

# Agent's Guide to the Collector-General's Division

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Further Information for Agents can be found in the Tax and Duty Manual (TDM) [Guidelines for Agents or Advisors acting on behalf of taxpayers](#)



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## 1 Introduction

This Guide provides information in relation to the Collector-General's Division. The Guide will be of assistance to any customer who transacts business with this Office, but it is primarily intended to be of assistance to tax agents.

The information provided is up to date at the time of publication, but agents should bear in mind that tax collection and pursuit arrangements will change over time in the light of practical experience. Revenue has very comprehensive information on its [website](#) in relation to all the topics covered in this Guide.

This Guide does not override the law applicable to tax collection. Within the terms of that law, Revenue reserves the right to vary the tax collection mechanisms in relation to non-compliance.

## 2 Role of the Collector-General's Division

The Collector-General's Division has responsibility for the collection and lodgement of the major taxes plus many of the smaller taxes, including,

- Value Added Tax
- Corporation Tax
- Income Tax
- Capital Gains Tax
- Employer Income Tax/PRSI/USC/LPT
- Relevant Contracts Tax
- Professional Services Withholding Tax
- Deposit Interest Retention Tax
- Investment Undertaking Tax
- Life Assurance Exit Tax
- Special Portfolio Investment Account
- Relevant Tax on a Share Option
- Environmental Levy (Plastic Bag)
- Universal Social Charge
- Local Property Tax
- Solid Fuel Carbon Tax
- Natural Gas Carbon Tax
- Electricity Tax
- Approved Retirement Funds/Personal Retirement Savings Accounts
- Encashment Tax
- Ancillary State Support
- Domicile Levy
- Mineral Oil Tax on Vehicle Gas
- Employer Wage Subsidy Scheme Repayments
- Temporary Wage Subsidy Scheme Repayments

In addition, the Division, in co-operation with other areas of Revenue, carries out appropriate pursuit activity where taxpayers fail to comply with their tax obligations.

The Collector-General's Division also has responsibility for:

- Debt Warehousing
- Tax Relief at Source schemes
- VAT Repayments
- European Communities Mutual Assistance in relation to tax recovery
- Diesel Rebate Scheme
- IT/CT non- filer programme

The Collector-General's Division also facilitated the payment of various subsidy schemes throughout the Covid-19 health pandemic and the Energy Crisis.

- Covid Restriction Support Scheme (CRSS)
- Business Resumption Support Scheme (BRSS)
- Temporary Business Energy Support Scheme (TBESS)

### 3 Tax Returns and Payments

#### 3.1 ROS Filers

Mandatory electronic filing of payments and returns, using Revenue's Online Service (ROS), is part of Revenue's strategy to establish the use of electronic channels as the normal way of conducting tax business. For further information please see [Mandatory E-filing](#).

Due dates for submission of tax returns and payments are set out in [Appendix 1](#).

#### 3.2 E-Repayment facility

Revenue continues to increase the number of taxes and duties that can be repaid electronically to a customer's nominated bank account.

#### 3.3 Relevant Contracts Tax

Revenue operates a fully electronic system, eRCT, for Relevant Contracts Tax. For further information please see [Operation of RCT](#).

### 3.4 Non-ROS Filers

Most returns issued by Revenue contain a pre-addressed envelope to be used when submitting the return and payment. Where there is no pre-addressed envelope, returns should be sent to:

Collector-General's Division  
Sarsfield House  
Francis Street  
Limerick  
V94 R972

To facilitate customers and An Post at peak times, Income Tax Form 11 and Corporation Tax Form CT1 should be sent to:

Collector-General's Division  
PO Box 354  
Freepost  
Limerick

#### Local Property Tax (LPT)

The LPT Return can be filed online through the [LPT online system](#).

Payments of LPT can be made by a number of methods please see [LPT due dates](#) at Appendix 1 for options.

## 4 Amendments to Tax Returns

Agents should bear in mind that the return represents a legal declaration and serious consequences can arise for a customer where an incorrect return is submitted. Notwithstanding this, Revenue realises that genuine errors and mistakes can arise and allows for amendments to tax returns to be corrected as follows:

#### **Income Tax**

Where the Form 11 is filed on-line then any amendments should be made through ROS. Supplementary material can be submitted in writing to the [local Revenue Division](#).

#### **Corporation Tax**

As all CT1 forms must now be filed through ROS any amendments can be made on-line.

#### **Value Added Tax**

A **Supplementary VAT** Return is submitted when **an additional liability is due on the original VAT return**. This return should be clearly marked 'Supplementary'. The combination of the original return and the supplementary return should then represent the correct liability position for the period.

**An Amended VAT Return** is submitted when the liability on the **original VAT return submitted has been calculated incorrectly**, e.g. in the subtraction of the T1 figure from the T2 figure. This type of return should be clearly marked 'Amended' by the taxpayer/agent. An **Amended Return replaces the original return on record**.

**Employer Income Tax– (PAYE/PRSI/USC/LPT) Periods PRE 01/01/2019.**

A Supplementary P35 return is required where an employee is not listed on the original P35 return.

If an Employer is registered as a mandatory e-filer, Supplementary or Amended P35 returns should be filed on ROS.

The supplementary return should never be submitted in advance of the original P35.

When submitting a paper supplementary P35 return it is important to ensure that:

- the correct stationery is used
- 'Supplementary' is written on the Declaration
- the Declaration is fully completed
- a P35L/P35LT is completed for all supplementary returns.

Supplementary P35 returns should be forwarded to:

Collector-General's Division  
Employers P35 file area  
P.O. Box 354  
Freepost  
Limerick

Forms may be ordered by calling 01 7383663.

An Amended P35 return is required to amend details for an employee who is listed on the original P35.

Employers who are not designated as mandatory e-filers may submit a P35 amendment in writing to the Collector-General's Division.

The amended return should clearly state the original and amended details for Pay, Tax, USC, LPT and PRSI, with the weeks and class of PRSI for each employee.

Amended P35 returns should be forwarded to:

P35 Amendments Section  
Collector-General's Division  
Sarsfield House  
Francis Street  
Limerick

## 5 How to Pay Tax Liabilities

### 5.1 Revenue On-Line Service (ROS)

Register with the Revenue On-Line Service following the easy step-by-step instructions on [how to become a ROS customer](#).

Time limits are extended for taxpayers who pay & file electronically - The due date has been extended to the 23<sup>rd</sup> of the month for Corporation Tax, Relevant Contracts Tax, Value Added Tax and Employer Income Tax/PRSI/USC/LPT.

ROS provides for the following methods of payment of tax.

- ROS Debit Instruction (RDI)
- Debit/Credit Card via ROS

ROS Payment Support Unit can be contacted at 01 7383663 or +353 61 488000 for international customers.

### 5.2 ROS Debit Instruction (RDI)

The ROS Debit Instruction (RDI) enables regular payments to be made directly from the customer's bank account. With the RDI the amount and date of each payment is determined solely by the customer. The RDI does not confer on Revenue a right to take money from a customer's bank account until each payment is initiated and authorised by that customer. An RDI mandate can be completed by accessing the RDI link on the ROS "My Services" screen. ROS provides customers with a quick and secure facility to pay tax liabilities. The ROS facilities are available 24 hours a day, 7 days a week and 365 days a year.

All RDIs are processed under the Single European Payments Area (SEPA). Under SEPA all bank accounts must be identified by an International Bank Account Number (IBAN) and a Bank Identifier Code (BIC). Customers are required to provide a BIC and IBAN when completing the RDI mandate.

**Locating a BIC and IBAN** – You will locate your BIC and IBAN on your bank statement. You can also use your sort code and account number to generate your BIC and IBAN by using the simple converter located at [BPFI.ie](http://BPFI.ie). Alternatively, please contact your bank and they can provide you with your BIC and IBAN details.

**SEPA Payment cycles** – Shorter payment processing timelines were introduced under SEPA. These processing timelines apply to payments made using bank accounts on ROS or myAccount. Where customers authorise a payment using a bank account for the first time or a recurring bank account payment, the debit takes 3 working days from the date of authorisation to clear the customer's account. Customers receive credit from the date of authorisation. Customers should ensure that they have sufficient funds to cover the payment amounts.



### 5.3 Payment of Tax by Debit or Credit Card

The facility to make a payment using a credit or debit card is only available to customers whose tax affairs are managed by Revenue's Personal and Business Divisions. Taxpayers in these Divisions can make a card payment in ROS or myAccount using a Visa or Mastercard. Revenue absorbs the charge for debit and credit cards.

While customers are encouraged to make payments on-line via myAccount and ROS directly, a facility is available to make a card payment to Revenue via a dedicated card payment phone line at 01 7383665.

