

# eCustoms PIT UCC Help Desk User Guide

*The information in this document is provided as a guide only and is not professional advice, including legal advice. It should not be assumed that the guidance is comprehensive or that it provides a definitive answer in every case.*

Version Control		
Version	Date	Change
0.01	28/04/2020	Initial document
0.02	20/05/2020	Updated document to include note on spam emails and that the authentication email expires within 24 hours.
2.0	29/06/2022	Document renamed to eCustoms PIT UCC Help Desk User Programme. Minor edits including information on AES

## Audience

This document is for any software provider who wish to test UCC software. This includes, but is not limited to the Automated Export System (AES) and the Automated Import System (AIS).

## Document context

This document provides details for accessing and using the eCustoms PIT Help Desk – a dedicated online service to support developers/testers conducting eCustoms public interface testing of their products with Revenue.

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## 1. Introduction

Revenue is making available a dedicated Public Interface Test (PIT) environment to enable software developers verify the compatibility of their software packages with UCC software.

There is one PIT Environment available to software developers, the PIT environment is the PIT Software Test Next Version environment, which will contain basic functionality that is pertinent for developers to test their software ahead of the live release.

To support developers and testers through the PIT process, Revenue has provisioned a dedicated online eCustoms PIT Help Desk. By using the eCustoms PIT Help Desk developers and testers can:

- Notify Revenue of their interest in public interface testing
- Raise and track ticketed queries
- Apply for a Test ROS Digital Certificate

This document provides a step by step guide to registering for the eCustoms PIT Help Desk and subsequently using it to raise and track queries.

Please note that images used throughout this document are broadly indicative of the final product but may be subject to change.

## 2. Prerequisites

Logging into the eCustoms PIT Help Desk is a two-step verification process requiring the interested developer/tester to have:

- A valid email address
- A smart device installed with Google Authenticator

## 3. eCustoms PIT Help Desk Registration

Interested developers/testers can register for the eCustoms PIT Help Desk by completing a short online form available at: <https://revenuehelpdesk.canfigure.net/portal/revenueie/register.html>

**Revenue**  
Cáin agus Custaim na hÉireann  
Irish Tax and Customs

## New User Registration

Revenue Public Interface Test Environment

PLEASE ENTER YOUR DETAILS

First name \*

Last name \*

E-mail \*

Company / Business Name \*

Business Address \*

Tax Reference/VAT Number \*


Contact Phone Number \*

Software Product Details \*

System to be tested in PIT \*

This Help Desk is provided by Revenue for the support of Public Interface Testing (PIT) using Revenue's dedicated PIT environments. Neither this Help Desk nor the PIT environments are intended to hold sensitive data, such as personal or customer-related data from live systems.

I acknowledge the above and undertake not to submit such data through this Help Desk.

I'm not a robot   
reCAPTCHA  
Privacy - Terms

After submitting check your e-mail for confirmation

**SUBMIT**

Figure 1 - New User Registration screen

The information supplied under the 'Company/Business Name' field will be used by Revenue to group users belonging to the same Business/Company together. Users belonging to the same group will have access to each other's queries raised through the PIT Helpdesk<sup>1</sup>.

For the purpose of assigning the user to the eCustoms PIT Help Desk, 'eCustoms' should be selected from the drop down for "System to be tested in PIT".

Upon successful completion of the form, the developer/tester will be asked to check the email address inputted on the form for further instructions.

<sup>1</sup> As part of reviewing pending registrations Revenue will not associate a registration with a particular business/company group until it has verified that this is allowed by the business/company

