

Minutes of meeting of TALC Sub-committee on Collection issues

Date: 13 June 2018

Venue: Conference Room 1, Ground Floor, Blocks 8-10, Dublin Castle

Approval of minutes of the meeting held 8 March 2018

The minutes were approved as proposed.

Matters Arising

The chairman welcomed the Collector General Mr Howley.

Workplan

Debt Management Services

Revenue presented on their new service which is planned to be introduced on a phased basis beginning in early 2019. The full service is expected to be in place in late 2020. The current case management system will be replaced with the latest technology which will provide significantly enhanced capability and capacity. It will have two new main customer facing services: an online Statement of Account and an online Phased Payment Arrangement.

The new online Statement of Account will be available for the new Real Time PAYE in January 2019 and will be accessible to both taxpayers and agents with the remaining taxes to be added by the end of 2020. The online Phased Payment Arrangement will streamline the application and improve turnaround times and will be operational early 2019.

PAYE Modernisation Update (Revenue presentation)

Revenue gave an update on progress on PAYE Modernisation and the design of the ROS system.

Content on the website is continually being updated.

Final information letters issued to employers who are excluded from mandatory e-filing recently. Revenue are currently reviewing approx. 5,000 cases who have responded requesting for their PAYE registration to remain active. The remaining 25,000 employers will have their PAYE registrations cancelled.

A list of employees will be requested from all employers over the coming months. The request will be presented by way of a banner on the ROS homepage screen for both employers and tax agents. Revenue will provide a template for completion.

The focus is on employers with 20 or more employees, however, the template and facility to submit employee lists will be available to all employers.

Employee information submitted will be validated against Revenue's records. Any differences will be flagged, significant differences will result in the list being rejected and the employer or agent will be advised to contact Revenue to resolve the differences. Practitioner suggested that the relevant Revenue contact number be displayed on the screen.

Employee lists will be requested with a deadline of end of October.

Revenue commenced their customer service visits in May. There are dedicated teams in each Region managing the visits. Employers are contacted in advance to arrange the visit. No specific outcomes to report to date.

Revenue have also commenced their profile interviews under the project. Practitioners noted that often it is the same staff member within the firms dealing with a number of interviews on behalf of more than one client and in some cases it has not been possible to reschedule the date or venue with Revenue.

Following responses received to date, regional seminars are likely to be scheduled in every county beginning in September.

Revenue demonstrated the new manual input payroll screens for employers who do not use payroll software.

Revenue confirmed that amendments may be made to payroll submissions under the new real time reporting system. If the amendment arises due to an error in the figures submitted or clerical error filers will have to amend the original payroll submission. If the amendment arises due to an increase in the payment made to the employee the additional payment should be included in the current payroll submission.

General guidance for directors and the new realtime reporting system will issue based on queries raised to date. When published, these will be presented to the External Stakeholder group. If additional guidance is requested, it will be provided where appropriate.

MyEnquiries and related matters

Revenue provided an overview of the current response statistics to queries under the service highlighting that the majority of queries are responded to within the customer service standards of 20 days. Revenue told the committee that as part of their Customer Engagement Strategy 2018-2022 they are committed to reducing the response times. To achieve this reduction they are reviewing the queries received to identify alternative ways of providing information regularly sought and other contact methods.

Practitioner suggested that queries be categorised as tax agent “call for action” or routine information request, a more direct route for tax agents while identifying priority contact would improve the service.

Revenue requested that practitioners submit a list of commonly experienced difficulties with navigating the Revenue website and sourcing information.

Practitioners noted that an automatic telephone service would not be welcome; it is preferred to speak with a Revenue representative. Some communication from Revenue to advise that there will be a delay in the detailed response via MyEnquiries would also be welcome.

The 1890 Business Taxes telephone service review continues, the cost of using this service is under consideration. Calls to the service have reduced; Revenue will provide detailed statistics on the response rates.

Practitioners requested that Revenue consider the introduction of a dedicated agent telephone service, Revenue advised that this matter was dealt with at Main TALC on 1st May 2018. Revenue advised that the possibility of introducing an “agent-only” telephone service was examined and they have concluded that it is not a necessity at this time. This is due to the changes made to Business Taxes 1890 service including consistent opening hours and improved level of performance.

Revenue issued a written response to practitioners' request for an offset function in advance of the meeting. The response sets out the current methods of requesting an offset of a tax refund.

VAT Registrations

The introduction of a dual system is under construction for delivery at the end of 2018. This system will split domestic and international registrations into two tiers. This dual system is expected to quicken the registration process.

