning in Great Britain (GB) and ending in Northern Ireland (NI)



Note: Supplementary Declarations for **direct movements** from countries in the Rest of World excluding the European Union (RoW excluding EU) to Northern Ireland (NI) are not supported by TSS.

- The Supplementary Declaration status is 'Draft' or 'Trader Input Required'

<div style="border: 1px solid black; padding: 5px;"> <p>Status</p> <div style="border: 1px solid gray; padding: 2px;">Draft</div> </div>	<div style="border: 1px solid black; padding: 5px;"> <p>Status</p> <div style="border: 1px solid gray; padding: 2px;">Trader Input Required</div> </div>
--	--

- The Supplementary Declaration **Tax Point Date** is less than **330 days old**

Tax Point Date

- The **customs procedure** you are using is currently supported by TSS and, if required, you held a Simplified Customs Declaration Process (SCDP) authorisation (formerly known as Customs Freight Simplified Procedure (CFSP) at the time the movement occurred

Note: the majority of goods movements from GB to NI are 'Declaration for Release into Free Circulation or End Use'. For this customs procedure, you do not need any additional authorisations (you do not need to hold your own SCDP authorisation).

*Which type of declaration do you intend to make?

Declaration for release for free circulation or end-use (includes 07XX, 40XX, 42XX, 4...

-- None --

Declaration for release for free circulation or end-use (includes 07XX, 40XX, 42XX, 44XX, 61XX PCs)

Declaration for temporary admission (includes 53XX PCs)

Declaration for inward processing (includes 51XX PCs)

The table below gives an overview of the declaration types on TSS, which can be seen in the drop-down in the **Which type of declaration do you intend to make?** field on the Supplementary Declaration.



Type of declaration	Procedure codes supported by TSS in a Supplementary Declaration
Declaration for Release into Free Circulation or End Use	07XX 40XX, 42XX, 44XX 61XX
Declaration for Temporary Admission	53XX
Declaration for Inward Processing	51XX

Note: you must hold your own SCDP authorisation to submit declarations on TSS that require a special procedure; you cannot use the TSS authorisation.

You can find further details about special procedures and required authorisations using these resources:

- Information on Requested and Previous Procedure Codes of the Customs Declaration Service (CDS) on [GOV.UK](https://www.gov.uk)
- Information on authorisation for simplified declarations (SCDP authorisation) on [GOV.UK](https://www.gov.uk)
- Information on holder of authorisation requirements and limitations to procedures supported on TSS in the [Options to claim duty relief or declare goods moving under a customs special procedure](#) guide on NICTA

4.3 Supported representation types

TSS may act for you in the capacity of a **Direct Representative** or an **Indirect Representative**, in accordance with Articles 18 and 19 of Regulation (EU) No. 952/2013 (as amended, superseded or replaced from time to time) in relation to certain consignments of goods arriving or departing from Great Britain and/or Northern Ireland.

Representation type will depend on the type of SCDP authorisation required and whether you are using your own authorisation for the declaration (as required if you are using moving goods under a special procedure).

You should ensure that you carefully read all clauses in the [TSS and Assisted Completion terms and conditions](#) around TSS representation types.

You can find further information about types of representation on [GOV.UK](https://www.gov.uk).

4.4 Volume allowances

Subject to acceptance of the service you will be offered **Assisted Completion** for up to **five Supplementary Declarations per month** that meet the criteria highlighted above.



Note: the allowance of five supplementary declarations per month is not cumulative. The entitlement counter resets to zero at the start of each calendar month.