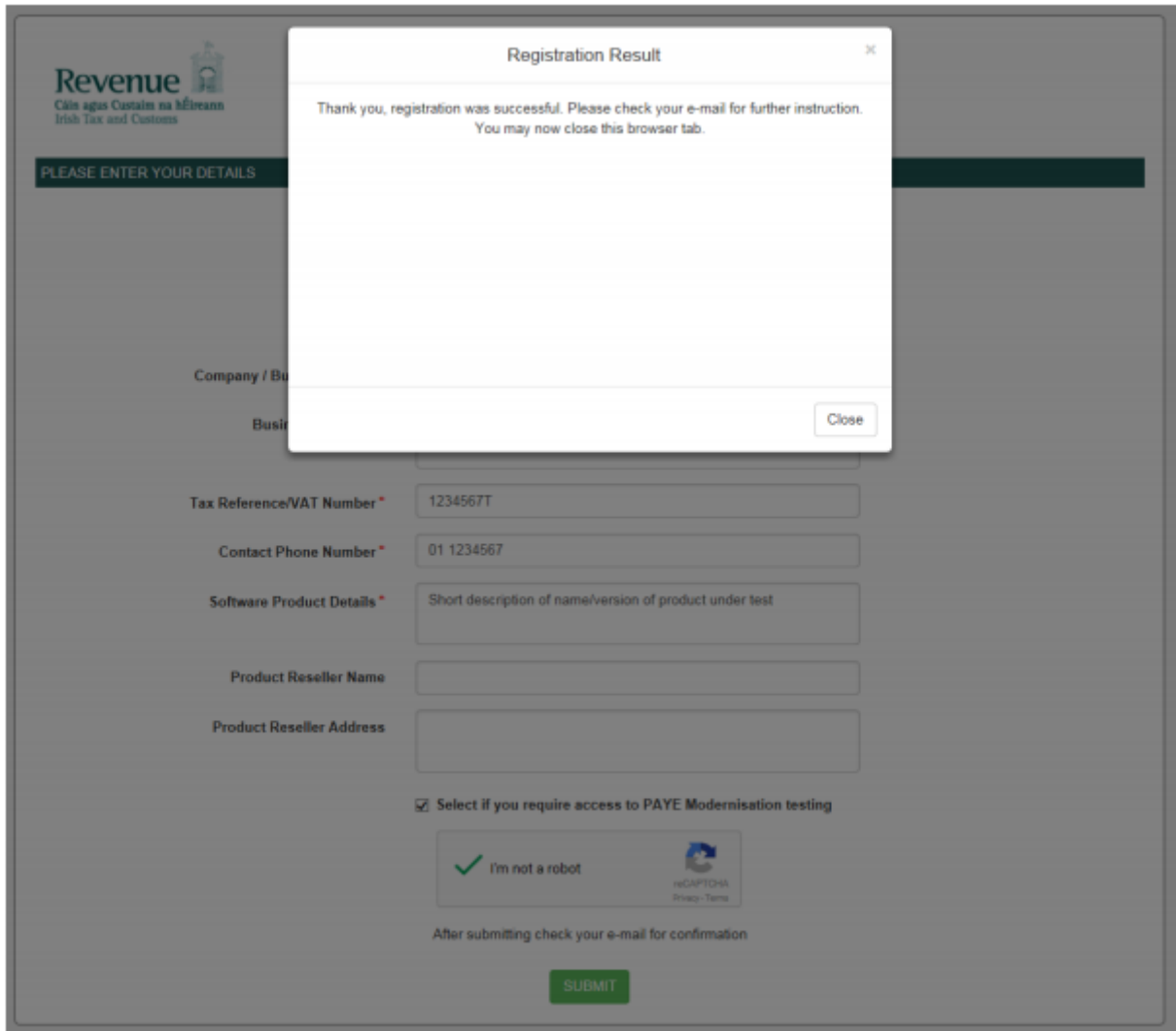
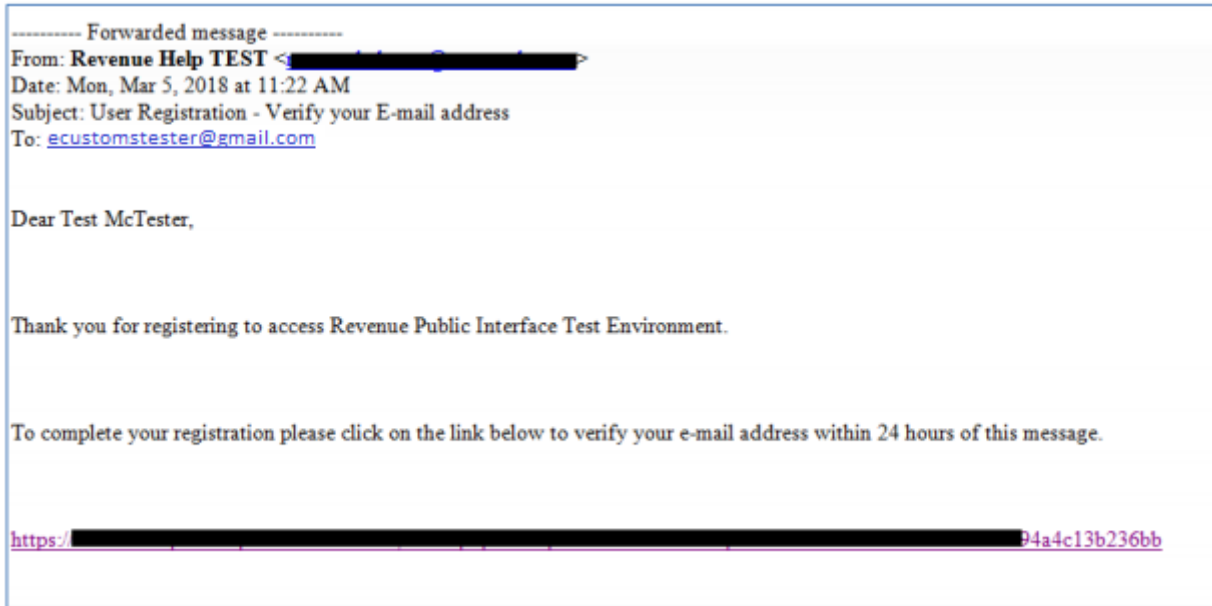


