

Jobs and Pensions Service

User Manual

Part 42-04-64

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Revenue



Cáin agus Custaim na hÉireann
Irish Tax and Customs

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A more recent version of this manual is available.

Note: References to jobs in this document also refer to pensions unless specifically mentioned. Similarly, references to employers also refer to pension providers.

1. Background

Jobs and Pensions is an online service that allows customers, or their agents, to register a new job with Revenue.

The Jobs and Pensions service is available in PAYE Services in myAccount for customers and in the Client Services tab in ROS for agents.

The information contained in [Section 3](#) of this Tax and Duty manual outlines specific information for agents who want to add a job for their clients using Jobs and Pensions. The information in the remaining sections is relevant to both customers and agents using the service.

The Jobs and Pensions service should not be used to register a new job unless the old job has been ceased on Revenue's record. If a new job is added before this information is updated, it will be treated as a second job. See [Section 2.1.1](#) - Adding a second job.

Jointly assessed customers may be asked to provide information in relation to their spouse or civil partner.

Revenue will use any relevant information from the customer's Revenue record and will only ask for information where it is missing or may not be up to date.

Customers who are jointly assessed to tax will be able to register a job for their spouse or civil partner.

2. Overview of Jobs and Pensions service: Information required

The Jobs and Pensions service has four distinct sections and the customer will be taken through each section in turn.

Help text is provided throughout the service to assist customers. This is accessed by clicking on the relevant link.

2.1 Section 1: Details of new job

Customers will see up to date information on their jobs for the current year, even if they are ceased. Joint assessed customers will be able to see the relevant details for their spouse or civil partner.

If a customer has already left a job but the employer has not yet advised Revenue, it will show as an active job until such time as the customer's record is updated.

Customers can input a job with a start date in the current or previous 5 tax years. A start date in a future year will not be accepted.

Figure 1: Display screen – customer with no jobs during the current tax year

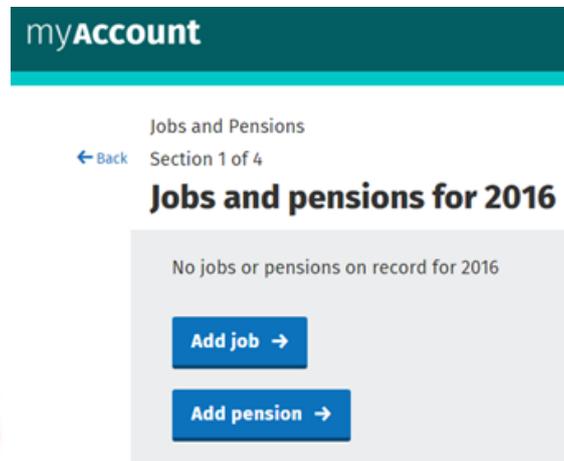


Figure 2: Display screen – customer with a job during the current tax year

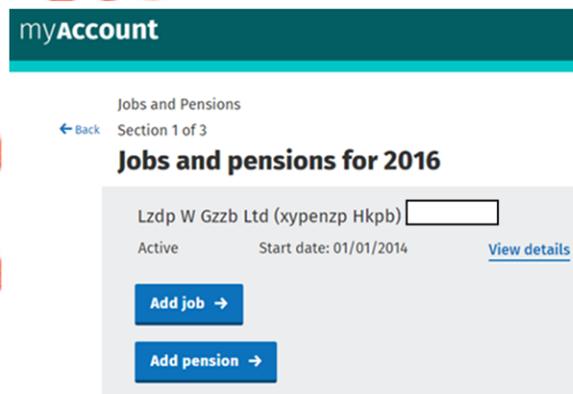


Figure 3: Display screen – joint assessed customer

myAccount

Jobs and Pensions
← Back Section 1 of 4

Jobs and pensions for 2016

Sam
Official Name For Sour Dough Company

Active Start date: 01/01/2016 [View details](#)

Official Name For - Bread Comp
Active Start date: 01/01/2016 [View details](#)

[Add job →](#)

[Add pension →](#)

Josie
No jobs or pensions on record for 2016

[Add job →](#)

[Add pension →](#)

Customers will be asked to provide information on the new job and will also be asked for information to establish whether they are entitled to the Employee tax credit and/or FREs. As FREs only relate to jobs, a customer adding a pension will not be asked to provide these details.

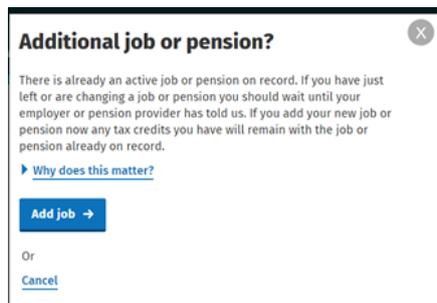
2.1.1 Adding a second job

Customers adding an additional job to their record (i.e. there is already at least one active job on the customer's record) will be advised that this will be treated as a second or subsequent job.

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

[...]

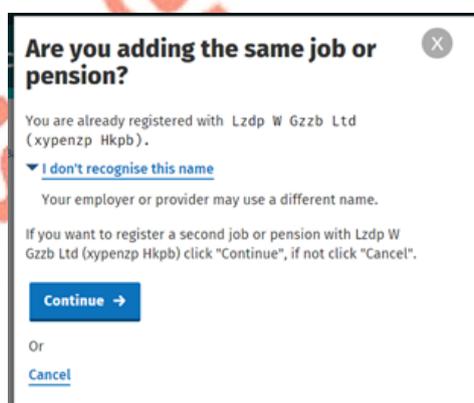
Customers will also be advised that if they are changing jobs and their old job is still active on Revenue's record, they should not register the new job until the old job has been ceased.

Figure 4: Message displayed to customer adding an additional (second or subsequent) job

2.1.2 Adding a second job with the same employer (dual employments)

Customers adding a second job for the same employer will be prompted to confirm that this is the position. Many customers have second jobs (called 'dual employments') with the same employer.

Some employers trade using a different name to the one on Revenue's record and their employees may not recognise this name. In such cases, customers may try to register their job a second time.

Figure 5: Message displayed to customer adding a second job with the same employer

2.2 Section 2: Residency details

A customer's tax residency position has to be determined so the correct tax credits can be granted to the customer.

In most cases, the information is already available on Revenue's record to determine this. However, the following customers will have to provide additional information as we do not have sufficient information or our information may be out of date:

- All customers starting their first job in Ireland;
- Customers currently marked as non-resident;
- Customers with no live employment in the previous 6 months.

Joint assessed customers may be asked to provide information for their spouse or civil partner.

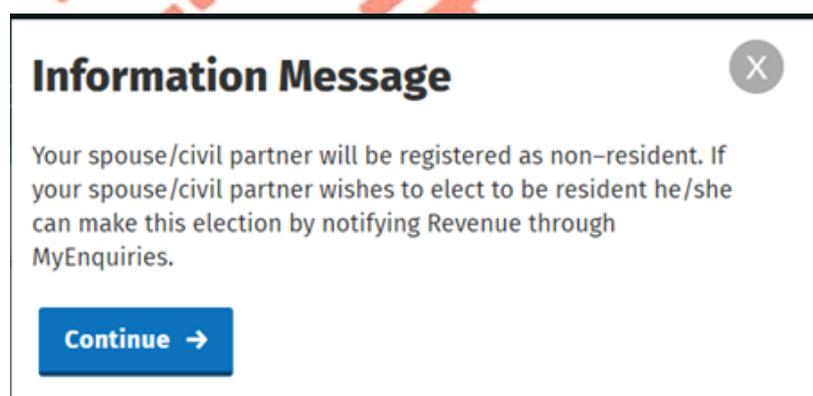
The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

2.2.1 Election

Customers who are non-resident can elect to be tax resident in the current tax year if they will be resident in the State in the following tax year under any one of the residency tests. It is not possible for customers to elect for their spouse or civil partner as each individual must complete their own election. The customer will be advised of the position. Similarly, it is not possible for agents to elect for their clients. Customers wishing to elect to be tax resident should make this request themselves via the MyEnquiries service in myAccount.

