

TSS User Guides

Registration: Step-by-step guide to using TSS

Published: November 2024



HM Revenue
& Customs



Contents

- 1 Introduction.....2**
- 2 How do I register?.....3**
- 3 Add your contact details4**
- 4 Add your company information.....4**
- 5 Actions following registration15**
- 6 I need to know more16**
- 7 Changes to guidance and policy.....17**



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

Customs 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 into NI require declarations to be made. Customs duty and other charges may need to be paid on those deemed 'at risk' of being moved into Ireland and 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 (see [GOV.UK](#)).

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

To do this, you will need to have registered for an account on the [TSS Portal](#). Knowing how to register will help your business continue to trade seamlessly. Registration is the focus of this guide.

There are two profile account types supported on TSS:

- **'Trader' profiles** for businesses importing or moving goods into NI
- **'Agent' profiles** for professional 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 this 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 customs agent, you will need to complete 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. 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.



2 How do I register?

Navigate to the [TSS Portal](#).

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

[Home](#) > [Register](#)

Registration Options

There are a couple of registration options available to you and it is important that you choose the right one in order to ensure your account creation is successful.

If your company has already registered with the Trader Support Service and you know your company's registration code then you can complete the 'Additional User Registration' form. If your company has already registered but you do not know your company's registration code then please contact the primary contact within your company for Trader Support Service and they should be able to provide you with it.

If your company has not yet registered with the Trader Support Service then please complete the 'Register Your Company' form.

Additional User Registration	Use this form if your company has already registered with the service and you know your company's registration code. Register as an additional user
Register Your Company	Use this form if your company is yet to be registered with the service and you wish to register both yourself and your company at the same time. Register your company as a trader or carrier
Register as a Customs Agent	Use this form to register as a customs agent on TSS to complete customs declarations and payments on behalf of importers. Register as a customs agent

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 TSS 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 importing or moving goods into NI, registering as a trader or carrier for the first time
 - **Register as a Customs Agent** – select this option if you are a professional 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 [Northern Ireland Customs & Trade Academy \(NICTA\)](#) website.



3 Add your contact details

Once the registration form is open, add your details into 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**.

Register your company as a trader, agent or carrier

Please do not use this form if your company has already registered with the Trader Support Service. Instead use the [Register as an additional user form](#).

Trader and Company Registration

Trader Details

* First Name

* Last Name

* Email

* Contact Number

Job Title

If you have the information available for the 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 denoted 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.

* Company Name

EORI Number

XI EORI Number

1. Add the **Company Name** for your business, using the same details that you use in correspondence with HMRC
2. The Economic Operators Registration and Identification number (**EORI Number** or **XI EORI Number**) is a unique customs ID for businesses who undertake goods movements.



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 TSS, 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.

Following the UK's departure from the EU, you need an EORI to move goods between GB and the EU. You may also need one if you move goods to or from NI.

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

3. Add the address details for your business including the **Street**, **City** and **Post Code** fields
4. Select the **Country Code** for your business from the drop-down menu (for example, 'United Kingdom (GB)')

*Street	<input type="text" value="Street"/>
*City	<input type="text" value="City"/>
*Post Code	<input type="text" value="Post Code"/>
*Country Code	<input type="text" value="-- Select --"/>

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

Company Email	<input type="text" value="Company Email"/>
Company Phone	<input type="text" value="Company Phone"/>

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

*Type	<input type="text" value="-- Select --"/> <ul style="list-style-type: none"> -- Select -- Fast Parcel Operator Intermediary Haulier Trader Freight Forwarders
--------------	---

7. **Do you hold a Simplified Customs Declaration Process (CFSP) - SDE authorisation for Northern Ireland?**



Note: Simplified Customs Declaration Process (SCDP) - SDE authorisation was formerly known as Customs Freight Simplified Procedure (CFSP) - SDE authorisation. SCDP is referred to as CFSP within 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 and 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 SCDP authorisations can be found on [GOV.UK](https://www.gov.uk).

8. If your business holds 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, 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 SCDP is referred to as CFSP within the TSS portal.

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 for 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.



9. The field will only accept the **CFSP EIR Authorisation Number** (now known as the SCDP 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'

* CFSP EIR Authorisation Number

OR

- A 27-digit number

* CFSP EIR Authorisation Number

10. If your business has a Duty Deferment Account (DDA) suitable for use on goods movement into 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?**

A DDA enables you to defer customs duties, excise duties, any import VAT or other charges associated with the movement of goods, 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.

* Do you have a valid Duty Deferment Account (DDA) associated with XI EORI?

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 into NI, answer ‘No’ to this question. The TSS Duty Deferment Account 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](https://www.gov.uk) for information if you want to apply for your own DDA.