### 5.4 Direct Debit (DD)

All Direct Debit applications are now made through ROS using the Direct Debit On-Line (DDOL) facility. VAT, Employer Income Tax/PRSI/USC/LPT, Preliminary Income Tax and LPT may be paid by Direct Debit. Please note that applications are confined to customers with bi-monthly VAT liabilities up to €50,000 and monthly PAYE/PRSI/USC/LPT liabilities up to €25,000. For further information please see [Paragraph 7 Direct Debit](#)

### 5.5 Single Debit Authority (SDA)

A small number of paper returns may have a payslip with the Single Debit Authority (SDA) option. Single Debit Authority enables once off payments to be made directly from the customer's bank account by completing the relevant bank details and a debit amount on the payslip provided. All SDAs are processed under the Single European Payments Area (SEPA). Customers must quote their bank account details using the Bank Identifier Code (BIC) (optional) and International Bank Account Number (IBAN) together with the debit amount in order for the payment to be successfully processed. **Locating a BIC and IBAN** - You will locate your BIC and IBAN on your bank statement. You can also use your sort code and account number to generate your BIC and IBAN by using the simple converter located at [BPFI.ie](http://BPFI.ie). Alternatively, please contact your bank and they can provide you with your BIC and IBAN details.

### 5.6 Electronic Fund Transfer (EFT)

You can pay taxes due by Electronic Funds Transfer (EFT) if you are either:

- A non-resident and do not have a SEPA reachable bank account
- A customer who is exempt from mandatory electronic filing and payment

The use of EFT as a payment method can be problematic both for taxpayers and Revenue:

- The bank processing of EFT payments normally takes three working days. Failure to allow sufficient time may result in interest being charged as a result of the payment being received after the due date.
- Where customers using EFT fail to provide the information required Revenue is unable to allocate the payment to the appropriate tax.

In view of the foregoing, payment by EFT is not encouraged and taxpayers should select one of the other payment options to help reduce the risk of unnecessary delays and costs.

For EFT online queries, please direct any queries through MyEnquiries.

Select Category: Enquiry relates to `Collector-General's` and Select Sub-category: More specifically `Electronic Funds Transfer (EFT) / Giro`.

### **Mandatory obligation to pay using Revenue's Online Service (ROS)**

Agents and customers are reminded that there is now an obligation on all companies and certain individuals to make payments to the Revenue Commissioners by electronic means using Revenue's Online Service (ROS). Section 917EA Taxes Consolidation Act 1997 provides that where a person who is obliged to make, by electronic means, a return and payment to the Revenue Commissioners and makes such a return or payment other than by electronic means then that person shall be liable to a penalty of €1,520. This penalty of €1,520 applies in respect of each occurrence of either a return or payment made by means other than electronic means.

#### **5.7 Group Remitters with effect from 1 January, 2019**

The group remitter arrangement is an administrative structure and is not underpinned by legislation or regulation. It will continue to be available for the employer return of Income Tax/PRSI/USC/LPT from 1 January 2019 and will operate as follows:

- Each member of the group must report payroll on or before making emoluments to employees so in effect, all group members are remitters for payroll reporting purposes.
- A statement will be generated, and the Return will be either accepted by the employer/agent or deemed by Revenue in each monthly statutory period for each group member under their individual employer registration numbers.
- The group remitter may make a single payment via ROS under its own employer registration number to settle the liabilities of all the group members and Revenue systems will distribute the payment to the group remitter's liability first and then to the non-remitters' liabilities in order of highest to lowest liability. ROS will pre-populate the liability values for the group remitter only, but these values may be overwritten to include the liabilities of all the group members. The group remitter must have appropriate certificate permissions if relying on the ROS Statement of Account to obtain the liability values for all members of the group.
- If the submission of amended payroll creates an amended return and a credit in any period for any of the group members, the refund will issue to the employer registration number associated with the amended return/credit.
- If there is an outstanding liability for any group member that requires compliance/enforcement activities, those activities will be taken against the employer registration number associated with the outstanding liability.

## 6 Revenue On-Line Service (ROS)

The Revenue On-Line Service (ROS) enables customers to interact electronically with Revenue. This service is an internet facility which provides customers with a quick and secure facility to file tax returns, pay tax liabilities and access their tax details, 24 hours a day, 7 days a week.

### 6.1 Accessing ROS or myAccount or LPT Online

- Log on to [www.revenue.ie](http://www.revenue.ie).
- Business Customers can select ROS from the 'Sign in to myAccount or ROS or LPT Online' options at the top-right of the homepage, which will then display the ROS login page '[Login to ROS](#)'
- Business customers, self-employed individuals and Practitioners who wish to register for ROS should select '[Register for ROS](#)' and follow the three-step registration process.
- Customers who wish to use Revenue's PAYE services should register for [myAccount](#), a single access point for all Revenue's secure online services for PAYE taxpayers using a single login and password.

#### The main features of ROS are:

- the ability to file returns and claims on-line
- make payments by debit/credit card or debit instruction
- request details of taxpayer statements of account
- calculate tax liabilities
- application for a Phased Payment Arrangement
- apply for tax clearance
- access the secure MyEnquiries service
- and much more

Apart from the possibility of filing online, one of the most important aspects of ROS for agents is that it allows agents to view online the position in relation to their clients' tax affairs (e.g. returns and payments). It does not allow the agents to see any transfers or offsets of tax payments that may have been carried out on their client's file. However, periods falling after 1 January 2022 can be viewed on a Statement of Account which can be triggered by the Agent via ROS or the online Statement of Account for PMOD.

The Collector-General's Division will also provide agents with details of their clients' tax affairs in response to phone and written requests. However, because of the volume of queries that have to be dealt with, agents will find that the ROS system provides a much more efficient method of accessing such details.

#### **Phased Payment Arrangement via ROS & Agents' Authorisation Form**

Revenue has introduced a facility to allow customers to manage a Phased Payment Arrangement via the Revenue Online System (ROS).

Customers who wish to avail of a Phased Payment Arrangement must be registered for ROS and hold a current digital certificate.

Where an agent is acting on behalf of the customer in relation to a Phased Payment Arrangement, a declaration ([Consent for Agent](#)) from the customer will be required. The agent will be prompted to upload the declaration via the Online Phased Payment link in ROS and thereafter will receive notifications in relation to the Arrangement.

## 6.2 ROS General

ROS is updated regularly to ensure that customers can conduct their business with Revenue as quickly and efficiently as possible.

- **Registrations, Cancellations & Re-Registration**

Information regarding registration, cancellation and re-registration of any or all tax registrations for an existing business is available on the Revenue website, see [Online Services](#).

- **Agent Access to Income Levy Details**

Agents have access to Income Levy details for clients registered for PAYE. Details displayed will include:

- Employer Name
- Employer Registration number
- Gross Income for Income Levy purposes
- Income Levy deducted.

- **Interest (ILP) Payments on ROS**

Customers can pay interest through ROS for the following – Employer Income Tax/PRSI/USC/LPT, VAT (VAT3 bi-monthly, VAT3 quarterly and VAT3 bi-annual), Relevant Contracts Tax, Income Tax: (Form 11 and Form 1 customers), Corporation Tax and Capital Gains Tax.

Customers can access this facility on the My Services page in ROS where there is a button marked Interest under the ROS Payment/Declaration without Payment section.

- **ROS Payment Receipts**

Receipts for the vast majority of tax payments made to Revenue are available exclusively through Revenue's On-Line Service (ROS):

- Where payments are made through ROS, confirmation/receipts of payments are also provided through ROS.
- Where payments are not made through ROS, confirmation of payment is available by requesting a Statement of Account - through ROS.

### 6.3 ROS - Amend Tax Returns

ROS also provides the facility to amend CT1 Forms (Corporation Tax Returns) and Forms 11 (Income Tax Returns) that have been submitted on-line to Revenue.

Please Note: The person who originally filed a return on-line through ROS is the only person who will have the authority to make amendments to that return. Since the introduction of mandatory e-filing, no paper copies of the Form CT1 will be produced.

Further detailed information on ROS is available from:

- [Revenue website](#)
- ROS Technical help 01 7383699
- [ROS Help](#)

## 7 Direct Debit

A facility to manage Direct Debit online (DDOL) for current taxes is available through ROS. The payment of current taxes by direct debit offers advantages to the taxpayer and to Revenue. The facility to pay current taxes via the [Direct Debit scheme](#) is currently available for VAT, Employer Income Tax/PRSI/USC/LPT and Preliminary Income Tax, subject to certain safeguards. Customers are encouraged to use the direct debit scheme for these taxes. Local Property Tax (LPT) can also be paid by direct debit by accessing the LPT portal on the Revenue website.