Figure 2 - Registration Successful

The email instructs the developer/tester to verify their email address through clicking on the supplied link.

**Note:** Email clients may treat an initial email from the Help Desk as spam so please check spam folders if expected email has not arrived. If an email has still not been received, please ask your email admin team to whitelist mails from revenuehelpdesk@canfigure.net.



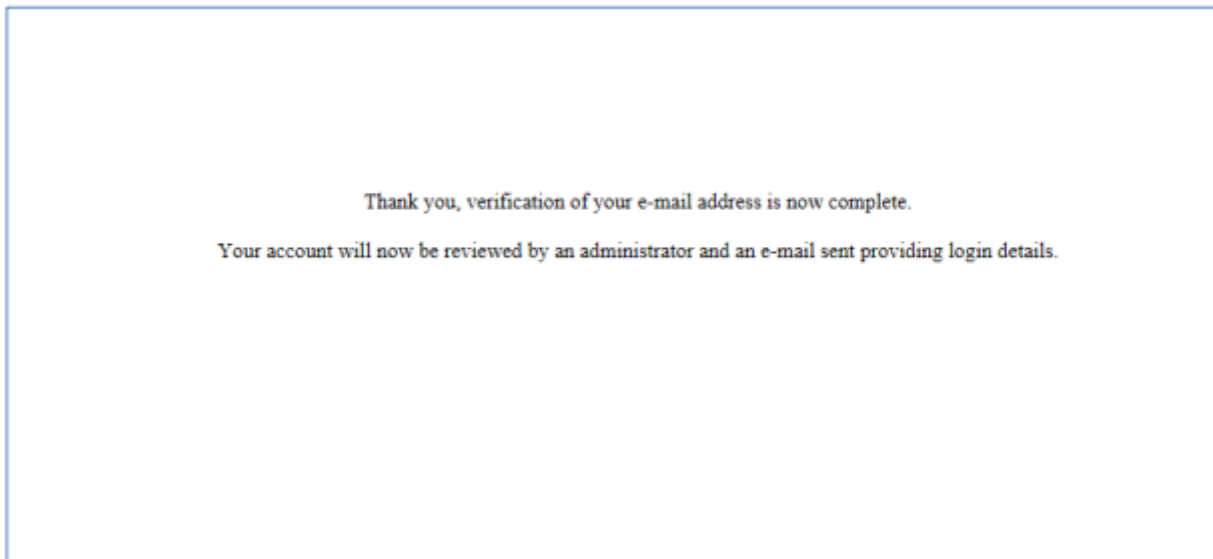
**Note:** If the link is used 24 hours after the email has been sent, the link will expire prompting the following message:

“Sorry, verify email token is invalid or expired.”

Please contact the Helpdesk in order for the email to be resent.

**Figure 3 - Email Verification**

Clicking on the link will present the developer/tester with the following message:



**Figure 4 - Email successfully verified**

At this point in the process Revenue will be alerted of the registration request and will review the supplied registration details before associating the registration with the specified company/business group and activating access to the Help Desk.

