

Fortnightly bulletin

187th edition

Date 13 February 2025



Trader Support Service (TSS)

Fortnightly bulletin: Key updates to support you

Contents

February Windsor Framework Webinar: stay informed and prepared	1
New Windsor Framework TSS Portal feature: are you 'IMMI Ready'?	2
Useful TSS video guidance	3
TSS tip: are your TSS Company Profile settings correct?.....	3
Future changes: how to complete your GMR when you use the TSS simplified journey for standard goods	5
TSS Application Programming Interface (API)	6
Helpful Windsor Framework guidance available on NICTA.....	7
Are you using the correct goods descriptions in the TSS Portal?.....	7
Use of Meursing codes when moving 'not at risk' goods under UKIMS.....	8
TSS feedback survey	8

February Windsor Framework Webinar: stay informed and prepared

Following the success of previous webinars, TSS will be hosting the next webinar on the Windsor Framework simplified processes using the Trader Support Service Portal 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.

Please be aware that this session will be recorded and uploaded to [NICTA](#), where you can find further learning resources, including the recording of the 11 December 2024 webinar on the [Simplified processes for Internal Market Movements – Hauliers](#).

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

Following the update on 2 February 2025, you can now view your own company dashboard on your TSS Company profile, which shows if your TSS profile is ‘IMMI Ready’.

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

TSS Trader Technical Readiness for Windsor Framework

Are you planning on using the Windsor Framework features?

Required: 2/2

<p>UKIMS Authorised ✓</p> <p><small>As part of this readiness check, TSS has checked your UKIMS documentation. Your UKIMS documentation has been uploaded, thank-you.</small></p>	<p>Defined Permissions for UKIMS ✓</p> <p><small>As part of this readiness check, TSS has checked your UKIMS permissions. Permissions have been applied / UKIMS Permission is Open.</small></p>
---	---

Optional: 2/3

<p>NIRMS Registered ✗</p> <p><small>If you move Agri product and you are eligible for NIRMS authorisation please upload your scheme number. Why enable NIRMS? Define your NIRMS Number here.</small></p>	<p>Enable TGP Profile ✓</p> <p><small>As part of this readiness check, TSS has checked for Trader Goods Profile access. Your TGP has been enabled.</small></p>	<p>Defined Permissions for TGP ✓</p> <p><small>As part of this readiness check, TSS has checked that traders have been granted access to use your TGP.</small></p>
--	--	--

Please speak to your haulier, intermediary or parcel carrier about how information will move along the supply chain, in preparation for moving your goods using the Windsor Framework.
[Internal Market Movement Guidance](#)
[Internal Market Movement Trader Checklist](#)

To see the dashboard 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.

More information is available in [Bulletin 186](#) and step-by-step guidance is available in the [TSS Permissions Management for TGP and UKIMS](#) guide.

Useful TSS video guidance

TSS is creating a series of Windsor Framework training videos. The first video, [Preparing for the Windsor Framework using the TSS Portal](#), is available now and covers simplified processes for Internal Market Movements and getting your TSS profile ready.

Two further videos will be available on NICTA later this month, on the [Internal Market Movement](#) page under the subheading 'Videos':

- Preparing for the Windsor Framework using the Trader Goods Profile
- Using TSS to submit your Internal Market Movement Information

TSS tip: are your TSS Company Profile settings correct?

Avoid incorrect information on your declaration: check your TSS Company Profile settings

We urge all businesses with a TSS account to check that the information entered on their TSS company profile is correct. This includes all traders, hauliers, and carriers.

Why is this important?

The information from your TSS company profile can be used to populate data on your movements, so if the information is not correct on your profile this may lead to incorrect information declared on your movement.

We would like to highlight one section in particular: **'Do you want the company name to be private?'** If you select **'Yes'** this means that your name and address is kept private and cannot

be auto populated into required fields on the movements by TSS. Your EORI, company name and address are needed in movements on the TSS Portal, so selecting **'Yes'** to this question means that for each movement your company name and address needs to be manually entered, as TSS cannot help to populate the fields. It can be time-consuming for the submitter to repeatedly enter this information and can often lead to significant errors on the declaration, as incorrect information is submitted.

How can I make this easier?

- Check your privacy settings and ensure they are set to **'No'** to optimise efficiency.
- Where asked **Do you want the company name to be private?** selecting **'No'** will allow TSS to automatically populate this information from your TSS company profile using your EORI number.

Will this mean that everyone has access to my information?

No, the submitter needs to know your EORI number for the movement already. On entering that EORI onto the movement, the associated company name and address is populated from that company profile, and it is not possible to access your information any other way. Your company name and address need to be entered on the movement regardless.

Authorisations and restrictions

* Do you move goods into NI that are subject to commercial processing? -- Select --

* Do you want the company name to be private? -- Select --

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

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.

While you are reviewing your TSS Company profile, please check all sections are correct, and in particular:

- **Company name** – using the same details that you use in correspondence with HMRC
- **EORI Number XI EORI number** – where you have an XI EORI, this should be used
- **Company address** – this is your business registered address

Note that any fields marked with a * are mandatory and must be completed on the company profile.

The [Registration: Step-by-step guide to using TSS](#) is available on NICTA.

