

eCustoms Helpdesk Notification

Number:	Ref: 61/2021
Subject:	eCustoms Helpdesk – Holiday Period Service and Changes to CN Codes 1 January 2022
Who should read:	All those involved in the submission of customs declarations
Related Notification:	None
Issued by:	eCustoms Helpdesk
Queries to:	eCustoms Helpdesk Contact through email is advisable email: ecustoms@revenue.ie Phone: 01 7383677
Issue Date:	17 December 2021

1. eCustoms Helpdesk – Holiday Period Service

Availability of the eCustoms Helpdesk telephone service over the holiday period is:

Friday	24/12/2021	09:00 – 13:00
Monday	27/12/2021	Closed
Tuesday	28/12/2021	Closed
Wednesday	29/12/2021	09:00 – 14:00
Thursday	30/12/2021	09:00 – 14:00
Friday	31/12/2021	09:00 – 13:00
Monday	03/01/2022	Closed

The eCustoms Helpdesk e-mail/ MyEnquiries - ecustoms@revenue.ie - will be closed between 24 and 26 December and will re-open on 27 December with reduced capacity. Normal e-mail/MyEnquiries service will resume on 4 January 2022.

If you experience technical issues outside of the above hours, our out of hours service can be contacted by:

Email: outofhoursfallback@revenue.ie

Tel: 086-0321714

If you have a query relating to customs clearance or import/export/transit movements which have an MRN, please contact the relevant Customs Station by [MyEnquiries](#) or by [telephone](#) 01-7383685

Wishing you all a very Happy Christmas.

2. Changes to CN Codes 1 January 2022

With reference to [eCustoms Helpdesk Notification Ref: 59/2021](#) issued on the 15 December 2021, Revenue would like to remind importers the procedures for import declarations pre-lodged in December for goods arriving in January where the CN code is one of the 350 CN codes that is no longer valid from 1 January onwards. Please consult the above the eCustoms notification for details of the CN codes impacted.

If the CN code has an end date of 31 December and the goods arrive in January, the Import Declaration will be rejected in January and a new post lodged import (IMA type) declaration will need to be submitted with the new CN code.

In relation to RoRo movements, while the pre-lodged declaration may be rejected and a new post lodged import declaration will be required, the channel e.g. green routing, will remain unaffected.