

eCustoms Helpdesk Notification

Number:	Ref: 40/2022
Subject:	New eCustoms Accounts System to be introduced in early 2023
Who should read:	All those involved in Imports
Related Notification:	None
Issued by:	eCustoms Helpdesk
Queries to:	ecustomsaccounts@revenue.ie
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Improving Customer Service

Revenue strives to provide quality customer service to businesses using our IT systems when importing goods into Ireland. In November 2020, we introduced our new import declaration system – Automated Import System (AIS) - as part of our implementation of the EU UCC work program ensuring the efficient management of the increased volume in declarations following the UK becoming a third country for Customs purposes. We have continued to enhance the functionality of AIS based on feedback from you.

Our next enhancement relates to the accounts functionality within our Integrated Taxation Systems (ITP), which manages your Customs TAN account. This system collects the duties payable on the importation of goods into Ireland and provides various reports to customers.

The changes we are making to ITP will be rolled out over several releases. The changes include both updates to back-end processes along with significant changes to the reports provided to you. The changes have been developed following internal analysis and engagement with businesses.

This notification is to advise of the planned changes to ITP.

Changes

- Our Top-Up service, which allows you to top-up your Customs TAN account, will now operate on a 24/7 basis. Currently there can be a delay between when you top-up your Customs TAN account and when the funds are available to you to pay duties at import. This can result in a declaration moving to a status of 'Insufficient Funds' which prevents you moving your goods from customs supervision e.g., moving from the port or airport. This enhancement will remove that delay facilitating immediate availability of funds in your TAN account.

- The new system will deliver enhanced reporting. This will allow you, as the 'Importer' or 'Payer' to access reports in real time using your choice of date parameters to extract information for AIS imports affecting your C&E TAN account. (Currently the system provides reports for the previous week or the previous month only.)
- Our new reporting is focused on your C&E TAN account and therefore, we will no longer provide the report where your only role on the declaration is 'Declarant'. Where you are acting as declarant and importer or payer, the reports described in previous bullet will be available to you.
- All amended declarations submitted will result in the previous version being credited in full prior to processing the amended declaration. Where the amendment is a change to the 'Payer' then there must be sufficient funds in the new payer's account for the amended declaration to be accepted.
- Customers who have non-AIS transactions such as Excise Duty Entries (EDE), Warehouse Warrants or Exports will continue to receive those reports via ROS. (There will be no changes for these entries in the initial release of the new system.)
- Cash will in all cases be the preferred method of payment. Therefore, the system will take cash, where available, before deducting from the Customer deferred account where the Payer of the declaration is authorised for deferred. (Currently the system operates based on the preferred method of payment specified on the declaration.)

Further information

The following guides provide further details on reports currently 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](#)

A further notification will issue later this year to advise on the progress and expected release dates for the new system.

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