[37-00-36] MyEnquiries

Updated December 2015

1. Introduction and background.

MyEnquiries was launched in June 2015 and replaced Secure eMail. Users of Secure eMail were automatically registered for **MyEnquiries** and could log on using their Secure eMail login. Otherwise customers could register for **MyEnquiries** via a link on the website.

MyEnquiries is a structured online contact facility that allows customers to securely send and receive correspondence to and from Revenue instead of using email. However, it should be noted that this facility does **not** have email functionality, i.e. features such as cc, out of office, auto inclusion of signature, read/receipt option, etc.

PAYE customers can access **MyEnquiries** through **myAccount**. Business customers can access **MyEnquiries** through **ROS**.

1.1. Access to historic enquiries

A small number of customers may be unable to view their historic enquiries from **myAccount** and **ROS.** In order to address this issue, the link via **www.revenue.ie** remains open for a limited period to enable them to view these enquiries. It is not possible to submit new enquiries via this link.

Access to **MyEnquiries** is via **myAccount** or **ROS**, accordingly there is no separate registration process for **MyEnquiries** (as existed between June and September 2015).

1.2. Agent enquiries

Agents must access **MyEnquiries** via **ROS** if they wish to enquire about their clients' tax affairs.

1.3. Revenue Technical Service (RTS) Queries

Customers and agents must submit queries to RTS using **MyEnquiries.** Further information is contained in the RTS Guidelines .

2. Access to MyEnquiries via myAccount and ROS

2.1. myAccount

myAccount is a single access point, with a single login and password, for a number of Revenue's online services including **MyEnquiries,** PAYE Anytime, Home Renovation Incentive (HRI), Local Property Tax, eForm 12 PAYE tax return, and electronic tax clearance.

Customers can register for **myAccount** on **www.revenue.ie**. PAYE Anytime customers are able to login to **myAccount** using their existing PAYE Anytime PIN.

2.2. ROS

Business customers who have a **ROS** digital certificate will be able to access **MyEnquiries** and the HRI Online System from the 'My Services' tab under "Other Services". Electronic tax clearance is also available from the 'My Services' tab. Business customers who do not have an active **ROS** digital certificate can either

register for **myAccount** or register for **ROS**. Please note that if business customers register for **ROS** in order to access **MyEnquiries** they will receive their tax returns and other correspondence electronically rather than in paper format.

Foreign-based agents who have a TAIN but have no Irish tax reference number can register for **ROS** using the TAIN (i.e. no tax reference number is required).

3. Customers who cannot access MyEnquiries via myAccount or ROS

There are some customers who are unable to access **MyEnquiries** via **myAccount** or **ROS.** These include non-residents who are not registered for tax in Ireland and solicitors, receivers acting on behalf of their clients but who do not have a TAIN. These customers should use the alternative communication methods including standard email, post, phone or fax. Revenue does not recommend sending personal or confidential information by unsecure (standard) email.

4. Alternatives to MyEnquiries

In addition to the cohort of customers mentioned in paragraph 3, there are also some types of contacts that are not suitable for **MyEnquiries**, such as third-party data exchanges. At present, the only options for these customers to raise queries are by using standard email, post, phone or fax. Revenue does **not** recommend sending personal or confidential information by unsecure (standard) email.
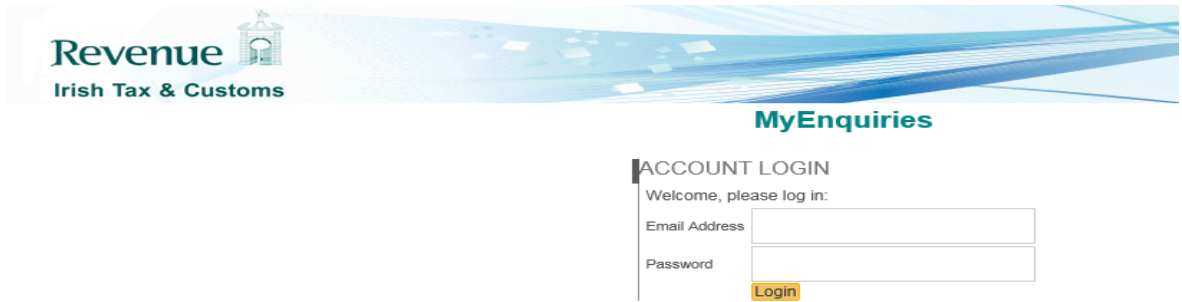
Other options are

- Transport Layer Security (TLS), which is a Government-wide encryption system that is used to securely send emails. However, this is primarily for high-volume users and is not suitable for individuals or organisations that may contact Revenue a few times a year; and

- Revenue File Transfer System (RFTS), which is a secure facility used by Revenue to exchange files with third parties.

For the medium term, Revenue is exploring the possibility of a new, easy-to-use secure e-mail facility that will address many of these issues. Updates will be provided as other solutions are developed.

