Fortnightly bulletin

186th edition

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Trader Support Service

Trader Support Service (TSS)

Fortnightly bulletin: Key updates to support you

Contents

February Windsor Framework webinar: register now

Following the success of previous webinars, TSS will be hosting our next webinar on the Windsor Framework simplified processes using the Trader Support Service Portal, which will take place at 10am GMT on Friday 14 February.

The purpose of this webinar is to highlight the changes we have made to the TSS Portal to prepare for the implementation of the Windsor Framework simplified processes, including the following topics:

- Pre-requisite set-up steps, permissions and authorisations
- Trader Goods Profile (TGP) use in the TSS Portal
- Internal Market Movement Information (IMMI) in the TSS Portal
- Questions and Answer session

There are limited spaces available, so please make sure you register for the webinar using this event link. You can submit questions in advance as part of registration – these are invaluable in shaping our future engagements. Once you've registered, we will send you instructions on how to join the webinar closer to the time of the event.

Please be aware that this session will be recorded and uploaded to the Northern Ireland Customs & Trade Academy (NICTA), where you can find further learning resources, including the recording of the 11 December 2024 webinar.

New Windsor Framework guidance

To further support your readiness for the new Windsor Framework arrangements by 31 March 2025, TSS have recently added documents to the Northern Ireland Customs and Trade Academy (NICTA) website.

The Trader Goods Profile (TGP) is now available to access via the TSS Portal, and you can now review and manage permissions using these new user guides:

- Trader Goods Profile (TGP) Guide
- TSS Permissions Management for TGP and UKIMS

Additionally, the following new guides and checklists provide advanced information on the simplified processes for Internal Market Movements and the Internal Market Movement Information (IMMI). These will help you understand in more detail what's required to benefit from the simplified processes:

- Simplified processes for Internal Market Movements – Introduction Guide
- Internal Market Movement Information (IMMI) Data Guide
- Internal Market Movement Information (IMMI) Procedures and Additional Procedure Codes Guide
- Internal Market Movement Checklist for Traders
- Internal Market Movement Checklist for Hauliers

Trader Goods Profile recap

What is the Trader Goods Profile and how do I use it?

TGP supports the new arrangements being introduced for moving goods from Great Britain (GB) to Northern Ireland (NI) as part of the Windsor Framework. You should be fully prepared by 31 March 2025 for these new arrangements. TGP is an online service available to UK Internal Market Scheme (UKIMS) authorised traders that can be used to store information about goods you commonly move from GB to NI.

Every UKIMS authorised trader has their own TGP, and should you choose to use it, once it's set up you'll save time when the new arrangements come into effect. This is because your TGP can be used to complete certain Internal Market Movement Information (IMMI) data fields. Each record in your TGP will contain a goods description, commodity code, product reference, country of origin, category of goods and supplementary units if required. The data fields are listed in our Checklist for Traders and Checklist for Hauliers.

You will only have to add movement-specific information such as volume, mass and value to the IMMI. The information in your TGP can be used to auto-populate the IMMI providing you set it up and give TSS permission to access it.

The IMMI is a reduced data set which can be used instead of a full declaration for 'not at risk' goods you move from GB to NI as part of the simplified processes for Internal Market Movements.

For more information on TGP, including what information it will store, see Bulletin 183 that was published on 5 December 2024.

There is further information on submitting the IMMI and using your TGP on the TSS Portal on NICTA.

Trader Goods Profile public beta: access your Trader Goods Profile via HMRC and the TSS

What is the HMRC TGP public beta?

On 22 January, HMRC contacted TSS users to launch a public beta for the Trader Goods Profile (TGP).

The TGP public beta gives UKIMS authorisation holders an opportunity to access their TGP and ensure it contains accurate data about the goods they move from GB to NI. This will allow Traders to use their TGP as soon as the new arrangements come into effect.

When you're using the TGP public beta, you'll have access to [comprehensive guidance](#) and be able to provide feedback directly on GOV.UK to inform development of the service.

