

# Revenue Online Service (ROS)

## Part 38-06-01

Document updated August 2024

---

### Summary

This manual contains summary information about ROS – the Revenue Online Service.

Additional information and useful tips relating to Paying and Filing the Form 11, Form 12, CAT and CGT returns on ROS is available in the manual [Part 38-06-01a](#)



## Table of Contents

1	Introduction .....	4
2	ROS for Business Customers, Tax Agents and Transaction Advisors.....	4
3	Benefits of ROS for Business Customers and Agents/Advisors .....	4
4	ROS Security .....	5
5	Renewing your ROS Digital Certificate .....	5
6	Registration process for Business Customers and Agents/Advisors .....	6
6.1	Issues Accessing ROS .....	6
7	MyEnquiries auto-registration for new ROS Registrations .....	6
7.1	ROS Profile.....	7
7.2	Reset ROS Login.....	7
7.3	ROS and myAccount .....	7
8	Customer/Agent/Advisor update addresses in ROS .....	8
8.1	Married individuals (official address) .....	8
8.2	ROS Agents/Advisors - Address Update .....	9
9	Services available to Business Customers and Agents/Advisors.....	10
9.1	Customer - My Services .....	12
9.2	Agent/Advisor – TAIN Services .....	13
9.3	Agent/Advisor Notifications .....	15
9.4	ROS Online.....	15
9.5	ROS Offline Options.....	16
10	ROS Payment Methods .....	16
10.1	ROS Debit Instruction (RDI) .....	17
10.2	Amended ROS Debit Instruction (RDI).....	17
10.3	Direct Debit for Employers’ Income Tax.....	17
10.4	Making a payment in ROS .....	17
10.5	Variable Direct Debit for Employers’ Income Tax.....	19
10.6	Phased Payment Arrangements .....	20

10.7	Payments in myAccount if not ROS registered.....	20
10.8	Refunds and Repayments.....	20
10.9	Offsets .....	21
10.10	VAT Repayments - offsets .....	21
10.11	Employers' Income Tax - Repayments and Offsets .....	22
10.12	Income Tax (IT) Statement of Net Liability Offset on ROS.....	23
11	Access Control.....	24
12	Dual or Single Signature .....	24
13	Dual/Multiple Agent Facility .....	24
13.1	CT Dual Agent Facility .....	24
13.2	VAT Dual Agent Facility .....	25
13.3	Employer Multiple Agent Facility .....	25
14	Revenue Record (Inbox).....	26
14.1	Revenue Record (Inbox) - VAT basis of accounting .....	27
15	Mandatory Electronic Filing and iXBRL .....	28
16	Help for Business Customers and Agents/Advisors .....	29
16.1	ROS Technical Queries.....	29
16.2	ROS Payments Support Unit.....	29
16.3	Tax Technical Queries.....	30
16.4	Revenue Online Services Downtime.....	30
17	Technical Requirements.....	30
17.1	Pop-Up Blocker.....	30
18	Customer Service Standards .....	31
19	Legislation underpinning ROS .....	31

## 1 Introduction

The Revenue Online Service ([ROS](#)) is an online service for business customers and tax agents or transaction advisors. ROS provides customers and their agents/advisors (in appropriate cases) with a quick, secure, and cost-effective method to conduct their business electronically with Revenue.

Revenue customers can manage their own tax affairs online, access the latest information on their Revenue accounts and receive instant acknowledgements to all online transactions. ROS caters for a number of different taxes and duties, and other functions, including Income Tax, Corporation Tax, Capital Acquisitions Tax, Employers' PAYE, VAT, Betting Tax, Vehicle Registration Tax, eStamping, Statement of Affairs (Probate), ePSWT, eCG50, Relevant Contracts Tax (eRCT), Charitable Donations, Diesel Rebate Scheme and Trust Register functions.

Self-service online is Revenue's preferred method of delivering customer service. ROS is a self-service process which has removed the need for customers to make direct contact with Revenue. In most cases Revenue does not ask customers to send documentary evidence to support their claims/returns, which eliminates further customer contacts.

Consultation with key stakeholders in the design and enhancement of ROS has been an ongoing feature of its development.

## 2 ROS for Business Customers, Tax Agents and Transaction Advisors

ROS enables Revenue's customers, agents, or advisors to conduct their business with Revenue electronically, at a time and place of their choosing. Customers can file returns and make payments, obtain details of their Revenue Account, and calculate liability and tax repayments.

## 3 Benefits of ROS for Business Customers and Agents/Advisors

- Instant access to their Revenue account, a Customer Information Service
- Instant acknowledgement of all ROS transactions
- No duplication thereby reducing compliance costs
- The elimination of clerical error as there is no additional data processing
- Online calculators are provided for complex calculations
- Forms are user-friendly and intuitive, and increasingly include pre-populated information to assist filers
- Facility to update profile and contact information, including updating address details and bank details for repayments due
- Environmentally friendly with a reduced need for paper
- Quicker turnaround than for non-ROS activities such that repayments are received by customers in five working days. However, if a claim is selected for a random verification check, the process may take longer

- Services and screens take account of the requirements of customers with disabilities and best practice in accessibility
- Access Control allows business customers and agents/advisors to set the access rules in line with their own requirements or governance arrangements. Access can be restricted to certain staff, to various services, or clients within their own organisation
- MyEnquiries online facility to securely send and receive online enquiries to and from Revenue
- An extended deadline for some filings, including for self-employed individuals to file and pay their income tax or capital gains tax liability, and for beneficiaries of gifts or inheritances with valuation dates up to end-August to file and pay their CAT liability.
- ROS certificates may be used to access some other Government services. This includes the Companies Registration Office CORE system, Department of Social Protection WelfarePartners services and the Department of Transport's Motortrans and Motorelv services.

## 4 ROS Security

ROS provides secure communications between filers and Revenue. Revenue assures its customers that access to ROS preserves the confidentiality, privacy and integrity of data. The authentication of the sender is secure. In addition, Revenue's computer system is designed to meet best practice in security and access. ROS ensures that the communications and transactions between customers and Revenue cannot be repudiated at a later stage. Revenue fulfils its obligations under Data Protection legislation.

The means through which ROS activity is secure is achieved through the use of digital certificates for authentication purposes. This provides digital signing of data and provides strong encryption to secure data being transmitted. A digital certificate is a guarantee by the Certification Authority (in this case the Revenue Commissioners) that the private key, which is contained in the certificate and is used for authentication and signing purposes, can only be used by the person to whom it belongs.

## 5 Renewing your ROS Digital Certificate

Digital certificates are renewed every two years and customers are prompted by e-mail to renew.

If a digital certificate expires and access to ROS is lost, a new digital certificate must be obtained by using the Reset ROS login option or by re-registering. Software packages, e.g., payroll, customs clearance or RCT, etc., may have embedded digital certificates which need to be renewed every two years, and ROS access may be affected if a certificate is not renewed when prompted to do so. Additional information on certificate renewal is available on the [Revenue website](#).

JavaScript is used to login to ROS which means customers/agents/advisors must use an internet browser that supports Java Script. Clearing browsing history may remove the digital certificate from the internet browser. Customers should ensure that they have securely saved the digital certificate (as explained on the [Revenue website](#)) so that the certificate can be accessed and loaded again (as also [shown on the Revenue website](#)).

## 6 Registration process for Business Customers and Agents/Advisors

[Register for ROS](#) and follow the three-step process, to get a digital certificate.

The ROS “Login” and “Manage My Certificates” screens have been designed to help streamline the login process and provide additional guidance. Step by step instructions are available in the [ROS Online Help facility](#)

**Step 1:** Apply for ROS Access Number (RAN), which for security reasons is sent by post to the customer’s address on our records. **The RAN is valid for 3 months.**

**Step 2:** Apply for Digital Certificate by inputting the RAN and awaiting the receipt of a system password. The temporary ROS system password is sent by email or text message depending on which option the customer chooses. Text messages are sent only to Irish and UK mobile numbers. Customers are advised that their **system password is valid for 1 hour** and if they cannot complete the process within the hour, they must re-apply for a system password (by re-inputting the RAN).

**Step 3:** Enter the system password to **Download and Save** the Digital Certificate. Customers will be required to select 5 security questions from a list of 10 questions before they can download and save their ROS certificate. Customers are reminded to save a copy of the Digital Certificate on their computer when downloading it, which ensures that the Certificate is safely stored on their computer.

All 3 steps must be completed before a customer can access ROS.

**Tip:** If you forget where the Digital Certificate file is saved and are prompted to load a certificate, you may be able to search your computer for a "p12" file. Additional information for Windows and MAC users is available [here](#).

### 6.1 Issues Accessing ROS

If you experience issues when attempting to login to ROS, please access the ROS Help information on our website which includes information to assist you with login error issues [ROS Login Issues](#).

Further information can be found on [ROS Help](#) about common issues that may arise and how to resolve them.

## 7 MyEnquiries auto-registration for new ROS Registrations

My Enquiries is a secure service used instead of email to communicate with Revenue. Since June 2022 MyEnquiries access is automatic for ROS Administrators. When a ROS Administrator carries out Step One of the ROS registration process, a contact email address must be input. That email address will be added as an active MyEnquiries email address. The ROS Administrator can subsequently login on their MyEnquiries application, via the ‘MyServices’ tab (individual) in the ‘Other Services’ section, or ‘TAIN Services’ (agent/advisors) tab in the ‘Other Services’ section. This contact email will automatically activate MyEnquiries if it is not already active. It will enable the ROS Administrator to select that email address when using MyEnquiries without needing to add it through the Admin Services tab.