If you require support changing any of these fields in your TSS Company profile, contact the TSS contact centre for support.

Future changes: how to complete your GMR when you use the TSS simplified journey for standard goods

Get ready for 31 March 2025

There will be changes to the Goods Vehicle Movement Service (GVMS) on how to submit your information for standard goods movements using the [TSS Simplified Procedure](#). You will be required to submit information, known as a Notification of Presentation (NOP), via GVMS for standard goods moved using Entry Into Declarant's Records (EIDR) to Northern Ireland.

If you plan to use a pre-movement IMMI or currently use a [Simplified Frontier Declaration](#) or a [Full Frontier Declaration](#), then this does not affect your movements as you already submit the necessary information pre-movement.

Importantly, you must continue to add all Movement Reference Numbers (MRN) for each movement into GVMS to obtain your GMR, to ensure your declarations are arrived correctly and maintain compliant goods movements.

What are the changes?

When you receive an email with your MRN for applicable movements, TSS will provide you with the Local Reference Number (LRN) and the procedure code that you will need for GVMS. If you are moving standard non-controlled goods on the TSS simplified journey, the Procedure Code is '4000'.

What can TSS do to support?

Did you know that you can automate your GMR submission through the TSS Portal so you don't have to submit the information to GVMS manually? This is called 'GMR automation'. If you choose this option in your company profile, TSS will submit the information to GVMS on your behalf using the information you submitted to TSS for the Entry Summary Declaration.

The [Entry Summary Declaration: Step-by-step guide](#) on NICTA includes guidance on how to do this, in the 'GMR automation (ENS Header)' section.

TSS Application Programming Interface (API)

TSS has developed functionality to automate the upload of information required to create declarations. This automated process is available for all declaration types and the [TSS API Reference How-to guide](#) now includes support for the simplified processes for Internal Market Movements.

The TSS uses industry standard API protocols enabling experienced IT departments to develop and build automated upload procedures. There are test environments available for developers to build and test their API processes before using them to submit real declarations. Organisations interested in using this API can register for access via their company profile on the TSS Portal.

What is an Application Programming Interface (API)?

An API is a standardised and automated way for computer programs to interact with each other (e.g., to transfer data or access functionality). In the case of TSS, the API allows traders to give their computer systems automated access to similar functionality that a human operator access via the TSS Portal.

How does the API work?

To interact with the API, the trader's software sends a request to the TSS system (much like how your web browser would request a website or upload a photo). This contains the same type of data a manual user would enter into the TSS Portal. TSS processes this request and replies to the trader's system with either confirmation or an error. There are two types of relevant errors.

How to get started

- [API: Functional Guide](#): this is an introductory guide to help the user navigate the API landscape within TSS.
- [TSS API Reference How-to guide](#): this guide gives an overview of the process to register and upload your declarations through the API and details the data.

Once you are registered for the TSS API you can request help at any stage of this process via the TSS Portal (see the [How to use the TSS Portal](#) guide for details on how to raise a case in TSS).

Helpful Windsor Framework guidance available on NICTA

The following guidance is available on [NICTA](#) to help with your readiness for 31 March:

- [Trader Goods Profile \(TGP\) Guide](#)
- [TSS Permissions Management for TGP and UKIMS](#)
- [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](#)

Are you using the correct goods descriptions in the TSS Portal?

The **Goods Description** field is mandatory in TSS movements and must be completed in plain language and provide a detailed description of what is being shipped.

A screenshot of a web form field. The field is titled '* Goods Description' and contains the text 'Women's cotton T-shirts, size 14, packs of 3'. The field is enclosed in a rectangular border.

This ensures that checks for taxes and duties can be performed smoothly and that the goods will be stored, handled and transported safely. Inadequate or generic descriptions such as 'accessories' or 'samples' may result in delays before or after movement. Shipments can be returned or seized if there are ambiguities.

Consider the following when entering a goods description: **what are your goods, what are they made of, and what is their purpose?**

- If your goods are packaged, this should be included in the **Goods Description** field.
- For branded items include the brand and model number; for example, 'Garmin Forerunner 55 smartwatch, black casing, silicon strap'.
- For excise goods, include the volume, brand name and container size; for example, 'Hand rolling tobacco, Amber Leaf, 500g'.
- For alcohol goods include the strength; for example, 'Gin, Gordon's London Dry, 700ml, ABV 40%'.
- Where goods are grouped under a single commodity code, the word 'grouping' should be added; for example, 'Machine knitted woollen vests – grouping'.

For further guidance, please see the [Goods Description Guide](#) on NICTA.

Use of Meursing codes when moving 'not at risk' goods under UKIMS

If you are a UK Internal Market Scheme (UKIMS) authorised trader using your authorisation to move 'not at risk' goods from Great Britain (GB) to Northern Ireland (NI), you can use the code 7000 for all commodities requiring a Meursing Code.

What are Meursing Codes?

Meursing codes are additional codes that describes the composition of goods containing certain types of milk and sugars and applies specific duties to these goods depending on the code.

The appropriate code should still be used for declaring 'at risk' movements from GB to NI as well as all Rest of World movements to NI and can be identified using the [Look up Meursing code](#) tool on GOV.UK.

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