

Fortnightly bulletin

Special edition

Date 19 March 2025



Trader Support Service (TSS)

Special edition bulletin: Key update to support you

Update on the implementation of the Windsor Framework

The Windsor Framework establishes a new set of arrangements for the movement of goods via both parcels and freight between Great Britain and Northern Ireland.

Following the guidance issued in September 2024, there has been extensive preparatory work undertaken for the new arrangements for the movement of goods from Great Britain to Northern Ireland by parcels or freight set out in the Windsor Framework.

As a result, and subject to the relevant procedures, the new arrangements as set out in the Windsor Framework are planned to take effect from 1 May 2025.

The TSS and HMRC will continue to work with you to ensure you are ready for the changes, through webinars, guidance and bulletins.

If you need further assistance, contact us via the TSS Portal or call on 0800 060 8888.

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.