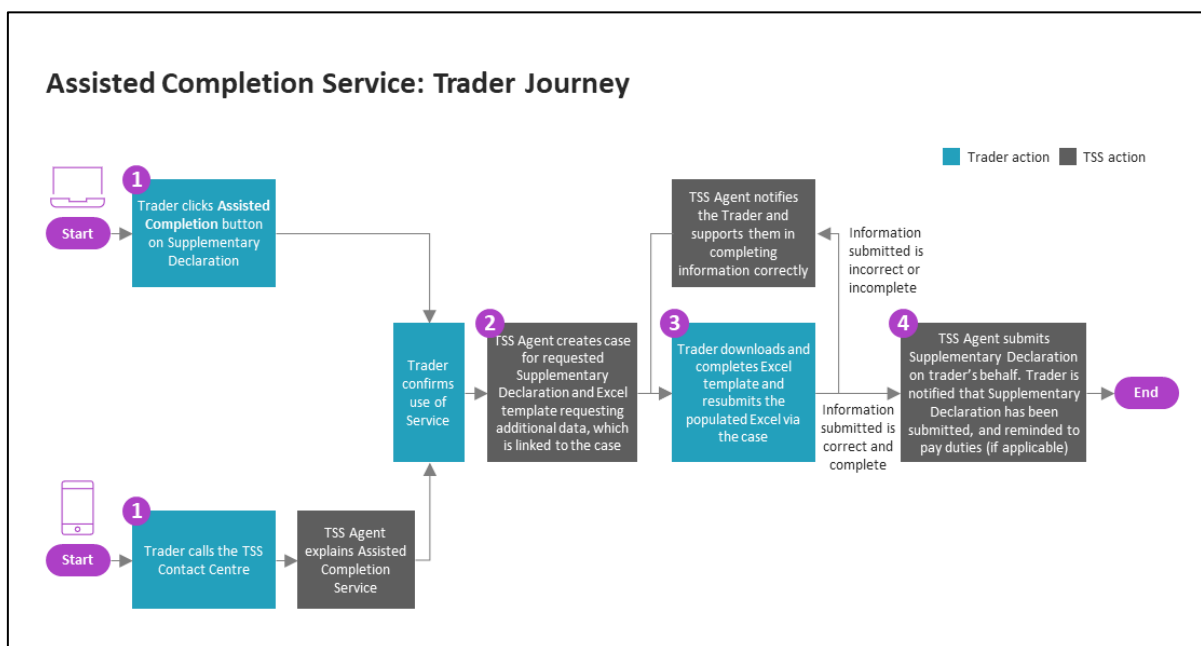
It is not possible to carry forward any outstanding allowance to a new month. Any allowance not used during the current month will be lost.

5 The Assisted Completion Service process

An overview of each of the key steps in the Assisted Completion Service process is given in this section.

1. [You request support from the Assisted Completion Service](#)
2. [TSS agent raises an Assisted Completion Service case for completion of the Supplementary Declaration](#)
3. [You provide required information to complete the Supplementary Declaration via an Excel template on the case](#)
4. [TSS agent submits Supplementary Declaration on your behalf](#)

See below for an illustration of the end-to-end Assisted Completion Service journey.



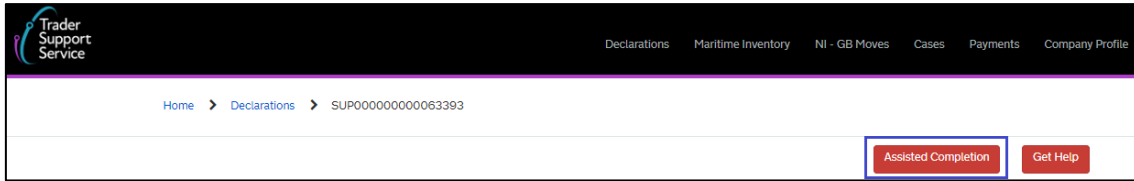
5.1 You request support from the Assisted Completion Service

You can ask for Assisted Completion Service support for one of your Supplementary Declarations directly on the TSS Portal or by phoning the TSS Contact Centre.



5.1.1 By using the TSS Portal

Press the **Assisted Completion** button positioned to the left of the **Get Help** red button on your Supplementary Declarations (in a 'Draft' or 'Trader Input Required' status).



After pressing the **Assisted Completion** button, and depending on your **Service Entitlement State**, you will be prompted with one of the following pop-up messages:

Service Entitlement State	Pop-up message
Not available	<p>Assisted Completion</p> <p>This declaration is not currently eligible for Assisted Completion.</p> <p>For assistance with submitting your Supplementary Declaration, review available guidance or reach out to the TSS Contact Centre on 0800 060 8888 or by raising a case using the Get Help button.</p> <p>OK</p>
Declined	<p>Assisted Completion</p> <p>Our records show you have previously declined use of Assisted Completion.</p> <p>Please reach out to the TSS Contact Centre on 0800 060 8888 or by raising a case using the Get Help button to request Assisted Completion – Enhanced Supplementary Declaration Service is reactivated for your TSS account.</p> <p>OK</p>
Available Goods arrival date is over 330 days	<p>Assisted Completion</p> <p>This declaration is not currently eligible for Assisted Completion as the goods movement was over 330 days ago. To take advantage of the service, please ensure you are completing your Supplementary Declarations by the 4th working day of the month after your goods movement.</p> <p>For assistance with submitting your Supplementary Declaration, please reach out to the TSS Contact Centre on 0800 060 8888 or by raising a case using the Get Help button.</p> <p>OK</p>



