

## eCustoms Helpdesk Notification

Number:	Ref: 26/2025
Subject:	eCustoms Helpdesk – Holiday Period Service
Who should read:	All those involved in the submission of customs declarations
Related Notification:	
Issued by:	eCustoms Helpdesk
Queries to:	eCustoms Helpdesk Contact through email is advisable email: <a href="mailto:ecustoms@revenue.ie">ecustoms@revenue.ie</a> Phone: 01 7383677
Issue Date:	15 December 2025

### 1. eCustoms Helpdesk – Holiday Period Service

Availability of the eCustoms Helpdesk telephone service over the holiday period is:

<b>Wednesday</b>	<b>24/12/2025</b>	09:00-13:00
<b>Thursday</b>	<b>25/12/2025</b>	Closed
<b>Friday</b>	<b>26/12/2025</b>	Closed
<b>Monday</b>	<b>29/12/2025</b>	09:00 – 14:00
<b>Tuesday</b>	<b>30/12/2025</b>	09:00-14:00
<b>Wednesday</b>	<b>31/12/2025</b>	09:00 – 14:00
<b>Thursday</b>	<b>01/01/2025</b>	Closed

The eCustoms Helpdesk e-mail/ MyEnquiries - [ecustoms@revenue.ie](mailto:ecustoms@revenue.ie) - will be closed the 25 and 26 December and will re-open on 27 December.

If you have a query relating to customs clearance or import/export/transit movements which have an MRN, please contact the relevant Customs Station by [MyEnquiries](#) or by [telephone](#) 01-738 3677

Wishing you all a very Happy Christmas.