5. Login to MyEnquiries via www.revenue.ie

MyEnquiries is available in **myAccount** and **ROS**, and the access via **www.revenue.ie** remains available for a limited period to enable customers access their historic enquiries. However, it is not possible to submit new enquiries via this link.

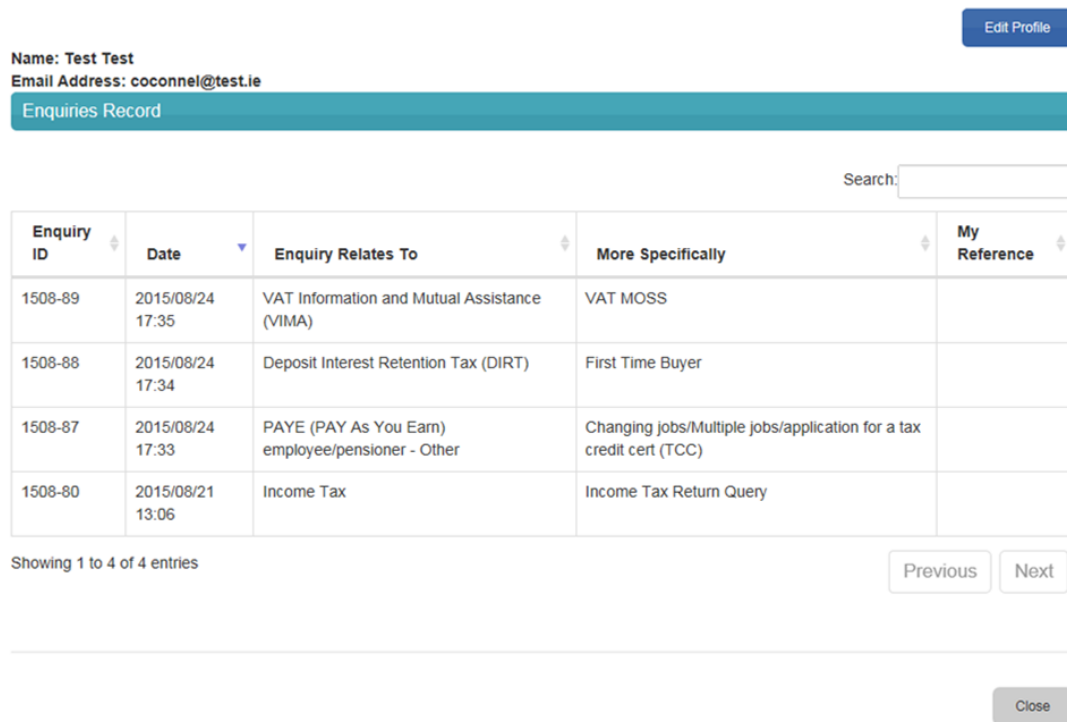When customers click on the 'Login' option on the **MyEnquiries** page on **www.revenue.ie** they are brought to the screen below.

Figure 1 - Login screen

When customers login they are brought directly into the **'Enquiries Record'** screen. This screen provides a record of any previous enquiries and Revenue responses. The 'Add New Enquiry' button will not be shown when logging in via **www.revenue.ie.**

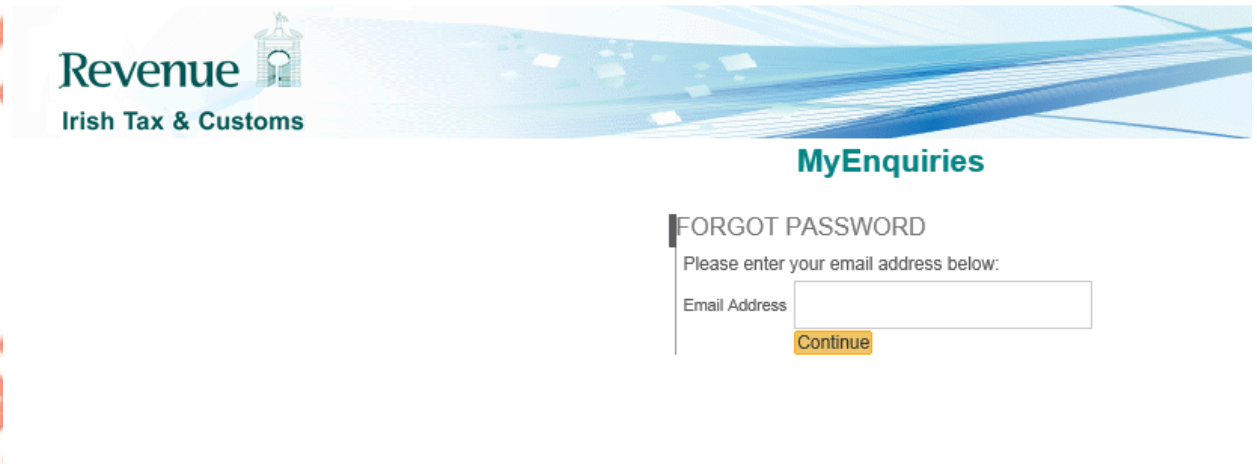**Customers have to login to myAccount or ROS if they wish to submit a new enquiry.**

Figure 2 - Enquiries Record screen

6. Forgot Password screen on www.revenue.ie

The Forgot Password screen on **www.revenue.ie** will remain available for a limited period after the change to access **MyEnquiries** via **myAccount** and **ROS**.