Payment by direct debit is a concession and Revenue is not obliged to grant the direct debit facility where the proposed amounts are too low, or the taxpayer has an unsatisfactory compliance pattern.

Liabilities paid under a formal instalment arrangement are paid and collected by direct debit but are set up and collected by a distinctly different process and are not part of the collection process for direct debits for current taxes. Refer to Tax and Duty Manual (TDM) [Guideline for Phased Payment Arrangements](#) Employer Income Tax /PRSI/USC/LPT (Fixed/Variable)

A Variable Direct Debit facility for Employer Income Tax/PRSI/USC/LPT only has been available since 2019 following the introduction of PAYE Modernisation (PMOD). The Variable Direct Debit scheme is an optional facility. Employers can choose to either remain on their current fixed direct debit arrangement or opt to avail of the Variable Direct Debit facility.

The Variable Direct Debit scheme works differently to the Fixed Direct Debit scheme. Instead of requesting a fixed amount from your bank account each month, Revenue will obtain permission to request the value of your monthly liability. A Revenue Payroll Notification (RPN) will replace the current tax credit certificate (P2C). The RPN will provide you with the necessary information to deduct from the employee the correct Income Tax, USC & LPT.

Employers can access ROS to set up a Variable Direct Debit. Employers should cancel their current fixed direct debit arrangement for Employer Income Tax/PRSI/USC/LPT in order to avoid two payments being debited from the employer's account. For employers who wish to remain on their current fixed direct debit arrangement, no action is required.

## 7.2 Direct Debit for Preliminary Income Tax

Taxpayers can apply through ROS using the Direct Debit online (DDOL) facility. Payments by Direct Debit are allocated against a taxpayer's Preliminary Income Tax for the current year. Taxpayers must make a minimum of 3 monthly direct debit payments in the first year they join the scheme and a minimum of 8 monthly direct debit payments in each subsequent year.

## 7.3 Insufficient payments

Taxpayers are obliged to pay sufficient monthly amounts by direct debit. A taxpayer's failure to pay sufficient tax under the Direct Debit facility will result in an underpayment and interest charges may arise.

## 7.4 Cancelled Debits

In the event of a taxpayer's debits cancelling they may be removed from the Direct Debit scheme and outstanding liabilities will be pursued in the same way as other tax liabilities.

## 7.5 Amending Direct Debits

The DDOL system can be used to amend the amount payable on a Direct Debit Mandate, to amend the bank account details for a mandate or to cancel the mandate completely.

If the taxpayer wants to reduce the amount of the debits and the proposed reduced amount is not acceptable to Revenue, the taxpayer may be removed from the Direct Debit Scheme.

## 7.6 Paying LPT by Direct Debit

LPT can be paid by direct debit. To pay by direct debit the taxpayer should visit the Revenue website and set up a Direct Debit Mandate through LPT online. For further information see [Paying LPT by direct debit](#).

## 8 Tax Clearance

The purpose of the Tax Clearance scheme is to ensure that persons, who derive an economic benefit from,

- a licence / permit to conduct certain activities in the State, and/or
  - receipt of contracts/grants, subsidies and other payments from the State
- are in compliance with their tax and customs obligations.

### 8.1 Tax Clearance Applications

The requirement to produce a Tax Clearance Certificate usually arises in the context of a person seeking State money (e.g. [Government contracts, grants](#)) or obtaining licences (e.g. excise licence, road transport / small public services vehicles licences), and can also arise in other cases, (e.g. in relation to the Standards in Public Office Act, 2001 for persons elected to the Dáil or Seanad, Judicial Appointees and Senior Office Appointees).

The Finance Act 2010 provided for the inclusion of the Customs Acts within the definition of "Tax Acts". The Finance Act 2013 provided for the inclusion of Stamp Duty, Local Property Tax (LPT) and Capital Acquisitions tax (CAT) within the definition of "Tax Acts". Customs Duties, LPT, Stamp Duty and CAT are also considered when deciding the issue of a Tax Clearance Certificate (TCC).

Taxpayers requiring a Tax Clearance Certificate should ensure that their **tax and customs affairs** are in order before submitting an application for a Certificate. An application made when there are outstanding tax payments or returns will be refused. However, in certain circumstances, where liabilities are being addressed by [Phased Payment Arrangements](#) may not preclude the issue of a Tax Clearance Certificate.

### 8.2 Electronic Tax Clearance

Applications for most categories of Tax Clearance Certificates should be made through the electronic Tax Clearance (eTC) system.

Revenue operates an electronic Tax Clearance (eTC) processing system which replaced the issuing of a tax clearance certificate in paper format. The application is processed in real time and the result of the application is displayed on screen. An email confirming the results is sent to the applicant's Revenue Online Service (ROS) or MyEnquiries Inbox. This will include a Tax Clearance Access Number (TCAN) which, with the applicant's Tax Reference Number, can be given to any third-party entity that wishes to verify their TCC.

The only exceptions to using eTC are:

- (i) tax clearance certificates in relation to the Standards in Public Office Act (SIPO) 2001,

- (ii) non-resident applicants who do not hold a Tax Registration Number in this state,
- (iii) non- e-enabled applicants,

### 8.3 Tax Clearance for Applicants under Standards in Public Office Act 2001

Applicants under the Standards in Public Office Act 2001 (which sets out the Tax Clearance requirements for members of the Dáil and Seanad, senior public officials and candidates for appointment to the judiciary) should fill out the [form TC \(SIPO\)](#) and submit it to:

Standards in Public Office Unit,  
Collector-General's Office,  
Francis Street,  
Sarsfield House,  
Limerick.

Tel: 01 7383663

**e-mail:** through MyEnquiries

Select Category: Enquiry relates to `Collector-General's`

Select Sub-category: More specifically `Tax Clearance (SIPO)`.

The form can be downloaded from Revenue's website or requested by phone from the SIPO unit. Tax Clearance Applications under the Standards in Public Office Act must be made in writing.

### 8.4 Tax Clearance for Non-Resident Applications

Non-Residents<sup>1</sup> who are not registered for Irish tax cannot apply through eTC for a tax clearance certificate. The [TC1 application form](#) can be downloaded from the Revenue website or requested by email to [nonrestaxclearance@revenue.ie](mailto:nonrestaxclearance@revenue.ie).

The TC1 can be submitted by email or post to:

Email: [nonrestaxclearance@revenue.ie](mailto:nonrestaxclearance@revenue.ie).

Or

Post: Non-Residents Unit, Collector-General's Office, Sarsfield House, Francis Street, Limerick. V94 R972

Further information available [here](#)

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<sup>1</sup> Non-resident applicants who neither have an Irish tax registration, nor, a permanent established (PE) place of business in the State [i.e. foreign traders] must apply for tax clearance to Non-Residents Unit. However, if the nature of a contract requires that non-resident applicants with a permanent establishment in the State register for Irish tax purposes, the applicants should contact their relevant [Revenue Division](#)



## 8.5 Tax Clearance for Non-Registered Voluntary Bodies

If the voluntary body does not have a Tax Registration Number, it must register with Revenue. It can register as an unincorporated voluntary body by completing a registration form for voluntary non-profit making organisations. The completed form should be sent to the relevant Registration Unit listed on the form.

Once the body receives the Tax Registration Number, an application for a Tax Clearance Certificate can be made using the electronic Tax Clearance (eTC) system.

## 8.6 Betting Licence

The Betting (Amendment) Act 2015 introduced a licensing requirement in Ireland for Remote Bookmakers and Remote Betting Intermediaries who are providing betting services to persons in the State. Please refer to the attached link for further information in relation to tax clearance applications for such licences.

[Remote Bookmakers Licence.](#)

## 9 Notification of Representation of New Client

For confidentiality reasons, Revenue can only provide details of a taxpayer's affairs to an authorised agent who is on record as the taxpayer's agent.

The Agent must have a Tax Advisor Identification Number (TAIN), application form for TAIN can be found [here](#)

Revenue has a dedicated unit for TAIN applications. The contact details for this unit are as follows:

National TAIN Register  
Office of the Revenue Commissioners  
P.O. Box 1  
Wexford  
e-mail: [nationalTAINregister@revenue.ie](mailto:nationalTAINregister@revenue.ie)  
Phone number: 01 -7383630

An Agent can apply by post or online using the eRegistration facility on ROS to be recorded as the 'Agent on Record'. Further details on the National TAIN Register can be found [here](#).

