

Revenue Receipts Tracker App and Receipts Tracker in myAccount and ROS

Part 38-06-06

Document last updated March 2021



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1 Background

Revenue Receipts Tracker is a free mobile app, to help you easily keep track and save certain receipts, images and expense details. You can record receipts relating to the following:

- Health, Medical, Dental and Nursing Home Expenses
- Remote Working Relief (for 2020 onwards)
- Rental Property Expenses
- Stay and Spend
- Trade or Business Expenses
- Other expenses and documents, for example tuition fees

The Revenue Receipts Tracker App (RRTA) provides an option to save and securely store receipts details and/or images to Revenue storage. The benefits of uploading your receipt images include not having to retain the original receipt images and details of your expenses, and the details are available to assist the completion of your income tax return ([see section 4.1](#)). If you chose not to save your receipt images and details to Revenue storage, you must retain the original receipt for a period of 6 years.

You can also securely upload receipts details and/or images using the [Receipts Tracker](#) in the web version in myAccount or ROS. Both can be accessed on www.revenue.ie.

In order to claim any tax credits or reliefs due, as a result of receipts uploaded, an Income Tax Return must be completed.

2 How to access Revenue Receipts Tracker App (RRTA)

The RRTA is available to download free from the Apple App Store and the Google Play Store. It is available for both smart phone and tablet devices which have operating systems as follows:

- Android 8.1 onwards;
- iOS 12 onwards.

The RRTA is not available for download from the Windows App Store or for mobile devices using Windows operating systems.

You need to have access to the internet to use the RRTA. It is recommended that you connect to Wi-Fi, particularly when using the RRTA to save images of receipts to Revenue storage ([see section 5.1](#)).

The image below shows the RRTA icon, as it appears on mobile devices after download:



Figure 1 The Revenue Receipts Tracker App icon

3 Requirements to sign in to the RRTA

In order to sign in to the RRTA customers will need to be registered for myAccount or ROS. PAYE only customers should use myAccount while self-employed/chargeable customers must use ROS.

Information on how you can register for myAccount can be found [here](#). Information on how you can register for ROS can be found [here](#).

Once the RRTA is downloaded, you can choose a language preference and access information about the RRTA from the Menu.

3.1 How to choose the language preference and Menu options

If you wish to use RRTA in the Irish language, you can select 'Athraigh go Gaeilge' on the top left-hand side of the sign-in screen. Your preference will be saved for future use of the RRTA.

You can also access information about the RRTA in the Menu, which is accessible at the top right-hand corner of the sign-in page and the homepage once a you have signed in.

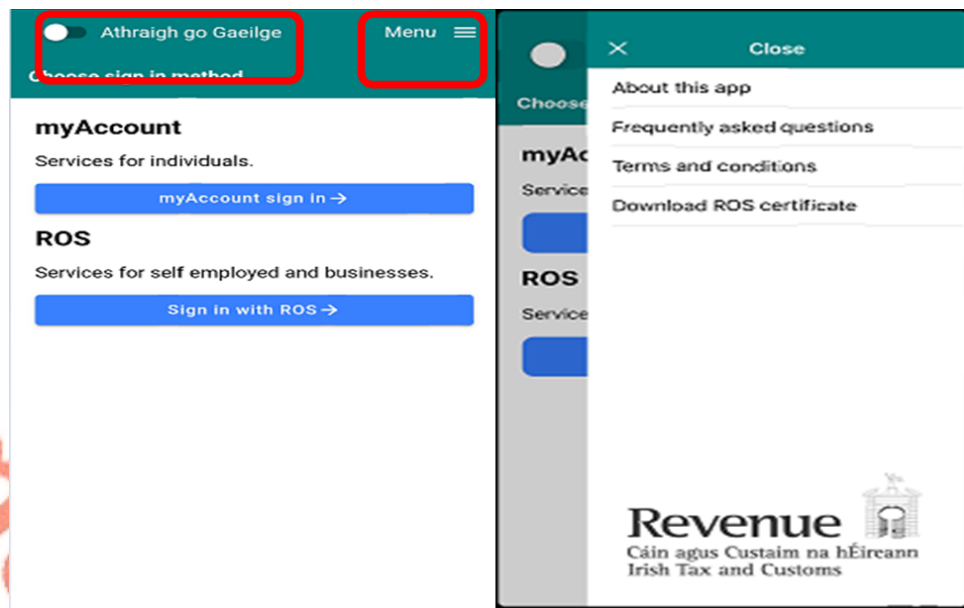


Figure 2 Language preference and 'Menu' options on the Revenue Receipts Tracker App homepage

The Menu provides detailed information under the following categories:

- About this app
- Frequently asked questions
- Terms and conditions
- Download ROS certificate

When the RRTA is downloaded, and the language preference has been selected, you can choose the sign-in method relevant to you.

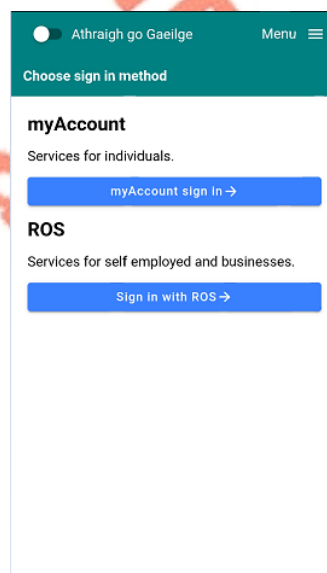


Figure 3 The Revenue Receipts Tracker App sign in option screen

3.2 How to sign in to the RRTA using myAccount registration details

When you are registered for myAccount you must enter your PPS number, date of birth and myAccount password. If you are a ROS customer, you must follow the instructions set out in [Appendix 3](#).

In order to use the RRTA you must agree to the Terms of Use each time you sign in. The Terms of Use include information about the type of data collected, the retention period and information about saving receipts details and images to Revenue storage.

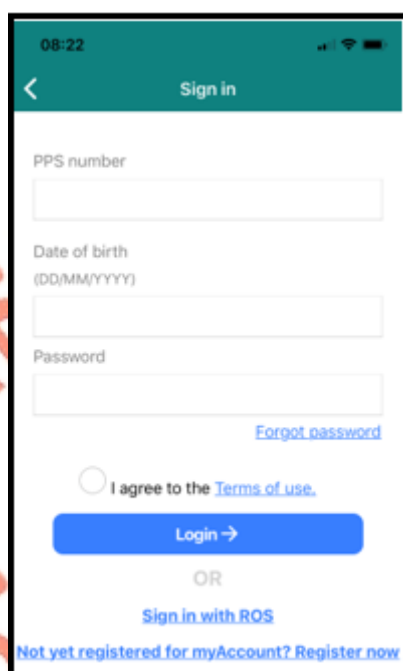


Figure 4 Revenue Receipts Tracker App myAccount sign in screen

3.3 How to download a ROS mobile certificate

If you are a ROS customer, you can access the RRTA by using a ROS Mobile Certificate. Mobile certificates are sub-user certificates that are set up from the Mobile Certificate link under Other Services in ROS. Please refer to the instructions [here](#) or follow the steps in [Appendix 3](#) to download a ROS mobile Certificate.

Please note that mobile certificates are created with full ROS filing and administrative permissions – the person using that certificate has full access to all ROS functions if that certificate is used to log on to ROS.

Tax agents and solicitors who have registered TAINs should note that TAIN certificates cannot be used to access the RRTA.

If you need to download a replacement ROS mobile certificate for the same device, you should access the 'Menu' on the RRTA homepage and click on 'Download ROS certificate' (see Figures 39 and 40 in [Appendix 3](#)).

A unique mobile certificate is required for each mobile device. There is no limit on the number of mobile certificates you can download.

The mobile certificate is stored in the RRTA's internal browser. Therefore, the certificate will be lost if the RRTA is deleted or data is manually deleted, i.e. deletion of files in the RRTA from the mobile device memory.

4 Saving receipt details to Revenue storage

On first use, when you are using the RRTA, you will be brought directly to the 'Uploading to Revenue storage' screen. On this screen you will be asked whether or not you want to save your receipts details and/or images to Revenue storage. You will also be provided with information about uploading your receipts data to Revenue storage. You will also be provided with information should you wish not to upload receipts data to Revenue storage.

You can confirm your chosen saving option by clicking:

- 'Yes - Upload my receipts data' or
- 'No - I'll manage my receipts'.

It is strongly recommended that you upload your receipts data and images to Revenue storage.

Uploading to Revenue storage

If you choose to upload your receipts data and receipts to Revenue storage:

- You do not have to keep the original receipt. However, you must be satisfied that the images are clear, readable and complete;
- We can check your receipts without contacting you directly if we need to verify any of your claims or returns (we may still need to contact you however);
- Your receipts data will appear on your Form 11 or Income Tax Return Form to help you when you are completing your income tax return. A Form 11 or Income Tax Return will need to be completed and submitted in order to claim any refund due as automatic refunds will not issue;
- Your Receipts tracker on your mobile device and on the Revenue.ie web version of the application will be in sync. This means that, if you lose your mobile device, you will still have access to your receipts data and receipts on the web version in myAccount or ROS on Revenue.ie.