Sub-user access is not automatic and must be managed by the ROS Administrator.

For further information, refer to MyEnquiries Tax and Duty Manual (TDM) [Part 37-00-36A](#).

## 7.1 ROS Profile

The ROS Profile contains customer or ROS user contact details. ROS Administrators are reminded to check their contact details and to update them if email addresses or phone numbers are changed.

**Note:** All ROS notification email are sent to the official primary email address on record.

ROS notification emails for each tax type/registration number may also be sent to a different email address provided the specified email address has been updated in the secondary email address fields.

The addition of security questions in the customers' ROS Profile speeds up the process for retrieving lost and expired ROS Certificates and forgotten passwords. The inclusion of security questions is in line with international best practice to strengthen security arrangements and is a means of authenticating a customer's ROS identity.

ROS customers are asked to set their security questions when they download and save their Digital Certificate (Step 3). Customers are asked to select 5 security questions from a list of 10 questions. Customers need to remember the answers to their selected questions in order to be able to use the self-service Reset ROS Login facility.

The security questions can also be used to obtain information about your digital certificate when using the Iris chatbot on the ROS login screen. The chatbot can help resolve login issues by providing help suggestions and specific information about the ROS certificate.

## 7.2 Reset ROS Login

The Reset ROS Login can be used by ROS Administrators to download a new ROS Certificate if their certificate is lost or expired, or they have forgotten their password. To use the Reset ROS Login option, customers must have security questions set up and contact details must be up to date, including an active email address and mobile phone number.

ROS customers will be asked to answer two randomly selected questions from the five selected questions. ROS customers will have two attempts to answer the security questions. If the ROS customer provides incorrect answers to the security questions, they will not be able to download a new cert and will have to either re-register for ROS or contact the [ROS Technical Helpdesk](#).

ROS sub-certificate users will not be asked to set up security questions. If sub-users forget the ROS login password, they should contact their ROS Administrator to get a new sub-certificate.

- The ROS Administrator must request a new sub-user certificate for that sub-user and grant the appropriate permissions.
- The ROS Administrator must provide the ID Ref and System Password to the sub-user.
- The sub-user can download and save the new certificate immediately, to regain ROS access.

Further information, including videos, is available on the [ROS Help Centre](#).

## 7.3 ROS and myAccount

ROS and myAccount are **different** online services but Revenue recognises that customers may need to use either of these online services at different times to carry out their business with us. To access both services, customers must be registered for both services.

myAccount customers who are registered for Income Tax, Employers' PAYE or Capital Acquisitions Tax have the option to register for ROS from the "Manage My Record" card in myAccount. Some customers will receive their ROS system password by text or email and will be able to download their ROS digital certificate immediately. Customers can log in to ROS from the "ROS" card in myAccount.

myAccount can also be accessed by individuals who have a verified MyGovID account with the Department of Social Protection (DSP). The MyGovID password can be used to sign in to myAccount and avail of the ROS Registration and other functions.

## 8 Customer/Agent/Advisor update addresses in ROS

ROS Administrators can update official and/or business addresses in their ROS Profile by accessing the link "Update Official or Business Address" (see Figure 1 overleaf).

You can switch between the Official or Business tabs to complete the necessary fields. When the address update is completed, select "Save" at the bottom of the screen and proceed to "Sign and Submit" to ROS.

There is an on-screen acknowledgement of the successful address update, and a notification is sent to the ROS Revenue Record to confirm that an address update was processed.

**Note:** Companies who use the address change facility should also inform the Companies Registration Office (CRO) of their address change.

### 8.1 Married individuals (official address)

ROS will check if the customer is married or in a civil partnership when the address is being updated and if the customer is married or in a civil partnership, the following message is displayed on the screen.

**Please note: [Name] is registered as married on our Revenue records. Any update to your official address fields, including your Eircode, will also update the official address details we hold for your spouse/civil partner.**



The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

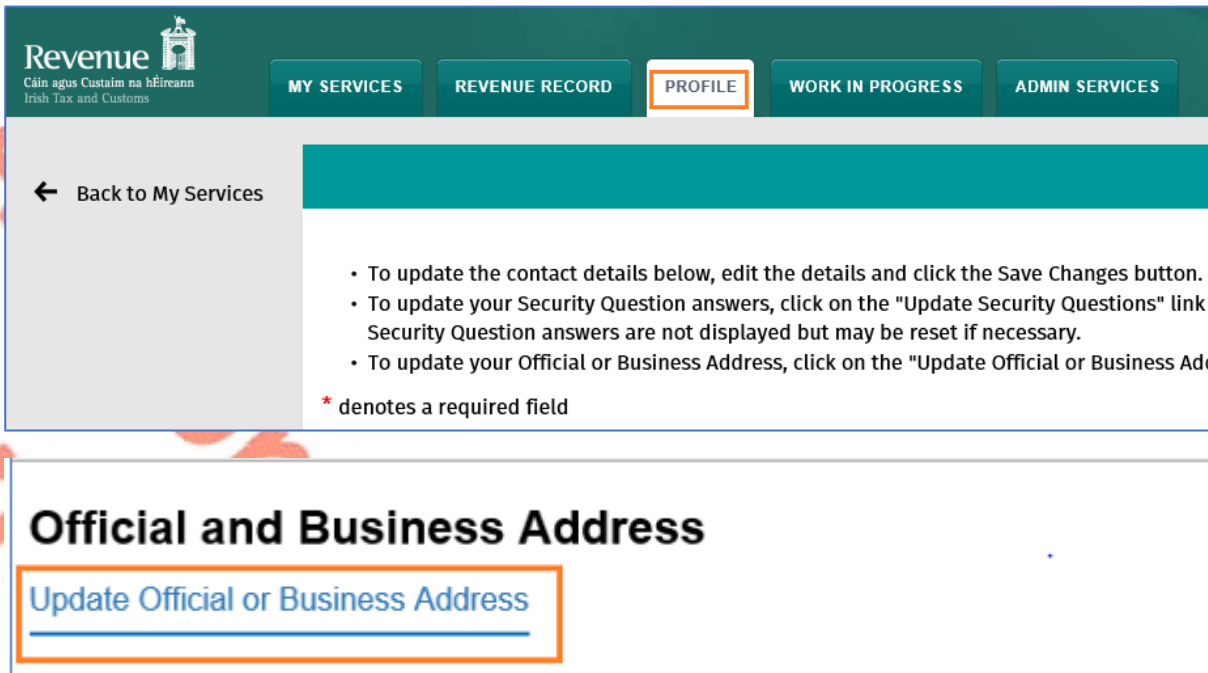


Figure 1 Customer – Update Address Contact details

ROS users with active VAT and/or PREM registrations will be presented with an option to update all their tax registration addresses.

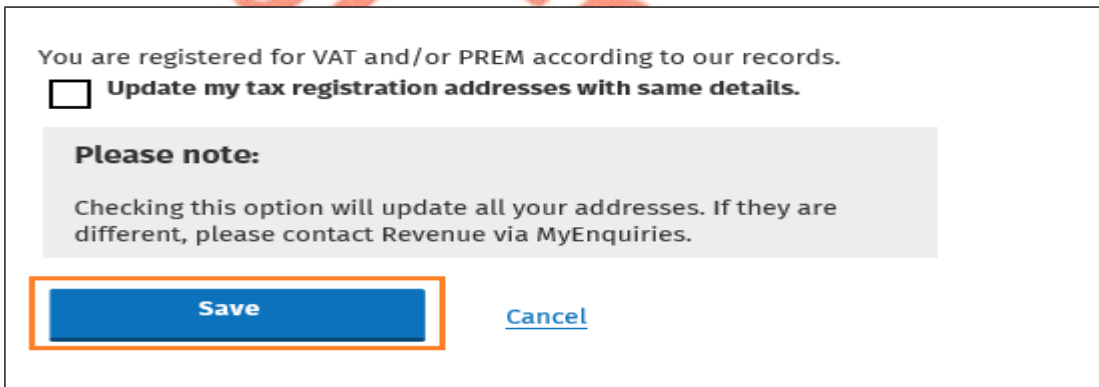


Figure 2 VAT and/or PREM customers

**Non-Irish Address:** Where the contact address details are not in the Republic of Ireland, a link will be displayed “My Address is not in the Republic of Ireland”. Once accessed the required fields must be completed including the “Country” from the dropdown menu.

## 8.2 ROS Agents/Advisors - Address Update

ROS Agents/Advisors, who are Administrators, can update their “Agent Address” details via their profile tab by clicking on “Agent Official Address” under the Security Questions section.



Figure 3 ROS Agents Address changes via the Profile Tab

ROS Agents/Advisors who are Administrators or sub-user digital certificate holders with “Admin Permissions” can update a client’s official and/or business addresses. This permission can be given by their Agent/administrator from within the ‘Admin Services’ tab similar to all other sub-users’ permissions. Once the Client is selected, a new tab ‘Client Profile’ will be available. This tab is only accessible from the “Client Services” screen.

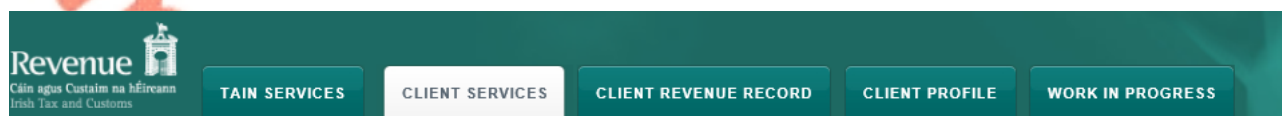


Figure 4 Client Profile Tab displayed for sub-user with Amend Address permission.