Figure 6: Message displayed to customer whose spouse or civil partner is considered non-resident



2.3 Section 3: Incomes and earnings

Additional information will be sought from relevant customers to ensure that their tax credits are correctly adjusted to take account of any taxable DSP payments received in the current tax year.

2.3.1 DSP payments

Information is received directly from DSP on certain taxable benefits. However, the amount customers receive from DSP in respect of the following payments is not received:

- Blind Pension
- Survivor's Pension (Non-Contributory)
- Carer's Income (Allowance/Benefit).

Recipients of these payments will be asked to enter the amount of their weekly payment.

It should be noted that Carer's Income currently displays on the record of the assessable spouse/ nominated civil partner. Where this is recorded against the wrong spouse, the customer is asked to contact Revenue so the record can be amended. (Note: this will be fixed shortly and the message removed).

Where customers are asked to provide this information, details of any other DSP taxable payments received by them will also be displayed on screen. However, this will not display for new customers.

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

[...]

Figure 7: Display screen – DSP payments not on record

myAccount

Jobs & Pensions
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Department of Social Protection (DSP) Income

You are in receipt of the following taxable benefits. Please provide the weekly amount for the benefits highlighted below.

▶ [What payments are taxable?](#)

Please enter the weekly amount below:

Survivors Pension Contrib	€ <input type="text"/>
DSP Carers Income	€ <input type="text"/>
DSP One Parent Payment - on record	
DSP Income - on record	

▶ [Why is this information required?](#)

[Next →](#)

2.3.2 USC

The rate of USC customers pay on their income is determined by their total annual income (excluding DSP payments), by their age and whether they have a full medical card.

Customers will be asked if their total annual income is less than €13,000 (exemption threshold for 2016 and 2017). Based on the information provided, customers may be granted an exemption to USC.

Revenue receives information directly from the HSE regarding individuals who have been granted a full medical card. Customers will pay a reduced rate of USC if their total annual income (excluding DSP payments) is below €60,000 (reduced rate threshold for 2016 and 2017) unless they are entitled to an exemption from USC.

The reduced rate of USC also applies to customers aged 70 and over whose total annual income (excluding DSP payments) is over €13,000 but less than €60,000.

Customers with a medical card, based on information received from the HSE, or those customers over 70 years of age, will be asked to confirm their total income for the year to determine whether the reduced rate of USC applies.

2.4 Section 4: Summary and declaration

When the customer has completed the previous sections they will then be brought to the summary screen.

Figure 8: Display screen - summary screen: single customer

myAccount

Jobs and Pensions
Section 4 of 4

← Back

Are these details correct?

Section 1: Job details [Edit](#)

Employer's tax registration no.

Employer name Lzdp W Gzsb Ltd (xygenzp Hkpb)

Job start date 08/08/2015

You are paid Monthly

Proprietary director relationship None

Flat rate expenses None

Section 2: Residency [Edit](#)

Non-resident

Section 3: Additional incomes [Edit](#)

- DSP Blind Pension - €50

Universal Social Charge
Standard rate

I confirm that the information provided in this form is true and correct to the best of my knowledge and belief. I have included all information relevant to this application.

[Submit](#) [Cancel](#)

Figure 9: Display screen - summary screen: joint assessed customer

myAccount

Jobs and Pensions
Section 4 of 4

Are these details correct?

Section 1: Job details [Edit](#)

Employer's tax registration no.	<input type="text"/>
Employer name	Lzdp W Gzzb Ltd (xypenzp Hkpb)
Job start date	08/08/2015
You are paid	Monthly
Proprietary director relationship	None
Flat rate expenses	None

Section 2: Residency [Edit](#)

Non-resident

Section 3: Additional incomes [Edit](#)

- DSP Blind Pension - £50

Universal Social Charge
Standard rate

I confirm that the information provided in this form is true and correct to the best of my knowledge and belief. I have included all information relevant to this application.

[Submit](#) [Cancel](#)

Customers can edit any of the details provided. If they do so, they will need to answer all subsequent questions in the registration process. This is necessary because each question is dependent on the answer to the previous question.

When a customer is satisfied that all the information provided is correct they should click on the declaration and submit the registration form. They will then have to complete the 'Secure sign and submit' screen for the registration to be submitted.

Figure 10: Display screen – secure sign and submit screen

Jobs and Pensions

Secure sign and submit

PPS Number

Enter myAccount Password

[Sign and Submit →](#)

2.4.1 Acknowledgement messages

An acknowledgement message will display when the registration form has been submitted.

There are different messages depending on the information provided by the customer. This is to provide additional information to customers based on their particular circumstances.

The message will also take account of whether the customer is adding a job for his/herself or for his/her spouse or civil partner.

Details of the different types of acknowledgement message are set out in Appendix 2.

Figure 11: Display screen – standard acknowledgement message

Revenue
Laois, Wick, Carlow, Wexford, Kerry, Cork, Clare, Limerick, Galway, Donegal, Leitrim, Mayo, Roscommon, Sligo, Fingert, Wick, Carlow, Wexford, Kerry, Cork, Clare, Limerick, Galway, Donegal, Leitrim, Mayo, Roscommon, Sligo

Jobs and Pensions My Documents

Thank you.
Your details have been submitted.

Reference number: **4905208417**

Your new Tax Credit Certificate will be available to view online within 2 working days.

A new Tax Credit Certificate will also issue to your employer. It may take some time for your employer to apply these changes to your pay.

Please note that any tax credits awarded are based on the information you have provided and your certificate will include any taxable incomes held on record. You can declare additional incomes and manage your tax credits on PAYE Services: Manage your tax.

Important notice

From now on all your PAYE correspondence will only issue electronically and you can view, print or download items securely from My Documents. You can access your correspondence quicker and it supports a cleaner environment.

2.5 Saving data on Jobs and Pensions

Customers can save their data and complete and submit the job registration at a later time. When the customer signs in later, a message will be displayed to inform him/her of the saved data. The job that has been partially input will also display on the screen and is labelled 'In progress'.

Figure 12: Display screen – customer screen where data saved

You have saved updates from your last session. Please click 'Continue' to finish and submit these updates or 'Cancel' to start again.

Jobs and Pensions
← Back Section 1 of 4

Jobs and pensions for 2016

Official Name For [] Sour Dough Company
Active Start date: 02/02/2016 [View details](#)

Official Name For [] Sour Dough Company
In progress [Cancel](#)

Continue →

3. Agent access to Jobs and Pensions

From 25 November 2017, agents can access the Jobs and Pensions service in ROS. Agents can now register the following on behalf of their client:

- first ever job in Ireland
- a change in job
- a second or subsequent job
- an occupational pension
- payment from a private pension

3.1 An existing client that has a PAYE registration

Where a client/agent link exists for a PAYE registration, the Jobs and Pensions card is available in the 'Other Services' section of the 'Client Services' tab as displayed in Figure 13 below. Once an agent clicks on the Jobs and Pensions card they are brought into the Jobs and Pensions service.