The developer/tester will be notified of successful registration by email which will include instructions on how to complete the process and log in to the Help Desk:

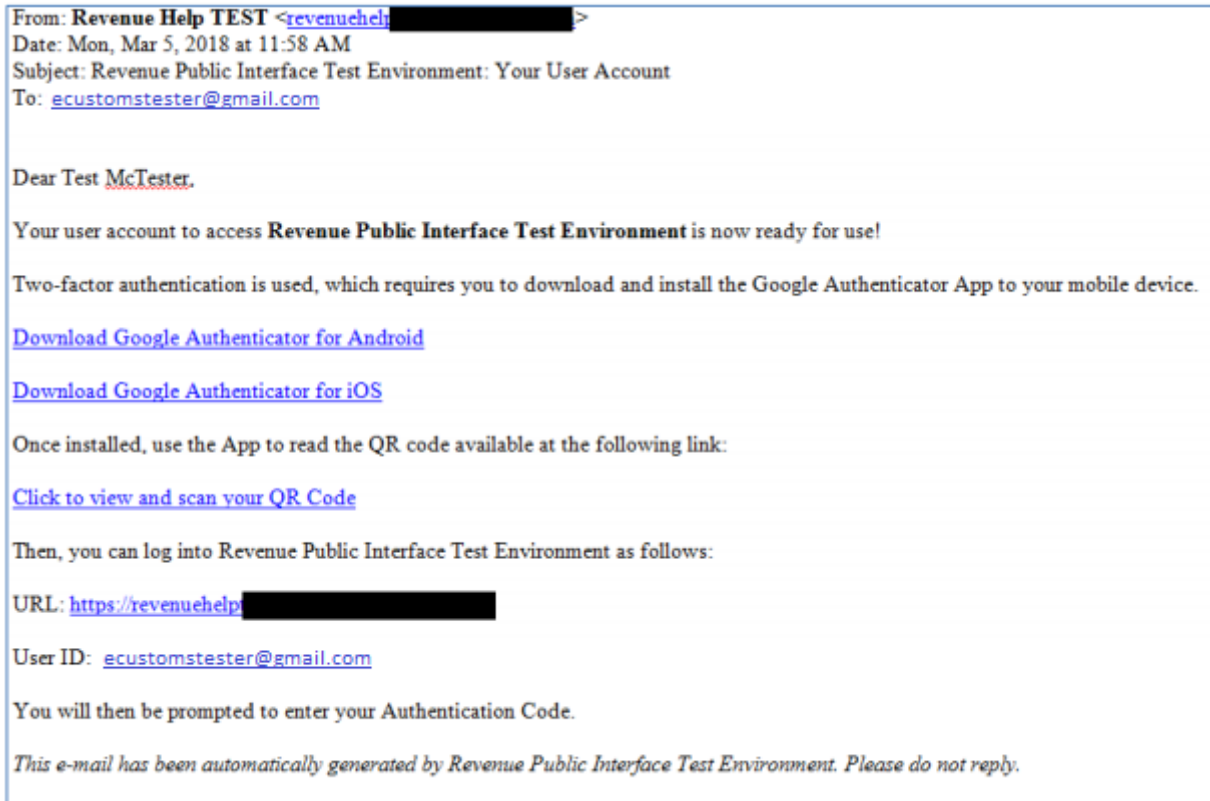
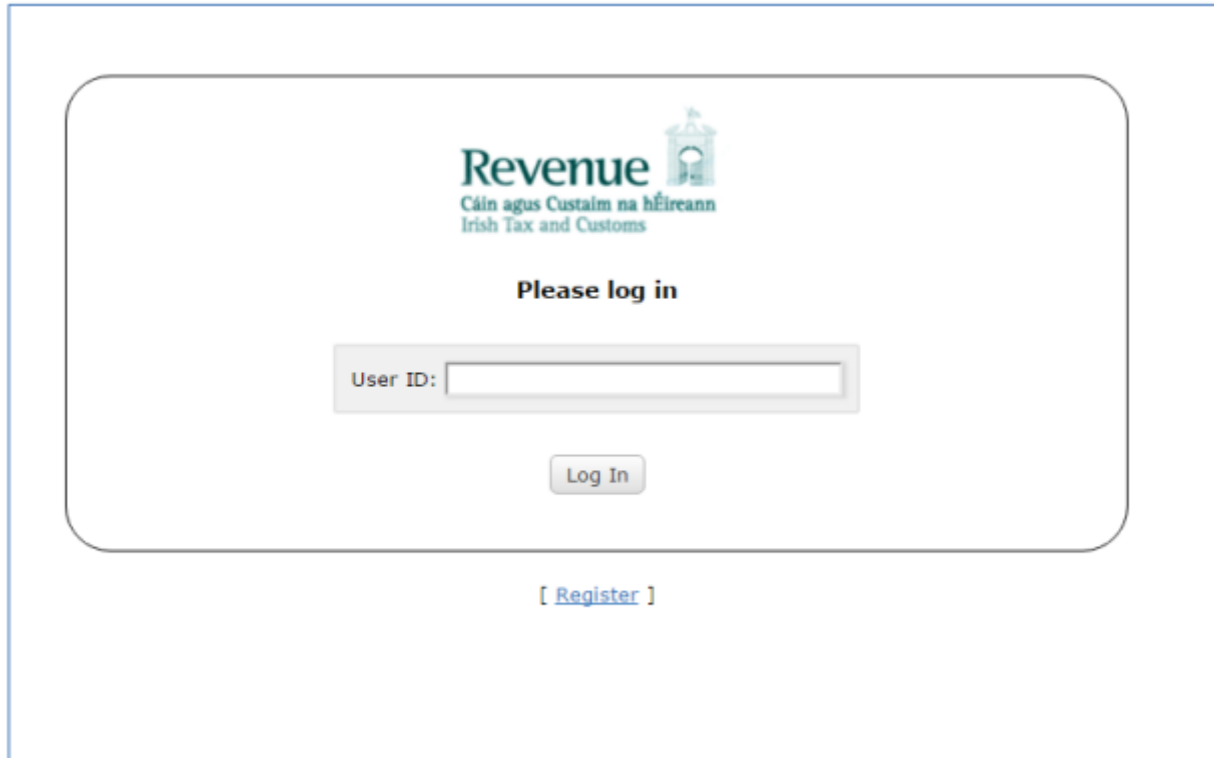