**Note:** agents/advisors should be aware that where a client is registered as married on Revenue’s records, any update to their official address fields, including an Eircode, also updates the official address details for their spouse/civil partner.

## 9 Services available to Business Customers and Agents/Advisors

ROS provides for the electronic filing and payment of a range of different taxes and duties for business clients and agents/advisors including:

- file tax returns, including income tax, corporation tax, employer’s returns, Capital Acquisitions Tax, Employers’ PAYE, VAT, Betting Tax, eStamping, eRCT, Charitable Donations and the Diesel Rebate Scheme, Vehicle Registration, Customs and Excise, Statement of Affairs (Probate),
- submit notifications for ePSWT, payroll, NLWT; or clearance requests such as eCG50, or comply with Trust Register Functions, etc.
- view returns filed and due to be filed,
- make payments or view payments made,
- claim repayments, including Help to Buy,
- make offsets to settle other tax liabilities,
- request a statement of account.

Customers can use the ROS Information Services to view information held on their Revenue file, e.g., payments made, returns due or filed, repayments made or due, tax registration details, etc.

Customers or agents/advisors can access services such as online registration for additional taxheads, apply for or verify tax clearance or letter of residence, access MyEnquiries or use PAYE services such as Jobs and Pensions (see Tax and Duty Manual (TDM) [Part 38-06-04](#) ). In addition to online registration, a self- service facility within ROS is available for taxpayers to display and print

their current registration status. The facility can be accessed from the ‘My Services’ ROS homepage by selecting the Registration Status Letter’ link under ‘Other Services’.

When the customer clicks on ‘Download Certificate’, located at the bottom of the ‘Registrations Options’ screen, a PDF file is created of the selected registrations and saved to their local device.

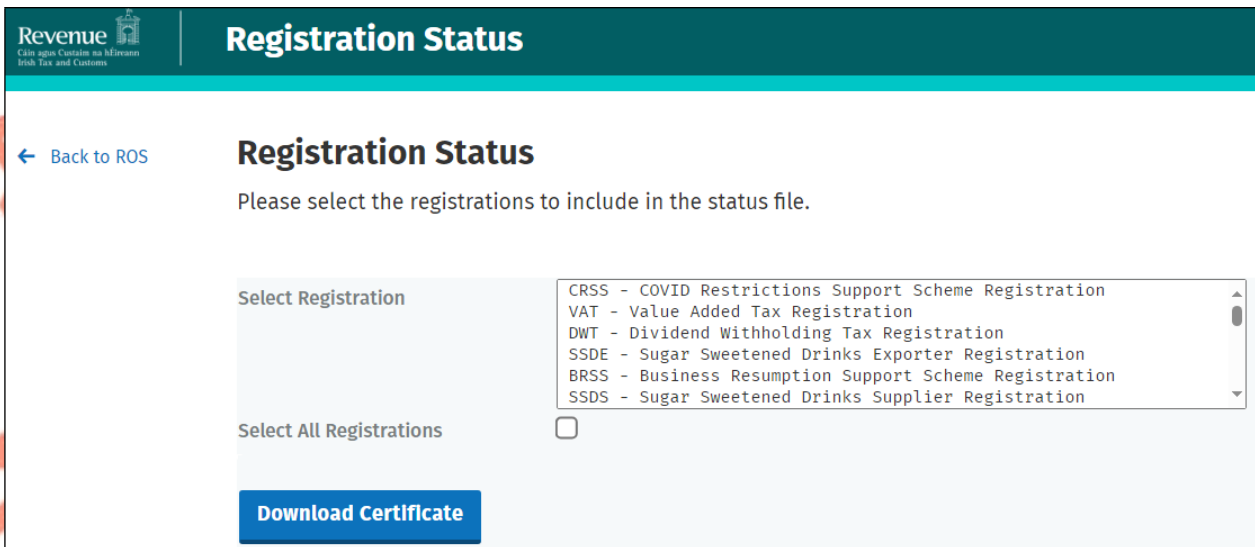


Figure 5 Access Tax Registrations details

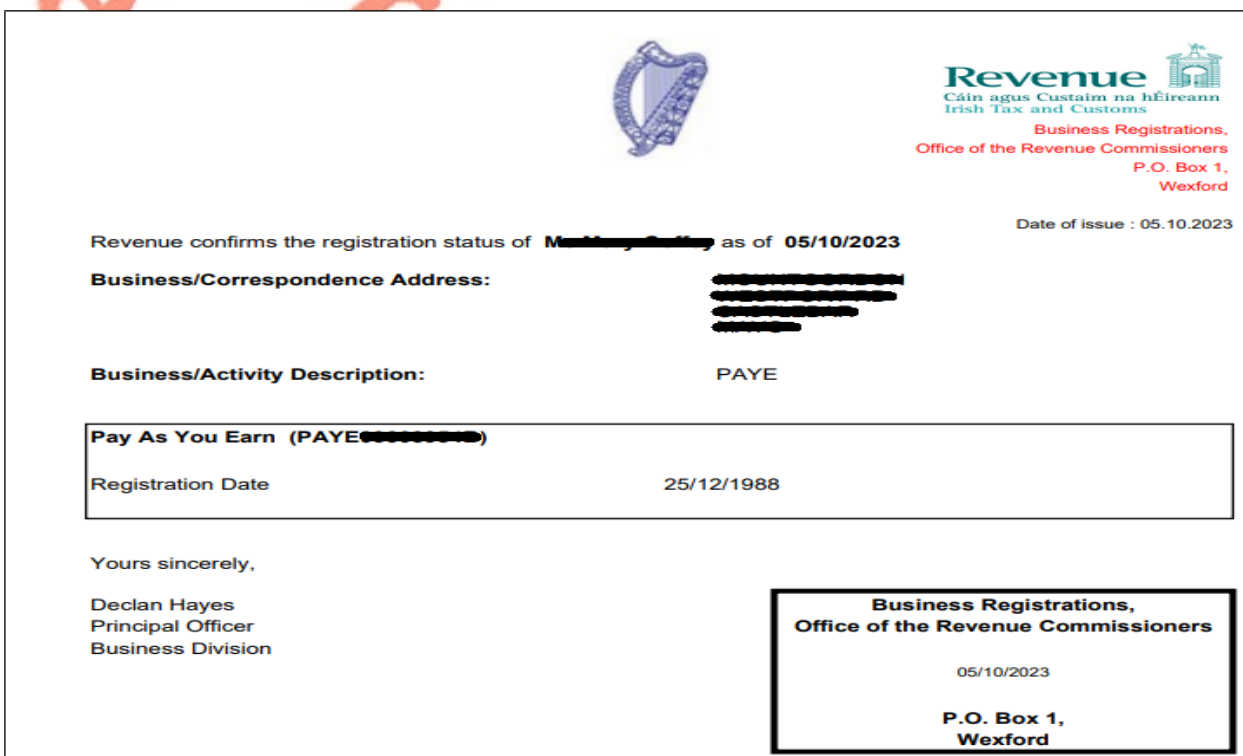


Figure 6 Revenue confirmation of taxhead registrations – sample PDF

Customers who are Trustees, or their agents/advisors, can register the details of trust and beneficial ownership as required for the Central Register of Beneficial Ownership of Trusts. Additional information is on the Central Register of Beneficial Ownership of Trusts (CRBOT) webpage including screenshots in the troubleshooting guide on how to register through the ‘Trust Register Functions’ link under ‘Other Services’, and what information to submit about the beneficial owners of the trust (see Fig 7a). Individual filers who do not have a business tax registration number can register through myAccount.

## 9.1 Customer - My Services

When you log in to ROS, you are on the My Services screen and can access all ROS services from this screen. The 'My Frequently Used Services' allows you to select up to nine frequently used services from a designated list. This functionality is available to ROS Administrator users and ROS sub-cert users.

The 'Employer Services' panel is displayed to customers who are registered for Employers' PAYE/PRSI. Services available to employers include (a) request Revenue Payroll Notifications (RPNs), (b) submit payroll, (c) view a list of previous Statements of Account, or (d) view the most recent Statement/Return. Employers can also request Employer Reporting Notifications (ERNs), submit details of expenses/benefits, view previous submissions and generate monthly reports in line with new Enhanced Reporting Requirements.

The screenshot shows the Revenue My Services interface. At the top, there is a green navigation bar with the Revenue logo and several tabs: MY SERVICES, REVENUE RECORD, PROFILE, WORK IN PROGRESS, and ADMIN SERVICES. On the right side of the header, there are links for GAEILGE, ENGLISH, ROS HELP, and CRS LIVE AREA 7. Below the navigation bar, a yellow banner displays a message: "If you have recently changed banking provider, please update your bank account details in Manage Bank Accounts below. Note that payment, RDI, Direct Debit & Refund details are stored separately, so please update all bank details that are required." Below the banner, there is a "Tax Clearance Rescinded." notification. The main content area is titled "My Frequently Used Services" and includes an "Add a service" button. Underneath, there is a search bar labeled "MyEnquiries". The "Employer Services" section is highlighted in teal and contains several service tiles: Revenue Payroll Notifications (RPNs) with a "Request RPNs" link; Payroll with "Submit payroll" and "View payroll" links; Returns with a "Statement of Account" link; Additional Services with a "PPS Number Checker" link; Employer Reporting Notifications (ERNs) with a "Request ERNs by file upload" link; Expenses/Benefits with "Submit Expenses/Benefits" and "View Expenses/Benefits" links; and Enhanced reporting requirements with an "Expenses/Benefits Monthly Report" link. Below this, there is a "File a Return" section with a teal header and two items: "Complete a Form Online" and "Upload Form(s) Completed Offline", each with a dropdown arrow. Further down, there is a "Payments & Refunds" section with a teal header and two items: "Submit a Payment" and "Manage Bank Accounts", each with a dropdown arrow. At the bottom, there is a "Gifts & Inheritance" section with a teal header and one item: "Statement of Affairs (Probate) Form SA.2".