## 9.1 By Post

Revenue requires a completed "[Agent Link Notification](#)" accompanied by a letter from the agent on headed notepaper also containing the client's details. The notification must include the following information:

- Client's Name and Address
- Client's Tax registration number
- Details of the tax or taxes for which the agent is representing the particular client
- Agent's Tax Advisor Identification Number [TAIN]

The notification should be sent by post to:

[Revenue Divisional Office](#)

or

Customer Services Section,  
Collector-General's Division,  
Sarsfield House,  
Francis Street,  
Limerick.

## 9.2 e-Registration

The agent can use the 'Manage Agent-Client Links' to be recorded as the 'Agent on Record'. A letter of authorisation signed by the customer must also be uploaded before the request can be completed. Further information is available on Revenue's website under [e-Registration](#).

In most cases Revenue will accept notifications at face value and act on them. However, Revenue reserves the right to confirm the position with the stated customer in any case.

## 9.3 To request Removals from Client Listings

When an agent ceases to represent a client, for one or more taxes, it is important to notify Revenue. This can be done online through the e-Registration facility on ROS, by calling 01 7383663 or by e-mail [nationalTAINregister@revenue.ie](mailto:nationalTAINregister@revenue.ie).

Practitioners can also contact the relevant ROS Liaison Officers. See [ROS Customer Service Support](#) information.

## 9.4 Notification of representation for Properties (LPT)

Taxpayers can use an agent to file their LPT Returns and make LPT payments on their behalf, however, they must first confirm to Revenue which agent is authorised in respect of each property. The attached [Agent Link](#) form can be used to confirm all

such authorisations. The taxpayer must also specify the property ID of the property for which the agent is authorised to act.

Where a taxpayer is remitting in respect of a number of properties, the [bulk upload template](#) should be used to outline all authorisations.

## 10 Registering for Tax Purposes

Revenue has provided for an increased range of e-Registration services through Revenue's Online Service (ROS). Information in relation to e-Registration is available at [e-Registration](#).

### **Who cannot use e-Registration services?**

In a small number of circumstances, e-Registration services may be restricted or unavailable to applicants. These applicants include:

- individuals currently not eligible to register for myAccount
- non-assessable spouses
- companies that have no Irish-resident directors
- unincorporated bodies and non-profit organisations (for example schools, boards of management)
- charities not represented by an Agent
- executors
- collection agents

If your registration falls into any of the above categories, you will be required to complete a paper Registration application [TR1](#), and submit to the relevant address outlined on that form.

Once the registration process has been completed, the relevant tax return forms will issue to the customer in advance of the due dates. All tax returns must be completed and submitted by the return date (see [Appendix 1](#)), even if the business has not actually commenced to trade. In the latter case "nil" returns should be completed.

## 11 Cancelling a Tax Registration

A Tax Registration can be cancelled online using the e-Registration facility on ROS. Further information is available in [e-Registration](#).

Where e-filing exemptions are in place manual notification can be used, otherwise, all cancellations should be completed via e-Registration facility on ROS or on MyAccount.

The [TRCN1 Form](#) for requesting cancellation of a Tax Registration can be accessed for printing and when completed in paper format, submitted to the relevant address outlined on the form.

Alternatively, taxpayers can send written instructions in letter format to their Revenue Division to request cancellation of a Tax Registration. Such requests must contain the following information:

- The taxpayer's Name and Tax Registration Number
- Private Address & Business Address & Contact Phone Number
- Type of Business
- Effective Cancellation Date
- The relevant Tax Type and
- Reason for Cancellation

## 12 Request for Duplicate Return Forms/ Statements of Account

A request for duplicate return forms/Statements of Account on behalf of one or two clients may be made by telephoning the C-G's Division at LoCall 01 7383663. Requests for three or more clients must be made in writing to:

**Customer Services Section  
Collector-General's Division,  
Sarsfield House  
Francis St  
Limerick**

Online requests may be sent through MyEnquiries, please see TDM [Part 37-00-36](#).

Return forms / statements will only be issued provided the agent is listed on Revenue's records as the authorised agent. To avoid unnecessary delays the customer name, registration number, tax type and period should be quoted.

As previously indicated, ROS provides a much more efficient method of ascertaining Statement of Account details.

Request for duplicate returns for:

- Environmental Levy (Plastic Bag)
- Deposit Interest Retention Tax (DIRT)
- Special Portfolio Investment Accounts (SPIA)
- Approved Retirement Funds (ARF) / Personal Retirement Savings Accounts (PRSA)

Should be sent to the following address:

Services and Transaction Taxes Unit  
Collector-General's Division  
Mill Lane  
Listowel  
Co. Kerry  
V31 VF20

Returns for the following taxes may be downloaded from Revenue's website:

- Electricity Tax (ELEC) – [Form ET1](#)
- Natural Gas Carbon Tax (NGCT) – [Form NGCT1](#)
- Solid Fuel Carbon Tax (SFCT) – [Form SFCT1](#)
- Domicile Levy (DL) – [Form DL1](#)
- Return of Mineral Oil Tax on Vehicle Gas - [Mineral Oil Tax on Vehicle Gas](#)

## 13 Change of Address

Revenue normally holds a number of addresses on record for each customer. For example, a company may have most correspondence e.g. returns etc. issued to a business address but the official (or registered) address as per CRO records will also be recorded.

Agents will be aware of the importance of supplying up-to-date information regarding their clients' addresses. Please note that the Official (or Registered) address of a company can only be amended on Revenue's records when advised by Companies Registration Office (CRO) of the change i.e. the CRO database is updated, or upon receipt of the Form B2 certified by the CRO.

Agents should not change the "business address" of their client on ROS to the their own address, but can request to have their address noted on the file for their client as an additional correspondence address (the "taxhead address") to receive correspondence on behalf of their client. The Collector-General's Division will change or amend addresses on receipt of a written request to:

Customer Services Section,  
Collector-General's Division,  
Sarsfield House,  
Francis St,  
Limerick.

Online requests may be sent through MyEnquiries, please see TDM [Part 37-00-36](#)

Please note all Final Demands will issue to the "business" or "official" address of the Customer only and will solely be addressed to the Customer.

## 14 Late Payments and Interest Charges

Revenue has generally allowed some leeway after the due date before raising interest charges. This leeway is to allow for any processing delays that might possibly arise and in that way to ensure that interest charges are raised only where payments are late. In this regard a payment that is not lodged to Revenue's account within the due month is most definitely late and liable to an interest charge. However, please note that where interest is charged, it is calculated from the due date at a daily rate of interest.

Any customer making late payments who is liable to interest may receive a warning in the first instance advising that the payment pattern is not acceptable.

IT, CT & CGT are treated differently for the purposes of charging interest as Revenue will only know if the Preliminary Tax/Due Date rules have been complied with when the returns are received. Each case is then considered on its merits and interest charges will arise where the amount of the preliminary tax was less than the legal requirement.

To assist taxpayers, Revenue reminds IT and CT registered taxpayers to pay and file on time to avoid surcharges, interest and penalties, and reduce the risk of a tax audit.

From 1<sup>st</sup> April 2005 to 30<sup>th</sup> June 2009 interest is charged on the late payment of tax as follows:

- The daily rate for IT, CT and CGT is 0.0273%
- The daily rate for the remaining taxes (e.g. Employer Income Tax/PRSI/USC and VAT) is 0.0322%.

In accordance with the Finance Act 2009, from the 1<sup>st</sup> July 2009, interest is now charged on the late payment of tax as follows:

- The daily rate for IT, CT, CGT and EWSS/TWSS repayments is 0.0219%
- The daily rate for fiduciary taxes (VAT, RCT, Employer Income Tax/PRSI/USC/LPT) is 0.0274%.

## 15 Requests for Phased Payment Arrangements

A customer is legally obliged to pay their full tax liability when it is due. However, Revenue accepts that cash flow problems for businesses can arise and is prepared to consider a proposal for payment over a certain time period, subject to interest charges. The precise arrangement in each case will be a matter for discussion having regard to the circumstances involved.

**Refer to:** TDM [Guidelines for Phased Payment Arrangements](#)

A facility to manage and view Phased Payment Arrangements (PPA) is available on ROS (Revenue's Online System), and all correspondence relating to any arrangement will issue through ROS.

- Should a customer wish for an agent to act on their behalf in relation to a PPA, a completed declaration [Consent for Agent](#) signed by the customer must be uploaded in order for the Agent to access the arrangement.
- On clicking the Online Phased Payment link on ROS, the agent will be prompted to upload the declaration providing authorisation to access the Phased Payment on a client's behalf and will receive any notifications in relation to the Arrangement.

If you have any queries relating to ROS, please contact the ROS Helpdesk on 01 738 36 99.

