

eCustoms Helpdesk Notification

Number:	Ref: 13/2023
Subject:	Monthly Customs TAN Account Statement
Who should read:	All Customs TAN Account Holders
Related Notification:	eCustoms Helpdesk Notification Ref: 40/2022
Issued by:	eCustoms Helpdesk
Queries to:	ecustomsaccounts@revenue.ie
Issue Date:	13 April 2023

Since the introduction of the new customs accounting system on 6 March 2023 - see [eCustoms Helpdesk Notification Ref: 40/2022](#) - your Customs TAN Account statements are available using our new real time download facility on ROS. Your attention is drawn to two issues in relation to this first month's reports:

- for a small number of TAN account holders, due to a technical issue, not all of the deductions made on your TAN account will be reflected in your statement. We will be in contact with you directly in this regard. We are working on a solution to resolve this issue and your statement will be updated in due course
- for transactions pre-6 March you will need to run the weekly report for that week in the legacy reporting system. For details of your transactions from 6 March onwards, when our new accounting system went live, generate your statement from the new system. From next month onward, all transactions will be available via the real time statement in our new accounting system.

If you have any queries in relation to your Customs Tan Account, you should email us at: ecustomsaccounts@revenue.ie