Figure 7 Customer - My Services screen

Other Services		
<a href="#">MyEnquiries</a>	<a href="#">Manage Relevant Contracts Tax</a>	<a href="#">Download Pre-populated Returns</a>
<a href="#">Receipts Tracker</a>	<a href="#">Home Renovation Incentive (Contractor)</a>	<a href="#">Large File Upload Service</a>
<a href="#">Manage Tax Clearance</a>	<a href="#">Help to Buy Approver</a>	<a href="#">VAT OSS</a>
<a href="#">Verify Tax Clearance</a>	<a href="#">Drivers &amp; Passengers with Disabilities</a>	<a href="#">View Property History</a>
<a href="#">Manage Financial Statements</a>	<a href="#">Manage Professional Services Withholding Tax</a>	<a href="#">Manage LPT / HC arrears</a>
<a href="#">Manage Reporting Obligations</a>	<a href="#">Manage Non-resident Landlord Withholding Tax</a>	<a href="#">Transfer Property</a>
<a href="#">Manage Tax Registrations</a>	<a href="#">eRepayment Claims</a>	<a href="#">Register New Property</a>
<a href="#">Charities and Sports Bodies eApplication</a>	<a href="#">VRT Certificate of Conformity</a>	<a href="#">Vacant Homes Tax</a>
<a href="#">Register New Revenue Customer</a>	<a href="#">VRT EU Leased Vehicle - Lessee</a>	<a href="#">Home Renovation Incentive (HomeOwner)</a>
<a href="#">Trust Register Functions</a>	<a href="#">VRT EU Leased Vehicle - Leasor</a>	<a href="#">Help to Buy Applicant</a>
<a href="#">Manage Your Tax 2024</a>	<a href="#">Letter Of Tax Residence</a>	<a href="#">Registration Status Letter</a>
<a href="#">Review Your Tax 2020 - 2023</a>	<a href="#">Capital Gains Clearance</a>	<a href="#">Upload Supporting Documents</a>
<a href="#">Update Job or Pension Details</a>	<a href="#">eSARP</a>	
<a href="#">Claim Unemployment Repayment 2024</a>		
<a href="#">Create a Summary of Your Pay and Tax Details</a>		
<a href="#">Phased Payment Arrangement</a>		
<a href="#">VAT Number Verification</a>		

Figure 7A Customer - My Services Screen

## 9.2 Agent/Advisor – TAIN Services

When you log in to ROS as an agent or advisor, you are brought to the TAIN Services screen. The frequently used services panel is at customer level and is not available to Agents/Advisors.

GAEILGE | ENGLISH | ROS HELP

TAIN SERVICES
REVENUE RECORD
PROFILE
ADMIN SERVICES

LIVE TEST CRS | EXIT

### Find Clients

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.

#### Client Search

Search by registration number:

Tax Registrations
  Reporting Obligations

Search by name:

#### Your Client List

You can access and export your full list of clients here.

Or you can display all new clients from a certain date.

#### Last 10 Clients Accessed

- CRS LIVE AREA 7 - [REDACTED]
- LIVE TEST CASE CRS TES CASE 2019 - [REDACTED]

### Manage Tax Registrations

#### Manage Client Registrations

Please use this option to update, add or cancel Agent/Client links and tax registrations if your client had/has an existing tax number, incl. PAYE.

Tax Registrations
  Reporting Obligations

#### Register New Revenue Customer

You can now register new individuals, companies, partnerships and trusts with Revenue.

You can also register new reporting entities.

You can now register a company for the VATOSS Import Scheme

Figure 8 Agent/Advisor – TAIN Services Screen

### Properties

#### Find Properties

You can file and/or pay the Local Property Tax for the properties you manage. Click on View Property List to see the properties you can access.

### Upload Form(s) Completed Offline

Select the type of return from the drop-down list to upload a return completed offline. You can upload a P35L file and any of the Financial or Withholding taxes through Client Services.

### Agent Employer Services

[Request RPNs by file upload](#)

[Submit payroll by file upload](#)

### Gifts & Inheritance

[Statement of Affairs \(Probate\) Form SA.2](#)

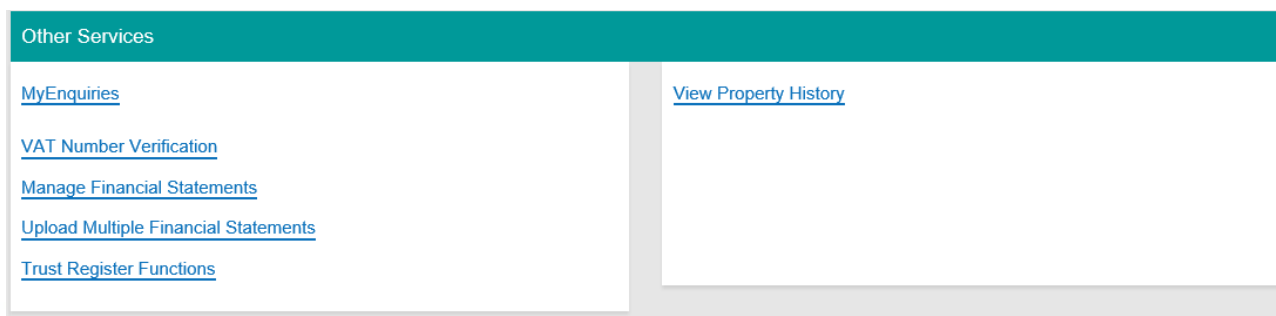


Figure 8A Agent/Advisor – TAIN Services Screen

### 9.3 Agent/Advisor Notifications

Each time Revenue issues a notification to customers' and agents'/advisors' ROS inboxes, an email issues to the nominated email addresses of those customers and agents/advisors.

**Note:** The ROS mail notification issued to agents/advisors includes a TAIN number in the subject line of the message. This facilitates agents and advisors with multiple TAINs to quickly identify which Agent/Advisor Inbox has updated output.

With payroll processing (PMOD), Revenue sends notices to the ROS Inbox and corresponding email notifications to the Financial and Payroll agent and employers when the statement is generated. This email is sent in the evening of the first working day of the new month. The Statement contains the totals due for income tax, PRSI, USC and LPT for all payroll submissions with a pay date in the reference month. 'Payroll only' agents do not have access to the monthly statements and are not sent any notifications.

No notification emails issue for timely amendments to payroll submissions or amendments to statements, however, email notifications will be sent to the Financial and Payroll agent for amendments to late payroll submissions (after the 14th of the month).

The Financial and Payroll agent can view the priority amended return and statement Inbox items for all their PREM clients in their Agent Revenue Record (Inbox) view.

Accordingly, the Financial and Payroll agents should check their ROS Inbox on the 5th of each month or sign-in to ROS to view the monthly statement for each employer that is linked to them.

Revenue will continue to send emails to employers where an email address has been provided.

### 9.4 ROS Online

A number of returns are available 'online' which means that a range of data from Revenue's systems is pre-populated on the form, which helps customers in completing their return. For income tax return filers, information on employment earnings and occupational pensions, payments from DSP, Relevant Contracts Tax (RCT) payments and where relevant payment from third parties such as the Department of Agriculture, Food and the Marine is available on a pre-populated form.

An 'online' form can be completed in stages so a filer can download the online form and review the pre-populated information on the return and provide additional information or update the information before submitting the return.

## 9.5 ROS Offline Options

### 9.5.1 ROS Offline Application

The ROS Offline Application enables a filer to download a template for many Revenue forms so that they can be completed offline. Saved forms can then be uploaded by logging into ROS with your Digital Certificate.

Users of the ROS Offline application should regularly check that they have the latest version downloaded. You can check the version by selecting Help/about on the offline application. The latest version will be required for downloading all new forms, or versions of forms, released. The ROS Offline application is being replaced over time with the ROS Return Preparation Facility, commencing with the annual income and corporate tax returns for the tax year 2022.

To download the ROS Offline Application, go to the [Revenue website](#) and click on the 'Sign into ROS' link at the top of the screen. On the next page, scroll down to the heading "**Return Preparation and Offline**" and under this section click on the '**ROS Offline Application**' link.

For further information on downloading/completing forms, please view the '[Using the ROS Offline Application](#)' section.

### 9.5.2 ROS Return Preparation Facility

The ROS Return Preparation Facility (RPF) is a tool that you can access through the internet. You can prepare forms and save them on your local device. **The saved forms must be uploaded to ROS online when complete.**

The RPF is replacing the ROS Offline Application, and forms will be added to it over time. As forms are added in RPF, the version available in the ROS Offline application will no longer be maintained and should not be used.

To access the RPF, go to the [Revenue website](#) and click on the 'Sign into ROS' link at the top of the screen. On the next page, scroll down to the heading "**Return Preparation and Offline**" and under this section click on the '[Return Preparation Facility](#)' link. For ease of access, you can bookmark the link or add to Favourites in your browser.

For further information please refer to the [RPF User Guide](#) and the [RPF online help](#).

