

eCustoms Helpdesk Notification

Number:	Ref: 19/2021
Subject:	Peak activity in Automated Import System (AIS)
Who should read:	All those involved in Import Declarations via AIS
Related Notification:	N/A
Issued by:	eCustoms Helpdesk
Queries to:	ecustoms@revenue.ie
Issue Date:	2 February 2021

Since the launch of AIS in November 2020 and particularly since the UK's departure from the EU on 1 January 2021, Revenue has been monitoring activity levels within AIS. We have identified occasional degradation in performance during times of peak processing resulting in delayed responses to declarations and other messages lodged by trade.

While filing patterns vary depending on a variety of factors, it is clear that the highest number of transactions occur in the late afternoon and evening. Revenue acknowledges that a delay in processing creates difficulties for trade and business. Revenue is actively working with our software provider to increase capacity at peak processing times.

Traders are reminded that they can pre-lodge their customs declarations by as much as 30 days - this facilitates those who are in possession of all necessary information to file their declarations well in advance of the arrival of their goods and ensures they will be unaffected by peak load processing.

For those using Ro-Ro ferry services, the Master Reference Number (MRN) of all import declarations must be entered into their Pre-Boarding Notification (PBN). While such operators are advised to lodge all relevant declarations as early as possible, there will be occasions where a sailing is imminent and an MRN has yet to issue from AIS. As an easement to cater for this specific set of circumstances only, traders can select "Empty" when creating the PBN. In such circumstances, the customs status of the goods actually being transported will need to be regularised upon arrival and consequently the vehicle will receive a red routing from Revenue - "Call to Customs". Revenue will work with the trader/hauler at the port upon disembarkation to ensure that the customs formalities are completed as quickly as possible. This process will also ensure that goods subject to control by the Department of Agriculture and Food, the Health Service Executive or any other regulatory authority, are presented for appropriate inspection at the port.