Figure 5 - Login instruction email



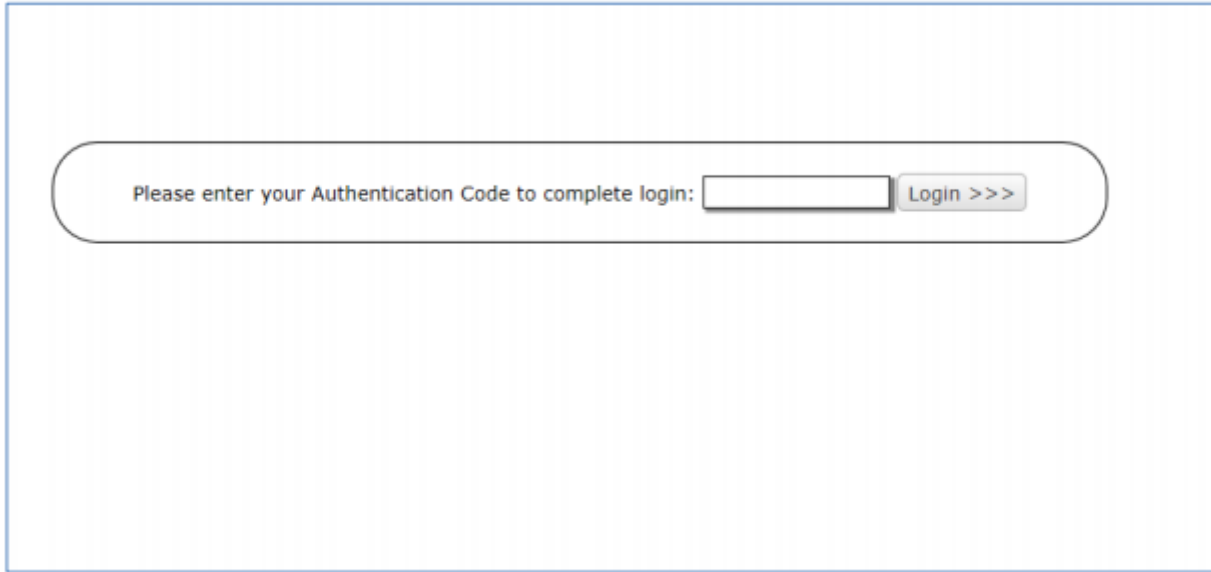
## 4. Raising and Tracking Queries

To raise a PIT related query the developer/tester must first log into the Help Desk using the email address specified at registration time and the associated code from Google Authenticator



