

eCustoms Helpdesk Notification

Number:	Ref: 46/2022
Subject:	Customs TAN Account Top-Up Service
Who should read:	All those involved in importing goods into Ireland where they are using a Customs TAN Cash Account
Related Notification:	None
Issued by:	eCustoms Helpdesk
Queries to:	eCustoms Helpdesk Email: ecustoms@revenue.ie
Issue Date:	22 nd November 2022

Some businesses who import goods into Ireland pay customs duty using their Customs and Excise Cash TAN Account. These Cash TAN Accounts must always have sufficient funds to cover all customs duties payable when the goods are being released into free circulation. If there are insufficient funds in the Cash TAN Account, the goods will remain under customs supervision and cannot leave the port or airport. We provide a facility that allows these cash accounts to be topped-up on a 24/7 basis thus ensuring the smooth flow of goods for business.

If you use a Cash TAN Account, please be aware that due to a scheduled upgrade of our internal accounting systems, the top-up function will not be fully available over the next two weekends. You need to ensure that you have sufficient funds in your Cash TAN account, in advance, to cover all consignments being imported over these weekends to ensure that you do not encounter delays in the release of your goods.

During the downtime of our internal systems, you will still have the ability to top up your Cash TAN Account, but the monies will not transfer across into our live systems and so will not be available to you to clear goods.

The downtimes are scheduled for:

- 19:00 hrs on Friday 25 November until 08:00 hours on Monday 28 November
- 19:00 hrs on Friday 2 December until 08.00 hours on Monday 5 December

Businesses should ensure that **they have sufficient funds in their Cash accounts by close of business on Friday 25th November and Friday 2nd December respectively.**