## 10 ROS Payment Methods

ROS customers have a number of options for making online payments. The payments facility is available through ROS for tax payment, interest payment, penalty payment, attachment, Audit or Disclosure (Prompted/Unprompted), Foreign Income and Assets Disclosure (FIAD) and Minor & Irregular Benefits (MiB). Please login to ROS and, on the '**My Services**' page, click on '**Manage Bank Accounts**' and follow the steps provided to enter your bank account details. Further [information](#) is available on the Revenue website.

The options for making online payments are:

- ROS Debit Instruction (see paragraph 10.1 below), and
- Credit Card/Debit Card



The option to pay by Credit/Debit card is only available to Business Division or Personal Division customers. It is not available to customers of Large Corporates Division, Medium Enterprises Division and Large Cases - High Wealth Individuals' Division.

### 10.1 ROS Debit Instruction (RDI)

Customers or their agents may set up an RDI online and sign and submit through ROS. All ROS Debit Instructions (RDIs) should be in place in advance of due payment dates. The Digital Certificate is used to carry out the signing procedure. Revenue will process the RDI with the relevant bank. Please ensure that RDIs are set up with a bank that is in the Single European Payment Area (SEPA). You can check this with your bank before setting up the RDI. The RDI should be set up with a Euro current account. Customers in Non-EEA (European Economic Area) countries are obliged to enter their address details when setting up an RDI.

An RDI is not a fixed monthly amount; the customer determines the amount of the payment and when the payment is made and signs and submits the instruction to Revenue. An RDI does not confer on Revenue a right to draw money from a customer's bank account.

When paying by RDI customers can set a future payment date, up to the due date for that tax/duty payment. If the RDI bank details are changed before that payment date, the payment request will be applied to the updated bank account.

### 10.2 Amended ROS Debit Instruction (RDI)

ROS provides a facility to amend an RDI to add tax types not already associated with the RDI. It is also possible to amend all bank account details associated with an existing RDI – i.e., International Bank Account Number (IBAN) and Bank Identifier Code (BIC) and account name.

### 10.3 Direct Debit for Employers' Income Tax

Employers can apply to pay their PAYE/USC/PRSI/LPT in monthly instalments by direct debit. Such amounts paid by direct debit should be sufficient to cover 90% of the employer's overall monthly liability. A facility is provided for employers to amend the monthly amount during the year where it is found that payments are not sufficient to cover the annual liability.

### 10.4 Making a payment in ROS

Since July 2023 the payments page in ROS (and myAccount) was updated to allow customers to save their bank account details for future use to **make payments from, or receive refunds to**, the saved bank account.

The simplified process delivers a facility for customers/agents to tick a box to apply the same bank account details to both payments and refunds for multiple tax registrations. The updates to the payment screens provide for the bank details to be **saved for future payments**.

Using my bank account

IBAN

BIC (optional)

Please debit my account with the single amount specified.

By signing this mandate form, you authorise (A) the Revenue Commissioners to send instructions to your bank to debit your account and (B) your bank to debit your account in accordance with the instructions from The Revenue Commissioners

As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited. Your rights are explained in a statement that you can obtain from your bank.

**Save bank account for future payments.**  [i](#)

**Use this bank account for refunds on the selected Tax Types.**  [i](#)

[▶ What tax types can I set up refunds for?](#)

Figure 9 Two new tickboxes (i) save bank account details for future payments, and (ii) use bank account for refunds

By selecting both new tickboxes (see Figure 9) and proceeding with the payment instruction, the bank account details will be saved for refunds on the selected tax type and the existing customer notification process will be triggered.

The ROS RDI screen was updated similarly.



seven working days later, if the first attempt fails. The second attempt at collection will be deemed a late payment so penalties and/or interest on late payment will apply.

Employers wishing to avail of a direct debit facility should contact:

Direct Debit  
Collector General  
Sarsfield House  
Limerick.  
Eircode: V94 R972

Telephone: 01 7383663

Further information on Direct Debits see TDMs [Guidelines – Direct Debit for current taxes](#) and [Preliminary Income Tax – Direct Debit Guidelines](#).

## 10.6 Phased Payment Arrangements

ROS registered customers with an active digital certificate can avail of a Phased Payment Arrangement.

Where an agent is acting on behalf of a customer in relation to a Phased Payment Arrangement, an authorisation from the customer will be required. The agent will be prompted to upload the authorisation via the Online Phased Payment link in ROS and thereafter will receive notifications in relation to the arrangement. The Agent's Guide to the Collector-General's Division has been updated to reflect the above. Refer to the TDM [Guidelines for Phased Payment Instalment Arrangements](#)

## 10.7 Payments in myAccount if not ROS registered

If you do not have an active ROS digital certificate and your Agent is filing a return on your behalf, you can pay your Income Tax, Capital Gains Tax and Capital Acquisitions Tax online through myAccount, on the 'Payments/Repayments' card. You can register for myAccount and ROS on [Revenue.ie](#).

You can make payments online using a current bank account. Revenue will request payment from your bank on the date the payment is made. It will take an additional 2/3 working days for the payment to process.

## 10.8 Refunds and Repayments

For mandatory e-filers, any refunds due are issued to the customer's bank account and cheques are not issued. To receive your tax refund, you need to ensure that your bank account details are recorded on ROS and are up to date. Please also see paragraph 10.4 above.

If your spouse or civil partner is due a refund, then their bank details will also need to be on Revenue's record. This can be submitted to Revenue through [MyEnquiries](#) service. The refund will be held until the bank details are updated.

Please note that if you are registered for more than one tax, e.g., Income Tax, PAYE, VAT, etc., you need to ensure that bank account details are entered separately for each specific tax.

Customers should login to ROS and on the **My Services** page click on **Manage Bank Accounts** (under Payment Details) and in the Refunds section, select **Manage EFT**. Bank account details can be amended or updated on these screens.

### How to input an IBAN or BIC

You can input an IBAN up to 34 characters in length. As you input the details of your IBAN, the system will fill and automatically tab to the next box, each box holds 4 digits of your IBAN.

Figure 11 Inputting IBAN or BIC on ROS EFT Refund/Repayments on ROS

## 10.9 Offsets

A number of returns include an option for the filer to 'offset' a tax refund to another taxhead or tax period. This is provided for refunds of VAT, Employers' PAYE, or RCT.

## 10.10 VAT Repayments - offsets

When filing a VAT3 return there is a facility on ROS to allow customers and agents to advise Revenue how they wish a resulting repayment to be dealt with.

When a customer or his agent is filing a VAT 3 return on ROS and the VAT 3 shows a repayment to the customer, the customer/agent has the option to offset the overpayment.

The ROS **offset** window provides a text box that the customer can use to include offset instructions for a VAT repayment claim that is being submitted. This offset facility applies to original, supplementary, and amended returns. **It is important that the customer/agent remembers to tick the offset refund box before submitting the return.**

When a customer indicates that they would like to offset the repayment to another period or taxhead by ticking the tick box provided on screen, the customer can then 'select' the taxhead, period and the amount they wish to offset. It is possible for the customer to specify a maximum of two offset instructions from a dropdown menu for the current and/or future periods only for Income Tax/Corporation Tax/ VAT/Employer Income Tax/PRSI/Local Property Tax/Universal Social Charge (USC), which can include periods of Warehoused Debt.

In any case where there is outstanding debt, customers are informed that the VAT Claim will be automatically used to offset those liabilities ahead of the offset instruction(s) provided.

**Step 2**  
To continue, review the details below and click the Next Button.

Form Data   **Payment Details**   Sign & Submit   Acknowledgement

1   2   3   4

**Tax Type:** VAT

**Return Type:** VAT3 Return

**Period:** 01/09/2022 - 31/10/2022

**Bank Details**

Please ensure that bank account details for repayments are recorded on ROS and are up-to-date. Bank details can be updated through the My Services page of ROS. Click on Manage EFT under 'Manage Bank Accounts' in the 'Payments and Refunds' section.

**Currency** €

**Repayment Amount** 18000

Please indicate if you wish to have some or all of the amount above offset

Please provide up to 2 offset instructions below:

**Offset Instruction 1:**

**Offset Instruction**  - 01/09/2022 - 30/09/2022

**Offset Amount**

**Offset Instruction 2:**

**Offset Instruction**  - 01/11/2022 - 31/12/2022

**Offset Amount**

Please note that if you have outstanding tax liabilities in other VAT periods or in other Taxheads, this Repayment Claim will be automatically used to offset those liabilities ahead of the offset instruction(s) provided.

Figure 12 VAT offset instructions on ROS

### 10.11 Employers' Income Tax - Repayments and Offsets

Employer returns will be based on the payroll submissions provided by the employer for the reference month. On the 5<sup>th</sup> of the month, Revenue will generate a statement showing the totals of Income Tax, PRSI, USC and LPT based on the employer payroll submissions. If the employer accepts the statement, it becomes the statutory return for the reference month. If the employer does not accept the statement or files corrections, an amended statement will issue to reflect the changes and this statement will be deemed the return if no further changes are made by the 14<sup>th</sup> of the following month.

Employers, who have been registered as an employer for longer than 12 months and whose total PAYE, PRSI, USC and LPT payments for the year are €28,800 or less, may request approval to pay their liability on a quarterly or annual basis rather than on a monthly basis. The return due date for quarterly remitters is 14<sup>th</sup> of the month. Payment is due 14 days after the end of the quarter (23 days for ROS users who file and pay online).

Any credit balance on file after the return is deemed or accepted, will be considered an overpayment of PAYE. Overpayments will automatically undergo an offset and refund validation check. Where liabilities exist under any tax type, an offset will be made against that liability and

any remaining balance will either be refunded or reviewed by Revenue. Offsets from other tax types can also be done.