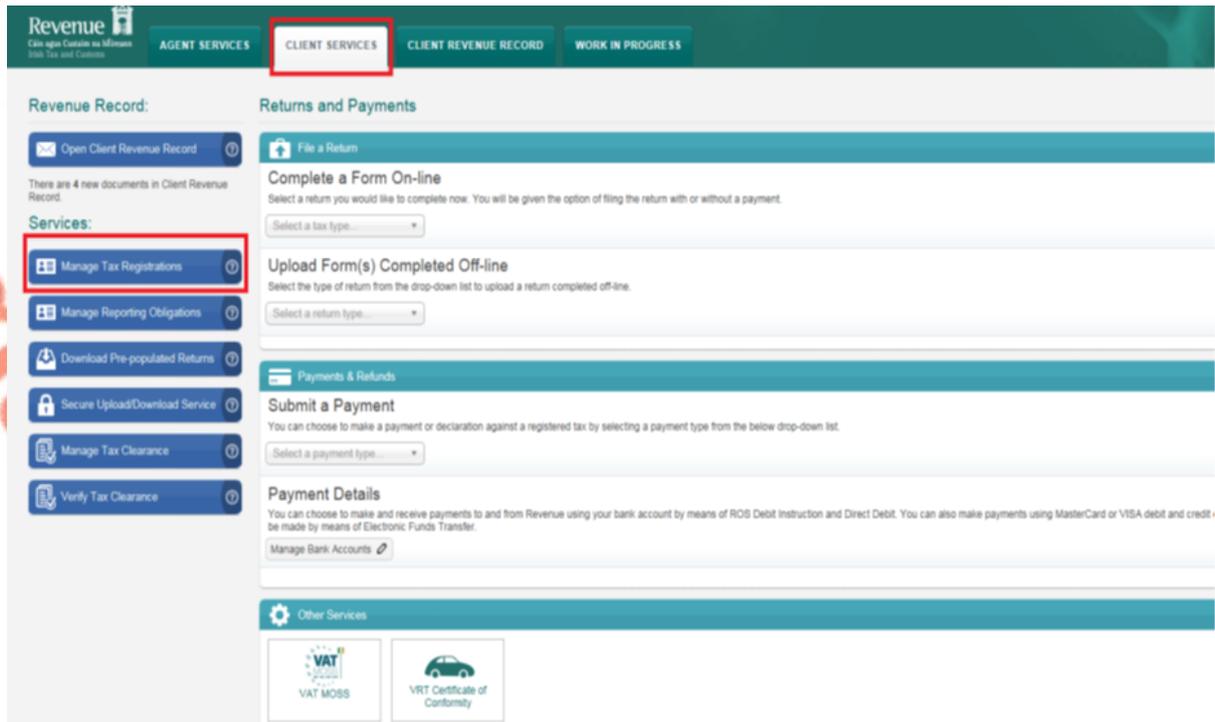
Figure 13: Jobs and Pensions card location in ROS

The screenshot displays the Revenue Online Service (ROS) interface. At the top, the 'Revenue' logo is on the left, and navigation links for 'AGENT SERVICES', 'CLIENT SERVICES', 'CLIENT REVENUE RECORD', and 'WORK IN PROGRESS' are in the center. The 'CLIENT SERVICES' tab is highlighted with a red box. On the right, there are links for 'GAELIGE', 'ENGLISH', 'ROS HELP', and 'R.E. CNSDWCB YPEZC & CO. EXIT'. Below the navigation bar, the user's name 'MR FREDDIE STEELE' and 'Tax Clearance Certificate Expired' are shown. The main content area is divided into several sections: 'Revenue Record' (with 'Open Client Revenue Record'), 'Returns and Payments' (with 'File a Return', 'Complete a Form On-line', and 'Upload Form(s) Completed Off-line'), and 'Payments & Refunds' (with 'Submit a Payment' and 'Payment Details'). At the bottom, the 'Other Services' section contains several cards: 'Home Renovation Incentive (HomeOwner)', 'Jobs and Pensions' (highlighted with a red box), 'PAYE Services 2013-2016 Including Form 12', 'VAT MOSS', 'VRT Certificate of Conformity', and 'PAYE Services 2017 Tax Year'.

3.2 An existing client that has no PAYE registration but has some other tax registration

Where a client/agent link exists for a tax registration other than PAYE, an agent can add the PAYE taxhead by selecting 'Manage Tax Registrations' in the 'Client Services' tab.

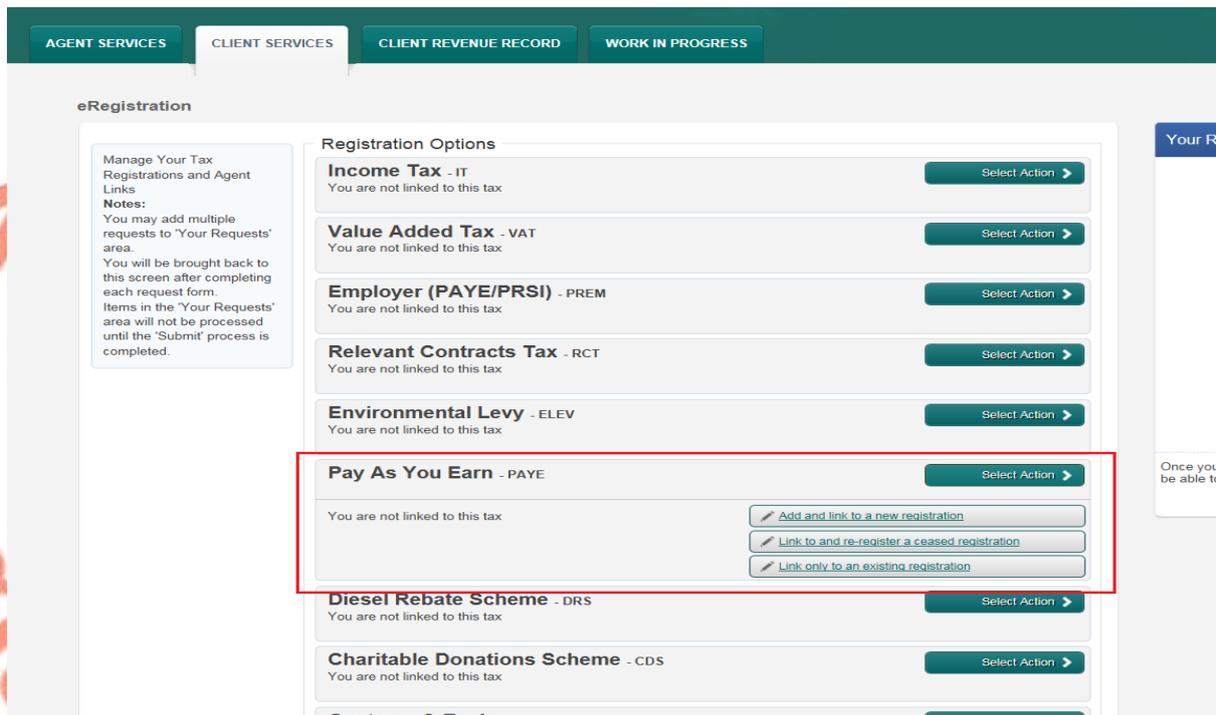
Figure 14: 'Manage Tax Registrations' in the 'Client Services' tab



The agent is then brought to the eRegistrations screen where there are three actions available:

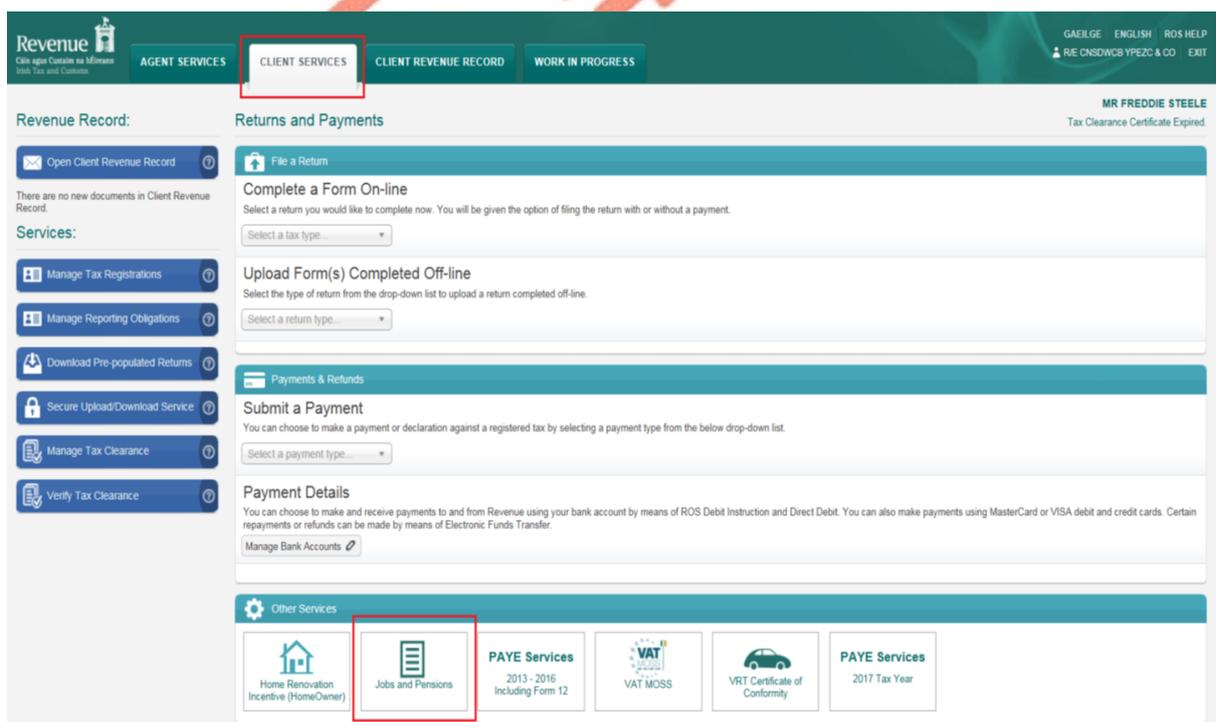
- Add and link to a new registration – for first time PAYE registrations
- Link to and re-register a ceased registration – for customers with a ceased PAYE taxhead who wish to re-register
- Link only to an existing registration – for customers who are already PAYE registered

Figure 15: PAYE options available on the eRegistrations screen



All options require the agent to upload either the PAYE A1 or PAYE A2 authorisation form. The link and/or registration will take approx. 2 working days to process, following which the agent will have access to Jobs and Pensions in Client Services as shown below.

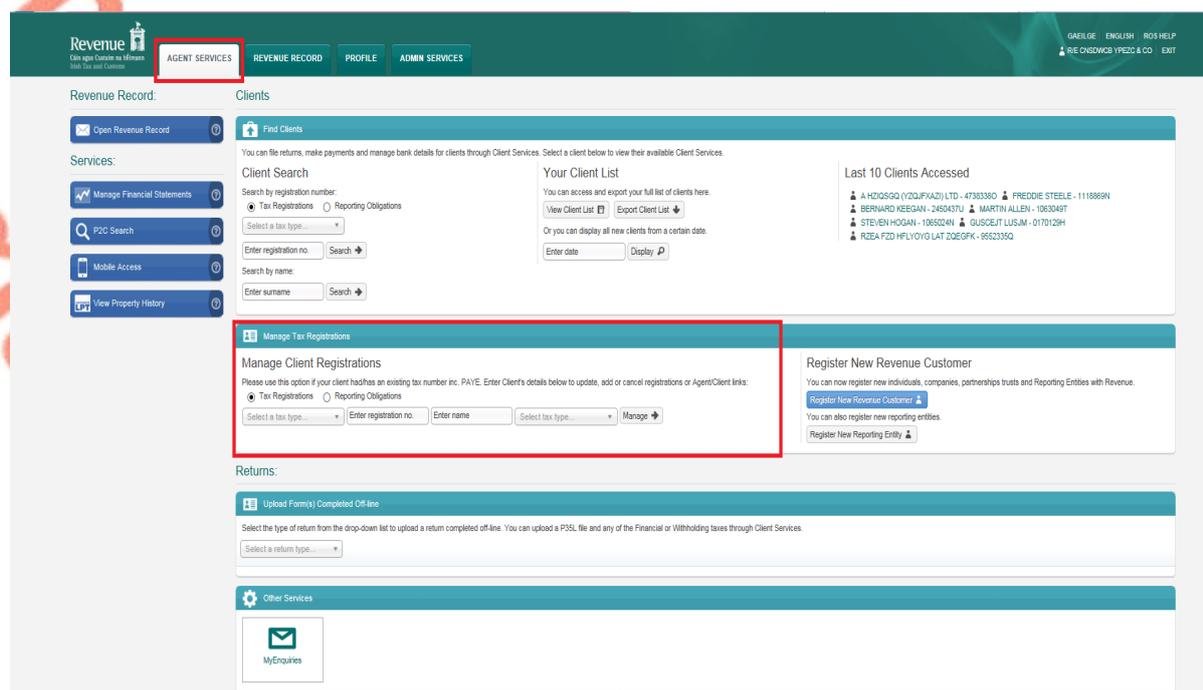
Figure 16: Jobs and Pensions card available after 2 working days



3.3 Linking to a new client

Where a client/agent link does not exist for any taxhead, an agent can add the PAYE taxhead by using the 'Manage Tax Registrations' section of the 'Agent Services' page as shown in Figure 17 below. The agent will need to enter a tax type which the client is already registered for on Revenue's records, the client's tax registration number and the client's name.

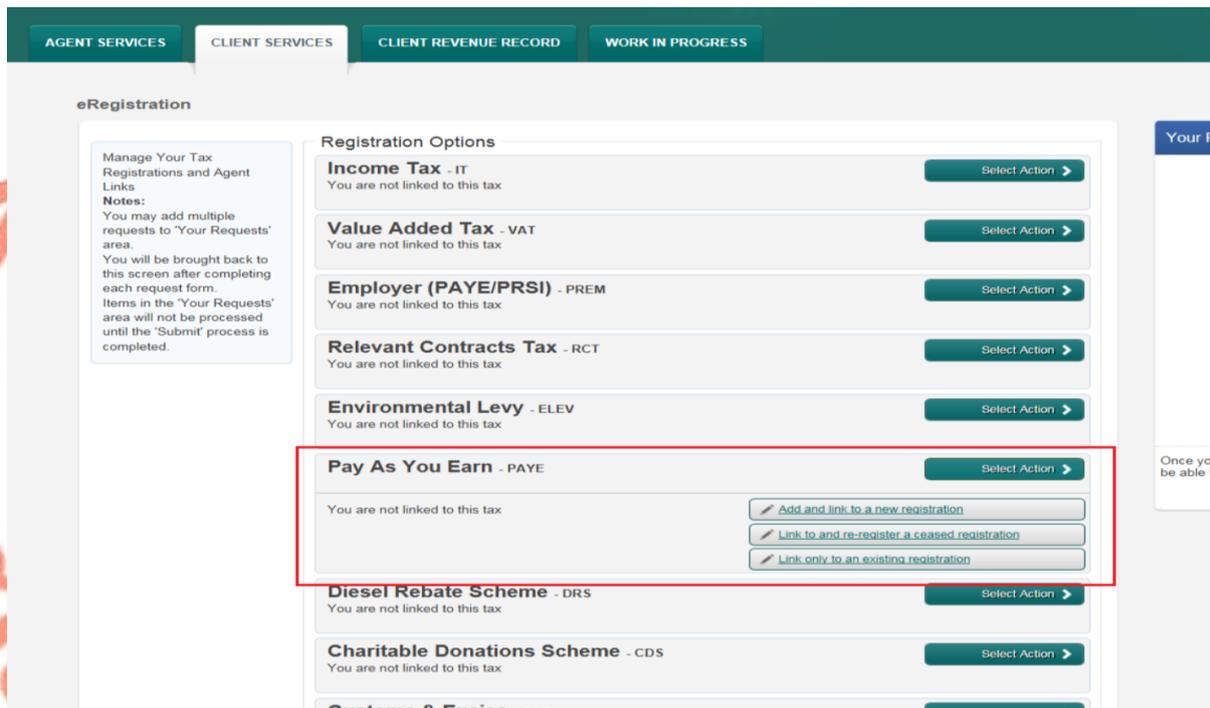
Figure 17: Linking to a new client using 'Manage Tax Registrations'



The agent is then brought to the eRegistrations screen where there are 3 actions available:

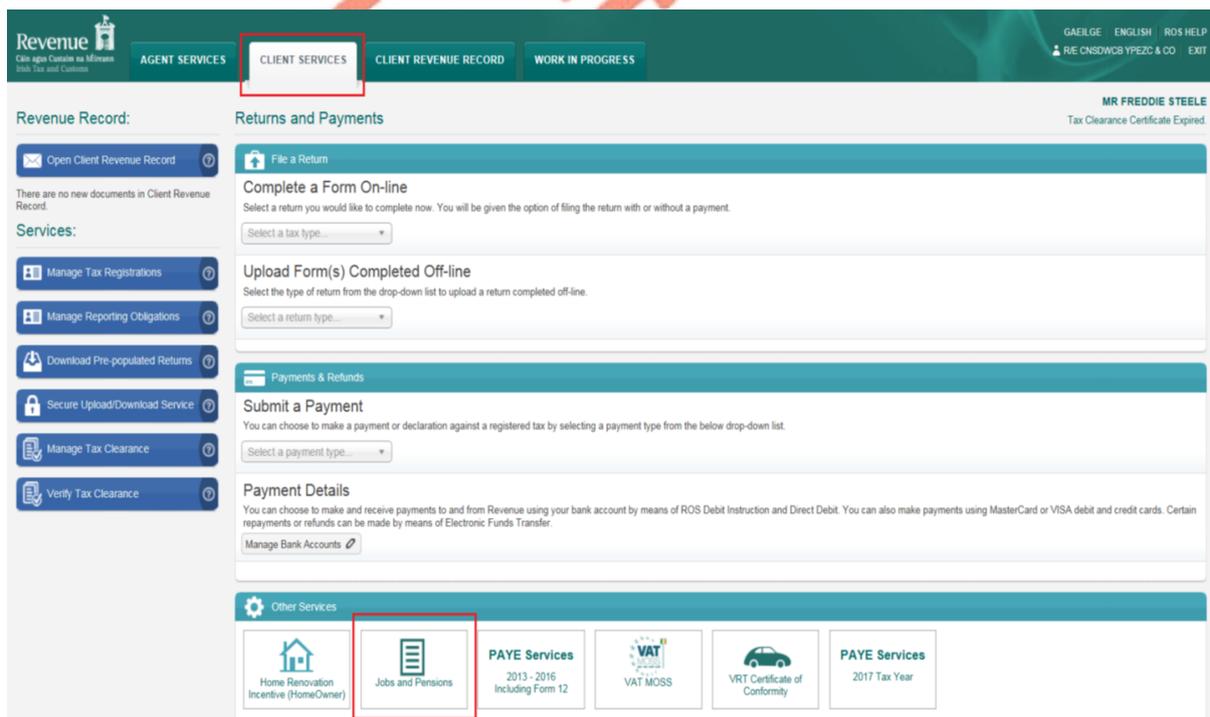
- Add and link to a new registration – for first time PAYE registrations
- Link to and re-register a ceased registration – for customers with a ceased PAYE taxhead who wish to re-register
- Link to an existing PAYE registration

Figure 18: PAYE options available on the eRegistrations screen



All options require the agent to upload either the PAYE A1 or PAYE A2 authorisation form. The link and/or registration will take approx. 2 working days to process, following which the agent will have access to Jobs and Pensions in Client Services as shown below.

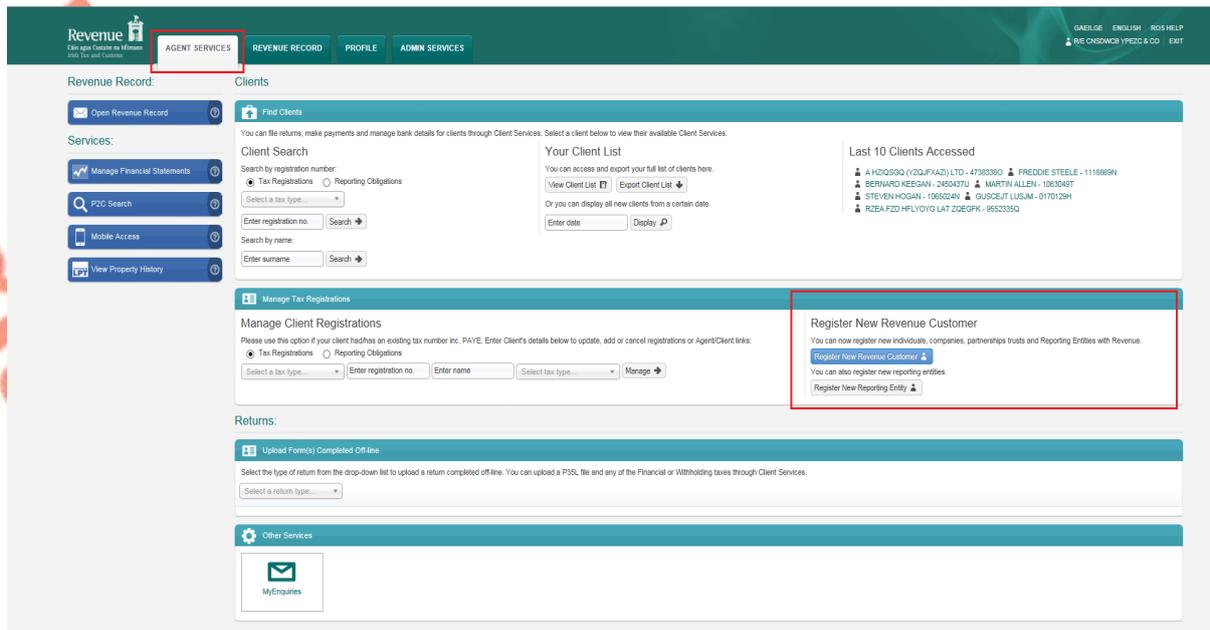
Figure 19: Jobs and Pensions card available after 2 working days



3.4 Registering a client that is unknown to Revenue

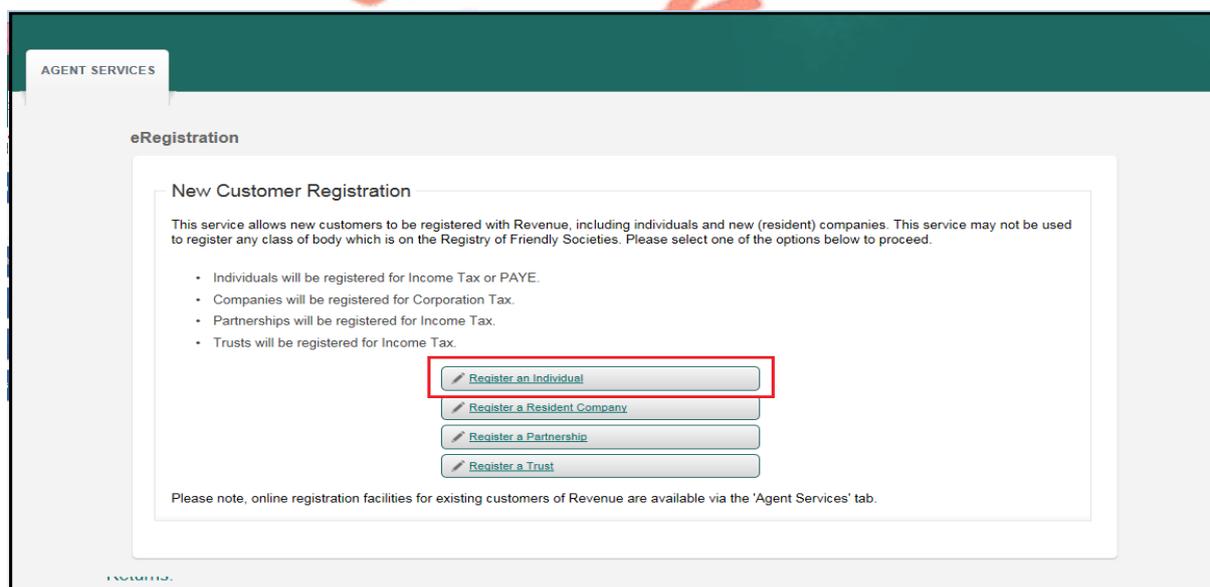
Where an agent is registering a client that has no Revenue record, for example: the client has never worked in Ireland or has recently moved to Ireland to take up employment, they click on 'Register New Revenue Customer' on the 'Agent Services' page as shown in Figure 20 below.