The VAT registration checklist circulated to the committee in 2016 is still relied upon and practitioners will remind members to refer to this checklist as part of their VAT registration procedures.

ROS Issues

Revenue confirmed that ROS is correctly calculating the tax due on offshore gains. Correspondence issued in 2017 was referred to and will be recirculated by the secretary.

Revenue presented on a number of ROS updates that are scheduled to be released in the coming days.

Form 11

- Change to the question on residency which requires positive yes/no confirmation compared to the previous 'checkbox' requirement.
- Income received from the Department of Agriculture, Food and the Marine will be pre-populated into the self-employed income panel
- Approx. 38,000 paper Form 11 returns have been issued by post in the past week. No paper returns are issuing to taxpayers under 40 years of age, with income over €75,000 or who have a tax agent
- Confirmation is required of the spouse details and date of marriage in joint assessment cases.
- Filers are reminded that amending the basis of assessment in the personal details panel impacts on the calculation of tax liability and results in a new Form being presented. Accordingly, all the data that was pre-populated is deleted. Before changing the basis of assessment, filers should print or copy the pre-populated details.

Online letters of residency

A new online application is available on ROS and MyAccount for letters of residency. This new services is available to taxpayers and tax agents. In most cases a pdf version of the letter will issue automatically.

ROS changes

- The new MyServices screen now includes a 'Frequently Used Services' tab which can be populated with a maximum of nine services (one of which must be MyEnquiries) most commonly used.
- The Employer Services has been given prominence and the PPSN checker which has been available since April and the Employee List which will commence this month are visible.
- A new priority email category for the ROS inbox.

Dual agent registration for payroll

A new online registration facility is available for dual payroll agent registrations. The new facility will allow agents register to provide payroll services only on behalf of an employer client.

New manuals, or updates to current Revenue Tax and Duty Manuals will issue to reflect the above updates.

Transferring clients to a new adviser (a new TAIN)

Following the introduction of GDPR, Revenue's procedures in relation to bulk migration of clients to a new TAIN now requires a single confirmation letter/agent link authorisation for each client, it is not possible to move clients in bulk to a new TAIN.

Access to prior year information for a new tax agent

Revenue advised that an online option to present prior year information is not possible. Tax agents will need to contact the Revenue District to obtain the information.

Revenue advised that they have already commented on this at the previous 2 meetings. As previously advised, Revenue examined the matter and there are technical difficulties in developing an online solution. The difficulties include issues such as the client not having an inbox, not being able to get a copy of the return at the time it is filed or with ensuring that data protection access requirements are adhered to. Practitioners always have the option to set up a practice agreement whereby they agree at their level/committees that they transfer a file when the client leaves subject to appropriate Data Protection controls or such like.

List of exceptional contact – Dublin

Revenue will speak with their colleagues regarding putting in place a nominated exceptional contact(s) for the Dublin Region. Currently there is a generic email account that is monitored by the office but no specific person is assigned as the exception contact.

Guidelines for Agents Acting on Behalf of Taxpayers – dual agents

Revenue advised that the TDM would be updated to reflect the online registration for payroll only along with the additional information on the current 'dual agent' registration process for VAT & CT. There is no formal "review" of the guidelines planned. Additional information to reflect the current process and the new online process for 'payroll only' agents will be added.

Facility to offset refund for one year against tax underpayments for previous years

Revenue advised practitioners that it was never possible under the "old" (PAYE Anytime) system when Form 12 for several years were filed at the same time, for the system to automatically offset underpayments arising against any refunds due. Any automatic offset depended on the sequence of filing of returns.

The system checks all balances and offsets tax refunds against tax liabilities within pre-defined parameters. There has been no change in the system for eForm12 returns.

Change in Revenue manual on interest on underpayments/late payments

Revenue advised that there has been no change in policy on the matter of warning letters issuing for underpayments and application of statutory interest.

Dates for next meetings

All meetings to be held in Conference Room 1, Ground Floor, Dublin Castle

Thursday 4 October: 10.30 – 12.30

Thursday 6 December: 10.30 – 12.30

Attendees at the meeting:**CCAB-I**

Mr Gerry Higgins (chairman)

Mr Ray Kilty

Ms Kimberley Rowan

Irish Tax Institute

Ms Mary Healy

Ms Sandra Clarke

Mr Paul Wallace

Revenue

Ms Lucy Mulqueen

Mr Joe Howley

Ms Maura Conneely

Ms Maria Myler

Mr Leonard Burke

Mr Pat O'Shea

Ms Aisling Malone

Apologies:

Ms Aisling Meehan – Law Society

Ms Deirdre Barnicle – Law Society