

eCustoms Helpdesk Notification

Number:	Ref: 005/2019
Subject:	Updated contact details for those interacting with the eCustoms Helpdesk.
Who should read:	All those involved in lodging electronic customs returns; SADS, eManifest, entry summary and transit declarations and so on.
Related Notification:	None
Issued by:	eCustoms Helpdesk
Queries to:	Mail to: ecustoms@revenue.ie Telephone: 01 7383677 Outside Ireland: +353 1 7383677
Issue Date:	15 March 2019

Introduction:

The eCustoms Helpdesk supports importers, exporters, carriers and their representatives in the completion and processing of the various customs declarations. We do this through the medium of website, telephone and email enquiry services. In the event of a hard Brexit on the 29 March 2019 there is potential for a very significant increase in the number of calls and emails to the Helpdesk. In order to avoid delays or long waiting times we wish to remind traders of the information and supports that are available on www.revenue.ie.

Traders are expected to ensure, at a minimum, adherence to the published schema and functional messaging for the electronic customs systems. We have published an updated list of error codes for the customs systems, which includes an explanation of why a certain error has occurred. Traders are expected to consult this published information prior to contacting the Helpdesk. The following guides and supports are available on our website for consultation.

Links to Functional Messages, Schema, and Error Codes

- [Error codes](#)
- [AEP trader guides](#)
- [eManifest system](#)
- [Customs electronic systems](#)
- [AEP technical specifications](#)
- [Import Control System \(ICS\) Trader Guide](#)
- [ICS External Domain Messages](#)
- [NCTS trader guide](#)
- [Technical Interface Specification for NCTS](#)
- [Technical Interface Specification Appendices for NCTS](#)

Having consulted the above guides, if you still have queries, those queries should be directed to [AEP and eCustoms Technical Support and AEP Accounts](#).

Queries on tariff classification, origin/valuation, authorisations/reliefs, simplifications, import/export procedure, prohibitions/restrictions and so on should be directed to [customs](#).

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