## 16 Insolvency

The Collector-General's Division has responsibility for dealing with the following:

- Examinership
- Receivership
- Liquidation cases i.e. Court Liquidations and Members/ Creditors Voluntary Liquidations.
- Bankruptcy
- Schemes of Arrangements as well as U.K. Administrations and Company/Individual Voluntary Arrangements.
- Small Company Administrative Rescue Process (SCARP)

The cases are dealt with in both our Dublin and Limerick offices.

Contact details for the unit are:

Dublin: 01 – 8589200

Limerick: 061 – 489054

Email: [insolvency@revenue.ie](mailto:insolvency@revenue.ie)

All requests for Personal Insolvency Arrangements should be made to the Personal Insolvency Unit through [personalinsolvency@revenue.ie](mailto:personalinsolvency@revenue.ie). Queries may also be directed to 061 488005.

All requests relating to [SCARP](#) should be to [SCARP@revenue.ie](mailto:SCARP@revenue.ie)

[Guideline for Authorised Intermediaries and Personal Insolvency Practitioners](#) is available on Revenue's website

## 17 Requests for Payment (Demand) of Unpaid Tax Liabilities

Revenue issues various types of requests for payment of outstanding tax liabilities

- an estimate/request for payment where a return and payment for a period(s) is outstanding
- an underpayment letter where a return has been received but has not been paid in full
- a demand letter covering a number of outstanding liabilities.

**It is essential that the demand is not ignored as the next stage in the tax collection process is referral of the outstanding liability for enforcement.** Such referral will invariably result in additional costs and expense for the customer.

The most obvious response to any demand is to file and pay the outstanding liability. When this is not possible, Revenue should be contacted to establish if payment by instalment will be allowed (see [Requests for Phased Payment Arrangements](#)).

Where a request for payment is received and the customer considers payment has already been made or offset requests have been submitted, the customer should contact Revenue to clarify the position and provide details of the payment(s) made by either:

- contacting the caseworker at the telephone number specified on the Demand letter,  
or,
- if the caseworker's name is not specified, the Collector-General's Division at 01 7383663.



## 18 Enforcement of Tax Liabilities

In the interest of fairness to customers who meet their tax obligations on time, Revenue is committed to a programme of early and effective enforcement action where tax liabilities remain unpaid. The usual method of enforcement is referral to Sheriff or Solicitor but other types of enforcement (such as the placing of an Attachment on a taxpayer's bank) are available. In some instances, different liabilities will be enforced using different methods. Inevitably, enforcement will result in additional cost and expense for a customer.

Where a liability has been referred to a Sheriff or Solicitor for enforcement action, arrangements for payment of the liability (plus fees and costs arising) should normally be made with the Sheriff (See TDM [Guidelines for Sheriff Enforcement](#) or the Solicitor (TDM [Guidelines to Using The Court Process To Pursue Tax Liabilities](#)

Where initial attempts at enforcement are not successful in securing payment, Revenue will take whatever further action is necessary to try and ensure payment.

## 19 Tax Relief at Source (Mortgage Interest & Medical Insurance)

Mortgage Interest Relief is a tax relief based on the amount of qualifying interest paid in a tax year i.e. 1 January to 31 December each year, on a Qualifying Mortgage loan taken out between 1 January 2004 and 31 December 2012.

A Qualifying Mortgage loan is a loan secured on the title deeds of the home (not on any other property). A borrower must use the loan to purchase, repair, develop or improve

- their home
- the home of their former or separated spouse, civil partner or
- the home of a dependent relative for whom they are claiming a dependent relative tax credit.

A Qualifying Mortgage loan may be

- a new mortgage for a home
- a top-up loan used to develop or improve the home
- a separate home loan used to develop or improve the home or
- a re-mortgage or a consolidation of existing qualifying loans.

The lender grants Tax relief for a Qualifying Mortgage loan directly via the Tax Relief at Source (TRS) system. The lender gives the relief by either reducing the monthly mortgage payment or as a credit back into the mortgage funding account.

**Section 7 of the Finance Act 2010 amended S. 244 of the Taxes Consolidation Act, 1997**

Mortgage interest relief for principal private residences is now based on the following criteria:

- Loans taken out from the 1 January 2004 to 31 December 2012, subject to qualifying loan criteria, are eligible for TRS Mortgage interest relief until 31 December 2017
- Loans taken out on or after 1 January 2013 do not qualify for mortgage interest relief and mortgage interest relief is due to be abolished completely for the tax year 2018 and subsequent tax years. However, in his 2017 budget speech, the Minister for Finance announced his intention to extend the relief on a tapering basis to 2020.

**Section 9 of the Finance Act 2012 amended S. 244 of the Taxes Consolidation Act, 1997**

From 1 January 2012 the rate of mortgage interest relief for first time buyers who took out their first mortgage between the years 2004 to 2008 and are residing in the property increased to 30% until 2017. Where a loan was taken out outside of these dates Section 7 rules continue to apply.

**Section 6 of Finance Act 2017 amended S.244 of the Taxes Consolidation Act, 1997**

Mortgage interest relief, which was due to cease at the end of 2017, was extended to the end of 2020 but on a tapered basis.

Broadly, this tapered extension results in the continuation of the relief as follows:

- 75% of the existing relief into 2018,
- 50% into 2019, and
- 25% into 2020

This is achieved by a reduction in both the ceilings on allowable interest and the percentage of a loan's interest which qualifies for relief.

### 19.1 Tax Relief at Source on Mortgage Interest Relief - Enhanced On-Line Facility:

All applications for Mortgage Interest Relief must now be submitted online at [revenue.ie](http://revenue.ie) where customers can both register for Mortgage Interest Relief and make claims for previous years. This online facility enables the mortgage holder to provide all of the information required by Revenue in an efficient and streamlined manner thereby improving the processing of such claims by Revenue.

Further information on Tax Relief at Source for Mortgage Interest Relief, including the online facility, is available on the Revenue website at [Mortgage Interest Relief](#)

### 19.2 Tax Relief at Source for qualifying medical insurance premiums:

Tax relief for qualifying medical insurance moved under the remit of Revenue Large Corporates Division in September 2022. Queries relating to TRS for medical insurance can be submitted to LCD via 'My Enquiries' or by emailing [largecasesdiv@revenue.ie](mailto:largecasesdiv@revenue.ie)

## 20 Diesel Rebate Scheme

Under the Diesel Rebate Scheme (DRS) Revenue will repay some of the mineral oil tax paid, by a qualifying road transport operator, when diesel purchased by the business within the state is used in the course of the business transport activities and is used in qualifying motor vehicles.

Road transport operators who have registered for the scheme are able to submit claims for repayment online via the Revenue website (ROS).

A claim can be made for the auto-diesel purchased during a three-month repayment period, from the first day of:

- January
- April
- July
- October

You must submit your claim on [Revenue Online Service \(ROS\)](#) within four months of the end of relevant quarterly claim periods.

For further information please see [Diesel Rebate Scheme](#).

## 21 Time limits on repayments and offsets

A claim for repayment or offset cannot be allowed where it is made more than **4 years** after the end of a tax year or accounting period.

## 22 Unregistered VAT Repayments Section

Unregistered VAT Repayments Section deals with Unregistered Persons for VAT and Foreign Traders.

The section provides VAT repayments to the following:

- Unregistered Farmers
- Unregistered Persons established in the State in respect of outlay on "Qualifying Activities",
- Taxable Persons governed by Council Directive 2008/9/EC of 12/02/2008 laying down detailed rules for the refund of value added tax provided for in Directive 2006/112/EC to taxable persons not established in the Member State of refund but established in another Member State (8<sup>th</sup> directive).

- Taxable Persons governed by Council Directive 86/560/EEC dated 17/11/1986 Arrangements for the refund of VAT to taxable persons established outside EU (13<sup>th</sup> directive).

For a comprehensive list of all schemes covered by Unregistered VAT section click on the link below:

[VAT Repayments made to Unregistered Persons](#)

## 22.1 Changes effective from 1 January 2010

Significant EU legislation came into effect on 1 January 2010 introducing a new Electronic VAT Refund (EVR) procedure across the EU for traders established within the EU. All applications for a refund of VAT incurred in another EU Member State must be submitted electronically to the Member State where the VAT was incurred. Paper based applications will no longer be accepted. Further details are available from [VAT Reclaims](#).

## 22.2 Changes effective from 1 January 2019

With effect from the 1 of January 2019 applications for refund of VAT on farm buildings (Form VAT 58) and for touring coaches (Form VAT 71) should be made through electronic Repayments (eRepayments) within ROS/myAccount. Existing mandatory electronic filers (efilers) must submit claims through eRepayments. Non-mandatory efilers can submit a form VAT 58 or VAT 71 together with the supporting documentation to [Unregistered VAT Repayments](#). Non-mandatory efilers also have an option to submit their claims through myAccount.