If a customer has forgotten their password they can update it by clicking on the 'Forgot Password' link on the **MyEnquiries** page on **www.revenue.ie.** When they click on this link they are brought to the following screens.
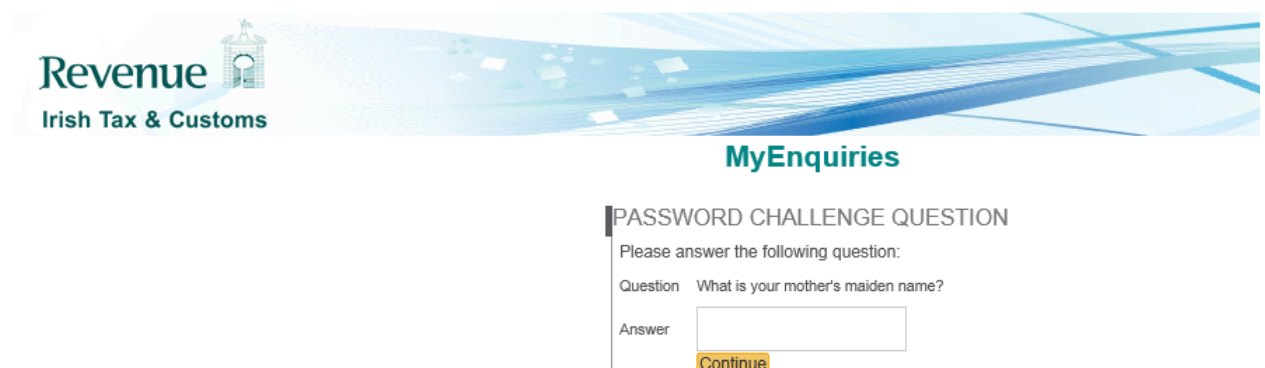
Figure 3 - Forgot Password screen

When the customer enters their email address and clicks on the 'Continue' button the Password Challenge screen is displayed. The 'Challenge Question' that is asked of the customer is that supplied by them at the registration stage.
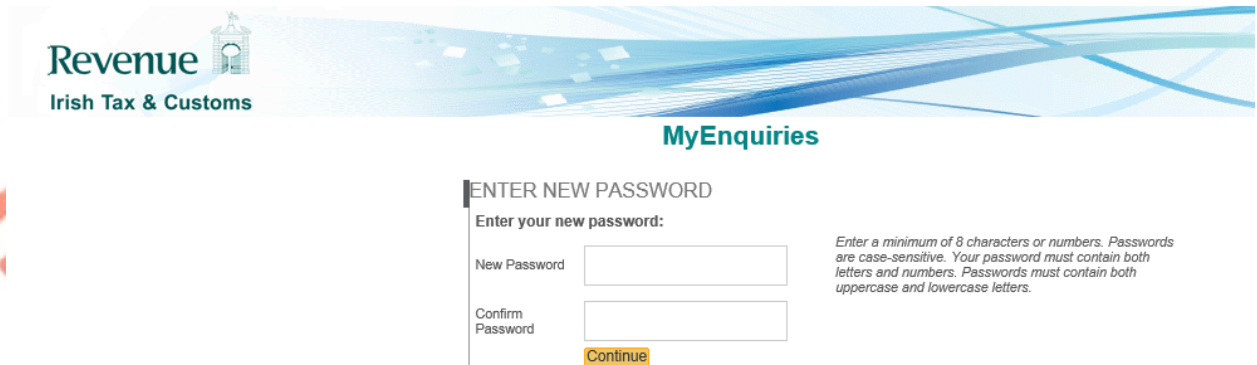

Figure 4 - Password Challenge Question screen

If the customer correctly answers the password challenge question they can update their own password. However, if they enter an incorrect answer they will be presented with the error message 'You did not enter correct answer'.
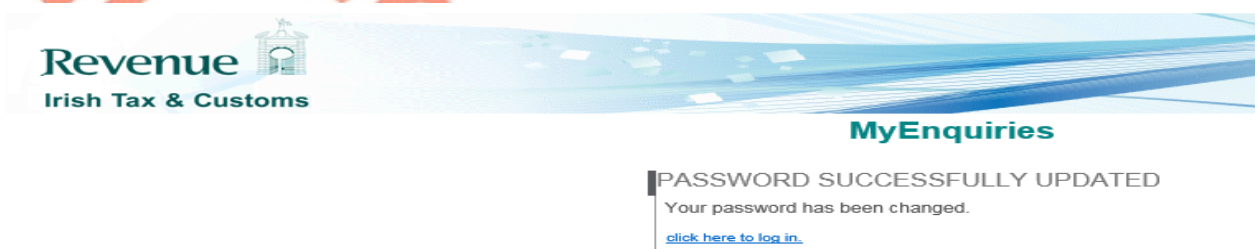
See Paragraph 23 for information regarding any difficulties in using **MyEnquiries.**

Figure 5 - Enter New Password screen

After entering and confirming a new password the following screen is displayed.

