

## eCustoms Helpdesk Notification

Number:	Ref: 33/2022
Subject:	Follow-Up on Cancelled Top Up Payments made to Clearance Agents Tan accounts in ROS
Who should read:	All those Customs Clearance Agents who hold a C&E Tan Account
Related Notification:	None
Issued by:	eCustoms Helpdesk
Queries to:	<a href="mailto:ecustomsaccounts@revenue.ie">ecustomsaccounts@revenue.ie</a>
Issue Date:	29 July 2022

### 1. Background:

As you will be aware, Revenue's Online Service (ROS) provides a facility for businesses to top up your C&E TAN Account. This situation arises where you are acting as a customs clearance agent and are clearing the goods and paying the duties on behalf of that business – i.e. the importer.

When your account is credited with the top up amount you receive an automated email from our system. If the payment is subsequently cancelled, you receive an automated email from our system advising of the cancellation. You are also notified in your monthly statement and weekly payment lists of all payments and any cancellations. In addition to this automated email, Revenue has a manual process whereby the business who topped up your account – the Payer - is contacted. They are advised of the cancelled payment and payment of the amount is requested.

### 2. Change:

With effect from 01/08/2022, Revenue's eCustoms Accounts Team will no longer carry out this additional manual step of contacting the Payer in these instances. It will be a matter for you, as the holder of the TAN Account/clearance agent to reconcile the payment with your customer.

### 3. Further information:

The following guides provide further details on reports available in ROS and making payments in ROS or myAccount.

- [C&E TAN reports available on Revenue's Online Service \(ROS\)](#)
- [C&E online payments in ROS and myAccount](#)

For any queries relating to the content of this notification please contact eCustoms Accounts Unit - email: [ecustomsaccounts@revenue.ie](mailto:ecustomsaccounts@revenue.ie)