Yes - Upload my receipts data

No - I'll manage my receipts

If you decide to stop saving to Revenue storage, you can do so at any time by clicking 'Do not save' on the Receipts tracker home page. To delete receipts and details previously saved to Revenue storage, you must also delete them from the web version of this application on myAccount or ROS on Revenue.ie. You should keep the original receipt or get a replacement of the original receipt before you delete your receipts from this application. Future receipts details entered in this mobile application will also not be available to view through myAccount or ROS.

If you decide to save to Revenue storage, you can do so at any time by clicking on 'Save now' on the Receipts tracker home page. By clicking on 'Save now', receipt images and receipts details already entered in the Receipts tracker on your mobile device will all be uploaded to Revenue storage. Future receipts details entered in this mobile application will also be available to view through myAccount or ROS on Revenue.ie. If you are uploading a large volume of receipts, you may want to connect to Wi-Fi.

Figure 5 'Manage my receipt saving options' screens on first sign in to RRTA

You can change your saving option at any time by following the instructions set out in [section 4.3](#).

The next time you sign in to the RRTA you will be brought to the RRTA homepage. On this page you can choose your language preference, access Menu, access links to more information about the different expense categories on www.revenue.ie. You can also 'Manage your receipt saving options' or choose 'Manage my receipts'.

If you click on 'Manage my receipts' you will be able to add a new receipt or view existing receipts details and images already saved using your mobile device. If you have chosen to save to Revenue storage you will also be able to view receipts data saved using Receipts Tracker in myAccount.

4.1 Benefits of saving receipts details to Revenue storage

When you choose to save receipts details and/or images to Revenue storage, you:

- a) Do not have to retain original receipts. However, you must first be satisfied that uploaded images are clear, readable and complete;
- b) Will have your receipt information in automatic sync in both the RRTA version and web version of Receipts Tracker in myAccount. Should you lose your mobile device, you still have access to the receipt details and/or images in myAccount or ROS in the web version;
- c) Can see your receipt details under the Health, Stay and Spend, Remote Working and Tuition categories automatically appearing on your online annual Income Tax Return, making it quicker and easier to complete¹; and
- d) Will reduce potential contact from a Revenue caseworker in the event of verification checks being undertaken on your claims or tax returns.

4.2 Opting **not** to save to Revenue storage

Where you opt not to save to Revenue storage, you must retain original receipts for six years. Furthermore, you will not have access to benefits b) to d) inclusive, as outlined in [section 4.1](#).

In order to claim Stay and Spend tax credit and Remote Working Relief, for utility bills paid in 2021, you should choose the 'Yes – upload my receipts data'. The uploaded qualifying amounts entered from that point onwards will be available to claim in your Income Tax Return. You will need to complete an Income Tax Return to confirm the amount you have uploaded and to claim the tax credit or relief.

¹ Receipts recorded under Trade, Rental and Other categories are available in the Receipts Tracker on myAccount or ROS to assist the completion of your income tax return.

4.3 How to change saving preference

You can change your saving preference at any time by going to the RRTA homepage and clicking the 'Manage my receipt saving option' and choosing either:

- 'Yes - Upload my receipts data', or
- 'No – I will manage my receipts'.

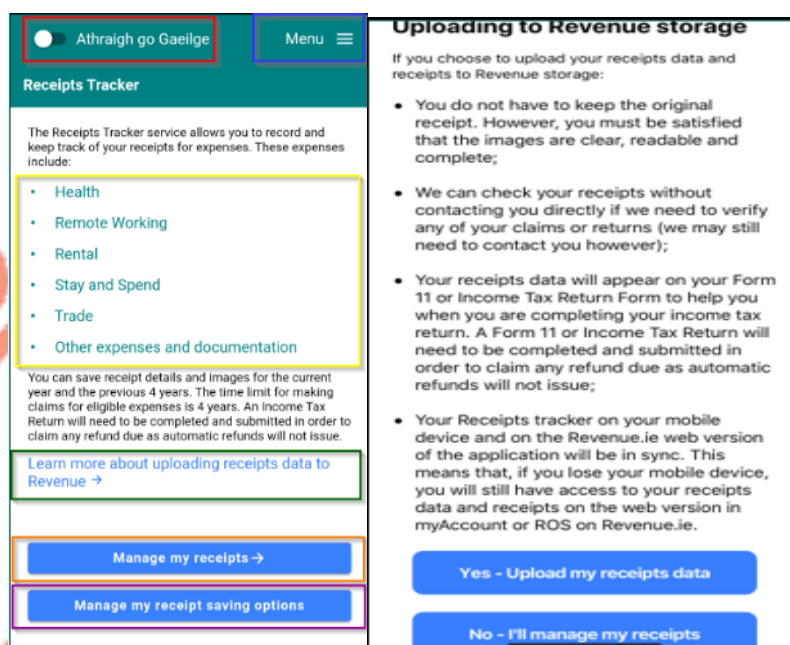


Figure 6 'Manage my receipt saving options' and 'Uploading to Revenue storage' screens

Where you have saved receipts to Revenue storage and stop doing so, **any receipts details and/or images already saved will remain saved**. As the RRTA will no longer be in sync with Receipts Tracker in myAccount or ROS if you delete or amend a receipt in the RRTA the details will remain unchanged in myAccount or ROS.

To delete receipts details and/or images previously saved to Revenue storage, you must also delete them from the web version of the Receipts Tracker on www.revenue.ie. You can delete receipts details and images by signing into myAccount or ROS, going to Receipts Tracker on the 'Manage My Record' card and delete the relevant records. You should obtain and keep replacements for the original receipts before deleting. Future receipts details and/or images entered in the RRTA version will not be available to view in myAccount or ROS in the web version on www.revenue.ie. In addition, your receipt details will not be available in your Income Tax Return.

If you did not save to Revenue storage and start doing so, receipts details and/or images entered from that time onwards will upload to Revenue storage. Receipt details and images previously saved to your device will not upload to Revenue storage and will need to be re-entered in order for them to sync and be available on myAccount or ROS. It is recommended that you connect to Wi-Fi if you wish to upload a large volume of receipts and/or images.

5 Using Revenue Receipts Tracker App

You can record receipts details and images by clicking on “Manage my receipts” on the homepage.

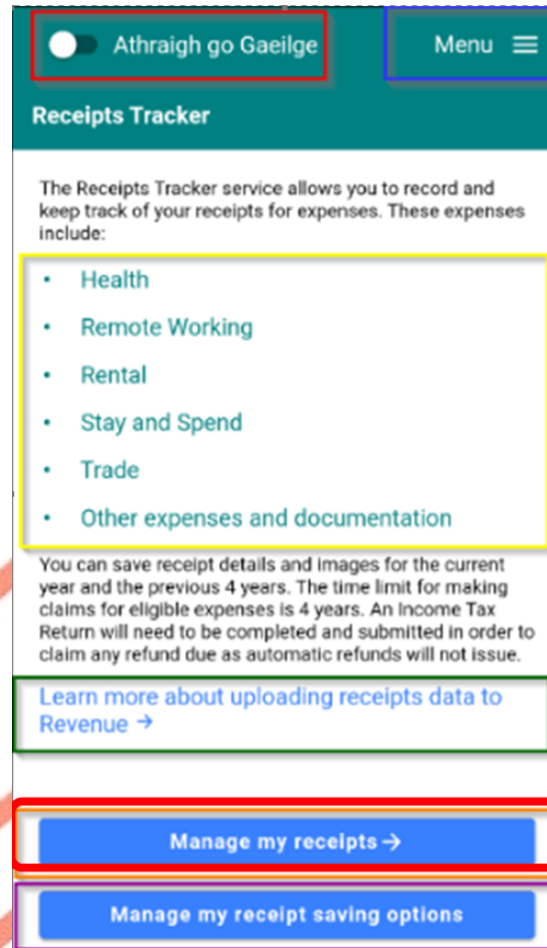


Figure 7 'Manage my receipts option within RRTA' screen

You can record receipts details under the following categories and sub-categories/types of expenses:

Category	Sub-Categories/Types				
Health	General	Dental (non-routine)	Nursing home	Dental and health expenses refunded	Nursing home fees refunded
Remote Working	Heat/Electricity	Broadband			
Rental	Repairs	Interest	Other expense	Capital Expenditure	
Stay and Spend	Accommodation	Accommodation and food	Food		
Trade	Expenses	Capital expenditure			
Other	Professional Services Withholding Tax (PSWT)	Pension	Tuition fees	Other receipts	Documentation

Table 1: List of expense categories and sub-categories.

The links in Table 1 provide information which is available on www.revenue.ie regarding qualifying expenditure and expenses.