Figure 20: Registering a client with no Revenue record



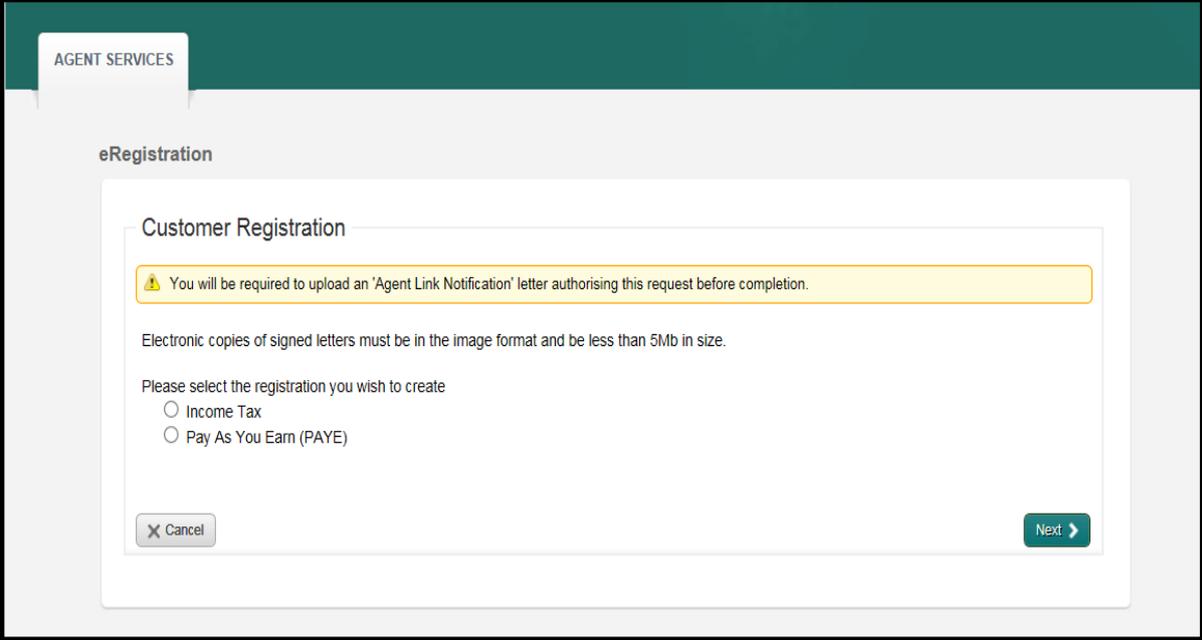
The agent then clicks "Register an individual", as seen in Figure 21.

Figure 21



The agent then selects the PAYE option on screen as in Figure 22.

Figure 22



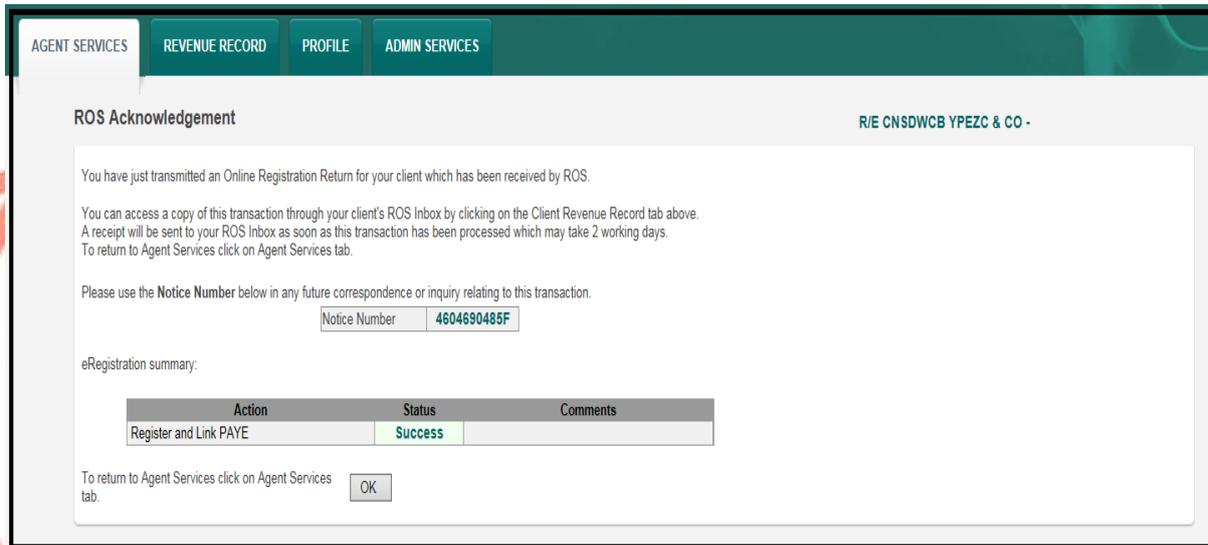
The screenshot shows a web interface for 'AGENT SERVICES' with a sub-section for 'eRegistration'. The main heading is 'Customer Registration'. A yellow warning box states: 'You will be required to upload an 'Agent Link Notification' letter authorising this request before completion.' Below this, a note says: 'Electronic copies of signed letters must be in the image format and be less than 5Mb in size.' The form asks the user to 'Please select the registration you wish to create' with two radio button options: 'Income Tax' and 'Pay As You Earn (PAYE)'. At the bottom left is a 'Cancel' button and at the bottom right is a 'Next' button with a right-pointing arrow.

The agent will need to provide the following details to set the client up on Revenue's records:

- PPS number
- Date of birth
- Name
- Nationality
- Address
- Email
- Upload PAYE A1/A2 mandate

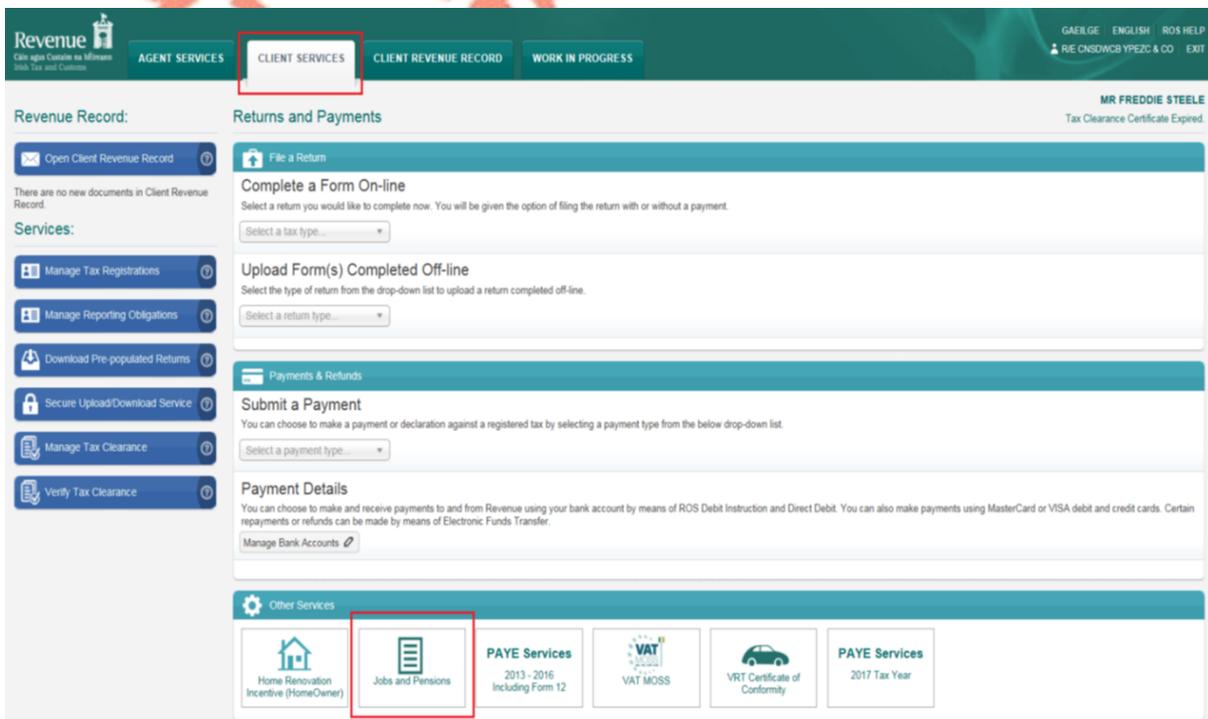
Once the agent has submitted the client's details an acknowledgement message will be sent to the agent's ROS Inbox as shown in Figure 23 below.

