

eCustoms Helpdesk Notification

Number:	Ref: 04/2023
Subject:	24 Hour Service - eCustoms Helpdesk
Who should read:	All those involved in the submission of import or export declarations
Related Notification:	None
Issued by:	eCustoms Helpdesk
Queries to:	Mail to: ecustoms@revenue.ie Telephone: 01 7383677 Outside Ireland: +353 1 7383677
Issue Date:	3 February 2023

1. New Out of Hours Service:

With effect from Friday **10 February 2023**, the eCustoms Helpdesk will provide a 24-hour service. The contact details remain unchanged and are listed above.

2. Requesting Fallback:

In instances where fallback is required, please send an email to [eCustoms Helpdesk](#), providing the following information:

- Transaction ID - A Transaction ID is 36 characters in length made up of numbers, letters (always in lower case) and dashes (-)
- Reason why you are requesting Fallback.

In cases of urgent fallback requests outside of office hours, the Helpdesk can be contacted at **086 6002423**

3. Further Fallback information:

Under Article 6(1) of the Union Customs Code, all exchanges of information between Customs authorities and economic operators shall be made using electronic data processing techniques. Exception is provided for in Article 6(3)(b) whereby in the event of a systems failure of the computerised system of the customs authorities or of the economic operator's, information, may be provided in a non-electronic format. The term used to describe this process is Fallback.