You must provide the following details for each receipt entered:

- Category;
- Type;
- Date of expense;
- Description of expense;
- Amount of expense.

Additional details must be entered for some categories of receipts. For example, the name of the student must be entered for tuition fee receipts.

You can also choose to record images of receipts in support of the expense. It should be noted that it is **mandatory** to record a receipt image for the Stay and Spend. It is also **mandatory** to record a receipt image for Remote Working when recording expenditure for 2021 and all future years. You should ensure that you have chosen the 'Yes - Upload my receipts data' under 'Manage my receipt saving options'.

5.1 How to record images of receipts

You can take a picture of the receipt from within the RRTA or can upload an image from the mobile device's camera roll. To attach a picture to a receipt via the RRTA, you must allow the RRTA access to the mobile device camera/photos. You should follow the onscreen instructions for allowing the RRTA access to the camera/photos, as the steps may be different, depending on your mobile device.

You should select "Add receipt +" and "+ Add an image". You will be presented with the following three options:

- Take a picture now
- Photo library
- Skip

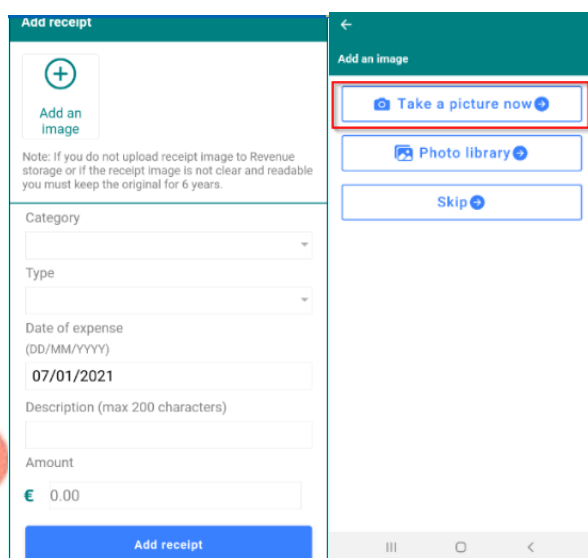


Figure 8 'Add an image' options screens

If you choose to take a picture, your device camera will record the receipt image. You will then be given the option to 'Use Photo'. It will then appear on the expense detail input screen. Alternatively, you can select 'Retake' in which case you can retake the photo.

If you choose 'Photo library' you will be brought to saved photos on your device. You can then select and click on the image you wish to use, and this will appear on the expense detail input screen.

You should ensure that the receipt image relates to the expense detail and is clear and readable.

If you choose to 'Skip', a warning will appear informing you that you must keep the original receipt for a period of six years. It should be noted that it is mandatory to record a receipt image for the Stay and Spend category and for Remote Working utility expenses paid from 1 January 2021.

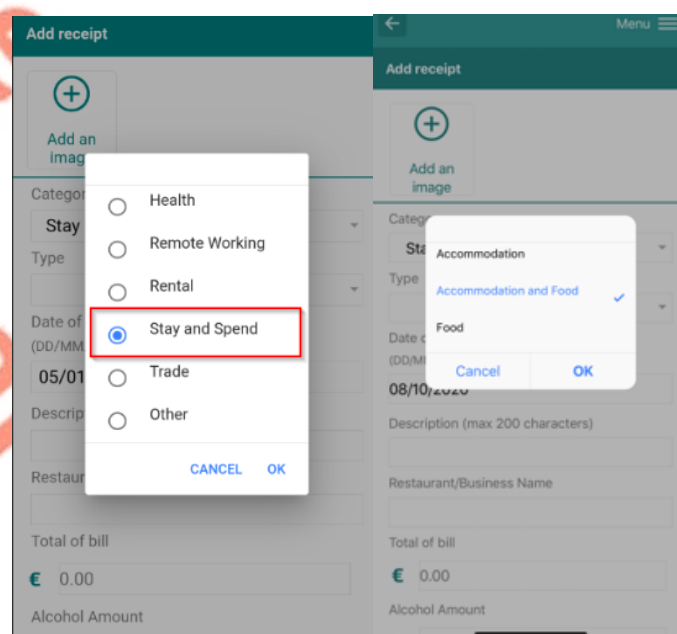
If using the Receipts Tracker, through myAccount or ROS on www.revenue.ie, you can upload a receipt image from your files or photo library. For more information see [Chapter 7](#).

5.2 Stay and Spend

The Stay and Spend tax credit may be claimed in respect of qualifying expenditure incurred between 1 October 2020 and 30 April 2021 from [service providers registered for the Stay and Spend scheme](#). You are required to upload receipts details and images to Revenue storage for qualifying expenditure incurred under the Stay and Spend category from 1 October 2020. If, on initial 'sign in' to the RRTA, you chose not to upload to Revenue storage, you can change your saving preferences by following the steps in [section 4.3](#).

For the Stay and Spend category, you must choose the type of service received:

- accommodation
- accommodation and food
- food



The image displays two screenshots of a mobile application interface for adding a receipt. The left screenshot shows a modal menu for selecting a category, with 'Stay and Spend' highlighted by a red box. The right screenshot shows a sub-menu for selecting a type of service, with 'Accommodation and Food' selected and marked with a blue checkmark.

Figure 9 Stay and Spend subcategories and details to be entered

You must also upload a clear and readable image of the receipt. The name of the restaurant/business providing the service and the amount of the total bill should be entered. As alcohol is not a qualifying expense for the purpose of the Stay and Spend tax credit, the amount spent on alcohol purchased with food should be entered separately. The alcohol amount entered will be deducted from the total bill amount and the net amount of expenditure will be shown. The minimum amount spent (excluding alcohol) must be at least €25 in a single transaction.

Figure 10 Stay and Spend details to be entered screen

Further information regarding the Stay and Spend Tax Credit Incentive can be found [here](#).

5.3 Summary of receipts/expenses recorded

The 'Summary' screen provides a summary of recorded receipts details. The value of each receipt is automatically aggregated by category to generate the total.

By selecting your preferred option, you can choose to display the summary of receipts values by year, month and category.

Figure 11 Summary of receipts screen

Tax Agents have no access to their clients' RRTA. However, you can download your receipts details, with or without images, in PDF format. You can do this either through the RRTA or you can log into myAccount or ROS via www.revenue.ie. You can then send the PDF Summary Documents to your agent, if required.

You can return to the 'My Receipts' screen to add a new receipt or view existing receipts by clicking 'Receipts' in the bottom left corner of the 'Summary' screen. Alternatively, you can click 'Back' at the top of the screen to go back to the previous screen.

5.4 How to download a PDF summary of receipts

You can choose to download a PDF summary of your receipts by clicking 'Download receipts details (as PDF)' on the 'Summary' screen for a particular year. You can choose receipts details from the categories for which you have uploaded receipts and you can also choose to include receipts images in the PDF summary. The PDF summary will then be created and you will have the option to save to your mobile device, send by email or message. The options available to you depend on the features available on your mobile device.

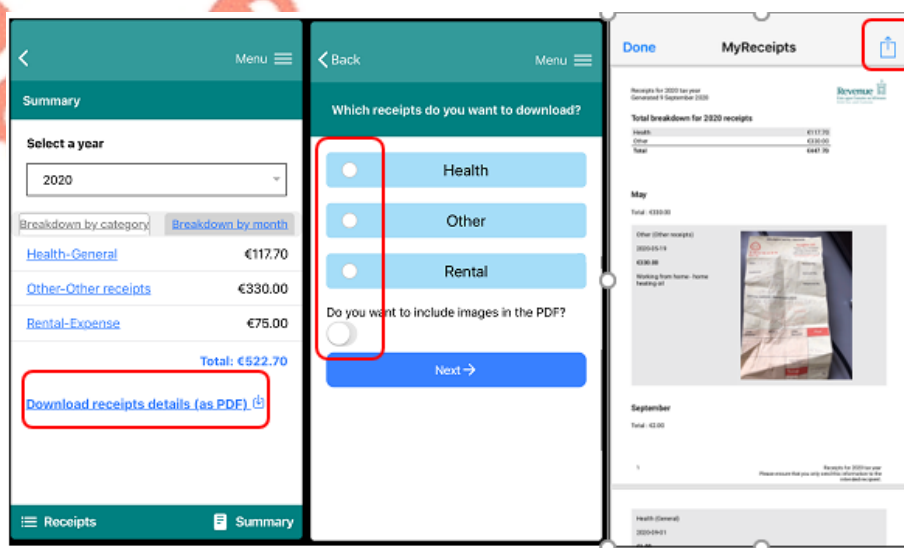


Figure 12 Sequence to download a PDF summary of receipts details

5.5 How to edit or delete receipts details

Receipts details can also be viewed, edited or deleted by selecting the relevant receipt. On the 'My Receipts' screen you can choose the receipt to be reviewed or edited. For example, you can change the date or update the amount of expense. When the 'Save changes' box is selected, confirmation of the successful amendment will appear on the screen.