Figure 23: Acknowledgement message in agent’s ROS Inbox



The link and/or registration will take approx. 2 working days to process, following which the agent will have access to Jobs and Pensions in Client Services as shown below.

Figure 24: Jobs and Pensions card available after 2 working days



3.5 Using the Jobs and Pensions service

When an agent clicks on the Jobs and Pensions card, they are brought through the required Jobs and Pensions screens for their client. The screens may vary slightly depending on the client's circumstances. A typical registration contains the following screens:

Figure 25: Information on who the service is for and what you need to use it

The screenshot shows the 'myAccount' interface for 'Jobs and Pensions'. The page title is 'Adding a job or pension' and it is 'Section 1 of 4'. A 'Start' button is visible. The content is organized into three main sections:

- Who is it for?** This service is for anyone who:
 - is starting a new job
 - is starting to receive payments from a private pension (not a DSP, i.e. social welfare, pension)
 A note states: 'Just left or changing a job or pension soon? You should not add a new job or pension until your old employer or pension provider has told us that you have left. If you add your new job or pension before then, it will be treated as a second job or pension.'
- What do I need?** To add a new job or pension you will need:
 - Your new employer or pension provider's tax registration number
 - The date your job starts or pension becomes payable and how often you will be paid
 - To tell us an estimate of your overall incomes
 - If you have recently moved to Ireland, you will need to provide some additional details such as arrival date
- How long does it take?** About 10 minutes for most people. Some people may have more or less questions to answer. The sections are as follows:
 - Section One:** Add your new job or pension
 - Section Two:** Tell us how long you have been living in the Republic of Ireland
 - Section Three:** Tell us about your overall incomes
 - Section Four:** Review your details and submit

Figure 26: Choose to add either a job or pension

The screenshot shows the 'Jobs and Pensions' section for the year 2017. The page title is 'Jobs and pensions for 2017' and it is 'Section 1 of 4'. A 'Back' button is visible. The main content area displays the message 'No jobs or pensions on record for 2017' and two buttons: 'Add Job' and 'Add pension', both with right-pointing arrows.

Figure 27: Input the employer's tax registration number

Jobs and Pensions

Section 1 of 4

What is the employer's tax registration no?

Example: 1234567AA or 1234567A

[Where can I find this?](#)

Ask your employer for this number.

[Next →](#)

Figure 28: Input job details such as start date and pay frequency

Jobs and Pensions

Section 1 of 4

Job details

Employer name
Ygxgsbg Unllkzzknsyz

[I don't recognise this name](#)

Your employer may use a different name.

Job start date

DD MM YYYY

[What is the start date?](#)

This is the first day you started in the job.

How often are you paid?

Staff number (optional)

Are you a proprietary director of the company or related to a proprietary director of the company?

Yes No

[What is a proprietary director?](#)

A proprietary director is a company's beneficial owner or director who can control directly or indirectly more than 15% of a company's ordinary share capital.

[Next →](#)

Figure 29: Select flat rate expenses if appropriate

The screenshot shows the 'myAccount' interface for 'Revenue' (Revenue.ie). The page title is 'Jobs and Pensions' and it is 'Section 1 of 4'. The main heading is 'Does this job belong in one of these industries?'. Below this, it states 'Workers in one of the below industries may be entitled to flat rate expenses.' and asks 'What are flat rate expenses?'. There are two main options: 'No - the appropriate industry is not listed below' and a list of industries. The 'Hospital/Health Services' option is selected. A 'Next' button is at the bottom.

Revenue | myAccount | My Documents

Jobs and Pensions
Section 1 of 4
Does this job belong in one of these industries?
Workers in one of the below industries may be entitled to flat rate expenses.
▶ What are flat rate expenses?

No - the appropriate industry is not listed below

Or

<input type="radio"/> Actor (freelance)	<input type="radio"/> Airline Industry
<input type="radio"/> Builders & Related Trades	<input type="radio"/> Cosmetology
<input type="radio"/> Driving Instructor	<input type="radio"/> Education
<input type="radio"/> Engineering & Electrical	<input type="radio"/> Fishing
<input type="radio"/> Horse Racing Industry	<input checked="" type="radio"/> Hospital/Health Services
<input type="radio"/> Hotel & Bar Trade	<input type="radio"/> Journalism
<input type="radio"/> Mining Industry	<input type="radio"/> Motor repair and motor assembly
<input type="radio"/> Optometrists/Dispensing Opticians	<input type="radio"/> Panel Beaters / Sheet metal Workers
<input type="radio"/> Printing Bookbinding and allied trades	<input type="radio"/> Public Sector
<input type="radio"/> Religious	<input type="radio"/> Retail
<input type="radio"/> Shipping	<input type="radio"/> Transport
<input type="radio"/> Veterinary	

Next →

Figure 30: Select the most appropriate residency situation

Hello Jzbbzvz Gaeilge Sign out

Revenue **myAccount** My Documents

Jobs and Pensions
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← Back **Which of the following options best describes your residency situation?**

This is to determine your [tax residency](#).

- always lived in the Republic of Ireland
- living continuously in the Republic of Ireland for the past 12 months
- recently moved or returned to live in the Republic of Ireland
- not living in the Republic of Ireland

▼ **Why is this information required?**

This information will help Revenue to determine what tax credits you are entitled to and what incomes you receive that are subject to Irish tax.

Next →

Figure 31: Answer the total income question for USC purposes

Revenue **myAccount** My Documents

Jobs and Pensions
Section 3 of 4

← Back **In 2017, do you expect your total income from all your jobs and other sources (excluding DEASP* payments) to be less than €13,000?**

*DEASP = Department of Employment Affairs and Social Protection

This will determine your rate of [Universal Social Charge \(USC\)](#).

- Yes, I expect to receive **less** than €13,000 from **all** my jobs and other sources
- No, I expect to receive **more** than €13,000 from **all** my jobs and other sources

Next →

Figure 32: Review summary page and confirm if correct

Revenue myAccount My Documents

Jobs and Pensions
Section 4 of 4

← Back **Are these details correct?**

Section 1: Job details [Edit](#)

Employer's tax registration no.	00032116A
Employer name	Tymrinlmtx Hg Smbinmau
Job start date	01/01/2017
You are paid	Weekly
Staff number	1234
Proprietary director relationship	None
Flat rate expenses	Hospital/Health Services Nurse where obliged to supply and launder their own uniforms

Section 2: Residency [Edit](#)

Resident

Section 3: Overall Incomes [Edit](#)

Universal Social Charge Exempt

I confirm that the information provided in this form is true and correct to the best of my knowledge and belief. I have included all information relevant to this application.