Service Entitlement State	Pop-up message
<p>Available</p> <p>Goods arrival date is not more than 330 days</p>	<p>Assisted Completion</p> <p>TSS is pleased to offer you Assisted Completion – Enhanced Supplementary Declaration Service.</p> <p>This service provides assistance to you to complete Supplementary Declarations on TSS. A TSS agent will complete the Supplementary Declaration in TSS on your behalf, using data you provide, and help you resolve any issues with your declaration. Once TSS has submitted the declaration for you, you will then be able to make any required duty payments through TSS, if relevant for your goods movements.</p> <p>Terms and Conditions for use of service</p> <p>Please note that our terms of service, available here, govern the Enhanced Supplementary Declaration Service and include specific provisions regarding this service at Clauses 7.13 to 7.20, which you should read. Your attention is drawn to Clauses 7.6, 7.7, and 12 of our terms of service which include important indemnities, promises you make to us, and material restrictions and limits on our liability to you. You should re-read those clauses particularly when deciding to agree to receive the Enhanced Supplementary Declaration Service from us, as those terms together with the rest of our terms of service apply to the Enhanced Supplementary Declaration Service.</p> <p>Please note that if you choose not to take up the Enhanced Supplementary Declaration Service, it will not affect your ability to use TSS for other activities in any way.</p> <p>Please click on "Submit" to request Assisted Completion.</p> <p style="text-align: right;"> <input type="button" value="Cancel"/> <input type="button" value="Submit Request"/> </p>

Once you have clicked [Submit Request](#) an Assisted Completion case (associated to the Supplementary Declaration) will be automatically created and a TSS Agent will be assigned to support you with the rest of the process.

5.1.2 By phone

You can call the [TSS Contact Centre](#) on 0800 060 8888 to request support through the Assisted Completion Service.

- A TSS agent will explain the **Assisted Completion** Service and the disclaimers for its use
- You confirm use of the Assisted Completion Service and what Supplementary Declaration you require support with
- The TSS agent will open an Assisted Completion case in the TSS system associated to the Supplementary Declaration and a TSS Agent will be assigned to support you with the rest of the process

5.2 TSS agent raises an Assisted Completion Service case for completion of the Supplementary Declaration

Once you have confirmed the acceptance of the terms and conditions through the TSS system, an **Assisted Completion case** (associated to the Supplementary Declaration) will be created and the TSS agent will be assigned to support you with the **Assisted Completion Service**.

The case created will contain the following information. **Note:** the case will refer to the **Enhanced Supplementary Declaration Service**, which is another term for the **Assisted Completion Service**.

Field	Information
Category	Enhanced Supplementary Declaration Service
ESDS Declaration	Supplementary Declaration Number
Channel	Web
Contact	Username of the individual who clicked Submit Request
Account	Company of the individual who clicked the Submit Request
Assignment Group	HGS Assisted Completion
Assigned to	None
State of case	New
Short Description	Assisted Completion Request: SUP000000000#####
Description	TSS are pleased to offer you Assisted Completion – Enhanced Supplementary Declaration Service to support the completion of your Supplementary Declaration...
Priority	3 – Moderate (set to default)

See below for an example of an Assisted Completion Service case on the TSS Portal.



Case CS000000029100 [Case view]

Follow Update Assign to me Resolve case

Number	CS000000029100	Opened	07/06/2022 11:59:36
* Account	Trader TSS	Attempts Counter	0
EORI Number	GB000012340003	Last Attempt	
* Contact	Matt Trader 3	Channel	Web
* Category	Enhanced Supplementary Declaration Service	State	New
No. of times contacted	-- None --	Priority	3 - Moderate
Needs attention	<input type="checkbox"/>	Assignment group	HGS Assisted Completion
EOD	<input type="checkbox"/>	Assigned to	
ESDS State	-- None --	Parent	
ESDS Accepted	<input type="checkbox"/>		
* ESDS Declaration	SUP000000000060993		
ESDS Goods Number			
ESDS Accepted Date			
* Short description	Assisted Completion Request : SUP000000000060993		
* Description	<p>TSS are pleased to offer you Assisted Completion - Enhanced Supplementary Declaration Service to support the completion of your Supplementary Declaration.</p> <p>An agent will be in contact with you shortly to progress this service and request the data required to complete your declaration.</p> <p>Please have the Commercial Invoice(s) and Packing List(s) relevant for this goods movement ready as the required information should be taken from these documents. You will be expected to supply this information promptly once an agent is in touch. The deadline for submission of all Supplementary Declarations on TSS, including when using the Enhanced Supplementary Declaration Service, is by 9pm on the 4th working day of the month following goods movement.</p> <p>Please note that our terms of service govern the Enhanced Supplementary Declaration Service and include specific provisions regarding this service at Clauses 7.13 to 7.19, which you should read. Your attention is drawn to Clauses 7.6, 7.7, and 12 of our terms of service which include important indemnities, promises you make to us, and material restrictions and limits on our liability to you. You should re-read those clauses particularly when deciding to agree to receive the Enhanced Supplementary Declaration Service from us, as those terms together with the rest of our terms of service apply to the Enhanced Supplementary Declaration Service.</p> <p>If at any point you no longer wish to proceed with the Enhanced Supplementary Declaration Service, please respond to this case and indicate withdrawal to your assigned TSS agent. Please note that withdrawal from the Enhanced Supplementary Declaration Service will not affect your ability to use TSS for other activities in any way.</p>		

5.3 You provide the required information to complete the Supplementary Declaration via an excel template on the case

A TSS agent will request that you provide additional information to complete the Supplementary Declaration. They will attach an Excel template to the case that specifies the required information and format.

