

Notifications about Enquiries including tax clearance applications in myAccount

Part 37-00-36E

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Revenue

Cáin agus Custaim na hÉireann
Irish Tax and Customs



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.

Summary

Guidance relating to specific aspects of registering for and using MyEnquiries is available in linked manuals:

[Part 37-00-36](#) MyEnquiries

[Part 37-00-36A](#) Access to and Registering for MyEnquiries

[Part 37-00-36B](#) MyEnquiries: Submitting and Managing Enquiries in myAccount

[Part 37-00-36C](#) MyEnquiries: Submitting and Managing Enquiries in ROS

[Part 37-00-36D](#) MyEnquiries: Tracking of Enquiries

A more recent version of this manual is available.

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A more recent version of this manual is available.

1 Automatic notification that the enquiry was received

Once you submit your enquiry, Revenue will generate an automatic reply to confirm your enquiry was received.

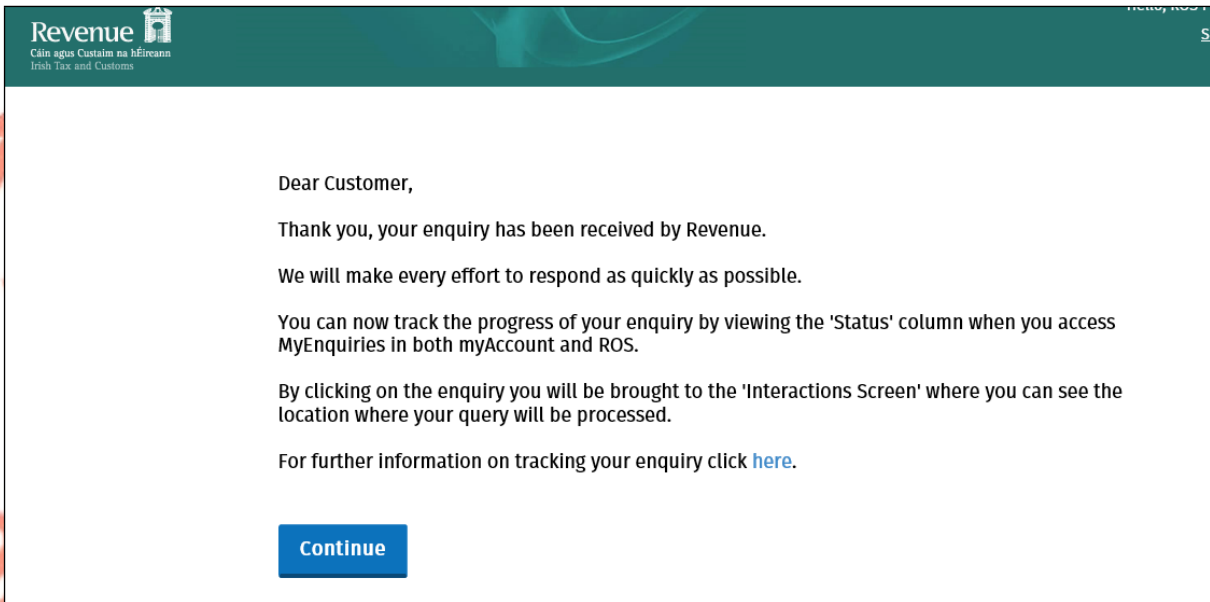


Figure 1: System generated reply to confirm that the enquiry was received

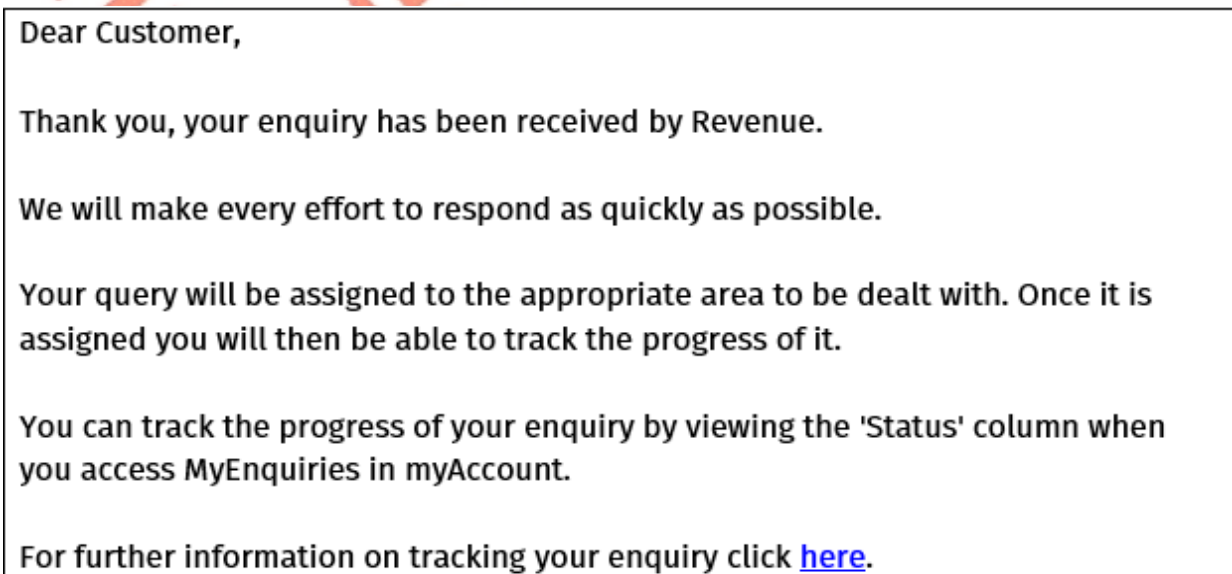


Figure 2: System generated reply to confirm that the enquiry was received via myAccount for PAYE only customers.

A person acting in a representative capacity to request clearance to distribute an estate after the death of a taxpayer, will receive this reply after they have made a submission via MyEnquiries. Refer to TDM [Requests for clearance in death cases](#) for further information.

Thank you for your submission of [DD/MM/YYYY].

Revenue will review this submission and will contact you within 35 working days if further information is required, or an intervention is to take place.

It should be noted that Revenue will not hold the agent, including personal representatives, executors, administrators, solicitors, etc., personally liable for the relevant taxes provided that it can be shown that the necessary due diligence, as outlined in the Revenue manual [46-01-02](#) has been undertaken.

Continue

Figure 3: Revenue reply to submission via MyEnquiries

2 Notification that a Revenue response has issued

When Revenue issues a response to an enquiry, an email is sent by standard email to inform you that (i) a response has issued and (ii) can be viewed in the Enquiries Record screen (Inbox) in MyEnquiries.

Any entry in the 'My reference' field when the original enquiry was submitted is included in the subject line of this notification.

Notification of Revenue correspondence

Dear customer,

We have responded to your recent enquiry. Depending on the system through which you submitted your enquiry you can view our response by following the instructions below.