From 1 January 2019 VAT Unregistered claims can be submitted at any time provided they are:

- no older than four years.
- for a calendar year or a period within a calendar year.
- greater than €125

Further information is available at:

[VAT Repayments to Unregistered Farmers and Fishers](#)

[VAT Repayments Unregistered Touring Coaches](#)

## 22.3 Changes effective from 1 January 2020

### **Vat 58 Minimum refund amount**

In accordance with Section 8 of the Value Added Tax (Refund of Tax) (Flat Rate Farmers) Order 2012, all VAT 58 refund claims submitted to Revenue will only be accepted where the VAT 58 claim is for an amount of €125 or more. Any VAT 58 claim less than this amount will not be accepted. This is effective from 01/01/2020.

## 22.4 Contact Details for Unregistered VAT Section

VAT forms and supporting documentation should be submitted to:

VAT Unregistered Repayments

Collector-General's Division  
 Sarsfield House  
 Francis Street  
 Limerick.  
 Lo-Call 01 7383663  
 Telephone (Callers outside Ireland): + 353 61 310310  
 E-Mail: through [MyEnquiries](#) to  
 Select Category: Enquiry relates to `Collector-General's`  
 Select Sub-category: More specifically `VAT Repayments (Unregistered)`.

## 22.5 Integrity of Data

Revenue is committed to ensuring that taxpayer data is kept in a safe, secure and accurate manner in accordance with Data Protection obligations. Where an agent inadvertently uploads claims or returns in respect of an incorrect client, or attaches information related to a third party to a claim, the integrity of the data held by Revenue is compromised.

There has been an increase in the number of suspected data breaches reported to Revenue as a direct result of the action of agents.

In an effort to address such oversights and to help ensure that all details entered are correct for the customer, additional text has been added to the agent screens on ROS.

### 22.5.1 Agent TAIN Services & Client List pages

The following text has been added to Initial Agent Landing Page:

“To prevent data protection and security breaches please ensure that all details entered are correct to customer”.

The screenshot shows the ROS Initial Agent Landing Page. At the top, there is a navigation bar with tabs for 'TAIN SERVICES', 'REVENUE RECORD', 'PROFILE', and 'ADMIN SERVICES'. Below this is a 'Find Clients' section with a teal header. A message states: 'You can file returns, make payments and manage bank details for clients through Client Services. Select a client below to view their available Client Services. To prevent data protection and security breaches please ensure that all details entered are correct to customer.' The page is divided into three main columns. The left column is 'Client Search', which includes a search by registration number section with radio buttons for 'Tax Registrations' (selected) and 'Reporting Obligations', a 'Select a tax type...' dropdown, and input fields for 'Enter registration no.' and 'Enter surname', each with a 'Search' button. The middle column is 'Your Client List', which includes a 'View Client List' button and an 'Export Client List' button, and an option to 'display all new clients from a certain date' with an 'Enter date' field and a 'Display' button. The right column is 'Last 10 Clients Accessed', which shows a list of 'TEST NAME TEST NAME -' entries and a placeholder box.

Figure 1: Screenshot showing ROS Initial Agent Landing Page

The following text has also been added to ROS Agent Client List screen:

“To prevent data protection and security breaches please ensure that all details entered are correct to customer”.

**Client List** TEST - 87776F

**To access details for one of your clients, click on the underlined Client Name in the list** ◀ Back

Clients are listed alphabetically below. ✓ symbol denotes the registrations for which you currently represent this client  
 The following list of taxes are included under the title of 'Other': Betting Duty, CGT, DIRT, DWT, PSWT, IUT, LAET, SSIA, ELEVY, INTRASTAT, VIES, EVR, CDS, DRS, C&E  
 The IT RDI will be checked if an IT RDI exists for your client  
 Click the Back arrow above to return to the TAIN Services Page  
 If the Agent link option you require is not available in ROS, please submit an TAIN link request through MyEnquiries.

**To prevent data protection and security breaches please ensure that all details entered are correct to customer.**

Client Name and Registration Number	IT	CT	VAT	PAYE - Emp	RCT	OTHER	IT RDI
<u>TEST NAME, TEST NAME -</u>			✓			✓	
<u>TEST NAME, TEST NAME -</u>						✓	
<u>TEST NAME, TEST NAME -</u>		✓					
<u>TEST NAME, TEST NAME -</u>				✓		✓	
<u>TEST NAME, TEST NAME -</u>						✓	
<u>TEST NAME, TEST NAME -</u>	✓		✓			✓	

Figure 2: Screenshot showing Agent Client List on ROS

## 22.5.2 eRepayments Claim for UVAT Form 58 & 71 - Agent access

The following text has been added to eRepayments Bank Details screen:

“To prevent data protection and security breaches please ensure that all details entered are correct to claimant”.

Revenue  
Clár agus Cúntas na Mairbh  
With Tax and Customs

Hello TEST F TEST S   Gaelge   Sign out

## eRepayment Claims

- Overview
- Claim Details
- Invoice Details
- Attachments
- Bank Details**
- Review

### Bank Details

**Claim by unregistered farmers for refund of VAT (Form 58)**

Please fill in the bank details to be used by Revenue to make an electronic refund for this Claim.

**To prevent data protection and security breaches please ensure that bank details entered are correct to claimant.**

Name of the account holder

BIC (Bank Identifier Code)

IBAN (International Bank Account Number)

Figure 3: Screenshot showing updated Bank Details Screen on ROS

Both the VAT 58 and VAT 71 application screens have been updated to include a declaration that all details entered are correct to the claimant to prevent data protection and security breaches.

### 22.5.3 PPSN validation for Forms 58 & 71 - Agent access

An additional field has been added within the claim form for VAT 58 and VAT 71 which requires the agent to input the PPSN directly to the form. An error message will appear where the PPSN is not that of the case currently being accessed by the Agent.

## Claim Details

### Claim by unregistered farmers for refund of VAT (Form 58)

Please fill in the following fields in order to make your claim for repayment of VAT.

\* Denotes mandatory field

#### Claim Period

Please select at least one option below: (Tick the appropriate box)

- Farm Buildings or Structures       Fixed and Qualifying Equipment
- Land Improvement

#### Land Improvement (Tick the appropriate boxes)

- Fencing
- Drainage
- Reclamation

#### PPSN

PPSN entered does not match the case that you have accessed.

Figure 4: Screenshot showing the error message where incorrect PPSN is entered on claim form

Revenue is deeply reliant on the vigilance of Agents when submitting data to help ensure the integrity and security of Taxpayer information.

## 23 Registered VAT Repayments Section

The Registered VAT Repayments Section deals with the processing of VAT Refunds and repayments to Irish VAT Registered traders. Bank Account details to which VAT Refunds and Repayments can be made must be updated through ROS. The account must be in a Bank within the Single Euro Payments Area and must be the SEPA format.



## 23.1 Contact Details for Queries and Correspondence

Queries and correspondence (with the exception of VAT 3 returns) in respect of VAT Refunds and Repayments should be directed to:

### **Registered VAT Repayments**

Collector-General's Division,  
Sarsfield House,  
Francis Street,  
Limerick.

**LoCall:** 01 7383663

**E-Mail:** through [MyEnquiries](#) to

Select Category: Enquiry relates to `Collector-General's`

Select Sub-category: More specifically `VAT Repayments (Registered)`.

**Please note:** Queries regarding VAT Audits should be directed to the relevant Tax Division.

## 24 Civil Partnership and Certain Rights & Obligations of Cohabitants Act 2010

Finance (No. 3) Act 2011, which gives effect to the taxation changes arising from the Civil Partnership and Certain Rights and Obligations of Cohabitants Act 2010 (CPCROC Act), was signed into law on 27<sup>th</sup> July 2011.

## 25 Revenue Complaint and Review Procedures

Revenue's customer complaints and review procedures have been combined into a single structure. Details of the procedures are outlined in the [Revenue Complaint and Review Procedures Leaflet CS4](#), which is available on our website.

## Appendix 1 Due Dates for Submission of Returns and Payments

### Income Tax: Relevant Due Dates for Submission of Returns and Payments:

Due Date	Event 2022/2023 Tax Year
31 October	IT 2022 return filing deadline for tax year
31 October	Due date for balance of Income Tax 2022
31 October	IT Preliminary Tax due for tax year 2023
31 October every year thereafter	IT Return filing deadline for preceding year Due date for balance of IT for previous year Due date for IT preliminary tax for current year
Mid November Extended deadline ROS Pay and File	Taxpayers who pay and file their return (and subsequent returns) electronically through Revenue On-line Service (ROS) have their date extended to mid-November  Due Date IT 2022 and IT Prelim 2023 due 15 <sup>th</sup> Nov 2023

#### The minimum Preliminary Tax payment to avoid an Interest Charge is:

- 90% of the final tax liability for the current year
- 100% of final tax liability for the previous year, or
- for Direct Debit cases only, 105% of the final tax liability of the pre-preceding year (this option does not apply where the Income Tax liability for the pre-preceding tax year is NIL).