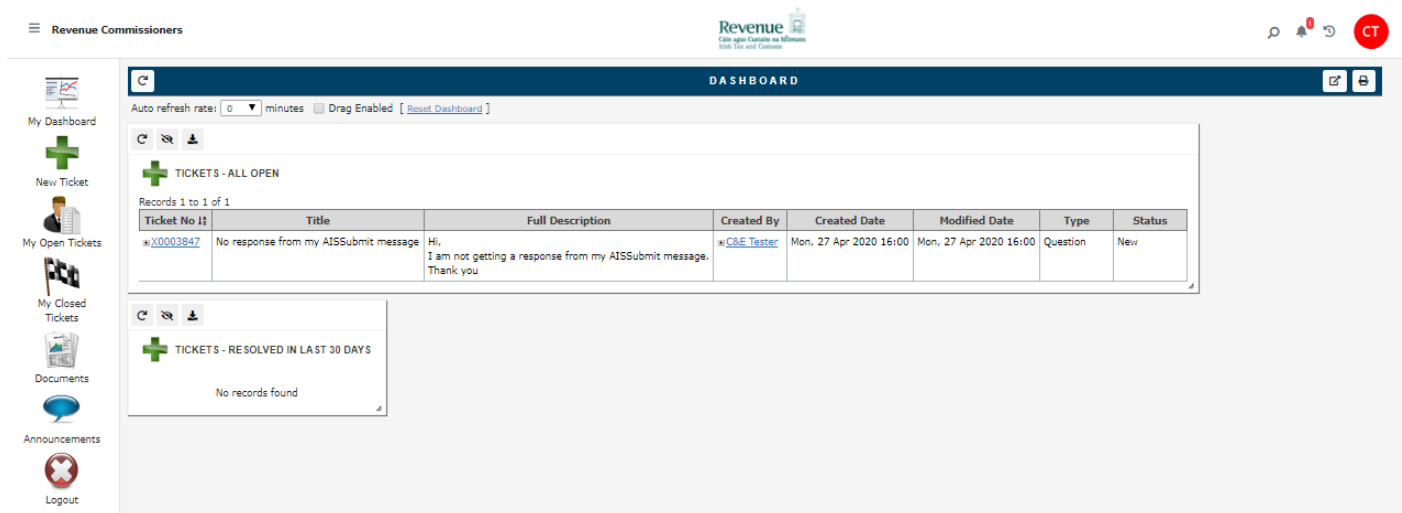
The screenshot shows a login interface for the Revenue eCustoms PIT UCC Help Desk. At the top, the Revenue logo is displayed with the text 'Cáin agus Custaim na hÉireann' and 'Irish Tax and Customs'. Below the logo, the text 'Please log in' is centered. Underneath, there is a text input field labeled 'User ID:' with a cursor inside. Below the input field is a 'Log In' button. At the bottom of the page, there is a blue link for '[ Register ]'.

Figure 6 - Login with email



**Figure 7 - Enter Google Authenticator code**

Upon successful login the developer/tester is presented with the following dashboard view:



**Figure 8 - eCustoms PIT Helpdesk Dashboard**

The developer/tester can raise a new query by clicking on the 'New Ticket' icons available in the left hand bar.

- For any AIS related queries, 'New UCC-AIS Ticket' should be picked from the available templates.
- For AES related Queries, 'New UCC-AES Ticket'.
- For any queries in relation to the current AEP system, 'New C & E Ticket' should be chosen.