## 10.12 Income Tax (IT) Statement of Net Liability Offset on ROS

When you are filing your Form 11 you should complete the Statement of Net Liabilities. If the submission of a Form 11 return generates a refund and you want this refund offset against your Preliminary Tax or Capital Gains Tax liabilities, you must indicate this in the Statement of Net Liabilities (Pay & File) screen in ROS.

The Statement of Net Liabilities and the Form 11 should be filed on the same day, and it is advisable not to 'omit' the Statement of Net Liabilities.

ROS SNL screen (see Fig 13).

- pre-population of the 'balancing payment' from the IT self-assessment panel,
- an information tooltip for preliminary tax calculation,
- a warning message if payment exceeds the liability, and
- a warning message for nil preliminary tax inputs.

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

MY SERVICES REVENUE RECORD PROFILE WORK IN PROGRESS AD

**Statement of Net Liabilities (Pay And File)** CG TEST CASE AM ROME - 6100110P

**Step 2: Payment Details**  
To continue, review the details below and click the Next button.

Form Data **Payment Details** Sign & Submit Acknowledgement

**Statement of Net Liabilities (Pay + File)** - If completing, values must be entered in all fields.

**Please enter whole liability amounts: (enter "0" if nil liability)**

The Statement of Net Liabilities determines how payments are calculated and allocated. Please complete it carefully.

Payment made with this instruction will be allocated firstly against the balance amount due and secondly against preliminary income tax.

Refunds are paid by bank transfer. Please check your details at 'Manage Bank Accounts - EFT'

**Income Tax Balancing Amount 2021** €  **Refund**

N.B. If you have calculated that there is a refund due to you for this year, enter the amount of the refund and tick the box to indicate that the value is a refund

**Income Tax Preliminary Tax 2022** €

**Total Net Amount** €

**Please indicate if you wish to file a Return with Statement of Net Liabilities only without making a payment**

Click Omit if you do not wish to complete Statement of Net Liabilities at this time.

Please note that there may be a short delay in processing payments during the peak period, and these payments might not be reflected in the letter of Acknowledgement of Self assessment.

Click Next to go to the next page

Click Back to go to the previous page

Figure 13 Statement of Net Liabilities (SNL)

The SNL is available in both online and offline versions of ROS. In the Online Form, the SNL screens are presented after 'Sign and Submit' Panel. In the Offline version, the SNL is presented when the 'Payments' Forms are selected and after the payments period is input.

## 11 Access Control

In many tax agent or transaction advisor practices and in larger businesses, staff may have different levels of authorisations in relation to certain clients or in relation to filing certain returns. ROS provides an access control system that allows the 'administrator' in the firm (e.g., the Senior Partner or Financial Controller) to set the appropriate access for their staff. The access control system is hosted on ROS but is maintained by the administrator using his or her digital certificate for identification and access.

## 12 Dual or Single Signature

The ROS Administrator can set Dual or Single signature requirements for the following ROS Debit Instruction and Returns - VAT, EVR, Corporation Tax, Dividend Withholding Tax (DWT), Professional Services Withholding Tax (PSWT), Deposit Interest Retention Tax (DIRT), Investment Undertaking Exit Tax (IUT), Life Assurance Exit Tax (LAET), Transit, and VRT Birth Certificate. (Located under Admin Services – Other Functions – Set Signature Requirement button).

## 13 Dual/Multiple Agent Facility

In the case of Employer's PAYE/PRSI (PREM), Value-Added Tax (VAT) and Corporation Tax (CT), it is possible to have dual or multiple agents/advisors acting on behalf of a customer (on a specific tax registration number). More than one agent may be required where for example one agent is responsible for filing returns and the other for making payments (see TDM [Part 37-00-04b - Guidelines for Agents acting on behalf of Taxpayers](#)).

CT and VAT taxes can have dual agents (as per paragraphs 13.1 and 13.2). The employer's PAYE/PRSI tax can have up to four different agents on file; however, as set out in paragraph 13.3 an agent type cannot be duplicated. **CT Dual Agent Facility**

A second agent can be added for CT by contacting the Registration Section in the local Revenue office. This is a manual process and requires the Agent Link Notification to be completed with the necessary detailed instruction and signed client authorisation.

Audit firms who represent taxpayers who have obligations under the independence requirements of the United States Securities & Exchange Commission (US SEC) may file returns but cannot authorise payments in respect of these taxpayers. These agents require a separate Tax Advisor Identification Number (TAIN) and a digital certificate with no facilities to authorise payments. Payments are made directly by the taxpayer using their own digital certificate. Audit firms hold a separate TAIN and digital certificate with authority to file returns and authorise payments for their other clients.<sup>1</sup>

---

<sup>1</sup> This development was in response to concerns raised by audit firms that the ROS Debit Instruction (RDI) facility for payments of liabilities could conflict with the independence requirements of the United States Securities & Exchange Commission (US SEC). As a result, audit firms whose clients included companies that are themselves listed or related to a company listed on the New York Stock Exchange, were reluctant to use ROS. The main reason for this is that the RDI facility is viewed as potentially constituting a prohibited management service as against an allowed tax service under the SEC rules.



## 13.2 VAT Dual Agent Facility

A second agent can be added for VAT by contacting the Registration Section in the local Revenue office. This is a manual process and requires the Agent Link Notification to be completed with the necessary detailed instruction and signed client authorisation.

## 13.3 Employer Multiple Agent Facility

Employers can have up to four different agents on file under the employers' PAYE/PRSI tax head, but an agent type cannot be duplicated. For example, an employer cannot have a Payroll and ERR Agent along with an ERR only Agent.

Additional guidance on ERR is available in TDM [Part 38-03-33](#) – Returns by employers in relation to reportable benefits. [Part 38-03-33](#) The Global Mobility permissions allow access to the eSARP portal on ROS. Additional guidance on eSARP is available [here](#).

**Note:** If an agent has an existing Payroll only permission with an employer who requires ERR or Global Mobility reporting, the agent must cancel their existing permissions with the employer and re-apply for the Payroll and additional permissions (there will be no loss of previous payroll records). A new [Agent Link Notification Form](#) must be uploaded with the new request. The agent must tick all required permissions in the eRegistration portal.

See also the [Sub-user and Agent Permissions for Employer Payroll Services](#) document for further detail on agent permission capabilities according to tax head.

The screenshot displays the Revenue ROS portal interface. At the top, there are navigation tabs: TAIN SERVICES, REVENUE RECORD, PROFILE, and ADMIN SERVICES. The main content area is titled 'Find Clients' and includes a search section with options for 'Tax Registrations' and 'Reporting Obligations'. Below this, there are fields for 'Select a tax type...', 'Enter registration no.', and 'Search'. There is also a 'Search by name' section with a 'Enter surname' field and a 'Search' button. To the right, there is a 'Your Client List' section with a 'View Client List' and 'Export Client List' button, and a 'Last 10 Clients Accessed' section listing recent clients. The bottom section, highlighted with a red border, is titled 'Manage Tax Registrations' and contains two main areas: 'Manage Client Registrations' with fields for 'Select a tax type...', 'Enter registration no.', 'Enter name', and 'Select tax type...', and a 'Manage' button; and 'Register New Revenue Customer' with a 'Register New Revenue Customer' button, a 'Register New Reporting Entity' button, and a 'Register for Import Scheme' button.

Figure 14 Manage Tax Registrations: Add or cancel Agent/Client links and tax registrations

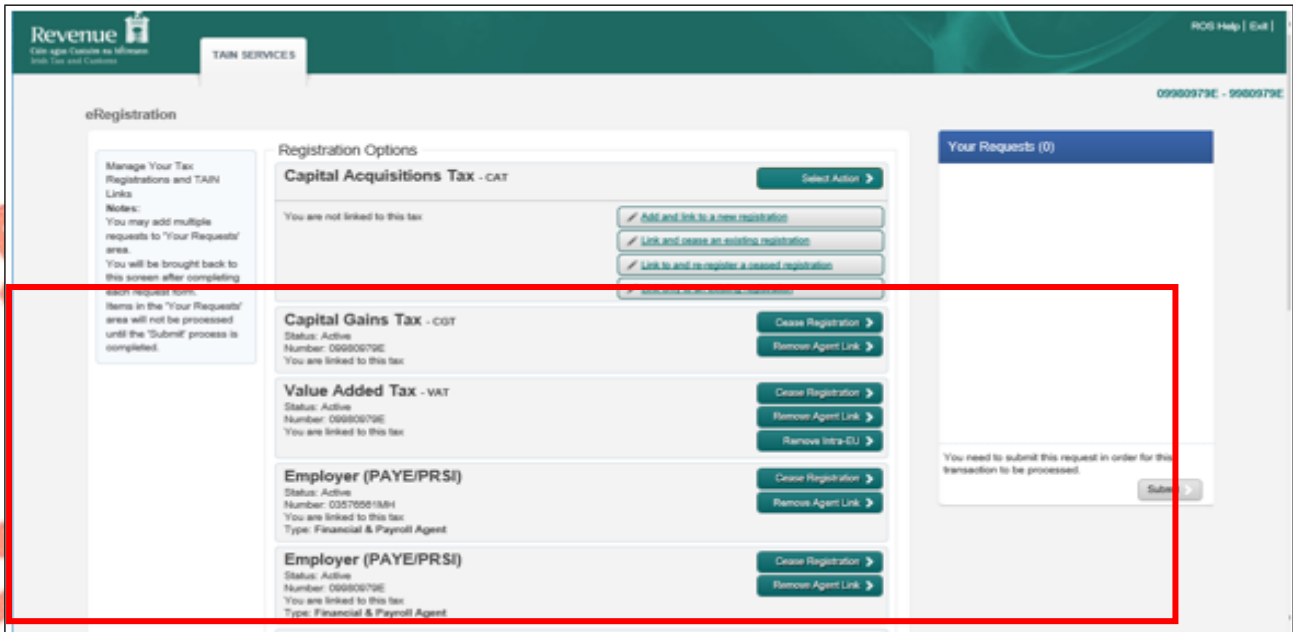


Figure 15 eRegistration options: Add or cancel registrations or Agent Client links