Figure 6 - Password Successfully Updated screen

The customer can log into **MyEnquiries** with their new password once it has been successfully updated.

7. Edit Profile Screen

The Edit Profile screen will remain available for a limited period after the change to access **MyEnquiries** via **myaccount** and **ROS**.

If a customer wishes to change their password and/or 'Challenge Question' they can do so by clicking on the 'Edit Profile' button on the 'Enquiries Record' screen and they are brought to the screen below.

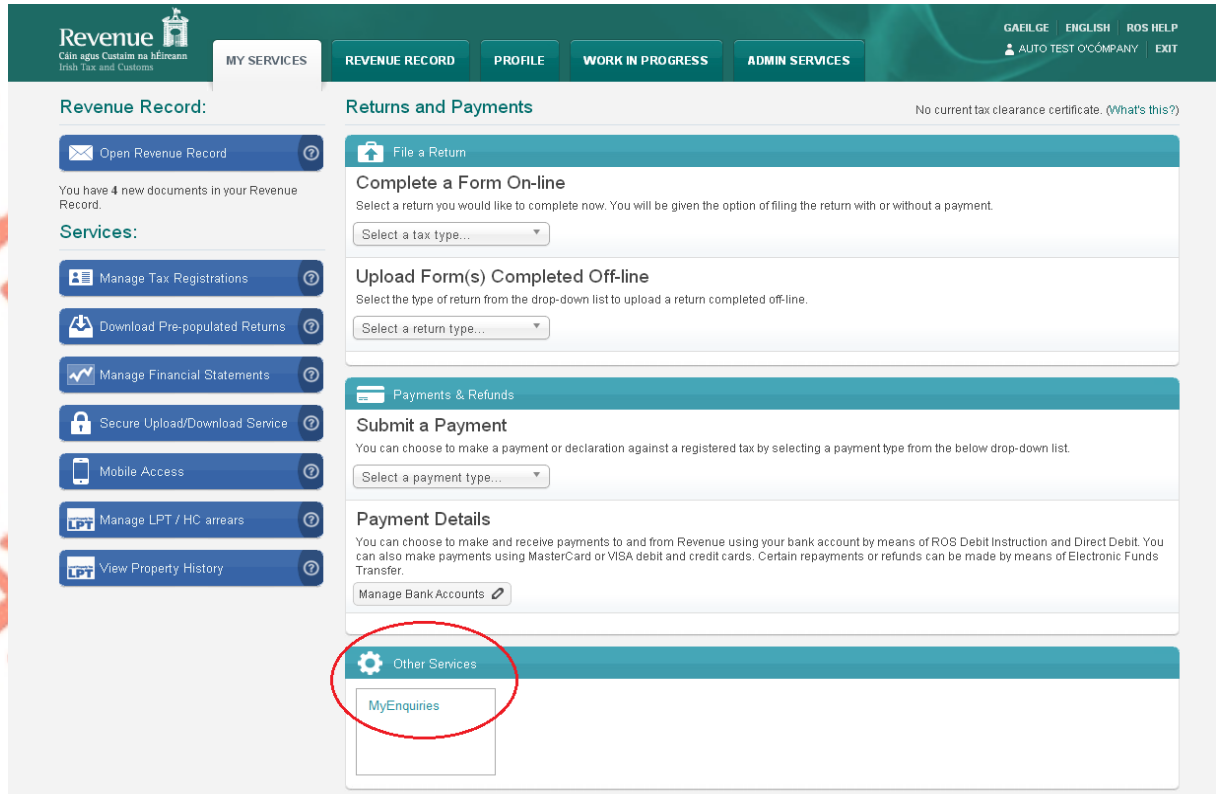**Figure 7 - Edit Profile screen**

8. MyEnquiries in ROS

For individual taxpayers the link to **MyEnquiries** can be found under the 'My Services' tab in the 'Other Services' section.

Figure 8 – ROS access to MyEnquiries (Individual)

For agents the link can be found under the 'Agent Services' tab in the 'Other Services' section.

Figure 9 – ROS access to MyEnquiries (Agent)

8.1.   ROS Administrator – access and management functions

Access
For ROS administrators the **MyEnquiries** icon will always be shown. For 'sub-users' the icon will only appear if the user has permissions on an active **MyEnquiries** email address. Sub-users will not see the icon unless they have been set up for **MyEnquiries** by the ROS Administrator.

