

eCustoms Helpdesk Notification

Number:	Ref: 02/2026
Subject:	New Customs and Excise (C&E) Balance Enquiry & C&E Exchange Rate Web Service specifications
Who should read:	C&E Software Developers, & all those involved in Imports & Exports
Related Notification:	11-2025
Issued by:	eCustoms Helpdesk
Queries to:	ecustomsaccounts@revenue.ie or originsection@revenue.ie
Issue Date:	27/01/2026

1. Introduction

Further to related notification [11-2025](#), Revenue has introduced new ROS web services specifications for the retrieval of Customs & Excise (C&E) Balance Enquiries & Exchange Rates. The services are web based and available as synchronous REST services.

2. Key Dates:

Previous schemas/specifications for the C&E balance Enquiry and Exchange rates will be discontinued by **12 February 2026**. You must update your software before this date to allow continued use of the services as further extensions cannot be provided.

3. Balance Enquiry Web Service

You can use this service to request the available balance for your specific EORI number in the current period. If you have a valid C&E Customs Clearance Agent relationship with a trader, you can request the balance details for that trader using their EORI number.

Link to the guide: [software-developers/technical-specifications-for-ecustoms/enquiry-web-services](#)

4. Exchange Rate Web Service

This service will return all exchange rate information for the month specified in the request.

Link to the guide: [software-developers/technical-specifications-for-ecustoms/enquiry-web-services](#)

Further Information

Balance Enquiry Queries: Please email ecustomsaccounts@revenue.ie

Exchange Rate Queries: Please email originsection@revenue.ie