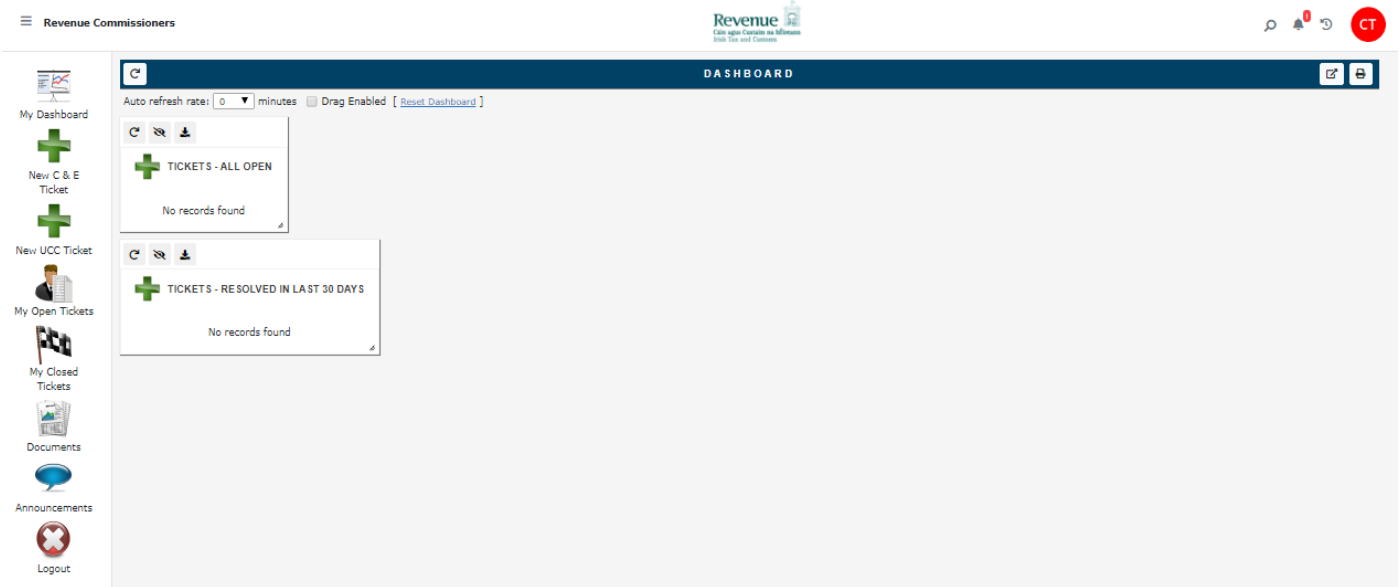


Figure 9 – Ticket Templates

This presents the following screen where the developer/tester can supply the details of their query and attach any supporting files.

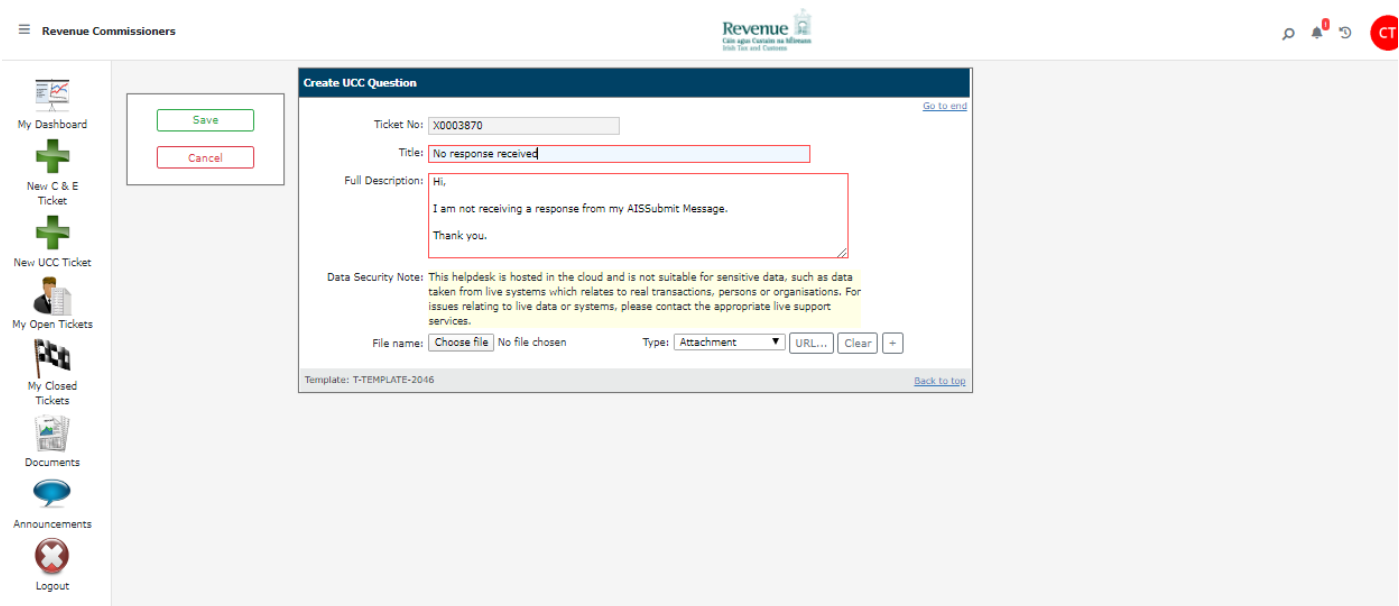


Figure 10 - Raising a query

On saving the query the developer/tester will receive an email receipt including the ticket number for tracking purposes:

From: Revenue Help TEST <revenue[REDACTED]>  
Date: Mon, Mar 5, 2018 at 1:46 PM  
Subject: Ticket Q0001183 | LOGGED  
To: Test McTester <pmodtester@gmail.com>  
Cc: pa[REDACTED]@revenue.ie

Good day

Your request has been logged with the Service Desk.

Reference number: Q0001183

Requested for: Test McTester

Title: Connectivity Test Question

Full Description:

Hi,

I am not getting a response from my AISSubmit message.

