

NOTICE TO TRADE

Facility to request additional information on unaccompanied trailers under customs control

Revenue has a facility where hauliers can request information on MRNs/consignments in unaccompanied trailers awaiting clearance in the port. This 24/7 facility has been available since Monday 15th February 2021.

When you receive a 'Call to Customs' channel (excluding a seal check or transit) for an unaccompanied trailer and you wish to identify what action is required next, please follow the steps below:

1. Send your request for additional information to this dedicated email address - unaccompaniedtrailers@revenue.ie*
2. Include the list of PBNs that have been given a 'Call to Customs' channel and for which you require additional information

Revenue will check the status of the MRN/consignment covered by the PBN and respond to the haulier, by email, with information on the status of the relevant MRN/consignment. This will enable the haulier to follow up with the importer to complete customs formalities and facilitate speedy clearance.

Customs will monitor the demand for this service on a real-time 24/7 basis. The objective is to provide the relevant information to the enquirer with the minimum of delay. The speed of response will depend on the level of demand and the distribution of such enquiries across any 24-hour period.

****This email address should only be used for the purposes of requesting additional information regarding unaccompanied trailers. Queries relating to any other matter sent to this email address may not be responded to.***

Status of MRN/Consignment	Issues/Actions Required
Orange Routing on import declaration	Requires action by Agent/Declarant and an automated message has issued from Custom's declaration system to the agent.
Insufficient funds on import declaration	Requires action by Agent/Declarant and an automated message has issued from Custom's declaration system to the agent.
Customs Transit – Red; or Customs Missing Declarations	Import declarations are outstanding for goods that arrived into Ireland under T1 transit.
Customs Physical with MRNs	DAFM, HSE or Customs physical inspection case.
<p>Customs Physical without MRNs</p> <ol style="list-style-type: none"> 1. PBN was not completed correctly – ‘incorrect export’ status 2. PBN for non-electronic declarations (ATA Carnet) with ‘other’ status 3. Fallback to manual procedures due to Customs systems not operational. 	<ol style="list-style-type: none"> 1. Haulier will be requested to provide the MRNs. On receipt of the MRNs, Customs will check the routing of each declaration. If controls are required, haulier will be advised accordingly. 2. Goods need to be presented, along with the paper declaration to Customs. 3. Advice to hauliers in this situation will be dependent on the nature of the fallback.
<p>Customs Missing Declarations</p> <ol style="list-style-type: none"> 1. PBN not showing on ferry manifest 2. Where driver presented a PBN ID at check-in without a ‘Good to check-in’ status and, exceptionally, ferry operator allowed truck to check-in 	<ol style="list-style-type: none"> 1. Ferry operator has not provided Customs with the relevant PBN. Haulier will be asked to provide the MRNs. Customs will check the routing of each declaration. If controls are required, the haulier will be informed accordingly. 2. Haulier will be requested to provide the missing MRN(s). Customs will check the routing of each declaration. If controls are required, the haulier will be informed accordingly.