

eCustoms Helpdesk Notification

Number:	Ref: 029/2020
Subject:	AIS Update
Who should read:	All those involved in the submission of import/export declarations.
Related Notification:	<u>eCustoms Notification 023-2020</u>
Issued by:	eCustoms Helpdesk
Queries to:	eCustoms Helpdesk email: ecustoms@revenue.ie Phone: 01 7383677 Outside Ireland: + 353 - 67 – 63139 Phone services are available on a limited basis due to COVID-19 pandemic. Contact through email is advisable
Issue Date:	18 November 2020

At a recent meeting of the Customs Consultative Committee (CCC), Revenue confirmed that AIS is going live on November 23 at 9am. Going live on this date will allow businesses time to test their systems and processes in advance of Brexit. Revenue recognises that this is a significant change for business and that they will require additional supports to assist them through the transition. In this regard, the eCustoms helpdesk telephone line has been re-opened at 01 738 3677. However, due to Covid19 restrictions businesses are advised to continue sending queries to the Helpdesk by email at ecustoms@revenue.ie

At the CCC meeting, Revenue was asked to consider allowing a period of dual running of our existing AEP system and the new AIS system. Trade representatives suggested that such an arrangement would facilitate operators in transferring their businesses to the new environment. In light of this request and recognising the difficult environment that businesses are currently operating in, access to AEP for new declarations will be extended until Tuesday 15 December. We would however recommend that businesses move to AIS ahead of this deadline in order to ensure that business is fully migrated to AIS in advance of the closure of AEP and in sufficient time to ensure readiness for the equally important Brexit deadline of 1 January 2021.