You need to:

- Complete the template with all required information relevant to the Supplementary Declaration
- Share the information with the TSS agent by attaching the completed Excel template to the case on the TSS Portal

See the section below on [Information Requirements](#) for full details on the information required.

5.4 TSS agent submits Supplementary Declaration on your behalf

Once they have received the required information, the TSS agent will:

- Identify the required fields at the consignment (header) and item level in the TSS Portal
- Classify and organise the information required for the declaration and provided via the case

- Validate the information you have supplied (for example, for accuracy and customs rationality)
- Populate information as per fields identified and required for the respective declaration
- If necessary, contact you to request additional information and/or support
- Resolve any potential error codes (subject to on-time, accurate and valid information being provided by you)
- Submit the declaration on your behalf

Once the Supplementary Declaration has been successfully submitted by the TSS agent, you will be notified of progress through the Assisted Completion Service case on the TSS Portal.

You will also be informed of any required duties or other charges associated with the goods movement and will need to pay these through the TSS Portal.

6 Terms of use for the Assisted Completion Service

Specific terms of use apply to use of the Assisted Completion Service.

- Although the information you provide will be validated and submitted by TSS, the **responsibility** to provide **on-time, full, true and accurate information/evidence** for the completion of the Supplementary Declaration, still lies with you (and not TSS).
- **You are liable for the end declaration**; this includes all information pulled from the respective Entry Summary Declaration and the information populated by the **Assisted Completion Service**.
- **Submission of the Supplementary Declaration in TSS is required by the tenth calendar day of the month following the goods movement. You do not have to make use of this additional time and can continue to submit your Supplementary Declaration by the fourth working day of the following month if preferred. It is your responsibility to ensure the on-time submission.**
- Declarations under the **Assisted Completion** Service are **not exempted** from the customs requirement to **submit the Final Supplementary Declaration** by the **fourth working day of the month**, following the reporting period when your Supplementary Declarations were due (see [GOV.UK](https://www.gov.uk)). TSS will automatically create the Final Supplementary Declaration on behalf of all traders using TSS. However, any Supplementary Declarations submitted after the deadline will be reported as late on the relevant Final Supplementary Declaration report.

You must also **have fully reviewed and accepted the Terms and Conditions for use of TSS and the Assisted Completion Service**.



Additional terms of use apply to the Assisted Completion Service, over and above the terms for use of the TSS Portal. All relevant terms and conditions are listed in the [Our terms](#) section of the TSS Portal.

When you select [Submit Request](#), asking for support from the Assisted Completion Service to submit your Supplementary Declaration, **you indicate that you understand and agree to the terms and conditions that apply to usage of this service**. You also reaffirm that you agree to the main terms that apply to use of TSS.

You should ensure that you fully understand all terms and conditions relevant to this service before submitting.

7 Information requirements

The information required to enable the submission of a Supplementary Declaration through the Assisted Completion Service includes:

- Type of custom procedure
- If there will be an NIAID claims (if EU duty applies)
- Supplier's invoice number
- Invoice total
- Invoice currency
- INCOTERMS
- Goods' origin
- Goods' commodity code
- Number of packages
- Type of packages
- Item invoice value
- Net kilos
- Gross kilos
- Goods description
- Supplementary units (where applicable)
- Freight charge (GBP)

The TSS agent will provide you with an Excel template, which you need to populate with the required information listed above. All the required fields in the Excel template should be populated to ensure smooth processing of the Supplementary Declaration.



8 I need to know more

There are additional guides available on [NICTA](#) to support you with trade into and out of Northern Ireland:

- [Supplementary Declarations: Step-by-step guide](#)
- [Data guide: TSS declaration data requirements](#)
- [Reliefs and Duty Suspension: Overview and considerations for data input in TSS declarations](#)
- [How to use the TSS Portal](#)

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

9 Changes to guidance and policy

Last updated November 2024.

November 2024: Updates to references of CFSP to SCDP

March 2023: Updated to reflect UCC changes.

July 2022: Addition of change log.

June 2022: Guide published to support launch of Assisted Completion Service on 19 June 2022.