How do I access the HMRC TGP public beta?

The TGP public beta can be accessed now on [GOV.UK](#).

- You'll need to log in with your Government Gateway account using the EORI number associated with your UKIMS authorisation.
- If necessary, you'll be asked to register your EORI number with the [Customs Declaration Service (CDS)](#).
- Have your [Northern Ireland Retail Movement Scheme (NIRMS)](#) number and [Northern Ireland Plant Health Label (NIPHL)](#) authorisation number to hand, if you move goods that require these.

If you were UKIMS authorised on or before 19 June 2024, HMRC has pre-populated your TGP with goods moved from GB to NI in the 12 months up to this date.

For more information and support please contact [HMRC imports and exports general enquiries](#).

Since the Trader Goods Profile is a live service hosted by HMRC, any updates you make on GOV.UK will be reflected on the TSS Portal, and vice versa, including the pre-populated data for goods moved on or before 19 June 2024.

How do I access the TGP on the TSS Portal?

As the Trader Goods Profile hosted by HMRC is now available to UKIMS authorisation holders, after the TSS Portal updates have taken place on Sunday 2 February you will be able to access your TGP through the TSS Portal as well as via GOV.UK.

Provided you have completed the access and permissions on your TSS Company Profile, you will be able to access your TGP on the TSS Portal, and, when available, use it to populate data onto your Internal Market Movements when you submit an IMMI.

Additionally, the TSS Portal will allow you to grant access to a third party (e.g. a haulier, intermediary, or agent) to manage your TGP on your behalf.

On NICTA you will find the following TSS guidance:

- [TSS Permissions Management for TGP and UKIMS](#): how to access your TGP and set up your access permissions
- [Trader Goods Profile Guide](#): how to use TGP on the TSS Portal

Volunteer to help HMRC make improvements to the Trader Goods Profile

As part of the development and launch of the Trader Goods Profile, HMRC are looking to speak with traders to gain essential feedback so that improvements can be made to the digital service. If you're interested in taking part in this research, [please enter your email on this form](#) and the HMRC researcher will be in touch to schedule a session with you.

- These sessions will be for UKIMS traders
- Sessions will be remote and take 45–60 minutes

Get ready to access your Trader Goods Profile: is your business subscribed to the Customs Declaration Service?

We advised you in TSS Bulletin 184 that to sign up to access and use your Trader Goods Profile your business will need to be subscribed to the Customs Declaration Service, also referred to as CDS. [You can read the full article here](#).

If your business is not already subscribed to the CDS, you will need to subscribe before you can gain access to your Trader Goods Profile, and you can do this now on [GOV.UK](#).

New Windsor Framework TSS Portal feature: are you 'IMMI Ready'?

From 2 February 2025, you will be able to view your company dashboard on your TSS Company profile and check if it is 'IMMI Ready'

TSS have summarised all of the Windsor Framework processes you can add and set up on your TSS Company Profile in order to help you make use of the simplified processes for Internal Market Movements.

To see the dashboard, pictured above, which will be visible for all users on the TSS account, the Primary account holder will need to answer 'Yes' to the question 'Are you planning on using the Windsor Framework features?' at the top of your TSS Company Profile.

- This question refers to using the Windsor Framework simplified processes to submit Internal Market Movement Information (IMMI) for your 'not at risk' goods movement from GB to NI.
- If you select 'Yes' the dashboard will then be visible and TSS will review your profile and identify actions you can take to ensure you are 'IMMI Ready'. As each action is completed, the dashboard will update to reflect the changes you make to your profile.
- If you are not planning on using the Windsor Framework simplified processes you can select 'No' so that TSS know your choice and movement preference.

Step 1: Upload your UKIMS authorisation

Why? Your UKIMS authorisation gives you access to submit an IMMI on the TSS Portal and access to your Trader Goods Profile (TGP). Without your UKIMS authorisation added to your profile you won't be able to benefit from the Windsor Framework simplified processes on the TSS, nor make 'not at risk' movements on the TSS Portal using your authorisation.