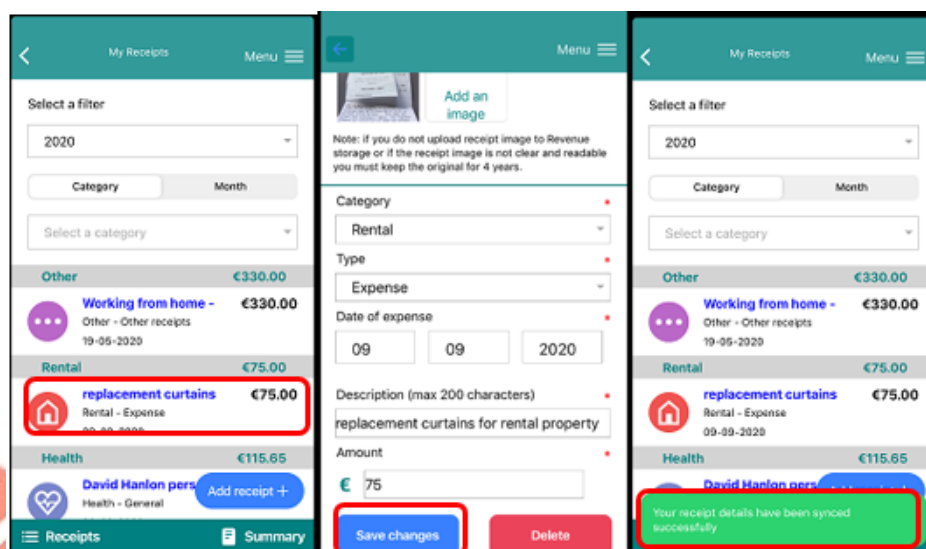


Figure 13 Steps to amend and save changes to a receipt screen

If you wish to delete a receipt or expense, you should choose the receipt from the 'Summary' screen, select 'Delete' and click 'Yes' to confirm the deletion. If you intend to delete a receipt image and you have already destroyed the original receipt, you should obtain a replacement receipt before deleting.

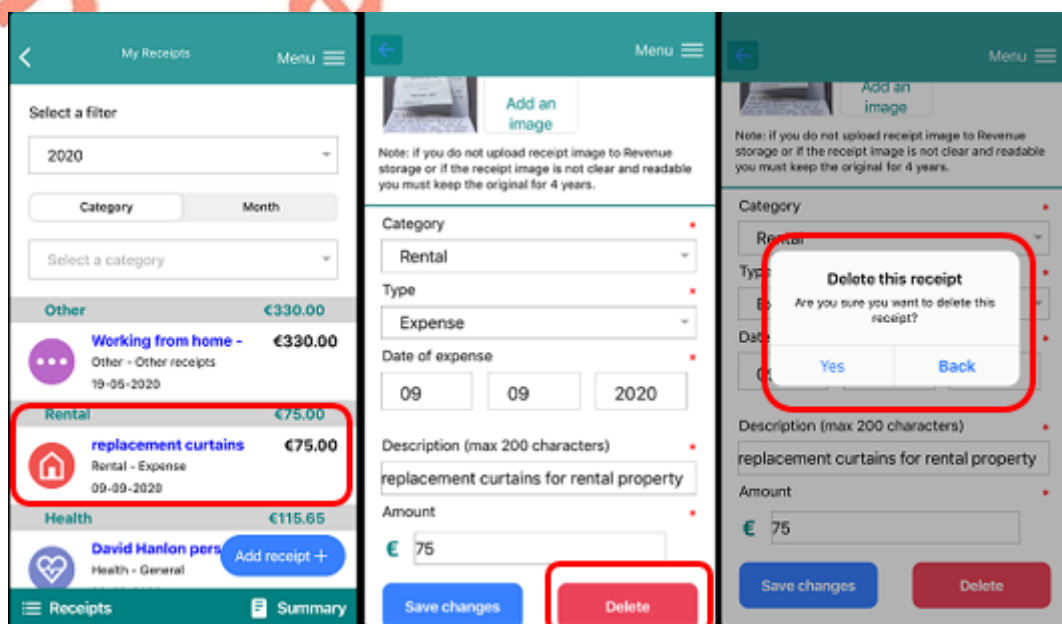


Figure 14 Steps and screens showing how to delete a receipt

6 Security features

Access to RRTA will require you to sign in using your relevant myAccount or ROS sign in detail.

All communications between the RRTA and Revenue are encrypted and protected to industry best practice.

When you switch between different apps or if the mobile device is locked, you will be automatically logged out after a period of 90 seconds and will have to re-enter your sign in details.

You should, of course, take normal data protection and security precautions e.g. password protect your mobile device.

7 How to access Receipts Tracker in myAccount on revenue.ie

The web version of Receipts Tracker is available in myAccount on www.revenue.ie. If you wish to use myAccount in the Irish language, you can select 'Gaeilge' on the top right-hand side of the www.revenue.ie homepage.

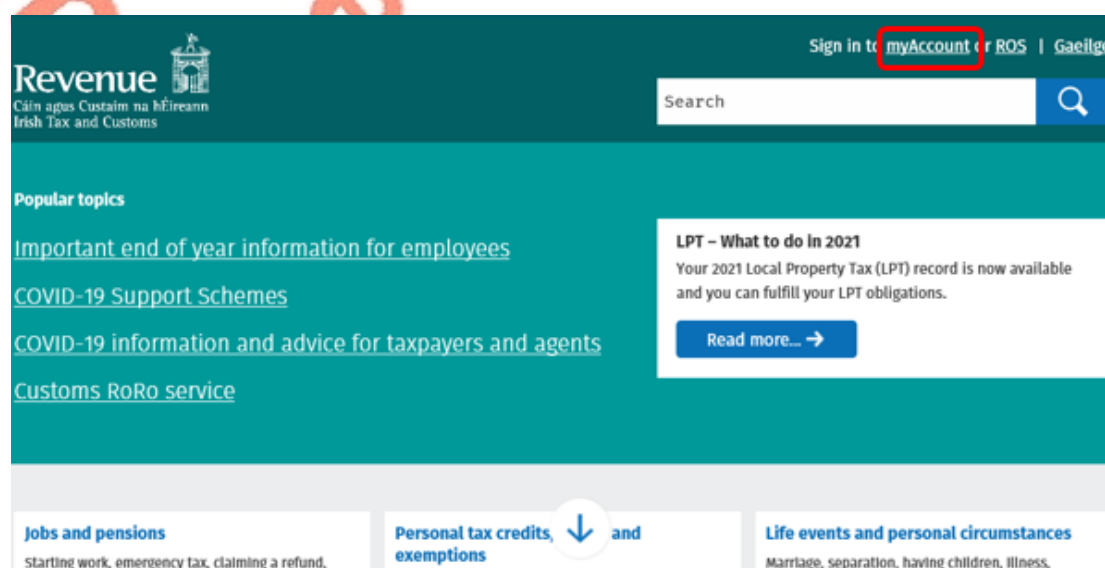


Figure 15 Revenue homepage

On the 'Sign In' page you must enter your PPSN, date of birth and Password. You should then complete the reCaptcha and click 'Sign In'. You can also sign in using MyGovID.

Revenue **myAccount** Gaeilge

Sign In

PPS Number

Date of Birth

 DD MM YYYY

Password

Temporary passwords can also be used
[Forgot Password?](#)

Please keep your sign in details and password secure and never disclose them to anyone
[Learn More](#)

☐ I'm not a robot

[Sign In](#)

If you have a verified MyGovID account, you can use your MyGovID details to sign in
[Continue with MyGovID](#)

[What is MyGovID?](#)

Or
[Register Now](#)

If you already have a temporary password, use this to sign in. You do not need to register again.

Figure 16 myAccount 'Sign In' screen

If you are not registered for myAccount you can do so by clicking on 'Register Now' and following the steps to register for myAccount.

Once you have logged on to myAccount, you can access 'Receipts Tracker' from the 'Manage My Record' card.

Revenue **myAccount** My Documents My Profile My Enquiries

You can now view your payroll details as submitted to Revenue by your employer/pension provider in myAccount. Click [here](#) or the 'Manage your tax 2021' link in the PAYE Services card to access these details.

