

eCustoms Helpdesk Notification

Number:	Ref: 012/2018
Subject:	New customs and excise balance enquiry request service
Who should read:	All those involved in the submission of import or export declarations
Related Notification:	None
Issued by:	eCustoms Helpdesk
Queries to:	Mail to: ecustoms@revenue.ie Telephone: 01 7383677 Outside Ireland: +353 1 7383677
Issue Date:	22 November 2018

1. Background

A new customs and excise balance enquiry request service will be released into Live this weekend. The new facility will allow customs and excise traders to view a current customs and excise balance on their Revenue account. Traders will be able to request a current balance and get a response in their Revenue Online Service(ROS) Inbox. This service may be used if you are registered both as a customs and excise trader and for ROS.

2. How to access the service

You can access the service through [ROS](#) by following these steps:

- Select 'Revenue Record' from the ROS main menu.
- Select 'Request Statement of Accounts'.

- Select 'C&E' from the 'Tax Type/Duty' option list.
- Select the relevant option from the 'Function' option list.
- The relevant balance will be displayed on screen.

Please see screenshots at [Annex 1](#).

3. Further information:

eCustoms Helpdesk


Email: ecustoms@revenue.ie

Tel: 01 7383677













Outside Ireland: +353 1 7383677


Annex 1

Inbox:

-  Inbox Messages


Information Services:

-  Returns
-  Payments
-  Refunds & Repayments
-  Charges & Payments
-  Events List
-  Registration Details
-  Items Submitted via ROS
-  **Request Statement of Accounts**
-  Document Search 
-  Search Stamp Duty returns
-  Stamp Duty Third Party Search

 [Overview](#)
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A Statement of Account request that spans more than one period will be divided into separate requests for each period covered to be processed individually.

The start date must be within the last 2 years. (This start date is not relevant to VRT and C&E Statements)

Tax Type/Duty: * Tax Regn./Trader No.: * Function: * 

*denotes a required field.

SDA Account Balance

C&E REG: 3390122AH

Cash Account Balance: 0.00

Inbox:

 [Inbox Messages](#)

Information Services:

 [Returns](#)


 [Payments](#)


 [Refunds & Repayments](#)



 [Charges & Payments](#)

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 [Request](#)

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SDA Account Balance

C&E REG: 3390122AH

SAD Deferred Balance: 0.00

EDE Deferred Balance: 100000.00