To start using **MyEnquiries**, the ROS Administrator must first set up an email address to be used with **MyEnquiries**. This applies whether or not the ROS Administrator was previously registered for Secure eMail or **MyEnquiries**. Clicking on the **MyEnquiries** button on the 'My Services' (individual) or 'Agent Services' (agent) tab will redirect the Administrator to the **MyEnquiries** application, except in the case of Administrators who have no **MyEnquiries** email addresses set up.

If no email address is set up, the Administrator will receive the following message when they click on the **MyEnquiries** icon. This explains how to setup an email address for use with MyEnquiries (i.e. in the 'Admin Services' tab).

Figure 10 – ROS Informational screen

Management and administration functions
Clicking the 'Admin Services' tab at the top of the screen will bring the user to the
Administration Services page from where they can access the **MyEnquiries**
administration functions.

Figure 11: ROS 'Admin Services' Screen

The ROS Administrator can grant **MyEnquiries** access to sub-users by selecting the sub-user and clicking the 'MyEnquiries Permissions' button. Access to **MyEnquiries** is determined by email address and the tax registration number or TAIN associated with the ROS digital certificate. It is possible to set up/link more than one email address.

Sub-users who share the same (or group) email address for **MyEnquiries** will be able to view the same enquiries and Revenue replies. It is the responsibility of the ROS Administrator to manage sub-user access to **MyEnquiries** through the management of email addresses. Sub-users with Administrator permissions will also have access to the 'Admin Services' tab and the **MyEnquiries** management function buttons.

If there are no sub-users set up, the screen will look like this:
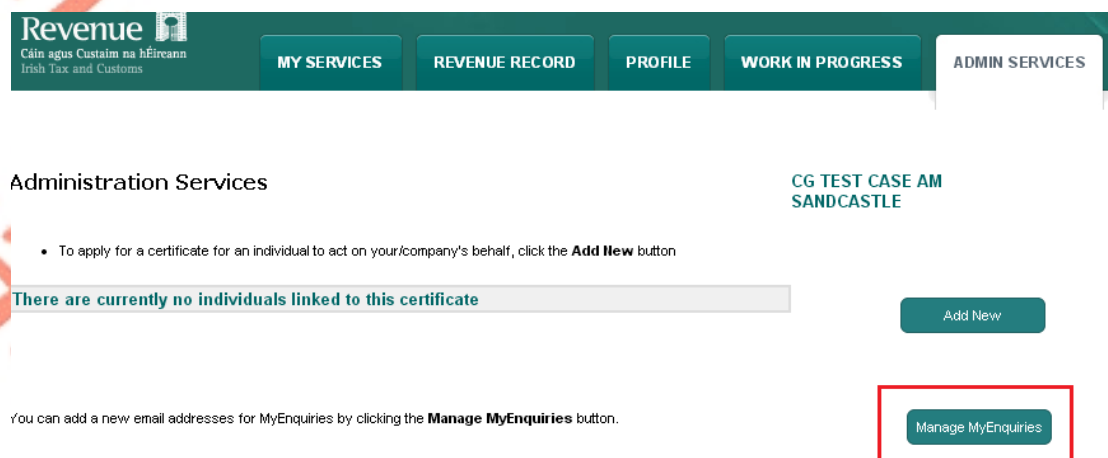
Figure 12: ROS 'Admin Services' Screen

Figure 13: Setting up an email address

ROS Administrators can set up one or more email address for use with **MyEnquiries**.
Old email addresses can be deactivated but not deleted. The ROS Administrator will
have access to all enquiries submitted under any of the email addresses set up in this
way. To set up a sub-user for **MyEnquiries**, the email address of the sub-user must be
set up in MyEnquiries Permissions first.

8.2.   Sub-User Access from ROS

ROS Administrators can give sub-users access to the **MyEnquiries** facility by
allowing them access to an email address that has permission to access **MyEnquiries**.
Please note that access to **MyEnquiries** is based on email address. If two users are
given permission to access **MyEnquiries** with the same email address, they will see
each other's queries, regardless of whether they are an Administrator or a sub-user.

In the 'Admin Services' tab, select the sub-user and click the "MyEnquiries
Permissions" button.

Figure 14: Sub-User Access

This links to the 'Permissions' screen.