Tax services

PAYE Services

Manage Your Tax 2021: Update your tax record for this year.
[Manage Your Tax 2021](#)

Review Your Tax 2017-2020: Complete your Income Tax Return, request your Statement of Liability, view your Employment Detail Summary.
[Review Your Tax 2017-2020](#)

Update Job or Pension Details: Register or cease your job or pension.
[Update Job or Pension Details](#)

Claim Unemployment Repayment 2021: Apply for a repayment of Income Tax/ USC if you are out of work.
[Claim Unemployment Repayment 2021](#)

Create a Summary of Your Pay and Tax Details: Create a secure document (PDF) with your pay and tax details to share with a third party e.g. a financial institution.
[Create a Summary of Your Pay and Tax Details](#)

[Learn more](#)

Property Services

First Time Buyers: View or start your Help To Buy application.
[Help To Buy](#)

Mortgage Interest Relief: claim interest paid on a loan used to purchase, repair, develop or improve the home.
[LPT Valuation Guide](#)
[Claim Mortgage Interest Relief](#)

LPT Valuation Guide: information on average market value of properties as at March 2013
[Property Ownership Transfer](#)
[Learn more](#)

Figure 17 myAccount Homepage

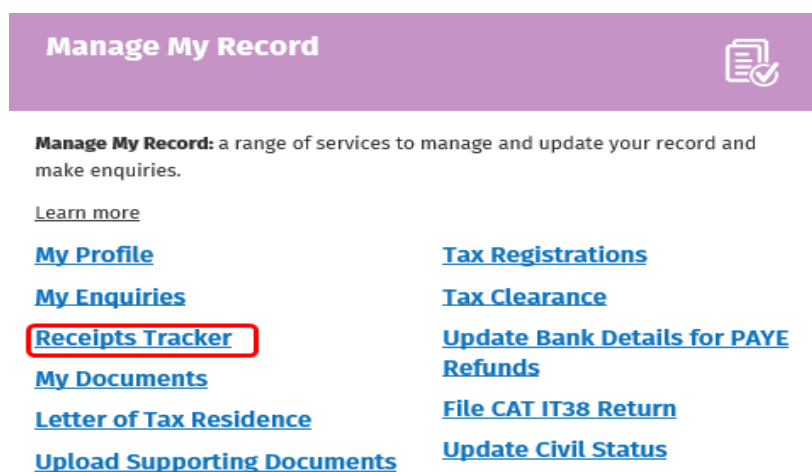


Figure 18 Receipts Tracker on Manage My Record page

7.1 Using Receipts Tracker in myAccount.

You can record receipts details and expenses by clicking “Receipts Tracker”. This will bring you to the Receipts Tracker page. This page provides links to allow you to view receipts already uploaded, download a PDF of receipts or view a summary of uploaded receipts by category and year.

If you have entered receipt details and images using the RRTA and have chosen to upload your data to Revenue storage, they will be also be displayed here.

7.2 How to add a new receipt using Receipts Tracker

To enter receipt details and images you should click ‘Add a new receipt’.

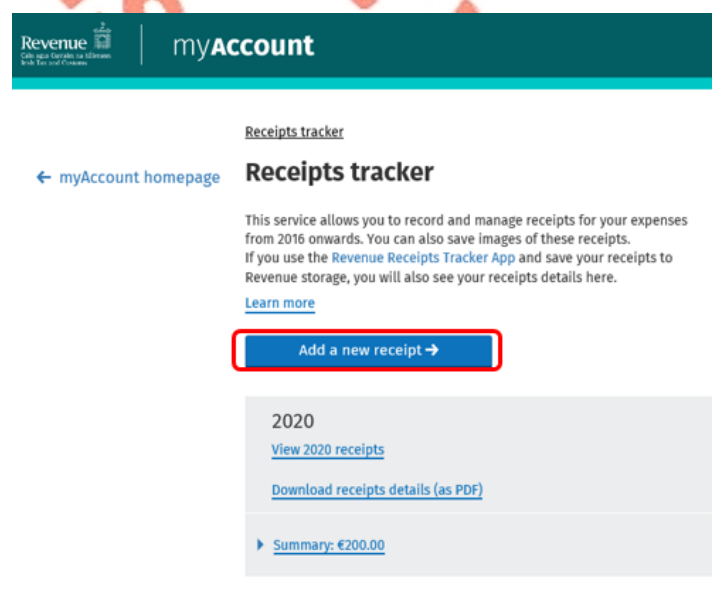


Figure 19 Receipts Tracker Homepage

You can record receipt details under the following categories and sub-categories/types of expenses:

Category	Sub-Categories/Types				
Health	General	Dental (non-routine)	Nursing home	Dental and health expenses refunded	Nursing home fees refunded
Remote Working	Heat/Electricity	Broadband			
Rental	Repairs	Interest	Other expense	Capital Expenditure	
Stay and Spend	Accommodation	Accommodation and food	Food		
Trade	Expenses	Capital expenditure			
Other	Professional Services Withholding Tax (PSWT)	Pension	Tuition fees	Other receipts	Documentation

Table 2: List of expense categories and sub-categories.

The links in Table 2 provide information about qualifying expenditure and expenses that are available on revenue.ie.

You must provide the following details for each receipt entered:

- Category;
- Type;
- Date of expense;
- Description of expense;
- Amount of expense.

Additional details must be entered for some categories of receipts. For example, the name of the student must be entered for tuition fee receipts.

You can also choose to record images of receipts in support of the expense. It should be noted that it is **mandatory** to upload a receipt image for the Stay and Spend category and Remote Working utility expenses paid in 2021.

You should choose the expense type that you wish to upload and click 'Next' at the bottom of the screen. You should then choose the relevant expense sub-type and click 'Next' at the bottom of the screen.

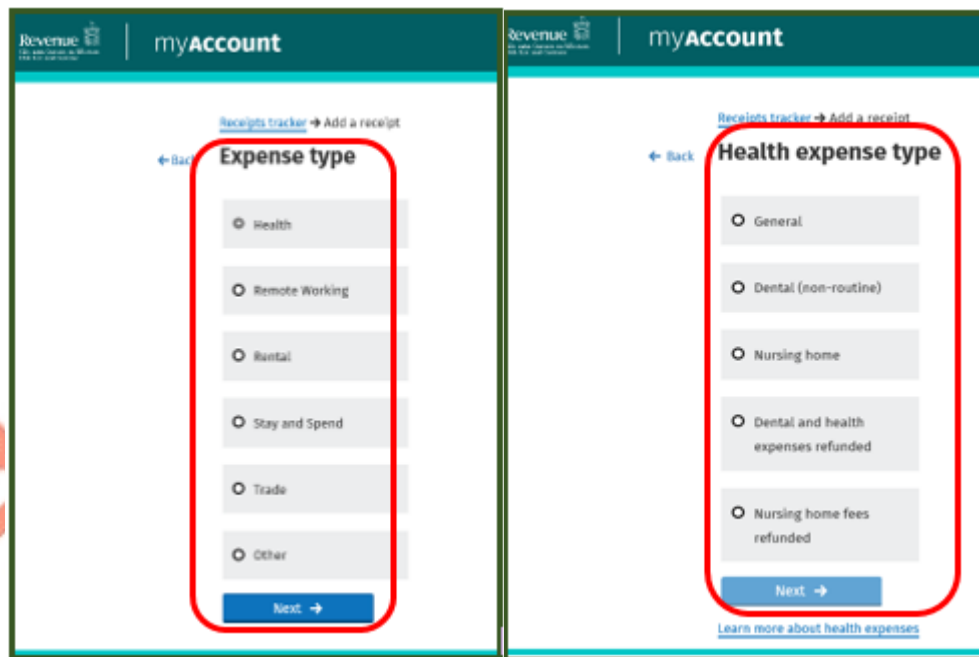


Figure 20 Expense type and example of expense sub-types

Once the expense type and sub-type have been chosen, you can upload receipts' images and expenses in support of the expense that you want to record. To upload an image you can drag and drop an image from your screen or browse your computer files for the image. You can add up to three images for each individual expense that you are recording. To save the image for the expense you should click 'Attach image'. The image uploaded must be clear, readable and must relate to the expense details to be recorded. It is **mandatory** to upload a receipt image to prove payment for the Stay and Spend category and for Remote Working utility expenses paid in 2021.

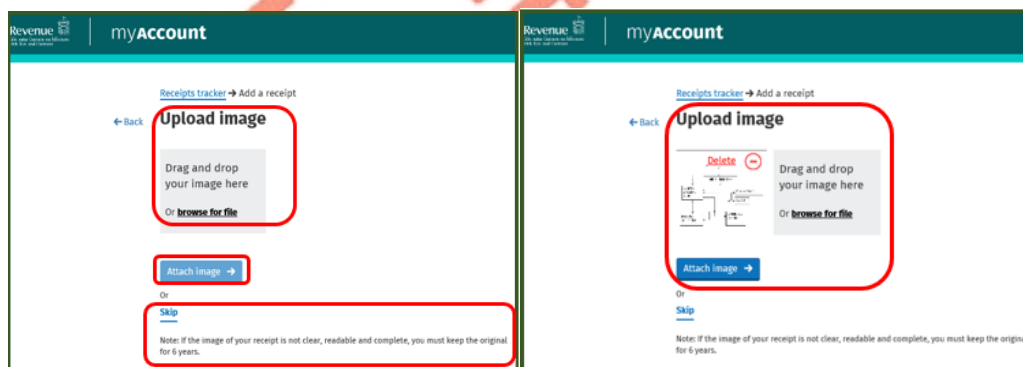


Figure 21 'Upload image' page

You can choose not to save an image of the receipt by clicking 'Skip'. If you do not save an image of a receipt, you must retain a copy of the original receipt for six years. In order to proceed to record the receipt details without including an image you must click 'Yes, I will keep the receipt'.