#### Note:

Where Preliminary Tax requirements have not been met the due dates for the balancing payments revert to the original Preliminary Tax dates.

### Capital Gains Tax: Relevant Due Dates for Submission of Returns and Payments

Due date 15<sup>th</sup> December each year in respect of chargeable gains (disposals) from 1 January-30 November of that year and 31 January in respect of any chargeable gains between 1 December and 31st December of that same year.

15 December 2023	CGT payment date in respect of chargeable gains (disposals) from 1 Jan 2023 to 30 Nov 2023
31 January 2024	CGT payment date in respect of chargeable gains (disposals) from 1 Dec 2023 to 31 Dec 2023

There is no preliminary tax payment to be made for Capital Gains Tax, 100% of tax liability must be paid by the relevant due date, which is determined by date of disposal.

Rates of CGT				
Before 15/10/2008	After 15/10/2008	After 7/4/2009	After 7/12/2011	After 5/12/2012
20%	22%	25%	30%	33%

For further details on current rates see [here](#).

### Corporation Tax

Please note all companies are mandatory e-filers and where the return and payment are made on-line through the ROS system the due date for all returns is extended from the 21<sup>st</sup> of the month to the 23<sup>rd</sup> of the month.

### Due dates for small companies

A small company is one where the corporation tax liability for the preceding accounting period does not exceed €200,000. Where the preceding chargeable period was less than twelve months, the liability must be 'annualised' to determine whether or not the company qualifies as a small company.

### The minimum Preliminary Tax payment to avoid an interest charge is:

- 90% of the final tax liability for the current accounting period or
- 100% of the final tax liability for the corresponding preceding accounting period.

### Due Dates & Amounts Payable for a small company

A/c Period end	Preliminary Tax	Return and final payment
31/12/2023	90% of tax liability for a/c period or 100% of liability for corresponding preceding year, if lower. Due 21/11/2023	Balance payable on date return filed. Due 21/09/2024

Preliminary tax is due by the 21<sup>st</sup>/23<sup>rd</sup> of the month preceding the accounting period end. The Annual Return and balancing payment are due 21<sup>st</sup>/23<sup>rd</sup> of the month that is the ninth month after the accounting period end.

### Due dates for large companies

A large company is one where the corporation tax liability for the preceding accounting period exceeds €200,000. Where the preceding chargeable period was less than twelve months, the liability must be 'annualised' to determine whether or not the company qualifies as a large company. Finance Act (No.2) 2008 made provision for the payment of Preliminary Corporation Tax by large companies in two instalments.

**The minimum Preliminary Tax payment to avoid an interest charge is:****First Instalment**

- 45% of the final tax liability for the current accounting period or
- 50% of the final tax liability for the corresponding preceding accounting period.

**Second Instalment**

- Will bring preliminary tax due up to 90% of the final tax liability for the current accounting period.

**Due Dates & Amounts Payable for a large company**

Accounting Period ending	1 <sup>st</sup> Instalment Date	2 <sup>nd</sup> Instalment Date	Return and final payment due
31 <sup>st</sup> Oct 2023	Must pay either 50% of the previous A/c period Or 45% of the current A/c period whichever is lower. Due 21 <sup>st</sup> April 2023	An amount that, when added to the first instalment is equal to or greater than 90% of the tax for the chargeable period. Due 21 <sup>st</sup> September 2023	21 <sup>st</sup> July 2024

The first preliminary tax instalment is due by the 21<sup>st</sup>/23<sup>rd</sup> of the month that is the sixth month into the accounting period.

The second preliminary tax instalment is due by the 21<sup>st</sup>/23<sup>rd</sup> of the month preceding the accounting period end.

Return and balancing payment are due 21<sup>st</sup>/23<sup>rd</sup> of the month that is the ninth month after the accounting period end.

**“Top up” payments**

Because both instalments of preliminary corporation tax must be paid before the end of the accounting period, a special provision applies to cater for the situation where additional liabilities, in the form of chargeable gains on disposals, arise in the final month of the accounting period. Where this situation arises, a company is permitted to make a further payment of preliminary (corporation) tax (so called “top-up” payment).

Where such a company correctly pays the first instalment of preliminary (corporation) tax (but disregarding the gains in the final month) and makes a top up payment one month after the end of the accounting period to bring total payments up to the required level, the company will be regarded as having met its preliminary tax obligations.

**Finance Act 2021**

Finance Act 2021 amended existing legislation governing preliminary tax rules to account for the introduction of the interest limitation rule (ILR). There are now special preliminary tax rules for companies subject to the provisions of Part 35D TCA.

Changes were also introduced to Preliminary tax rules for Non-resident Landlords.

Full details of these changes are available to view at [Part 41-07-02](#)

### Employer Income Tax/PRSI/USC/LPT, VAT and RCT Returns

Please note where the return and payment are both made on-line through the ROS system the due date for all returns is extended to the 23<sup>rd</sup> of the month.

### Employer Income Tax /PRSI/USC/LPT Monthly Remitters

Return and payment - due on 14<sup>th</sup> of the month following the period  
(e.g. 1<sup>st</sup> May 2023 to 31<sup>st</sup> May 2023 – return and payment due 14<sup>th</sup> June 2023)

### VAT 3 Bi-monthly remitters

VAT3 and payment - due on 19<sup>th</sup> of the month following the taxable period  
(e.g. 01<sup>st</sup> January 2023 to 28<sup>th</sup> February 2023 – return and payment due on 19<sup>th</sup> March 2023)

The **VAT Return of Trading Details (RTD)** is due each year on the 19<sup>th</sup> of the month following the accounting year end. (e.g. year-end 30 June 2023 – return due 19<sup>th</sup> July 2023). All registered traders must complete the RTD form giving a breakdown of the supplies of goods and services, imports and deductible inputs at the various rates applicable during the year. This should include all Irish, Intra-EU and overseas trade. The RTD must be filed through ROS.

### RCT Monthly Returns

If the **Deduction Summary (DS)** is correct, you do not have to file (submit) the return – it will be deemed by Revenue to have been filed on the due date. If the DS is not correct, you should make the necessary amendments online and file (submit) the return by the due date. Payment is due on 23<sup>rd</sup> of the month following the period.  
(e.g. 1<sup>st</sup> May 2023 to 31<sup>st</sup> May 2023 – return and payment due 23<sup>rd</sup> June 2023).

### Reduced Frequency of Tax Returns and Payments

Eligible businesses can benefit from reduced payment and filing frequency relating to VAT, Employer Income Tax/PRSI/USC/LPT & RCT. The qualifying criteria is outlined below and is generally automatically applied.

### Employer Income Tax/PRSI/USC/LPT

Where Employer Income Tax/PRSI/USC/LPT liabilities are below a certain limit, customers may be allowed to submit payments on a quarterly or annual basis. The relevant limits are:

- Annual Employer Income Tax/PRSI/USC/LPT liability less than or equal to €28,800, and
- be registered for at least one year with all P35s filed (Pre-January 2019)

### VAT

Where VAT liabilities are below certain limits customers **may** be allowed to submit payments on a bi-annual or four-monthly basis. The relevant limits are:

- Bi-annual remitter (liability less than €3,000 per year)
- Four-monthly remitter (liability between €3,000 and €14,400 per year).

Customers must be registered for at least one year with all VAT returns filed.

Applications for the reduced frequency of returns for Business/Medium/ Personal Division cases should be made in writing to:

**Customer Services Section,  
Collector-General's Division,  
Sarsfield House,  
Francis Street,  
Limerick.**

### **Relevant Contracts Tax (RCT)**

Where RCT liabilities are below a certain limit, customers may be allowed to submit payments on a quarterly basis. The relevant limit is:

- Annual RCT liabilities less than €28,800

Full details in relation to RCT are set out on Revenue's website: [Relevant Contracts Tax \(RCT\)](#)

A more recent version of this manual is available.

