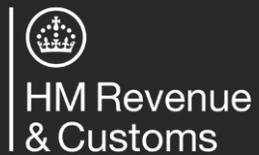




# Assisted Completion Service Quick Guide

Published March 2025



# Using the Assisted Completion Service for support with submitting a Supplementary Declaration

## Assisted Completion Service

With the Assisted Completion Service<sup>1</sup>, a **Trader Support Service (TSS) agent will complete up to five Supplementary Declarations a month on your behalf** for goods movements from Great Britain (GB) to Northern Ireland (NI). This includes all data submission on the TSS Portal and help with resolution of any errors.

### Action

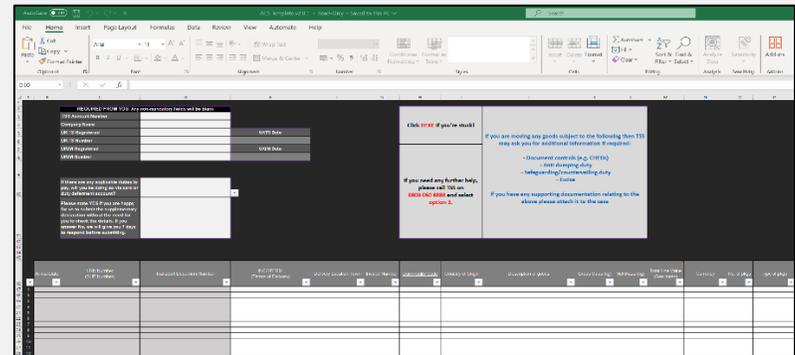
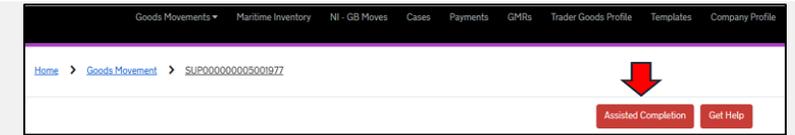
Active step  No action required  More details to follow

Navigate to the Supplementary Declaration you would like support with and click the **Assisted Completion** button at the top-right of Supplementary Declaration on the [TSS Portal](#).

TSS agent creates a case for the requested Supplementary Declaration and requests the necessary data from you using an Excel template.

Complete the Excel template, with the TSS agent available for support. Most of the information required is available on the Commercial Invoice and the Packing Slip, which can be requested from the supplier.

TSS agent collates and input on your behalf the information to be submitted through the TSS Portal.

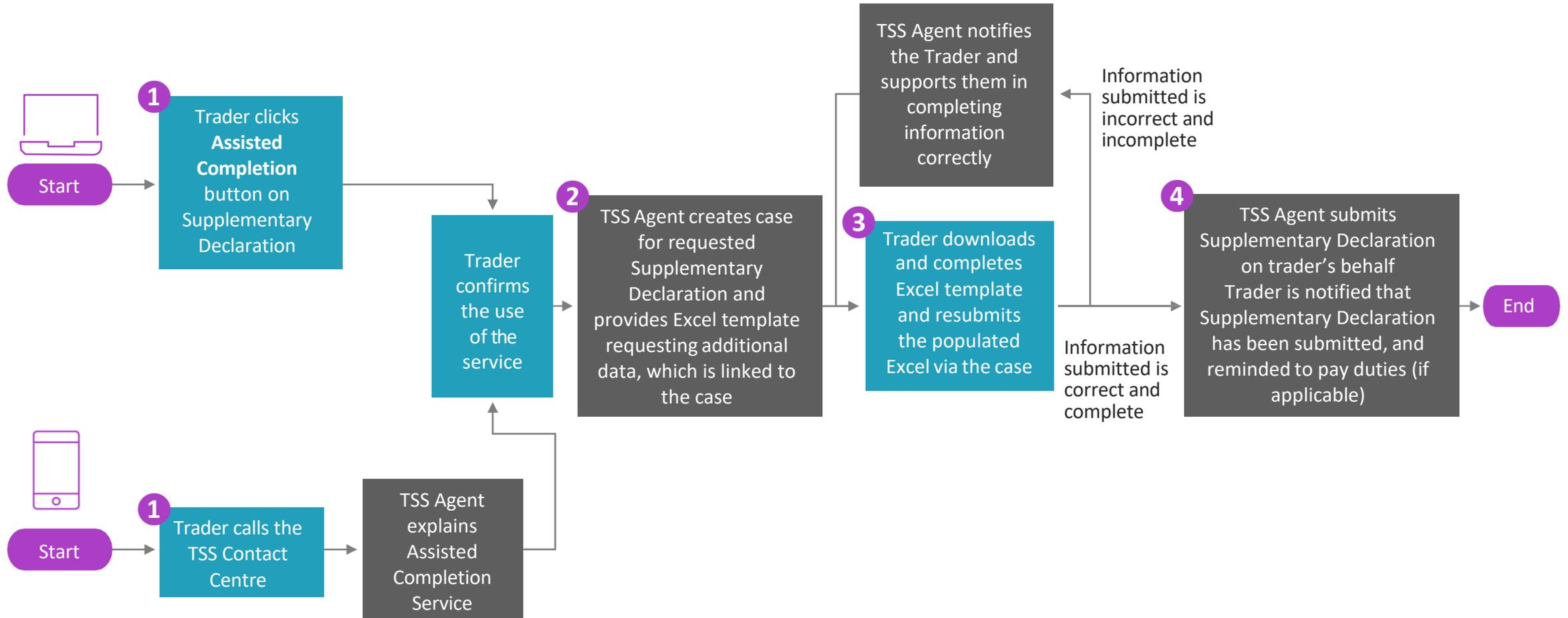


If you have questions about or would like to change your service entitlement state, please contact the TSS Contact Centre for support on 0800 060 8888, or see the [detailed guidance on NICTA](#).