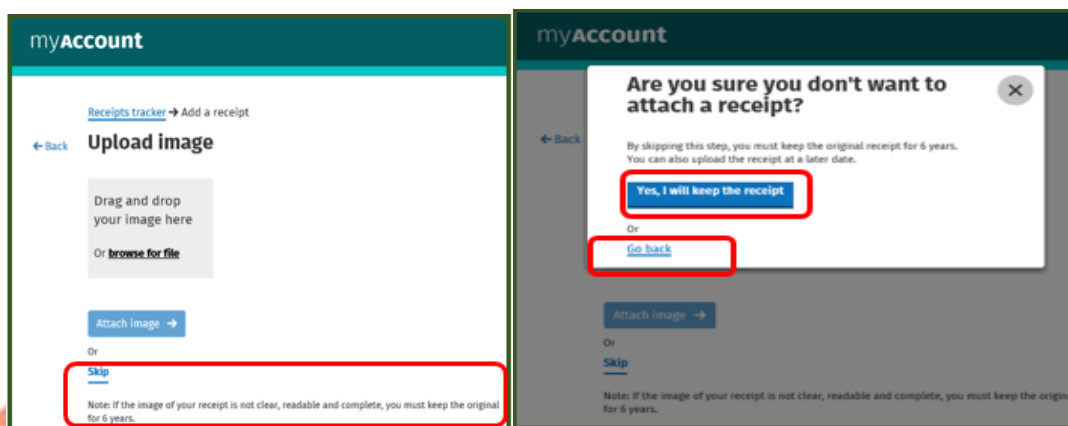


Figure 22 'Skip' upload image and confirmation that the customer will

Once you have chosen the type and sub-type of expense and whether to attach an image or have confirmed that you will keep the original receipt, you must enter the required details for the expense being recorded.

You must provide the following details for each receipt entered:

- Date of expense;
- Description of expense;
- Amount of expense.

Additional details must be entered for some categories of receipts. For example, the name of the student must be entered for tuition fee receipts.

Once all of the required details have been entered, you must click 'Add receipt'. The next screen confirms that the receipt has been added successfully. If you have not uploaded a receipt image for Stay and Spend or Remote Working utility expenses paid in 2021, you will not be able to add the receipt until an image has been uploaded.

If you have additional expenses or receipts to upload, you can click 'Add another receipt'. You can also return to the Receipts Tracker home page by clicking on 'Receipts Tracker' at top of page or 'Back to summary'.

Expense details

Date: 15/01/2021

Description: Doctor Visit

Amount: € 60

Receipt added successfully

Back to summary

Add another receipt

Figure 23 'Expense details' and 'Receipt added successfully' screens

7.3 How to edit or delete a receipt

Receipt details can also be viewed, edited or deleted by selecting the relevant receipt. On the Receipts Tracker homepage, you can choose the receipt to be viewed or edited by clicking on 'View 2021 receipts' or from the relevant year.

Receipts tracker

2021

[View 2021 receipts](#)

2020

[View 2020 receipts](#)

2021 expenses

Month	Description	Date	Amount
January	Remote Working - Heat/Electricity	15/01/2021	€100.00
	Stay and Spend - Food	15/01/2021	€75.00
	Health - General	15/01/2021	€60.00
	Health - Dental (non-routine)	02/01/2021	€750.00

Figure 24 'View 2021 receipts' and details of receipts uploaded screen

In the example in Figures 24 and 25 the saved details for the Health expense for 15 January 2021 need to be amended as the date and amount entered originally were incorrect.

When the amended details have been entered and the 'Save changes' box is clicked the amended receipt details will be updated on the summary.

Health expense - General

Receipts tracker → expenses → expense

← Back

Delete (with minus icon)

Drag and drop your image here

Or [browse for file](#)

Date: 10 / 01 / 2021

Description: Doctor Visit

Amount: € 700

Save changes →

Or [Delete this receipt](#)

myAccount

Receipts tracker → 2021 expenses

← Back

2021 expenses

January €995.00

Remote Working - Heat/Electricity	15/01/2021	€100.00
Stay and Spend - Food	15/01/2021	€75.00
Health - General	10/01/2021	€70.00
Health - Dental (non-routine)	02/01/2021	€750.00

Figure 25 'View 2021 receipts' and details of receipts uploaded screens

You can also delete a receipt by following the steps for editing a receipt and then clicking 'Delete this receipt'. A notification will be provided to inform you that the receipt will be permanently deleted. If you wish to proceed with the deletion, you should click 'Yes, delete this receipt'. The receipt will be deleted and will not be available to use in the completion of your Income Tax Return.

Health expense - Dental (non-routine)

Receipts tracker → expenses → expense

← Back

Delete (with minus icon)

Drag and drop your image here

Or [browse for file](#)

Date: 02 / 01 / 2021

Description: Root canal

Amount: € 750

Save changes →

Or [Delete this receipt](#)

Are you sure you want to delete this receipt?

This will permanently delete this receipt.

Yes, delete this receipt

Or [Go back](#)

Figure 26 Receipt to be deleted and screen confirming that the customer wants to delete the receipt screens

7.4 How to download a PDF summary of receipts

You can download a PDF summary of your receipts by clicking 'Download receipts details (as PDF)' on the Summary screen for a particular year. You can choose receipts details from the categories for which you have uploaded receipts.

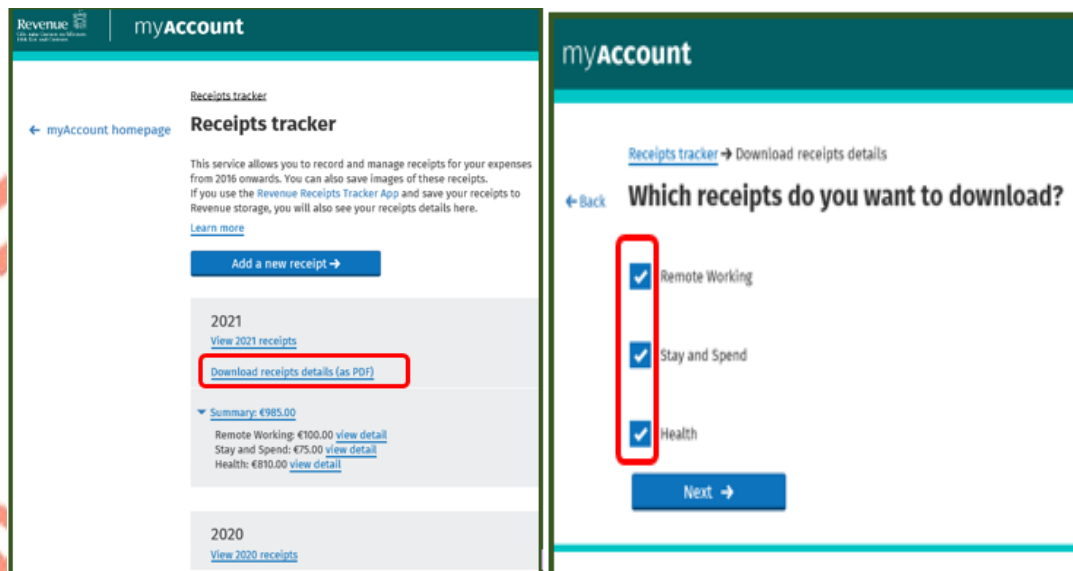


Figure 27 Download PDF and Category options screens

You can also choose to include receipts images in the PDF summary. Once you have clicked 'Download', you will receive a message on screen that the 'Download is complete'. The PDF summary can be downloaded to your device or computer or can be sent by email or message to a third party.

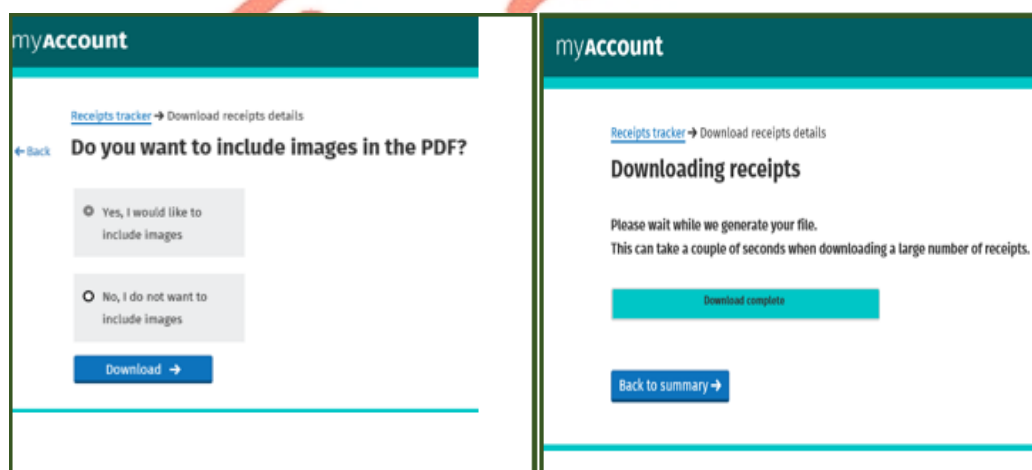


Figure 28 Receipt images inclusion in PDF and confirmation that download is complete

8 How to access Receipts Tracker on ROS on revenue.ie

The web version of Receipts Tracker is available on ROS on www.revenue.ie. If you wish to use ROS in the Irish language select 'Gaeilge' on the top right-hand side of the sign-in screen.