[Submit](#) [Cancel](#)

Figure 33: Enter password on the sign and submit screen

Sign & Submit

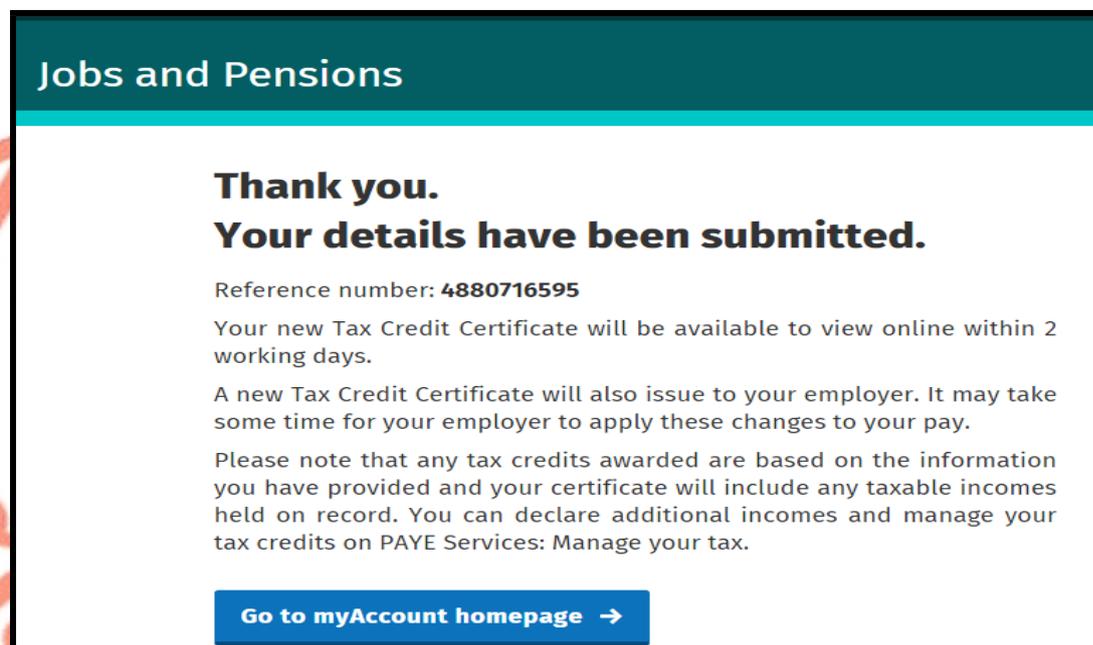
Certificate 27025Q-206708 [Help](#)

Enter Password Password

Sign & Submit

0%

Figure 34: An acknowledgement screen will display confirming the successful submission and providing information tailored to the customer's submission details



4. Issue of a Tax Credit Certificate

After the job is registered on the Jobs and Pensions service, a TCC will issue to the new employer. A copy of the TCC will be available to view in My Documents in myaccount usually within 2 working days of the submission being made.

TCCs set out a customer's tax credits and rate bands for the current tax year.

The information provided by the customer, in addition to the information held on Revenue's record, will determine the appropriate tax credits and rate bands.

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

[...]

Output of TCCs stop in early December each year. Jobs can continue to be registered after output has stopped but no employee TCC will issue for the current tax year. The customer will be advised of this in the acknowledgment message – see Appendix 2. Revenue will continue to issue employer TCCs through ROS for new commencements until later in December.

4.1 Tax credits

The Jobs and Pensions service will automatically grant the following credits if the customer meets the relevant criteria:

- [Personal Tax Credit](#)
- [Employee Tax Credit](#)
- [Age Credit](#)
- [Earned Income Credit](#)
- [FRE](#)

If a customer is entitled to other credits for the current tax year, they can be claimed in PAYE Services: Manage my tax. (Note: If you are setting up a job for the very first time you will need to sign out of myAccount and sign back in later to see the PAYE Services card).

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

[...]

5. Blocking rules

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

[...]

6. Real Time Risk (RTR) Framework

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

[...]

7. ITP processing

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

[...]

Other information

8.1 Jobs with cessation date 25/12

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

[...]

8.2 Incorrect submission by a customer

A customer/agent who submits an incorrect submission will need to contact Revenue via MyEnquiries to have it amended.

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

[...]

8.3 Customer decides not to take up job

The Jobs and Pensions service allows a customer notify Revenue of the new job in advance of the start date.

A customer may, following notification to Revenue of the new job, decide not to take up this employment.

The customer will need to contact Revenue via MyEnquiries to have his/her record amended. Otherwise, the job will stay on his/her record with credits and rate bands allocated to it.

8.4 Non e-Enabled customers

The paper Form 12A will still be available for customers unable to use myAccount. The paper Form 12A will only be available on request.

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: Posting rules

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

[...]

more recent version of this manual is available.

Appendix 2: Acknowledgment messages

The messages below are the possible versions that would show for a single person adding a job, depending on the details they provided.

1. Standard

The screenshot shows a web interface for Revenue Jobs and Pensions. The header includes the Revenue logo, the text 'Jobs and Pensions', and a 'My Documents' link. The main content area contains the following text:

Thank you.
Your details have been submitted.

Reference number: **4905208417**

Your new Tax Credit Certificate will be available to view online within 2 working days.

A new Tax Credit Certificate will also issue to your employer. It may take some time for your employer to apply these changes to your pay.

Please note that any tax credits awarded are based on the information you have provided and your certificate will include any taxable incomes held on record. You can declare additional incomes and manage your tax credits on PAYE Services: Manage your tax.

Important notice

From now on all your PAYE correspondence will only issue electronically and you can view, print or download items securely from My Documents. You can access your correspondence quicker and it supports a cleaner environment.

2. Submission to be reviewed (iC cases)

The screenshot shows a web interface for Revenue Jobs and Pensions. The header includes the Revenue logo, the text 'Jobs and Pensions', and a 'My Documents' link. The main content area contains the following text:

Thank you.
Your information will be reviewed and we may need to contact you to confirm some details.

Reference number: **5074433164**

Once approved, your new Tax Credit Certificate will be available to view online.

A new Tax Credit Certificate will also issue to your employer. It may take some time for your employer to apply these changes to your pay.

Please note that any tax credits awarded are based on the information you have provided and your certificate will include any taxable incomes held on record. You can declare additional incomes and manage your tax credits on PAYE Services: Manage your tax.

Important notice

From now on all your PAYE correspondence will only issue electronically and you can view, print or download items securely from My Documents. You can access your correspondence quicker and it supports a cleaner environment.

3. Non-resident customer who may be entitled to credits on review

Revenue
Call 0900 000000
Irish Tax and Customs

Jobs and Pensions

My Documents

Thank you.
Your details have been submitted.

Reference number: **6090499461**

A new Tax Credit Certificate will issue to you and your employer shortly. It may take some time for your employer to apply these changes to your pay.

Based on the information you have provided, you are non-resident for Irish tax purposes. Tax credits are generally not due to non-residents, however you may be entitled to further credits on review at the end of the year. Further information is available on www.revenue.ie.

Important notice

From now on all your PAYE correspondence will only issue electronically and you can view, print or download items securely from My Documents. You can access your correspondence quicker and it supports a cleaner environment.

4. Too late in year to issue TCC

Jobs and Pensions

Thank you.
Your details have been submitted.

Reference number: **4862383061**

Unfortunately, it is too late in the year for a new Tax Credit Certificate to issue for 2017. The details you submitted will be included in your Tax Credit Certificate for 2018.

Once you have received your P60 from your pension provider for 2017 you can request a review of your tax. This can be done by submitting a Form 12 which is available on myAccount (PAYE Services: Review your tax).

Important notice

From now on all your PAYE correspondence will only issue electronically and you can view, print or download items securely from My Documents. You can access your correspondence quicker and it supports a cleaner environment.

5. Non-resident customer

Jobs and Pensions

Thank you.
Your details have been submitted.

Reference number: **5077724790**

A new Tax Credit Certificate will issue to you and your employer shortly. It may take some time for your employer to apply these changes to your pay.

Please note that any tax credits awarded are based on the information you have provided and could change during the course of the year.

Important notice

From now on all your PAYE correspondence will only issue electronically and you can view, print or download items securely from My Documents. You can access your correspondence quicker and it supports a cleaner environment.

A more recent version of this manual is available.