Number:	**Ref: 08/2021**
Subject:	**AIS System Issues impacting of Completion of PBN and resulting Fallback**
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** **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:	**13 January 2021**

Due to a technical issue with the Automated Import System (AIS), one of Revenue's two Customs import systems, traders may have experienced delays in the receipt of MRNs for their pre-lodged import declarations or may not have been able to submit a pre-lodged import declaration.

If you are moving goods into Ireland between 6pm on 13 January and 12pm on 14 January using a pre-lodged import declaration and have been impacted by the issue described above, fallback for the PBN is granted. Fallback for the PBN allows you to select 'empty' when creating the PBN.

Traders who successfully submitted pre-lodged import declarations into AIS and got their MRN, traders using AEP to submit their pre-lodged import declarations and goods moving under transit are **unaffected** by this technical issue and therefore the PBN should be created using the relevant MRNs.

Under Fallback arrangements traders must ensure that goods which are subject to checks by DAFM (Department of Agriculture and Food), HSE (Health Service Executive) or any other regulatory authority are presented to the appropriate authority for inspection or provide evidence (licences / certificates) to the Customs Station that the checks have been undertaken. For Dublin Port bound traffic, vehicles will be processed in T11 and in Rosslare Port bound traffic, vehicles will be processed at the Kilrane site.

The eCustoms Helpdesk will issue a notification to traders when the delay issues in AIS have been resolved. Once resolved, trade should revert to the correct procedure for creating a PBN by inserting all of the relevant MRNs.

Apologies for the inconvenience caused.