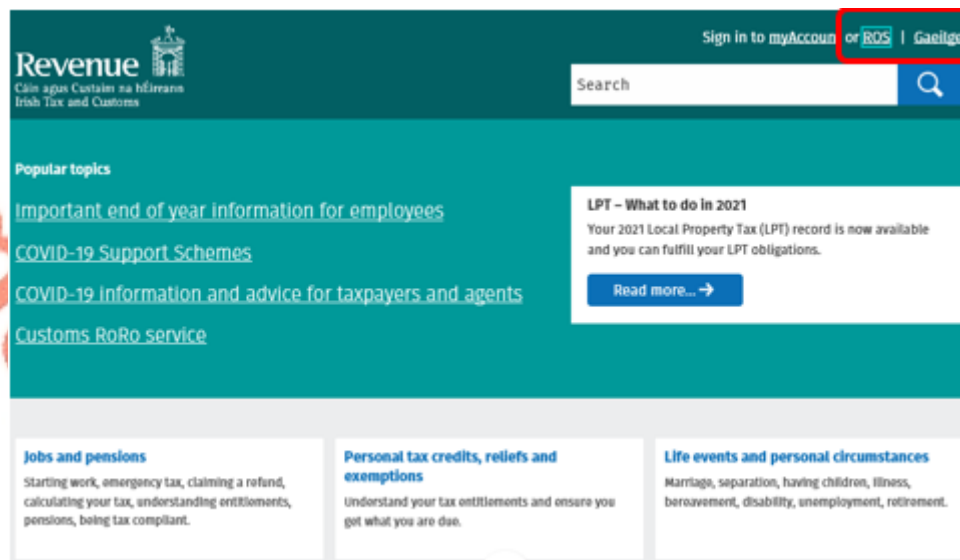


Figure 29 ROS and Gaeilge options on Revenue homepage

If you are a ROS-registered customer, you will access ROS in the normal way by selecting the ROS certificate and entering your password.

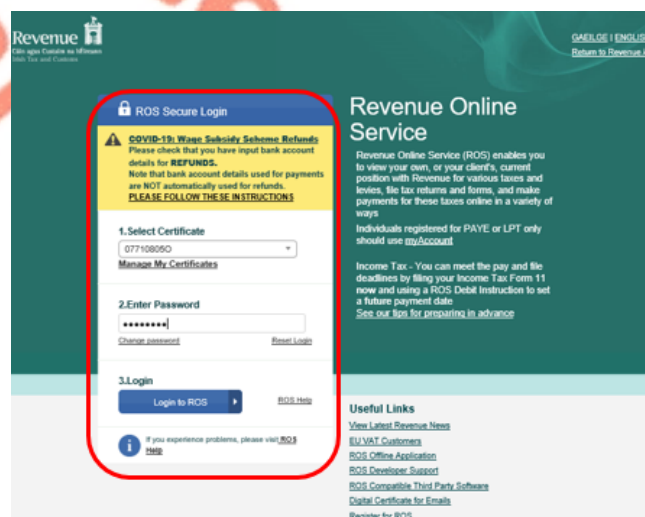


Figure 30 ROS Secure Login page

Once you have accessed your ROS account, you should scroll down to 'Other Services' and click on 'Receipts Tracker'.

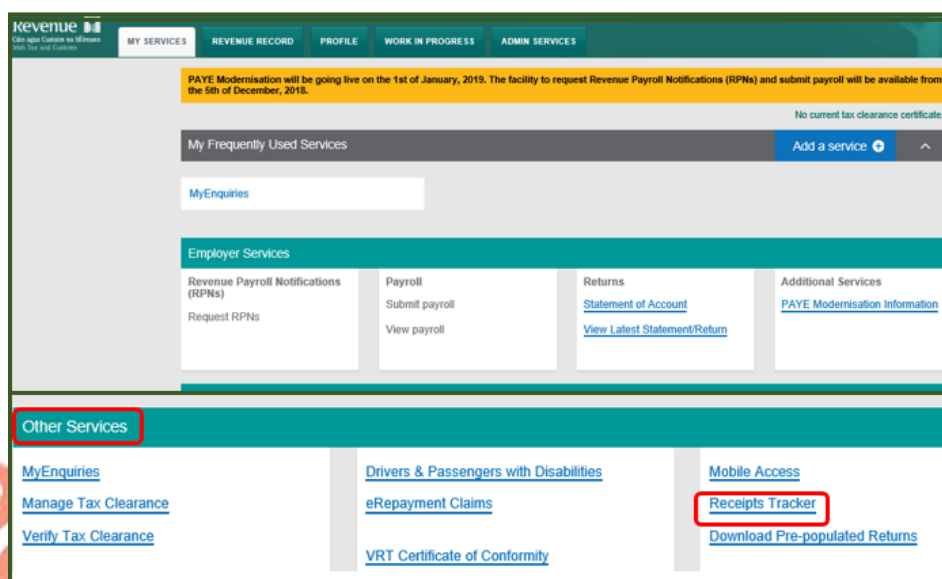


Figure 31 ROS homepage and 'Receipts Tracker' on 'Other Services'

To enter expense details, upload images and download a PDF, follow the instructions in [sections 7.1 to 7.4](#).

9 Troubleshooting and help

9.1 Difficulties with downloading

If you experience difficulty downloading the RRTA you should check that you have:

- Internet connection;
- Available storage (customers should refer to the app product page on the relevant App store for information on download size);
- A supported operating system (Android 8.1+ iOS 12+);
- Correct login details for the relevant App store.

9.2 Revenue help

If you experience difficulty using RRTA, you can contact Revenue Online Service Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) between 09:00 and 17:00 (Monday to Friday) or email ros-help@revenue.ie.

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.

Appendix 1: Revenue Receipts Tracker App usage issues and possible solutions

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

[...]

Appendix 2: Error Codes

Error Code A001

Message Displayed:

"Please try again in a few minutes. If the problem persists, please contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A001"

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

[...]

Error Code A002

Message Displayed:

"Please try again in a few minutes. If the problem persists, please contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A002"

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

[...]

Error Code A003

Message Displayed:

"Unfortunately, there is a problem with the details given, please contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A003"

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

[...]

Error Code A004

Message Displayed:

“Something went wrong. The receipts have not been synced successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A004”

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

[...]

Error Code A005**Message Displayed:**

“Something went wrong when processing your receipts. Please try again later. If the problem persists, contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A005”

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

[...]

Error Code A006

Message Displayed:

“Something went wrong. Please try again in a few minutes. If the problem persists, please contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A006”

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

[...]

Error Code A007

Message Displayed:

“Something went wrong when uploading the receipts images. Please try again later. If the problem persists, contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A007”

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

[...]

Error Code A009

Message Displayed:

“Something went wrong. The receipts have not been synced successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A009”

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

[...]

Error Code A010

Message Displayed:

“Something went wrong. The receipts images have not been updated successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A010”

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

[...]

Error Code A011

Message Displayed:

“Something went wrong. The receipt has not been saved successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A011”

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

[...]

Error Code A012

Message Displayed:

“Something went wrong. The receipts have not been synced successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A012”

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

[...]

Error Code A013

Message Displayed:

“Something went wrong. The receipts have not been synced successfully. Please try again later. If the problem persists, contact the ROS Helpdesk on 01 738 3699 (+353 1 738 3699 for international callers) with the following error code: A013”

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

[...]

Appendix 3: Steps to download a ROS mobile certificate

To download a ROS mobile certificate, you need to complete the following steps:

Steps for ROS Access to Revenue Receipts Tracker App (RTTA):

Step 1 - Install the RTTA from your App store

Step 2 – Go to ROS on www.revenue.ie on your desktop or laptop and create a mobile certificate

Step 3 – Use the RTTA to scan the QR code and download the certificate

Step 4 – Login to the RTTA with that certificate

Step 1. Install the RTTA from your App store.

Follow the instructions for your device to install the RTTA.