<sup>1</sup> Assisted Completion Service is only available for Supplementary Declarations with a tax point within the last 330 days and where a trader is not using an agent or intermediary.

# Assisted Completion Service: Trader Journey

■ Trader action ■ TSS action



# Information required for the Assisted Completion agent to submit a Supplementary Declaration on your behalf

● Information can usually be sourced from Commercial Invoice and Packing List. The next page provides additional guidance on finding this information.

Information type	Likely information source	Information required <sup>1</sup>	Additional guidance
<b>Trader information</b>	TSS platform and internal Trader accounts	Importer name, TSS account number, UKIMS number (if registered) and customs duty waiver eligibility	Information may be pulled from your company profile on TSS.
<b>Movement information</b>	TSS platform and Commercial Invoice	<b>14</b> Arrival date, LRN Number (SUP Number), Transport Document Number, SFD Reference	You can find the Arrival date, SFD Declaration Reference and Transport Document Number in the Previous Movement Information section. You can find your LRN at the top of your Supplementary Declaration.
<b>Goods information</b>	Commercial Invoice and the Packing List	<b>5</b> Commodity Code	See NICTA guidance on <a href="#">How to Identify your Commodity Code</a> .
		<b>6</b> Origin	Country where the goods were wholly obtained and can be found on the Packing List.
		<b>7</b> Description of goods	A detailed <a href="#">description</a> of the goods that were moved.
		<b>8</b> Gross Mass (kg)	May be on the product itself, the Packing List or Commercial Invoice.
		<b>9</b> Net Mass (kg)	May be on the product itself, the Packing List or Commercial Invoice.
		<b>10</b> Supplementary Units	Consult the trade tariff for these units, they are used when a commodity code requires an additional measurement unit: <a href="https://www.trade-tariff.service.gov.uk/xi/sections">https://www.trade-tariff.service.gov.uk/xi/sections</a> .
		<b>11</b> Item price/value	Can be found on Commercial Invoice.
		<b>12</b> Currency	Can be found on Commercial Invoice.
		<b>13</b> No. of pkgs	This information can usually be found on the Packing List.
		<b>14</b> Type of pkgs	This information can usually be found on the Packing List.
		<b>15</b> Invoice Number	This is located on the Suppliers Commercial Invoice.
<b>16</b> Are goods to be released into free circulation?	This just means that the goods are customs cleared in Northern Ireland. It does not matter if they are intended to be sold on anywhere else.		
<b>17</b> INCOTERM	Incoterms are often stated on the Commercial Invoice, or contract of sale between the buyer and seller. You could also contact the supplier or haulier to find this. More details shown here: <a href="#">Incoterms Explained</a> .		
<b>18</b> Delivery Location Town	Location where responsibility for transporting or loss of goods between buyer and seller changes, usually importer address.		
<b>19</b> Freight Charges	Only required for certain incoterms, these are the costs of transporting the goods.		

<sup>1</sup> Tracker numbers based on numbers in the Assisted Completion Service data request Excel spreadsheet.

# Example of where goods data can be located on a Commercial Invoice and Packing List

Commercial Invoice						
Date:		Invoice No.:				
Exporter		Consignee				
Address		Address				
City/State/Zip Code		City/State/Zip				
Country		Code				
Phone/Fax		Country				
Contact Person		Phone/Fax				
Contact Person		Contact Person				
Tax ID No (EIN)	Total Gross Weight	Transportation	Tax ID No (EIN)	Terms of Sale:		
Other	Total # of Pieces	AWB/BL #	Currency			
Commodity Description	HS	Country of Manufacture	Qty	UOM	Unit Price	Total Amount
These commodities, technologies or software were exposed from the United States in accordance with export administration regulations. Diversion contrary to United States law prohibited. We certify that this Commercial Invoice is true and correct				Subtotal		
				Freight Cost		
				Insurance Cost		
				Total Invoice Value		
I/we hereby certify that the information on this invoice is true and correct and that the contents of this shipments are as stated above.						
Name		Signature			Date	

5 Commodity Code

6 Origin

15 Invoice number

17 INCOTERMS

12 Currency

11 Item price/value

19 Freight charge (GBP)

Packing List			
Exporter		Invoice No. & Date	Exporter ref.
		Buyer's Order No. & Date	
		Other reference(s)	
Consignee		Buyer (if other than consignee)	
		Country of origin of goods	Country of final destination
Pre-Carriage by	Place of Receipt by pre-carrier	Handling Information if any	
Vessel/Flight No NA	Port of Loading Mumbai (BOM)	Net weight: Gross weight:	
Port of Discharge	Final Destination		
Marks & Numbers	No. & Kind of Package	Description of Goods	Quantity
Container No.		Remarks	
Carton NO. Box No	L x B x H cm <sup>3</sup> / 6000 =	Volumetric weight ___kg	
Box No	L (cm) x B (cm) x H (cm)	Actual weight ___kg	
1)		Total Net weight ___kg	
2)		Total Gross weight ___kg	
3)			
4)		Signature / Date / Co. Stamp	
5)			
6)			

13 No. of packages

14 Type of package

9 Net Mass (kg)

8 Gross Mass (kg)

7 Description of goods