

## NOTICE TO TRADE

### Procedure to request additional information on the 'status' of unaccompanied trailers

In response to requests from hauliers to provide additional information on the status of unaccompanied trailers to enable more efficient management of drivers and freight loads Revenue is providing a new facility whereby the haulier will be able to get information on the non-green routed MRNs that are covered by the freight load in question. This facility will be effective from Monday 15<sup>th</sup> February 2021 and will operate on a 24/7 basis.

When you receive a Call to Customs channel (excluding a seal check or transit) for a trailer and you wish to identify what action is required next, please follow the steps below.

1. Send your request for additional information to this dedicated email address - [unaccompaniedtrailers@revenue.ie](mailto:unaccompaniedtrailers@revenue.ie)\*
2. Include the list of PBNs that have been given a 'Call to Customs' channel and for which you require additional information

Revenue will check the status of any non-green routed MRNs covered by the PBN and respond to the haulier, by email, with information that will enable the haulier to ascertain the status of the MRNs in question and to have any follow up engagement with the importer the haulier thinks will be helpful to getting the customs formalities completed so that the unaccompanied trailer can be green-routed and collected by the haulier. Customs will monitor the demand for this service on a real-time 24/7 basis. The objective is to provide the relevant information to the enquirer with the minimum of delay. The speed of response will depend on the level of demand and the distribution of such enquiries across any 24-hour period.

***\*This email address should only be used for the purposes of requesting additional information regarding unaccompanied trailers. Queries relating to any other matter sent to this email address may not be responded to.***

Status of MRN in Customs' systems	Information that will be provided by Customs
Orange Routing on import declaration	Requires action by Agent/Declarant and an automated message has issued from Custom's declaration system to the agent.
Insufficient funds on import declaration	Requires action by Agent/Declarant and an automated message has issued from Custom's declaration system to the agent.
Customs Transit – Red; or Customs Missing Declarations	Import declarations are outstanding for goods that arrived into Ireland under T1 transit.
Customs Physical with MRNs	DAFM, HSE or Customs physical inspection case.
<p>Customs Physical without MRNs</p> <ol style="list-style-type: none"> <li>1. PBN was not completed correctly – ‘incorrect export’ status</li> <li>2. PBN for non-electronic declarations (ATA Carnet) with ‘other’ status</li> <li>3. Fallback to manual procedures due to Customs systems not operational.</li> </ol>	<ol style="list-style-type: none"> <li>1. Haulier will be requested to provide the MRNs.  On receipt of the MRNs, Customs will check the routing of each declaration. If controls are required, haulier will be advised accordingly.</li> <li>2. Goods need to be presented, along with the paper declaration to Customs.</li> <li>3. Advice to hauliers in this situation will be dependent on the nature of the fallback.</li> </ol>
<p>Customs Missing Declarations</p> <ol style="list-style-type: none"> <li>1. PBN not showing on ferry manifest</li> <li>2. Where driver presented a PBN ID at check-in without a ‘Good to check-in’ status and, exceptionally, ferry operator allowed truck to check-in</li> </ol>	<ol style="list-style-type: none"> <li>1. Ferry operator has not provided Customs with the relevant PBN. Haulier will be asked to provide the MRNs.  Customs will check the routing of each declaration. If controls are required, the haulier will be informed accordingly.</li> <li>2. Haulier will be requested to provide the missing MRN(s).  Customs will check the routing of each declaration. If controls are required, the haulier will be informed accordingly.</li> </ol>