1. Enquiries submitted via Local Property Tax Online

Log into **Local Property Tax** and click on the 'MyEnquiries' button. Our response can be seen in your Enquiries Record.

2. Enquiries submitted via ROS

Log into **ROS** and click on the 'MyEnquiries' button under 'Other Services'. Our response can be seen in your Enquiries Record.

3. Enquiries submitted via myaccount

Log into **myaccount** and click on the 'Enter' button for **MyEnquiries**. Our response can be seen in your Enquiries Record.

Yours sincerely

Revenue Commissioners

Figure 4: Email notification that Revenue has replied to an enquiry

Fógra i dtaobh chomhfhreagrais ó na Coimisinéirí Ioncaim

A chustaiméir,

d'fhreagraíomar an fiosrú le déanaí uait. Ag brath ar an gcóras trínar chuir tú an fiosrú isteach, tig leat breathnú ar ár bhfreagra trí dhul tríd na treoracha thíos.

1. Fiosruithe curtha isteach trí Cháin Mhaoine Áitiúil ar Líne

Logáil isteach i **gCáin Mhaoine Áitiúil** agus cliceáil an cnaipe 'M'Fhiosruithe'. Feicfead an freagra i dTaifead d'Fhiosruithe.

2. Fiosruithe curtha isteach trí ROS

Logáil isteach i **ROS** agus cliceáil an cnaipe 'M'Fhiosruithe' faoi 'Seirbhísí Eile'. Feicfead an freagra i dTaifead d'Fhiosruithe.

3. Fiosruithe curtha isteach trí mochúrsaí

Logáil isteach i **mochúrsaí** agus cliceáil an cnaipe 'Cuir Isteach' button le haghaidh **M'Fhiosruithe**. Feicfead an freagra i dTaifead d'Fhiosruithe.

Le dea-mhéinn,

Na Coimisinéirí Ioncaim

Figure 5: Irish version of email notification that Revenue has replied to an enquiry

2.1 Notification that Revenue has initiated an enquiry

When Revenue initiates an enquiry, an email is sent by standard email to inform you that an enquiry has been initiated and can be viewed in the Enquiries Record screen (Inbox) in MyEnquiries. Please see Figures 6 and 7 overleaf.

Notification of Revenue contact

Dear customer,

Revenue has contacted you via our secure online system, **MyEnquiries**. You can view this contact by following the instructions below.

1. Via Local Property Tax Online

Log into **Local Property Tax** and click on the 'MyEnquiries' button. Our contact can be seen in your Enquiries Record.

2. Via ROS

Log into **ROS** and click on the 'MyEnquiries' button under 'Other Services'. Our contact can be seen in your Enquiries Record.

3. Via myaccount

Log into **myaccount** and click on the 'Enter' button for **MyEnquiries**. Our contact can be seen in your Enquiries Record.

Yours sincerely

Revenue Commissioners

Figure 6: Email notification that Revenue has initiated an enquiry in MyEnquiries

Fógra i dtaobh teagmhála ó na Coimisinéirí Ioncaim

A chustaiméir,

bhí na Coimisinéirí i dteagmháil leat tríd an gcóras slán ar líne, **M'Fhiosruithe**. Tig leat breathnú ar ár dteagmháil trí dhul tríd na treoracha thíos.