**Services and Transactions Tax**

<b>Tax Type</b>	<b>Filing Frequency</b>	<b>Due date for return and payment</b>
Environmental Levy (Plastic Bag)  Return Type: E-Levy	Quarterly where the annual liability is >€1,000 Annual where the annual liability is <€1,000	19 <sup>th</sup> of the month following the taxable period.  19 <sup>th</sup> January following the year end.
Deposit Interest Retention Tax (DIRT) Return Type: D30 Quarterly  D35 Annual	3 Quarterly declarations to September. Annual return includes payment for 4 <sup>th</sup> Quarter	20 <sup>th</sup> of the month following the taxable period. 15 <sup>th</sup> January following the year end.
Professional Services Withholding Tax (PSWT) Return Type: F30 Monthly  F35 Annual & F35 Schedules	Monthly  Annual	14 <sup>th</sup> of the month following the taxable period. 15 <sup>th</sup> February following the year end.
Life Assurance Exit Tax Return Type: LAET	Bi- Annual	30 <sup>th</sup> July and 30 <sup>th</sup> January.
Investment Undertaking Tax Return Type: IUT	Bi- Annual	30 <sup>th</sup> July and 30 <sup>th</sup> January.
Special Portfolio Investment Account Return Type: SPIA	Annual	31 <sup>st</sup> October.
Ancillary State Support	N/A	As advised by Revenue/HSE.
Solid Fuel Carbon Tax Return Type: SFCT1	Bi-monthly	Last day of month following the taxable period.
Natural Gas Carbon Tax Return Type: NGCT1	Bi-monthly	Last day of month following the taxable period.
Electricity Tax Return Type: ET1	Annual	Preliminary Tax due 31 <sup>st</sup> January Final tax due 31 <sup>st</sup> March
Encashment Tax Return Type: FD20 – Bankers FD21 – Brokers	Annual	20 <sup>th</sup> January following the year end.
Approved Retirement Funds Statement/Personal Retirement Savings Accounts Statements	Annual	14 <sup>th</sup> March following the year end.
Domicile Levy Return Type: DL1	Annual	31 <sup>st</sup> October following the year end.
Mineral Oil Tax on Vehicle Gas Return Type: MOTVG	Bi-monthly	Last day of the month following the taxable period.

## Local Property Tax

Event	Key Date 2023	Key Date subsequent years
Property Valuation	Valuation 1 November 2021	The next Valuation date will be 1 November 2025
Liability to LPT	1 November 2022	1 November each subsequent year
Filing electronic return (where required)	Please see 'LPT Valuation and Returns' below	See 'LPT Valuation and Returns' below
Continuation of deductions at source	Jan – Dec 2023	Jan - Dec each year
Cash payments (payment in full)	12 January 2023	To be determined
Commencement/Continuation of Direct Debit	15 Jan-15 Dec	15 Jan-15 Dec
Single Debit Authority Payment or Annual Debit Instruction	21 March 2023	21 March each year
Credit / Debit Cards* (payment in full)	12 January 2023	To be determined

\* The payment for LPT for those who pay by credit/debit card in 2023 is due on January 12<sup>th</sup>. However, the payment is taken from the credit/debit card on the date the transaction is performed, e.g. taxpayer logs on to select payment method on 29<sup>th</sup> November 2022 and selects payment by credit/debit card, the payment is taken from the account on the 29<sup>th</sup> November 2022 and not 12<sup>th</sup> January 2023.

If you wish to avail of a **phased payment** option for 2023 such as Direct Debit, Deduction at Source or regular cash payments through a Payment Service Provider, you should confirm your payment method by **2 December 2022**.

If you prefer to pay **in full** in a single payment by cash, cheque, postal order, credit card or debit card, the due date for payment is **12 January 2023**.

If you have agreed to pay in full by **Single Debit Authority/Annual Debit Instruction** Revenue will not debit your account until **21 March 2023** unless you indicate an earlier date.

For further information on LPT Payments, please refer to [Paying your LPT Charge](#)

The simplest way to confirm your payment method is by [accessing your LPT record on-line](#). Step-by-step instructions on how to file a return and choose and confirm your payment method on-line are available [here](#) and if you require assistance please use the MyEnquiries option or contact the LPT helpline at 01 7383626 (ROI only) or +353 1 7383626 (From outside ROI).



## LPT Valuation and Returns

LPT is a self- assessment tax, based on the market value of the property. The liable person must calculate the tax due by placing their property in its appropriate valuation band, on the LPT Return.

A property's LPT charge for the years 2013-2021 is based on its value as at 1 May 2013. Returns filed for the 2013 tax year remained valid until 31 December 2021.

For the years 2022-2025 a property's LPT charge is based on its value as at 1 November 2021. Liable persons were required to submit their self-assessed property valuations on their LPT Return on or before 10 November 2021. This return covers the period 2022-2025. For further information on submitting an LPT Return, please refer to [Submitting your LPT Return](#).

Certain properties may have become liable for LPT for the first time in 2023, for example, newly built properties. In such cases, liable persons were required to submit their LPT Return on or before 2 December 2022. For further information on newly liable properties, please refer to [Properties that become liable for LPT](#).

If you think you may be entitled to defer your 2022 LPT liability, please refer to [Deferring payment of LPT](#) for guidance. If you qualify, you can claim the deferral by [accessing your LPT record on-line](#).

Please see the following guideline on the [Revenue website](#) in relation to a property that is sold or transferred after 1 May 2013/1 November 2021.

## Appendix 2 Useful Contact Numbers

### Collector-General's Division:

Limerick Customer Service	01 7383663 +353 61 488000 (Callers from outside Ireland) Email: through <a href="#">MyEnquiries</a> to <b>Select Category: Enquiry relates to `Collector-General's`</b> <b>Select Sub-category: More specifically `General query`.</b>
Insolvency	Limerick 01 7383663 (+353 61 48800 outside Ireland) Dublin 01-8589200 Email: to <a href="mailto:insolvency@revenue.ie">insolvency@revenue.ie</a>
Personal Insolvency	061-488005 Email: <a href="mailto:personalinsolvency@revenue.ie">personalinsolvency@revenue.ie</a>
Tax Relief at Source	01 7383663 Email: through <a href="#">MyEnquiries</a> to <b>Select Category: Enquiry relates to `Collector-General's`</b> <b>Select Sub-category: More specifically `Tax Relief at Source (TRS) Compliance` or `Tax Relief at Source (TRS) Query`.</b>
VAT Repayments (Unregistered Persons & Foreign Trader)	01 7383663 +35361488060 Email: through <a href="#">MyEnquiries</a> to <b>Select Category: Enquiry relates to `Collector-General's`</b> <b>Select Sub-category: More specifically `VAT Repayments (Unregistered)`.</b>
VAT Repayments (Registered Persons)	01 7383663 Email: through <a href="#">MyEnquiries</a> to <b>Select Category: Enquiry relates to `Collector-General's`</b> <b>Select Sub-category: More specifically `VAT Repayments (Registered)`.</b>

C-G complaints	061-488088/488481 +353 61 488088 (Callers from outside Ireland) Email: to <a href="mailto:cg@revenue.ie">cg@revenue.ie</a>
<b>Newcastlewest</b> P35 Overpayments/ Amendments	01 7383663 Email: through <a href="#">MyEnquiries</a> to <b>Select Category: Enquiry relates to `Employers' PAYE`</b> <b>Select Sub-category: More specifically `P35 Overpayments` or `P35 Amendments`.</b>
Dublin (PAYE Query)	01 7383636
<b>Listowel</b> Services and Transaction Taxes	01 7383663
<b>Kilrush</b> Direct Debit	01 7383663 +353 1 7023039 (Callers from outside Ireland) Email: through <a href="#">MyEnquiries</a> <b>Select Category: Enquiry relates to `Collector-General's`</b> <b>Select Sub-category: More specifically `Direct Debit`.</b>
<b>Ennis</b> Local Property Tax	01 738 3626 +353 1 738 3626 (Callers from outside Ireland) Email: through <a href="#">MyEnquiries</a> to <b>Select Category: Enquiry relates to `Local Property Tax`</b>
<b>Other Revenue Numbers:</b> Revenue Forms & Leaflets Revenue On-Line Service	01 7383675 01 7383699 Email: through <a href="#">MyEnquiries</a> to <b>Select Category: Enquiry relates to `Other than the above`</b> <b>Select Sub-category: `Revenue On-Line Service (ROS) Technical Support`</b>

ROS payment Support

01 7383663

Email: through [MyEnquiries](#) to

**Select Category: Enquiry relates to  
`Other than the above`**

**Select Sub-category : `Revenue On-Line  
Service (ROS) payments`**

Capital Acquisitions Tax  
Stamp Duty

01 7383673

01 7383646 (Tuesday – Thursday 10.00-  
13.00)

Email: to [stampduty@revenue.ie](mailto:stampduty@revenue.ie) or  
[stampdutytaxnumbers@revenue.ie](mailto:stampdutytaxnumbers@revenue.ie)

A more recent version of this manual is available.