11. If you select 'Yes' to 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 'GBCGUNNNNNNNNNNNNNNNNNNNNYMMDDHHMMSS' or 'XICGUNNNNNNNNNNNNNNNNNNNNYMMDDHHMMSS'
- **DPO Number (Deferment of payment authorisation) for XI EORI:** the format is 'GBDPONNNNNNNN' or 'XIDPONNNNNNNN' (the last 7 digits comprise the DAN, above)
- **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 dashboard (see [GOV.UK](https://www.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 [GOV.UK](https://www.gov.uk).

The screenshot displays the registration form with the following fields:

- Home > Register > Trader and Company Registration
- * Do you have a valid Duty Deferment Account (DDA) associated with XI EORI? [Yes]
- * Deferment Account Number for XI EORI [Deferment Approval Number]
- * Guarantee Reference Number for XI EORI [Guarantee Reference Number]
- * DPO Number (Deferment of payment authorisation) for XI EORI [DPO Number]
- I have provided authorisation to TSS on my CDS account to use my DDA details on my behalf [-- Select --]
- [Guidance on providing Duty Deferment Account authorisation.](#)

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

Parent Organisation Authorisations are only required in the exceptional circumstances where you wish to use a Duty Deferment Account or Special Procedure authorisation that is associated with a Parent Company EORI, rather than the Importer EORI. The following new **mandatory** drop-down field has been introduced on the Trader Registration page.



Home > Register > Trader and Company Registration

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

-- Select --

-- Select --

Yes

No

Procedure authorisation that is associated with a Parent Company EORI, rather than the Importer EORI.

If you select 'Yes' the **Parent Organisation EORI Field** will be displayed, and you should enter the EORI number of the parent organisation.

Home > Register > Trader and Company Registration

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

Yes

Parent Organisation Authorisations are only required in the exceptional circumstances where you wish to use a Duty Deferment Account, or Special Procedure authorisation that is associated with a Parent Company EORI, rather than the Importer EORI.

Parent Organisation EORI

Parent Organisation EORI

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

- TSS allows you to keep your company details 'private should you wish to with the question **Do you want the company name to be private?**

If you select 'No' to this question the **TSS system will auto-populate the Importer's name and address** details for you in the declaration when these are required.

If you select 'Yes' to this question the **TSS system will not be able to auto-populate the Importer's 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 declaration. For example, if you enter a GB EORI number in the **Importer EORI** field at consignment level, the name and address of the importer must also be entered.

* Do you want the company name to be private?

-- Select --

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

Company Size	-- None --
Justification for Chosen Size	-- None -- Small Medium Large

15. You must have provided your **VAT Registration Number** if you select 'Postponed VAT Accounting (PVA)' in your declarations, 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

VAT Registration Number	VAT Registration Number
-------------------------	-------------------------

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

Commodity Codes (please add comma separated list)	Commodity Codes (please add comma separated list)
--	---

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

More information on how to find out your commodity codes can be found on [GOV.UK](https://www.gov.uk) and in the guide [An overview of tariff classification](#) on NICTA.

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

Customs Procedure Codes (CPC) (please add comma separated list)	Customs Procedure Codes (CPC) (please add comma separated list)
---	---

Before you start using TSS for customs declarations, you need to know the **Procedure Codes** that apply to the goods you intend to move. More information can be found on [GOV.UK](https://www.gov.uk).

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

* Do you move goods into NI that are subject to commercial processing?	-- Select -- -- Select -- Yes No
--	---

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

* Do you move goods into NI that are subject to commercial processing?	Yes
* Are you eligible for any of these exemptions related to commercial processing? (Select all that apply by holding CTRL and clicking)	Turnover exemption Approved processing sector exemption Not applicable

As part of the Windsor Framework, 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 can be found on [GOV.UK](https://www.gov.uk).

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

* Have you received subsidy from any other sources?	-- Select --
---	--------------

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

Experience of importing and exporting	-- Select -- -- Select -- None Import Export Both Import & Export
---------------------------------------	--

21. Enter **How many shipments do you make monthly** using the options in the drop-down



How many shipments do you make monthly

-- Select --

-- Select --

1 to 10

11 to 25

26 to 50

51 to 100

More than 100

22. Respond with either ‘Yes’ or ‘No’ to the fields relating to your business trading relationships between countries and regions, as appropriate

Home > Register > Trader and Company Registration

Do you move goods between GB & NI -- Select --

Do you move goods between Republic of Ireland & NI -- Select --

Do you move goods between Rest of EU & NI -- Select --

Do you move goods between Rest of World & NI -- Select --

23. If your company moves goods under duty suspension, select ‘Yes’ to the question **Do goods move under duty suspension (for example under Transit or Warehousing)**

Do goods move under duty suspension (for example under Transit or Warehousing)

-- Select --

-- Select --

Yes

No

Duty suspension is defined as a temporary exclusion from paying excise duties allowed by a taxing authority, under certain conditions, when goods arrive from a foreign shipping point. Further information on duty suspensions can be found on [GOV.UK](https://www.gov.uk).