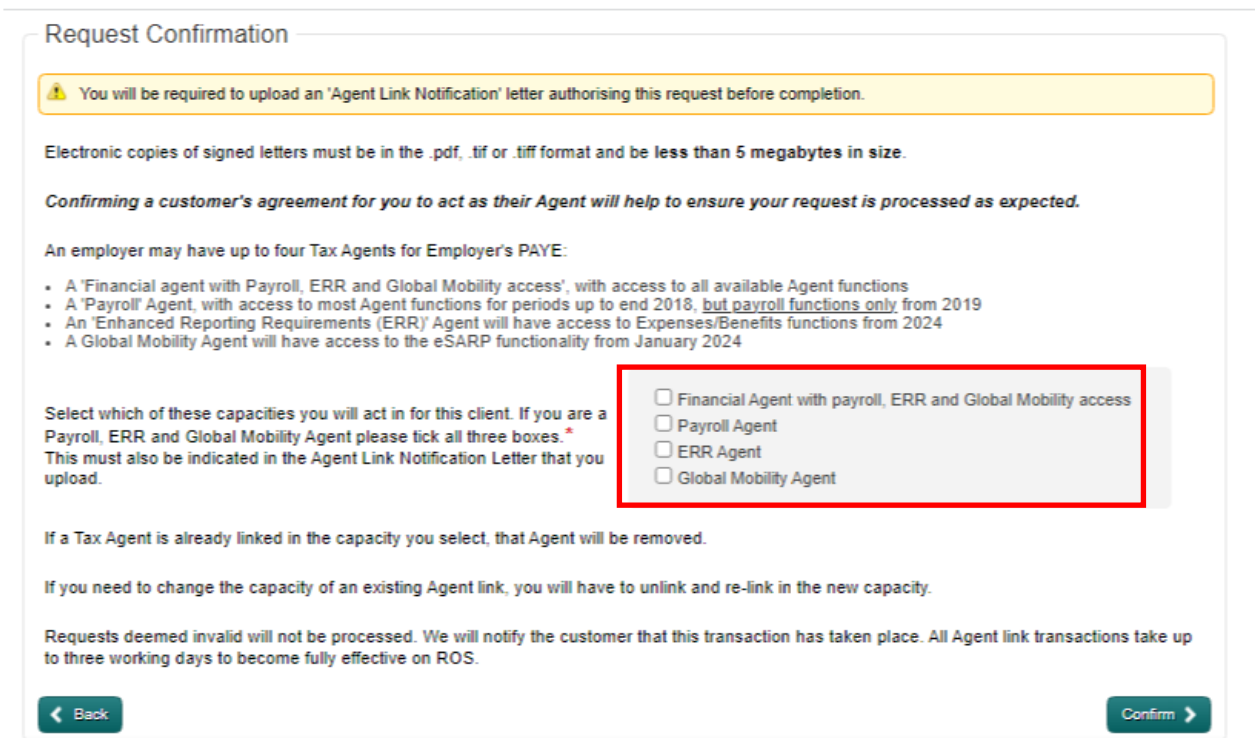


Figure 16 eRegistration: Request Confirmation

## 14 Revenue Record (Inbox)

The Revenue Record is a customer’s secure mailbox which consists of electronic correspondence between you and Revenue. The ROS Administrator/sub-cert holders can access it.

You can view Revenue Record items including priority messages, returns and payments filed by you, copies of Statements of Account requested by you, refunds and repayments made or due to you by Revenue.

Priority messages are available for Employers' PAYE/PRSI and for Phased Payment Arrangements notices, only at present. Priority messages will be marked and shown at the top of the Revenue record.

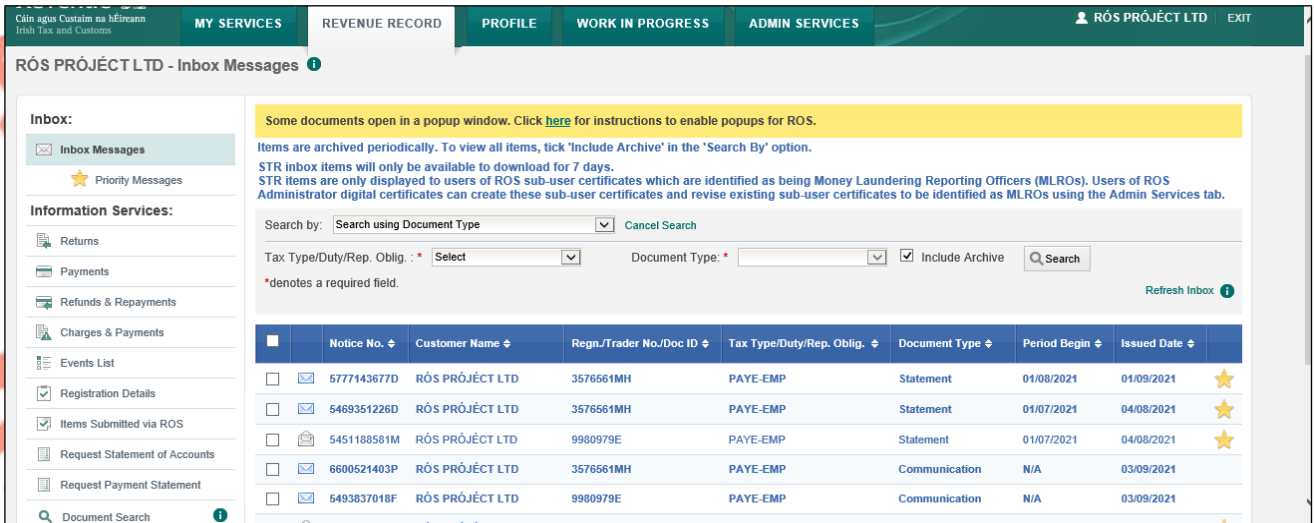


Figure 17 Revenue Record

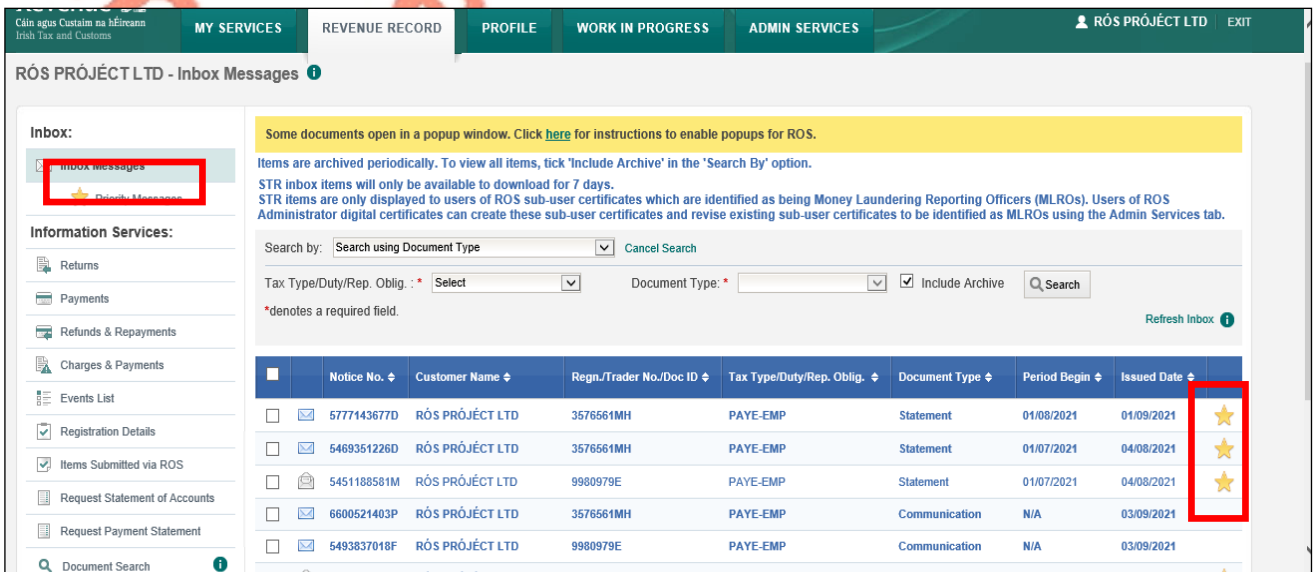


Figure 18 Revenue Record: Priority messages only

### 14.1 Revenue Record (Inbox) - VAT basis of accounting

The Revenue Record (Registration Details) includes a reference to advise about the VAT basis of accounting. The VAT taxhead will display either (Cash) or (Invoice).

The screenshot displays the Revenue Record (Inbox) - Registration Details page. The page header includes the Revenue logo and navigation tabs: TAIN SERVICES, CLIENT SERVICES, CLIENT REVENUE RECORD, and WORK IN PROGRESS. The main content area shows a table of registration details with the following columns: Tax Regn./Trader No., Tax Type/Duty, Registration Start Date, Registration Ceased Date, and Balance (Euro). The table contains several rows, with the 'VAT (Cash)' entry highlighted by a red box. The left sidebar contains a menu with 'Registration Details' also highlighted by a red box.