Kind regards,  
Test McTester

We'll be back in touch soon to update you on progress.

To review the progress of your ticket, please [click here](#)

Kind regards  
The Service Desk Team

Figure 11 - Email receipt

The developer/tester can view the status of their open queries by clicking on the 'My Open Tickets' icon available in the left hand bar:

Revenue Commissioners

Revenue  
Cáin agus Custaim na hÉireann  
Irish Tax and Customs

END USER - OPEN TICKETS

Criteria: 1 record found

X	Ticket No	Title	Full Description	Created By	Created Date	Modified Date	Type	Status
	X0003847	No response from my AISSubmit message	Hi, I am not getting a response from my AISSubmit message. Thank you	CB&E Tester	Mon, 27 Apr 2020 16:00	Mon, 27 Apr 2020 16:00	Question	New

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Figure 12 - My Open Tickets

The developer/tester will only be able to see tickets raised by themselves and those tickets associated with their company/business group.

On resolution of the query or if further information is required, the developer/tester will receive an email notification with the details:

From: Revenue Help TEST <revenue[redacted]>  
 Date: Mon, Mar 5, 2018 at 1:54 PM  
 Subject: TICKET Q0001183 | RESOLVED  
 To: Test McTester <pmodtester@gmail.com>  
 Cc: pa[redacted]@revenue.ie

Good day

**Description:** Connectivity Test Question

Your ticket ID Q0001183 has been resolved.

**Resolution Description:**

Hi,

You can repeat execution as many times as you like.

Kind regards,

eCustoms PIT Support

Figure 13 - Resolution notification email

The same information will also be available from within the tool itself:

The screenshot shows the Revenue Commissioners eCustoms PIT UCC Help Desk tool interface. The top navigation bar includes the Revenue logo and a search icon. The main content area displays a table of resolved queries under the filter 'END USER - CLOSED'. The table has columns for X, Ticket No, Title, Full Description, Created By, Created Date, Resolution Description, Date Resolved, Closed Date, Type, and Status. Three records are shown, with the third record (Ticket No: X0003847) matching the email content in Figure 13.

X	Ticket No	Title	Full Description	Created By	Created Date	Resolution Description	Date Resolved	Closed Date	Type	Status
	X0003153	C&E Question	C&E Question	C&E Tester	Tue, 12 Mar 2019 17:46	Resolved	Wed, 13 Mar 2019 15:18	Wed, 13 Mar 2019 15:18	Question	Resolved
	X0003846	I am not getting a response from my AISSubmit message	Please ignore this Incident	C&E Tester	Mon, 27 Apr 2020 15:59	-	-	Mon, 27 Apr 2020 16:00	Question	Cancelled
	X0003847	No response from my AISSubmit message	Hi, I am not getting a response from my AISSubmit message. Thank you	C&E Tester	Mon, 27 Apr 2020 16:00	Test	Mon, 27 Apr 2020 16:05	Mon, 27 Apr 2020 16:05	Question	Resolved

Figure 14 - Resolved queries

## 5. Accessing Test Digital Certificate via PIT Helpdesk

Any Customs web service request that either returns confidential information or accepts a submission of information must be digitally signed. This must be done using a digital certificate that has been previously retrieved from ROS. The digital signature must be applied to the message in accordance with the WS-Security specification. A PIT Digital Certificate is only required when testing online or using the Web Service Test Facility. You should not apply for a digital certificate unless you wish to begin PIT testing. To apply, please raise a ticket via PIT Helpdesk providing the following information:

- Company name
- VAT number
- Contact name and number
- Contact Email address
- Web Services to be tested
- PIT Environment Requested (PIT Software Test Next Version)
- Is your software using SOAP or REST?

## 6. Trader Support

All contact regarding PIT Software Test Next Version should be initiated through the PIT Helpdesk

### Limitations of support

While Revenue will endeavour to provide support to all Traders who are testing in the PIT environment it should be noted that, at certain times, it will be necessary to devote our resources to our operational systems and support to PIT may be limited. In general, PIT support will be provided during the hours of 10am to 4pm, Monday to Friday.

Trade are expected to ensure, at a minimum, adherence to the published schema, technical and functional documentation for our UCC Programme Systems. Revenue will not be in a position to provide PIT support to traders who continuously submit poor quality data. Additionally, Revenue will make available a list of error codes for the customs systems, which will include an explanation of why a certain error has occurred. Trade are expected to consult this published information prior to seeking support from Revenue.