24. Respond to How often you use the services of a fast parcel operator weekly using the selection provided

How often you use the services of a fast parcel operator weekly

-- Select --

-- Select --

0 to 50

51 to 100

More than 100

25. When ‘Trader’ is selected as the **Type** of business, then an additional field is presented: **Traders - do you use a broker or intermediary**. Select an answer from the drop-down

Traders - do you use a broker or intermediary

-- Select --

-- Select --

No

Yes for some

Yes for all



26. Confirm the **Number of product lines** for your business

Number of product lines	<input type="text" value="Number of product lines"/>
-------------------------	--

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

What industry or sector do you operate in	<div style="border: 1px solid #ccc; padding: 2px;"> -- Select -- </div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #e0e0e0;"> -- Select -- </div> <ul style="list-style-type: none"> Agriculture, forestry & fishing Automotive & aviation Computers & electronics Construction & materials Fast parcel operator Health & biotech Manufacturing & production Military equipment Retail: food & drink Retail: other Telecommunications Transport & logistics Wholesale distribution Other (not listed)
---	--

28. 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 process

Will your business be required to make full declarations through TSS	<input type="text" value="-- Select --"/>
--	---

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 journey. The TSS simplified journey allows businesses to move goods from GB into NI by making a simplified declaration before the goods move and then providing the full information about the goods after they have moved. This is the most common journey on TSS.

The TSS simplified journey 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 journey and pay any required duties and other charges. This step is covered in this guide

Submission of the Supplementary Declaration in TSS 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.

- 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.

29. Fill in your **CSE Authorisation Number**. The CSE authorisation number must be a total of 32 characters, start with 'GBCSE' followed by 12 characters, an 'E' at the 18th character and the date and time in 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'

CSE Authorisation Number	<input type="text" value="CSE Authorisation Number"/>
--------------------------	---

30. 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 the **Submit** button



I agree to the [Privacy Policy](#) and [Terms and Conditions](#)

Security Code

I'm not a robot

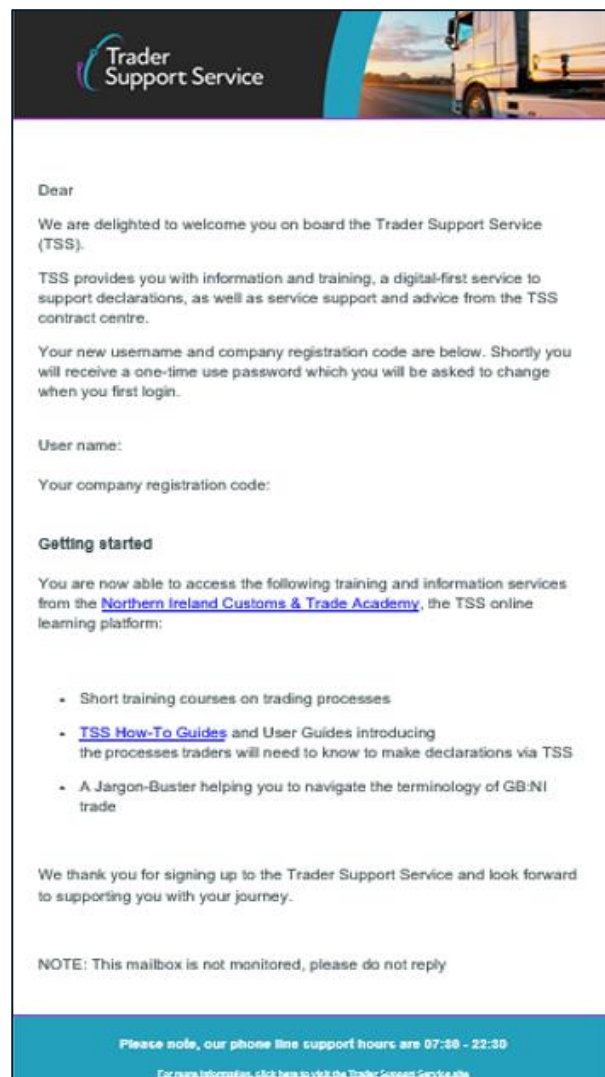
reCAPTCHA
Privacy - Terms

[Submit](#)

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 other 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.





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 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.

XI EORI Number	<input type="text" value="XI EORI Number"/>
XI EORI Valid?	<input type="text" value="Yes"/>

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 into and out of Northern Ireland:

- [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](#)

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



7 Changes to guidance and policy

Last updated November 2024.

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 UK Internal Market Scheme (UKIMS) and Parent EORI functionality change.

June 2023: Updated to reflect Importer Parent EORI changes.

March 2023: Updated to reflect UCC changes.

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.