Figure 15: 'Permissions' screen
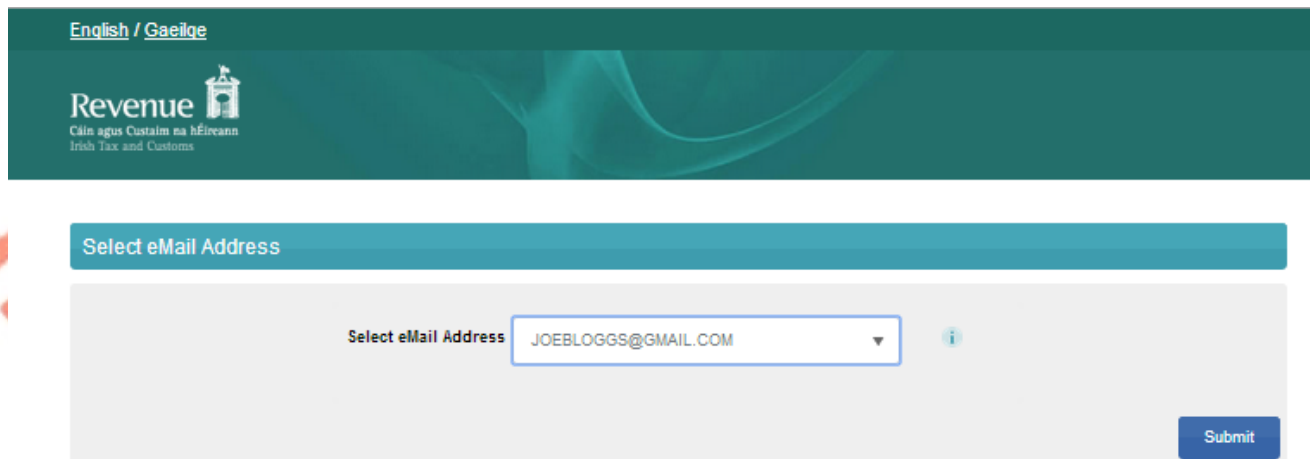
Tick the Status box beside the email address the sub-user is using for **MyEnquiries**. More than one email address can be selected. Submit the changes.
The same process works in reverse – untick the box to remove permissions.

8.3.   Accessing MyEnquiries from ROS

ROS Administrator: If more than one email address has been set up in **ROS**, users have the option to select which of those email addresses they want to use at that time.

Sub-user: If the ROS Administrator has set up more than one email address for the sub-user to use with **MyEnquiries**, they will have to select the email address they wish to use at that time.

The Enquiries Record screen (inbox) for the selected email address will be viewable. A list of enquiries for the email address is displayed. Only one email address can be viewed at a time. A user must exit **MyEnquiries** to select another email address.
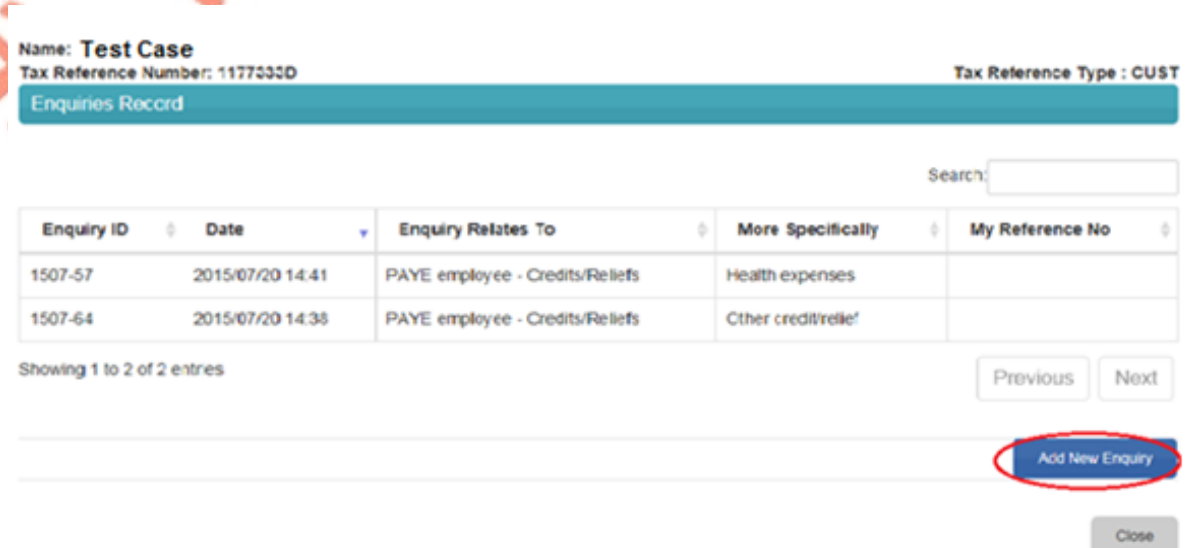
Figure 16 – Email Selection screen

Figure 17 – Enquiries Record screen (Inbox)

An enquiry can be submitted by clicking the 'Add New Enquiry' button which will bring up the 'Add a New Enquiry' screen below. See Paragraph 12 for further information on how to submit enquiries.

Figure 18 – Add a new Enquiry screen

If the user is an Agent, the TAIN field will be prepopulated with their TAIN.

The Client Tax Reference Type field has a dropdown populated with a list of relevant tax types e.g. PAYE/IT/VAT etc.