Step 2 – Go to ROS on www.revenue.ie and create a mobile certificate

Under “Other Services”, there is an option to create a sub-user certificate for use with the RTTA:

Other Services

[MyEnquiries](#)

[Drivers & Passengers with Disabilities](#)

[Mobile Access](#)

Figure 32 Screenshot showing the 'Mobile Access' option available within ROS

Type in a name for the certificate – this will appear on the login screen.

Click “Create New Certificate”

Figure 33 Screenshot showing where customers enter a name for their mobile certificate

A QR code will be generated. This must be scanned using the RTTA. A QR code is short for “Quick Response code”. By scanning a QR code using your mobile device it will allow you to download and install your subcert for access the services in the RTTA.

Figure 34 QR code for the ROS mobile certificate screen

Step 3 – Use the RRTA to scan the QR code and download the certificate

Open the RRTA and select “Sign in with ROS”.

- The first time you open the RRTA, you will be prompted to scan a QR code immediately
- If the ROS login screen appears with “No certificate loaded”, you must select Menu and then “Download ROS certificate”
- If there is a certificate already loaded, you can load another one - select Menu and then “Download ROS certificate”

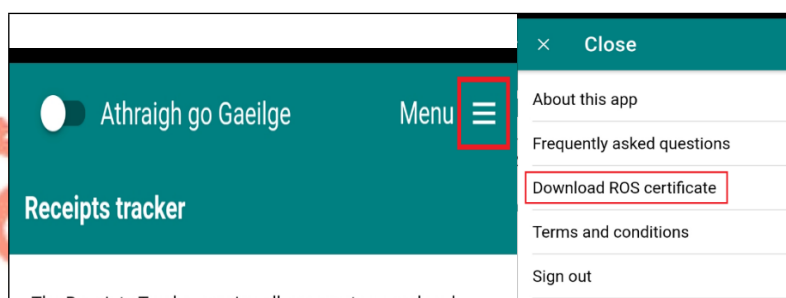


Figure 35 ‘Download ROS certificate’ in ‘Menu’ screen

Click on “Scan QR Code”

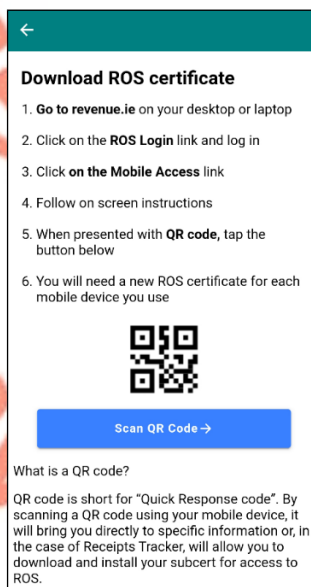


Figure 36 Scan QR Code screen

This will activate the device’s camera – you must give the RRTA permission to use the camera.

Hold the mobile device up to the computer screen where the QR code is displayed to scan the code. On the RRTA, you will be presented with the standard certificate download screen.

- The certificate name you entered for the mobile sub-cert will be displayed.
- Enter the password you wish to use
- Enter it again to confirm
- Click “Request Certificate”

The left screenshot shows the 'Request Certificate' form with the following fields:

- Certificate Name: MobileCert
- Enter Password: [Empty field]
- Confirm Password: [Empty field]

The right screenshot shows the 'Request Certificate' form with a progress bar indicating the certificate is being downloaded and installed. The progress bar is at 0%.

Figure 37 'Enter Password' and 'Request Certificate' screens

Step 4 – Login to the RRTA with that certificate

The certificate will be loaded into the app and you can login to the RRTA.

The screenshot shows the 'Manage My Certificates' screen with the following sections:

- 1. Select Certificate**: A dropdown menu showing 'MobileCert' and a link to 'Manage My Certificates'.
- 2. Enter Password**: A text input field with links for 'Change password' and 'Reset Login'.
- 3. Login**: A 'Login to ROS' button and a 'ROS Help' link.

At the bottom, there is an information icon and text: 'If you experience problems, please visit [ROS Help](#)'.

Figure 38 'Manage My Certificates' screen

About the ROS mobile certificate

Mobile certificates can only be generated by the “administrative certificate” via the ‘Mobile Access’ service in ROS as detailed in [Appendix 3](#).

The mobile certificate can be promoted to an administrative certificate via the main certificate. Customers may wish to avail of this option where they want to do **all their business on ROS via their mobile device**. Customers can promote the certificate via the “Admin Services” tab in ROS. When the mobile certificate is promoted, the administrative certificate will be demoted.

If the main certificate expires or is revoked, the mobile certificate will also expire or become revoked.

The mobile certificate is stored in the RRTA’s internal browser. Therefore, the certificate will be lost if the RRTA is deleted or the data is manually deleted, i.e. deletion of files in the RRTA from the mobile device memory.

A more recent version of this manual is available.

Appendix 4: Terms and Conditions

Terms and Conditions

The Revenue Receipt Tracker Application (App) is a mobile application provided by the Revenue Commissioners under the following terms and conditions:

The Revenue Receipts Tracker App allows users the option to upload receipts data, images and other documents in respect of qualifying expenses in support of claims for tax credits and reliefs.

Any information provided in this App does not purport to be a legal interpretation of the statutory provisions and consequently, responsibility cannot be accepted for any liability incurred or loss suffered as a result of relying on any information provided.

Saving data to Revenue storage requires an internet connection and may incur data or roaming charges.

An App user must agree to the Terms and Conditions of the App each time they access the App.

Revenue collects data which relates to the software platform you use. The data collected is non-personal and anonymous and enables us to improve our customer experience/service. Revenue fully respects your right to [privacy](#) and [security](#) in relation to your interactions with the Revenue Receipts Tracker App.

Revenue does not collect any personal information in this App unless you provide such information voluntarily. Data collected by us includes your name, date of birth and PPSN when you access the service. Other data collected by Revenue includes:

- Expense category
- Expense type
- Amount of expense
- Data expense incurred
- Description of the expense

Where you use Revenue storage to upload receipts data, images and other documents, Revenue will have access to those receipts data, images and other documents in support of your claim for tax credit or tax relief. Revenue may also have access to additional information provided by you when submitting receipts data, images and other documents. The types of information may include:

- Images of doctor's receipts and prescriptions may contain information relating to health conditions or medications in relation to health/medical expenses.
- Receipt details and images relating to a third party if the expense relates to a third party but paid by you.

- The personal or business address, telephone number, email address and any other personal information, including any expense details of any person or business, that may appear on receipts data, images and other documents presented to Revenue.

[Records will be retained](#) in accordance with Revenue's Record Retention Schedule. Details of all retention periods and scheduled procedures are available in the [Record Retention Schedule](#).

Any information you provide to Revenue in the course of your business with us is not shared with third parties unless allowed or required by law.

Revenue Receipts tracker

If you choose to save to Revenue storage

If you choose to save your receipts data, images and other documents to Revenue storage:

- You do not have to keep the original receipt. However, you must be satisfied that the images are clear, readable and complete.
- We can check your receipts without contacting you directly if we need to verify any of your claims or returns (we may still need to contact you however).
- Some of your receipts data will appear on your Form 11 or Income Tax Return to help you when completing it. A Form 11 or Income Tax Return will need to be completed and submitted in order to claim any refund due as automatic refunds will not issue.
- The Receipts tracker on your mobile device and the web version of the application will be in sync. This means that, if you lose or change your mobile device, you will still have access to your receipts data, images and other documents in myAccount or ROS on revenue.ie.

If you decide to stop saving your receipts data, images and other documents to Revenue storage, you can do so at any time by clicking "Manage my receipt saving options" on the Receipts tracker homepage and click "No – I'll manage my receipts". To delete receipts data, images and other documents, previously saved to Revenue storage, you must also delete them from the web version of this application. You should first ensure that you have the original receipt or get a replacement of the original receipt before you delete receipts data from this application. Future receipts data, images and other documents entered in this mobile application will also not be available to view in myAccount or ROS on revenue.ie

If you choose not to save to Revenue storage

If you choose not to save receipts data and images to Revenue storage:

- **You must keep your original receipts for six years.** You may be contacted by Revenue to provide your receipts if your claim or return is selected for compliance checks.

- Any receipts data, images and other documents entered in Receipts tracker on your mobile device will not be available in the web version in myAccount or ROS on revenue.ie, i.e. they will not be in sync.
- If you lose or change your mobile device, you will lose all the receipts data, images and other documents you entered.

If you decide to save to Revenue storage, you can do so at any time by clicking 'Manage my receipt saving options' on the Receipts tracker home page and click on 'Yes – upload my receipts data'. By clicking on 'Save now' receipts data, images and other documents already entered in the Receipts tracker on your mobile device will all be uploaded to Revenue storage. Future receipts data, images and other documents entered in this mobile application will also be available to view through myAccount or ROS on revenue.ie. If you are uploading a large volume of receipts, you may want to connect to wi-fi.

Users are reminded to take any necessary measures to ensure the security of sensitive information on their personal device.