

eCustoms Helpdesk Notification

Number:	Ref: 02/2023
Subject:	Update following AIS outage between December 15-17
Who should read:	All those involved in the submission of customs declarations
Related Notification:	eCustoms Notification Ref: 52/2022
Issued by:	eCustoms Helpdesk
Queries to:	ecustoms@revenue.ie
Issue Date:	25 January 2023

I refer to the outage that impacted our import declaration system – AIS – between 15-17 December and our email that issued to you on 20 December 2022 regarding same.

Goods that Moved Without an Import Declaration

The facilitations notified during the temporary unavailability of AIS ended on 20 December 2022. Declarants were then asked to regularise matters by submitting the appropriate customs declaration for all consignments that moved without a release notification during the systems unavailability period. You are reminded that if you have not yet submitted a declaration for such movements, you have until 31 January to do so.

To speed up the processing time please ensure, when lodging a declaration, that:

- you submit a Post-Lodged Declaration (Type A),
- the declaration contains code 1Q99 in data element DE 2/3 and indicate the actual date of import of the goods into Ireland,
- you include code 1D96 and a value of '1' in data element DE 2/3
- there are sufficient funds available in the payer's TAN account to cover all duties owing on release of these goods.

Where the declaration is routed (red, orange or yellow), please submit your supporting documentation through AIS in the usual manner. Our operational teams will engage with you directly should this be necessary. Following completion of the intervention the declaration will be released and duties deducted where payable.

Previously Submitted Declarations

Declarations submitted to AIS prior to 18.45 on Thursday 15 December are currently not directly accessible in our system. This includes declarations that were at the status of 'registered' and 'under control' for which you would not have received a release notification - IM429. We have now started to contact the declarants who did not receive a release notification for these declarations. **Please do not submit any further messages or information related to such declarations**, unless advised directly by one of our officers.

Revenue again apologises for the disruption to normal operations and thanks you for your patience and co-operation.