Figure 19 – Add a new Enquiry screen (TAIN inserted)

See Paragraph 12 for further information on how to submit enquiries.

9. MyEnquiries link from myAccount

MyEnquiries can be accessed from **myAccount** by clicking on the **MyEnquiries**
'Enter' button on the **myAccount** Homepage.
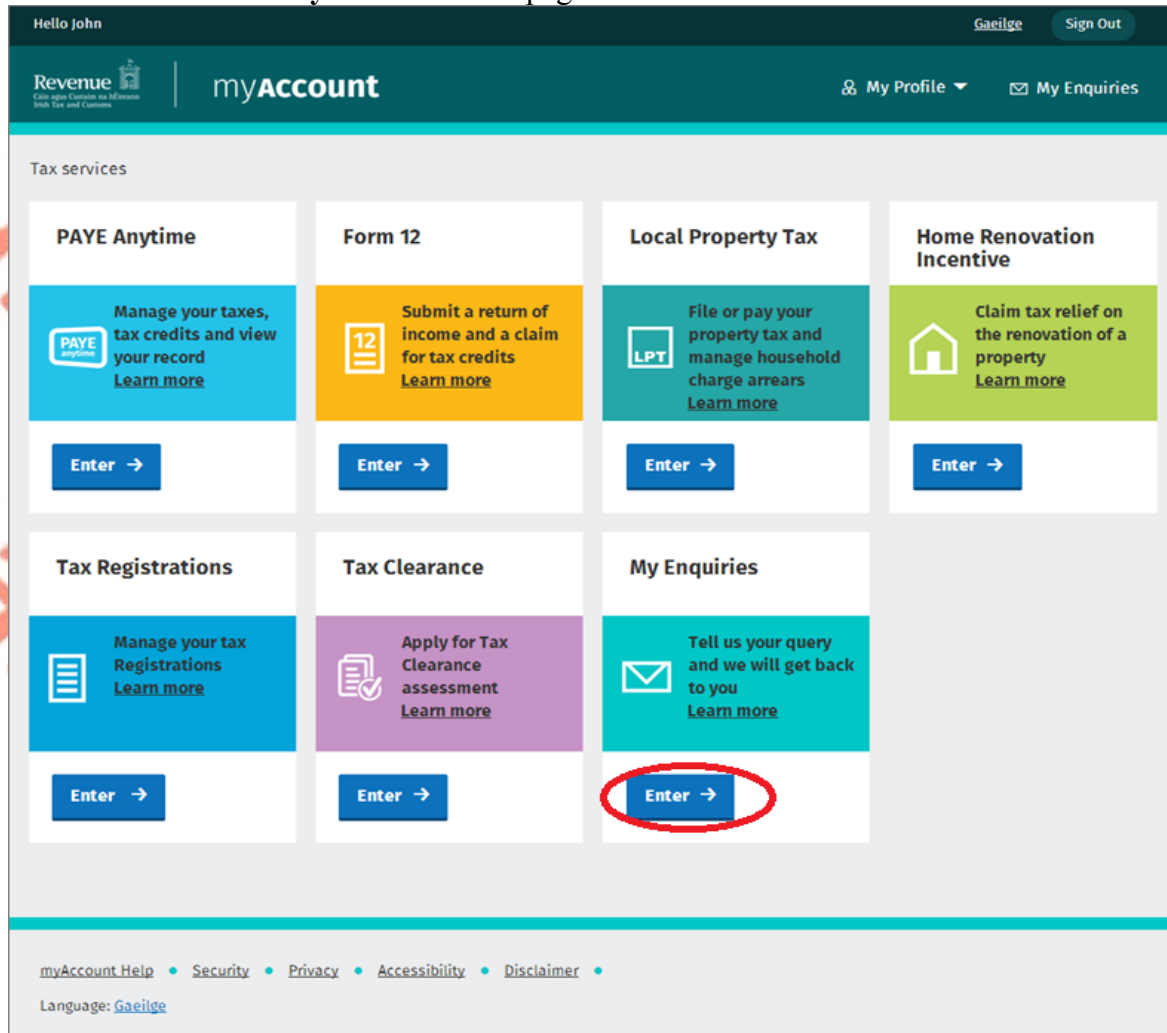
Figure 20 – myAccount screen

You will then be brought directly to the Enquiries Record screen (inbox).

Figure 21 –Enquiries Record screen (Inbox)

You can submit an enquiry by clicking the 'Add New Enquiry' button which will bring you to the 'Add a New Enquiry' screen below. See Paragraph 12 for further information on how to submit enquiries.

Figure 22 –Add a New Enquiry screen

10. Tax Clearance applications via myAccount – notifications in MyEnquiries

If a customer applies for a tax clearance certificate via **myAccount,** they will receive a confirmation or rejection notification in **MyEnquiries**.
[ROS customers are contacted via their ROS Inbox.]

