



## eCustoms Helpdesk Notification

Number:	Ref: 009 /2019
Subject:	Delays in Automated Entry Processing
Who should read:	All those involved in lodging electronic customs import declarations
Related Notification:	None
Issued by:	eCustoms Helpdesk
Queries to:	Mail to: <a href="mailto:ecustoms@revenue.ie">ecustoms@revenue.ie</a> Telephone: 01 7383677 Outside Ireland: +353 1 7383677
Issue Date:	02 April 2019

Following the recent release of significant enhancements to our Automated Entry Processing (AEP) system we have experienced intermittent delays in processing customs declarations. While we are currently working to resolve all the issues, traders may continue to experience delays in the coming days.

We apologise for any inconvenience that these issues are causing for some of our traders. If you are experiencing delays you should contact the eCustoms Helpdesk at the contact details below.

A further trader notification will issue when all the issues have been resolved.

eCustoms Helpdesk  
Email: [ecustoms@revenue.ie](mailto:ecustoms@revenue.ie)  
Tel: 01 7383677