eCustoms Helpdesk Notification

Number:	Ref: 11/2021
Subject:	**eCustoms Update**
Who should read:	**All those involved in lodging electronic customs declarations** **All those involved in the creation of the PBN**
Related Notification:	**None**
Issued by:	**eCustoms Helpdesk**
Queries to:	**eCustoms Helpdesk** **eCustoms email: ecustoms@revenue.ie** **Phone: 01 7383677** **Outside Ireland: + 353 1 7383677** **Phone services are available on a limited basis due to COVID-19 pandemic. Contact through email is advisable**
Issue Date:	**27 January 2021**

The eCustoms Helpdesk is currently receiving a very high volume of telephone calls and emails. Traders may be experiencing delays in receiving responses. In some cases, traders appear to be unaware that the information being sought is available online at the ROS (Revenue Online Services) Section on the Revenue website. The following links should be used wherever possible instead of contacting the eCustoms Helpdesk.

1. **AIS Trader Technical Documents**
   The AIS Business Rules and Conditions contains the error codes and descriptions that will be contained in your error message. From there you should also refer to the AIS Trader Guide which provides information such as if a data element is mandatory, format required etc. Reference may be made in the trader guide to a specific section of the AIS Code List.

2. **AEP Trader Guides and Appendices**
   Delimited error messages contains the error codes and descriptions contained in your error message. Please refer to the AEP Trader Guide for Exports or AEP Trader Guide for Imports for information such as if a Box is mandatory, format required etc. Further Box information can also be found in the AEP Appendices.

3. **Declaration Status Enquiry**
   You can check the current status of a customs export or import declaration using the MRN Lookup at the following link - https://revenue.ie/en/online-services/services/customs/declaration-status-enquiry.aspx

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4. **C&E and VRT Balances**
   You can view both your Cash and Deferred Account Balances for C&E and VRT on ROS. Further information is available on the Revenue website using the following link - https://www.revenue.ie/en/customs-traders-and-agents/customs-electronic-systems/aep/balance-enquiry.aspx

5. **Payments via ROS / myAccount**
   The C&E Online Payments in ROS or myAccount is a very useful step by step guide to assist the trade in topping up their C&E Cash TAN account.

6. **Setting up a Customs deferred payment authorisation**
   If you wish to apply for a Customs deferred payment authorisation, you must already be approved for a comprehensive guarantee and you will need your comprehensive guarantee authorisation number before you can apply for a deferred payment authorisation using the Customs Decisions System (CDS). You should also complete a Direct Debit for Customs Duty, Excise and VRT Form. Further information is available on the Revenue website - https://www.revenue.ie/en/customs-traders-and-agents/customs-electronic-systems/aep/payment-methods/how-to-apply-for-a-customs-deferred-payment-authorisation.aspx.

   Queries relating to Comprehensive Guarantees should be emailed to compguarantee@revenue.ie and queries relating to setting up deferred payment authorisations should be emailed to ecustomsaccounts@revenue.ie

7. **EORI**
   You may register for an EORI No. through the ROS system using your ROS Digital Cert or your agent may do so on your behalf. Further information is available on the Revenue website using the following link - https://www.revenue.ie/en/customs-traders-and-agents/documents/electronic/ereg-eori-guide.pdf.

8. **Authorisation for Customs Clearance Agents to traders EORI/TAN Account**
   If you wish to give authority to a customs clearance agent to use your EORI or TAN Account to pay customs taxes or excise duties, please submit a Customs and Excise Clearance Agent Form. Completed forms should be submitted to the eCustoms Accounts Unit via MyEnquiries or by email ecustomsaccounts@revenue.ie

9. **Non-technical Customs queries**
   eCustoms Helpdesk is a technical helpdesk and does not deal with policy queries such as import/export procedures, Origin, simplified procedures, Import VAT, etc. Please refer to the Customs traders and agents webpage on the Revenue website for further information Contact details are also available on the Revenue website - Customs Policy and Procedural Support