Tax Regn./Trader No.	Tax Type/Duty	Registration Start Date	Registration Ceased Date	Balance (Euro)
4737129A	Bank Levy	25/12/1968		60.00
4737129A	Corporation Tax	25/12/1968		65.72
4737129A	DWT	25/12/1968		60.00
4737129A	Foreign Account Tax Compl	25/12/1968		60.00
4737129A	INTRASTAT	01/07/1965		60.00
4737129A	RCT	03/12/1965		60.00
4737129A	Relevant Share Option Tax	25/12/1968		60.00
4737129A	VAT (Cash)	01/07/1965		60.00
4737129A	VIES	01/07/1965		60.00

Figure 19 Revenue Record: Revenue Record (Inbox) – Registration Details

## 15 Mandatory Electronic Filing and iXBRL

Mandatory electronic filing of payments and returns using ROS is part of Revenue’s strategy to establish the use of electronic channels as the normal way of conducting tax business.

Since 2009, certain categories of taxpayers obliged to pay and file electronically have been advised about their obligations to file and pay electronically. Amongst the categories of cases obliged to efile and epay are Government Departments, all companies, trusts, partnerships, VAT registered cases and employers with greater than or equal to 10 employees. All newly registering/re-registering Income Tax cases are required to file and pay electronically since 1 January 2015.

The mandatory eFiling obligation extends to the submission of financial statements in iXBRL. The requirement to file accounts in iXBRL is currently mandatory for companies dealt with in Large Cases Division (Phase 1) and companies that meet **any** of the following criteria (Phase 2):

- the Balance Sheet Total of the company exceeds €4.4 million;
- the amount of the turnover of the company exceeds €8.8 million; **or**
- the average number of persons employed by the company exceeds 50.

eBrief 37/15, was issued on 27 March 2015, and provided clarification in relation to the meaning of Statement of Financial Position/Balance Sheet Total relevant to the criteria for the introduction of Phase 2. In summary, the definition of Statement of Financial Position/Balance Sheet Total is “the aggregate of assets without the deduction of liabilities” in respect of all iXBRL submissions made since 1 November 2015. Prior to eBrief 37/15, filers had been able to measure the balance sheet total based on “total net assets”. There are no changes to the other two criteria.

iXBRL filers can search for and download previously filed iXBRL statements. The facility is available in the Manage Financial Statements screen.

**Properties**

**Find Properties**  
You can file and/or pay the Local Property Tax for the properties you manage. Click on View Property List to see the properties you can access.

[View Property List](#) [Export Property List](#)

---

**Upload Form(s) Completed Offline**

Select the type of return from the drop-down list to upload a return completed offline. You can upload a P35L file and any of the Financial or Withholding taxes through Client Services.

Select a return type... ▾

---

**Agent Employer Services**

[Request RPNs by file upload](#) [Submit payroll by file upload](#)

---

**Gifts & Inheritance**

[Statement of Affairs \(Probate\) Form SA.2](#)

---

**Other Services**

[MyEnquiries](#) [View Property History](#)

[VAT Number Verification](#)

[Manage Financial Statements](#)

[Upload Multiple Financial Statements](#)

[Trust Register Functions](#)

Figure 20 Manage Financial Statements screen

Further information on [iXBRL](#) is available on the Revenue Website and in Part 4.1 of the TDM [Part 41A-03-01](#)

## 16 Help for Business Customers and Agents/Advisors

Revenue offers customers a wide range of contact options for queries relating to ROS.

### 16.1 ROS Technical Queries

Phone +353 1 738 36 99

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

MyEnquiries: Submit an enquiry selecting the headings:  
“Other than the above” -> “Revenue Online Service (ROS) Technical Support”

### 16.2 ROS Payments Support Unit

Phone: + 353 1 738 36 63

MyEnquiries: Submit an enquiry selecting the headings:  
“Other than the above” -> “Revenue Online Service (ROS) Payments”

## 16.3 Tax Technical Queries

Revenue is committed to providing support and assistance to our ROS customers who have tax technical queries. Please use MyEnquiries in ROS/MyAccount by selecting, for example, 'Income Tax' and then selecting the relevant tax head to which the technical query refers. You can then select the appropriate option from the drop-down menu in order to ensure your query is directed to the appropriate team for follow-up.

## 16.4 Revenue Online Services Downtime

ROS and myAccount will be unavailable at times due to scheduled essential maintenance and planned updates to our services.

Any scheduled downtimes for ROS are communicated on the [Service availability](#) page on our website. If following ROS downtime, you are viewing a cached ROS screen, please note that the browser will be refreshed after 5 minutes of downtime. We try to minimise the impact of upgrades on customers by scheduling changes for off-peak hours, where possible.

During ROS downtime the screen below will be displayed. This screen includes a link to the Return Preparation Facility which remains available during ROS downtime.

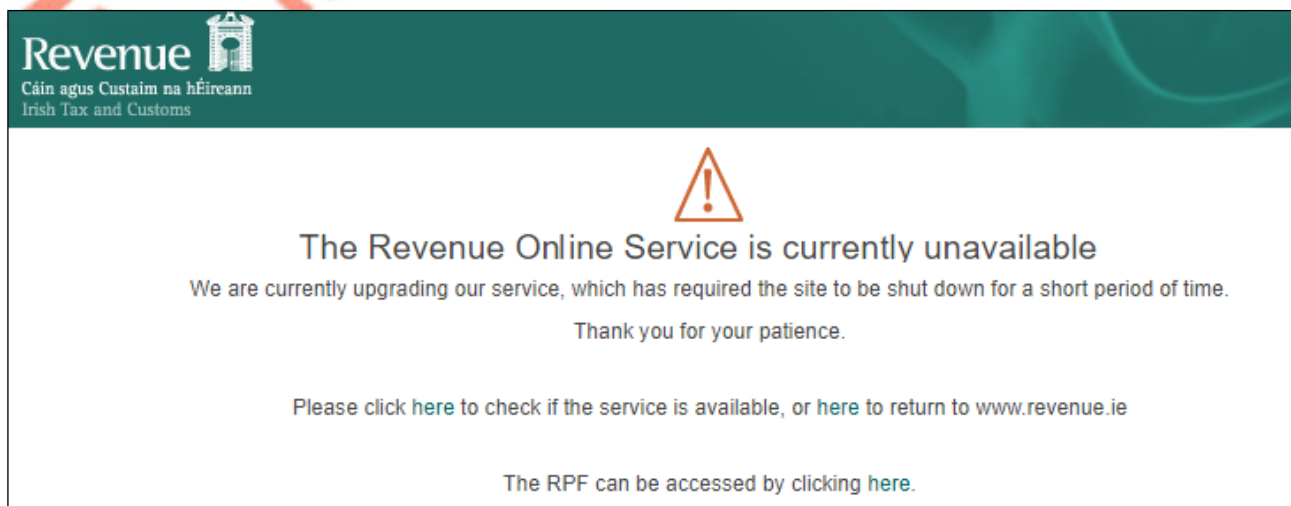


Figure 21 ROS downtime screen

## 17 Technical Requirements

To view ROS technical requirements, please logon to [Technical Requirements](#) in the Online services support section.

### 17.1 Pop-Up Blocker

Some documents open in a pop-up window. You may need to adjust the pop-up blocker settings on your device to view these documents. There is a banner in the Revenue Record screen to highlight this for ROS users, including a quick link to instructions how to enable pop-ups.



Figure 22 Banner in Revenue Record re pop-ups

Information is available on [ROS Help](#).

## 18 Customer Service Standards

It is Revenue's policy to give priority to ROS customers and to actively encourage customers and agents to use the Revenue Online Services. As an incentive to encourage customers, the published [Revenue Customer Service Standards](#) commit to a more favourable timeframe for processing returns and repayments for online customers.

## 19 Legislation underpinning ROS

The 1999 Finance Act included enabling legislation for the electronic filing of tax returns. The legislation inserted Chapter 6 of Part 38 of the Taxes Consolidation Act 1997. The provisions set out the legal basis for electronic returns and provided for Revenue to be a Certification Authority for issuing Digital Certificates which are used to sign electronic returns.

Digitally signed transmissions: the legislation provides for the approval of persons to transmit data in an approved manner, i.e. via ROS. Significant aspects of it are:

- allowing an approved or authorised person, electronically, to transmit the information required on a return on behalf of a taxpayer without the need for the taxpayer's signature. Once this is done, the person's **legal** obligation to make the return is deemed to have been satisfied.
- eliminating the need to submit supporting documentation or declarations; and
- recognising electronic transmissions for legal purposes

It is important to emphasise that the obligation to make a return and all the legal requirements to furnish accurate information still rests with the taxpayer who is legally required to make the return and not the person who electronically transmits the information (unless this is the person who is obliged to make the return in the first instance).

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

The Electronic Commerce Act 2000 provides the legal basis for other national bodies to use Revenue provided digital certificates to authenticate their end-users and allow them to engage via their different online channels. The security provided by the digital certificate design is being used by the Companies Registration Office, the Department of Transport and the Department of Social Protection.

Section 917EA of the Taxes Consolidation Act 1997, as provided for in the 2003 Finance Act, and supplemented by Regulations in 2008, 2011, 2012 and 2014 provides for a scheme of mandatory electronic filing of returns and payment of tax liabilities for certain categories of taxpayer and certain taxes.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

A more recent version of this manual is available.