Step 2: Upload your NIRMS authorisation

Why? If you move goods via the Northern Ireland Retail Movement Scheme (NIRMS), uploading your scheme number to your TSS Company Profile allows the TSS to support the correct categorisation of your goods on your TGP and on the IMMI. Eligible goods can be

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moved as Standard Goods instead of Category 2 goods, but only if the NIRMS information is stored on your TSS Company Profile.

Step 3: Authorise TSS to access your Trader Goods Profile

Why? If you are using your Trader Goods Profile to populate data into your IMMI, you will need to authorise TSS to access your TGP data from HMRC, as TGP is hosted by GOV.UK.

Step 4: Define your permissions for UKIMS and Trader Goods Profile

Why? If you will engage with a haulier or intermediary to submit the IMMI on your behalf, you will need to set them up with the appropriate permissions to use your UKIMS authorisation and your TGP, if you are using one, to submit the IMMI data on the TSS Portal. You can also give permission to a TSS third-party account to manage and maintain your TGP Data.

Although you can give permission to a third-party TSS user to submit IMMI data or manage your TGP on your behalf, you as the UKIMS authorisation holder are responsible for the accuracy of the information submitted on the IMMI.

Detailed step by step guidance is available in the TSS Permissions Management for TGP and UKIMS **guide.**

Advanced warning of TSS outage: new TSS features and NICTA

On 2 February 2025 from 17:00 to 22:00 there will be an update to the TSS Portal. During this time, the portal will be temporarily taken offline.

Further changes over the coming weeks on the NICTA website include updates to existing guides, listed below:

Guide updated on NICTA
Data guide: TSS declaration data requirements
ENS Step-by-step guide: Standard Process and Consignment First Process
ENS step-by-step guide for maritime movements from GB to NI
Creating a Goods Movement Reference
How to use the TSS Portal
Registration: Step-by-step guide to using TSS
Simplified processes for Internal Market Movements – Introduction Guide
Tariffs on goods movements into Northern Ireland (NI)
TSS Transit service: a step-by-step guide for traders

All these guides and more resources are available on NICTA.

Post-webinar Q&A

Q: What is a 'Trader Reference' / 'Product Reference' in the Trader Goods Profile?
A: The 'Trader Reference' / 'Product Reference' is a custom name or number that you can give to a goods record to help identify it in your TGP and use it to populate the data onto the Internal Market Movement Information (IMMI). Each goods record must have its own unique reference so it can be distinguished. You may choose to use the goods Stock Keeping Unit (SKU) for this field, for example.

Q Can my haulier or agent use my Trader Goods Profile?
A: Yes, if you are not completing the IMMI and instead are using a haulier or intermediary to complete the IMMI on your behalf, TSS allows you to give access and permissions to other TSS users to use your UKIMS authorisation and your TGP to complete an IMMI. You will still need to provide information to your haulier or agent, such as confirming the EORI for your UKIMS authorisation, confirming the goods moving are 'not at risk' and eligible for the simplified processes, as well as providing the trader reference or goods description and other goods information to successfully submit the IMMI.

UK imports: reminder of the new Safety and Security requirements for Entry Summary Declarations from 31 January 2025

In TSS Bulletin 185 we published a reminder that the new Safety and Security requirement for Entry Summary Declarations for imports into GB are due from 31 January 2025.

There is no requirement for a safety and security declaration for qualifying Northern Ireland Goods which will continue to benefit from unfettered access arrangements. This means the vast majority of goods moving from Northern Ireland to Great Britain will not require Entry Summary Declarations, but you are encouraged to check if your movement will require one.

TSS feedback survey

TSS is always looking for ways to improve and we would be very grateful if you could complete a short survey about how you use the TSS and what we can do to improve. Your comments and opinions are very important to us and will be very helpful in shaping the way the TSS continues to grow and support service users.

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.

NOTE: Please do not reply to this email as this mailbox is not monitored