# **MyEnquiries – Tracking of Enquiries**

Part 37-00-36D

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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 37-00-36E MyEnquiries: Notifications about Enquiries

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#### 1 Introduction

MyEnquiries is a structured online contact facility that allows customers to securely send and receive correspondence to and from Revenue.

Enquiries can be tracked and this allows customers, both agents/advisors and taxpayers, to:

- view the current status of an enquiry they have submitted via MyEnquiries, and;
- see the current 'location' (Division) that is dealing with their enquiry.

Tracking provides additional information, on status and location/Division, to our customers without them needing to initiate a new enquiry; and makes MyEnquiries a more effective service for our customers.

## 2 Customer/agent view of status in MyEnquiries

#### 2.1 Enquiries Record includes 'status'

Customers can 'track' the progress of an enquiry on their Enquiries Record. A 'Status' column is displayed as below.

Enqui	ries R	ecord						
		-	re shown below. Account, please sign in t	o myAccount.				
Email Address: TEST@REVENUE.IE Previous Enquiries Search previous enquiries								
Select for archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	TRN	Status	
	2005- 122006	28/05/2020 08:05	Tax Clearance	Tax Clearance Certificate	TC1	85831A	Completed	Р
	2005-42	12/05/2020 15:47	Employers' PAYE	Benefts and Deductions			Awaiting Feedback	-
	2005-30	10/05/2020 18:15	Stamp Duty	Stamp Duty Return	CMTEST	85831A	Pending	
	2005-22	10/05/2020 10:10	Capital Acquisitions Tax (CAT) - Inheritance/Gifts	Expression of Doubt		85831A	In Progress	
Showing 1 to 4 of 4 entries Previous				1 Next				

Figure 1: Enquiries Record screen showing 'Status' column

#### 2.2 Status

The enquiry 'status' visible on the Enquiries Record for all enquiries is one of the following:

Status	Description
Received	The enquiry has been received by Revenue and will be routed into a
	queue to be processed.
In Progress	The enquiry is currently in a queue to be processed.
Completed	The enquiry has been completed by Revenue.
Awaiting Customer	Revenue has requested something from the customer and is waiting
Feedback	on a reply. This appears as 'Awaiting Feedback' in MyEnquiries.
Revenue Initiated	Indicates the message was sent from Revenue.

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[...]

## 3 Location where enquiry is being dealt with

In addition to the status that are listed in paragraph 2.2 above, the tracking system also gives information on where the enquiry is, or was, processed. By clicking on the enquiry, agents/advisors or taxpayers will see the detail of the enquiry on an 'Interactions Screen'. Each enquiry includes information about the location or Division in Revenue where the query is 'assigned' or being dealt with.

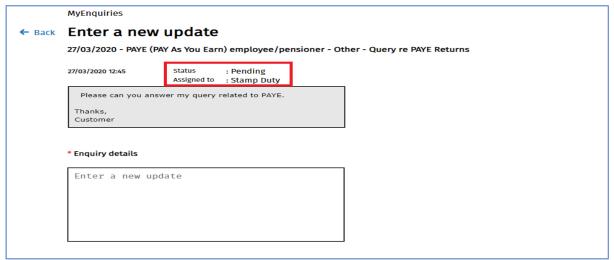


Figure 2: Interactions screen on enquiry, including 'Status' and the location dealing with the enquiry

Both agents/advisors and taxpayers can see the Division where the enquiry is being processed, e.g. Business Division, Customs Division or Personal Division.

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[...]