1. Trí Cháin Mhaoine Áitiúil ar Líne

Logáil isteach i **Cáin Mhaoine Áitiúil** agus cliceáil an cnaipe 'M'Fhiosruithe'. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

2. Trí ROS

Logáil isteach i **ROS** agus cliceáil an cnaipe 'M'Fhiosruithe' faoi 'Seirbhísí Eile'. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

3. Trí mochúrsaí

Logáil isteach i **mochúrsaí** agus cliceáil an cnaipe 'Cuir Isteach' button le haghaidh M'Fhiosruithe. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

Le dea-mhéinn,

Na Coimisinéirí Ioncaim

Figure 7: Irish version of email notification that Revenue has initiated an enquiry in MyEnquiries

3 Tax Clearance applications made via myAccount

If a customer applies for a tax clearance certificate via myAccount, she or he receives a confirmation or rejection notification in MyEnquiries.

Notifications about tax clearance display on the Enquiries Record screen as below:

- 'Tax Clearance' displays in the 'Enquiry relates to' column, and
- a sub-category (Tax Clearance Certificate, Tax Clearance Refusal, Tax Clearance Access Number or Tax Clearance Rescinded) displays in the 'More specifically' column.

Customers can obtain further information regarding their tax clearance application by clicking on the tax clearance notification.

Previous Enquiries		Search previous enquiries				
Archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	Status
<input type="checkbox"/>	2005-122006	2020/05/28 08:05	Tax Clearance	Tax Clearance Certificate		Revenue Initiated

Figure 8: Reply in the Enquiries Record about a Tax Clearance application

The email notification issued about the reply in MyEnquiries specifically references that the message refers to Tax Clearance.

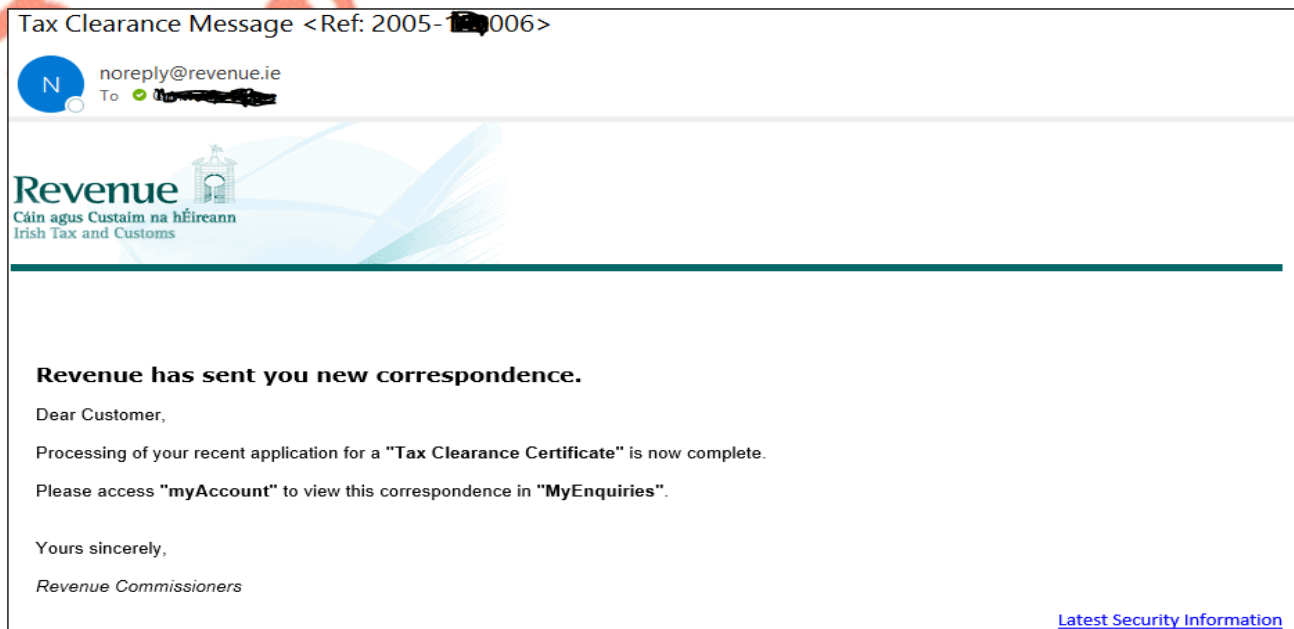


Figure 9: Email notification about a Tax Clearance application submitted from myAccount

4 Other 'system' replies issued via MyEnquiries

Revenue replies to a number of online applications submitted through myAccount, are issued via MyEnquiries. These include:

- Help to Buy (access numbers, verification, etc.)
- eCG50 (notification of application process)
- Letter of Residence (application status update)
- Charitable Donations Scheme (CDS eRepayments)

These replies or updates on relevant access numbers, etc. can be seen in the Enquiries Record.