Notifications about tax clearance will have:
- 'Tax Clearance' in the 'My Enquiry Relates To' column, and
- a sub-category (Tax Clearance Certificate, Tax Clearance Refusal, Tax Clearance Access Number or Tax Clearance Rescinded) in the 'And More Specifically' column on the Enquiries Record screen.

Customers can obtain further information regarding their tax clearance application by clicking on the tax clearance notification.

11. MyEnquiries link from Local Property Tax (LPT)

MyEnquiries can be accessed from LPT by clicking on the **MyEnquiries** button at the top of your LPT screen.

Figure 23 – LPT screen

You will then be brought directly to the Enquiries Record screen (Inbox).

Figure 24 – Enquiries Record screen (Inbox)

You can submit an enquiry by clicking the 'Add New Enquiry' button which will bring you to the 'Add a New Enquiry' screen below. See Paragraph 12 for further information on how to submit enquiries.

Figure 25 –Add a New Enquiry screen

12. Submitting Enquiries

Customers can view all of their enquiries and Revenue responses on the 'Enquiries Record' screen (Inbox).

Figure 26 - Enquiries Record screen (Inbox)

Customers can make enquiries by using 'Add New Enquiry', as above. They will be assisted by dropdown lists of categories and related sub-categories (see fields 'My Enquiry Relates To'- 'And More Specifically').

Customers can view the details of a particular enquiry by clicking on the relevant row on the Enquiries Record screen. They will be brought to the Interaction screen (see Figure 28).

Enquiries are worked in the Integrated Contacts system (iC) (a list of the various dropdown options and their associated iC categories is provided in Appendix A).

12.1. Add a new enquiry

The 'Add a new Enquiry' screen opens when the customer clicks on the 'Add New Enquiry' button on the 'Enquiries Record' screen. The Tax Reference Number and Tax Reference Type fields will be prepopulated with the customer's tax details.

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Figure 27 - Add a new Enquiry screen

The option to attach a file is only available after the "My Enquiry Relates To" and "And More Specifically" fields are populated.

To allow customers remove an attachment, a minus field is available on the 'Add a new Enquiry' screen. The minus field only becomes available after a file has been uploaded.

Figure 28 - Interaction screen

In order to allow the customer to remove an attachment, a minus field is available on the Interaction screen. The minus field only becomes available after a file has been uploaded

12.2.   Assignment of enquiries

In most cases enquiries are directed to the customer's local Revenue office based on the Tax Reference Number provided. If, however, the enquiry relates to a subject that is dealt with centrally, regionally or nationally; then the enquiry will be directed to the central, regional or national office. For example, payment or offset queries will be directed to the Collector-General's office.

12.3.   Attachments

Customers can attach documents to their enquiry subject to a file size limit of 10MB for individual files and the maximum number of attachments is 10.

The following file types are supported: .pdf, tiff, tif, txt,.jpg, .jpeg .doc, .docx, xls,.xlsx, .xlsm, .P30, .xml, .zip, .7z, .dat, .p35, .p35L, .p45, .p453, .c35, .rct, .vt3 .f11, .pay, .46g, .46gc, .i38, .transit, .int, .vie, .eus, .rom1, .sd , .f1f, .f1, .ct1, .f35, .dwt, .cds1, .csv, .png, .log, .cfg, .p12, .p12.bac, p12(1).bac, .html, . pptx, .mht, .htm, .gif, .msg, .0001 .xps and .odt.

12.4.   Enquiry Details field

There is a limit of 2,000 characters in the Enquiry Details field. Additional detail can be sent to Revenue in an attachment.

12.5.   Invalid characters in the Enquiry Details field

Customers may receive an error message regarding invalid characters within the Enquiry Details field/text box, "Your message contains an invalid character. Please forward it as an attachment." This can arise if material is prepared in another application, e.g. Word or Excel, and copied into the Enquiry Details text box. If this error message persists the customer should forward their message as an attachment and enter a note to that effect in the Enquiry Details field.

12.6.   Submit Enquiry

When the customer clicks on 'Submit Enquiry' their enquiry will then be viewable on the Enquiries Record screen.

12.7.   Notification to customer that response has issued

When Revenue issues a response to an enquiry an email is sent to the customer informing them that a response has issued and can be viewed in their Enquiries Record screen in **MyEnquiries**.

12.8.   Search function

When the customer logs in to the system they are presented with a list of their enquiries and the Revenue responses on their Enquiries Record screen. They can view a specific enquiry by double-clicking on the required row. New unread messages appear in bold. A search facility is available that allows the customer to locate a particular enquiry in the Enquiries Record by entering a key word, e.g. CGT, or a partial word, e.g. 'def' (deferral).

12.9.   Export facility for enquiry thread

When a customer clicks on a particular enquiry on the Enquiries Record screen they are brought to a screen that shows all the interactions relating to a particular enquiry. The detail of the full enquiry thread can be exported to a PDF document by clicking the 'Save as PDF' button at the bottom of the screen. That document can be saved to their own computer.
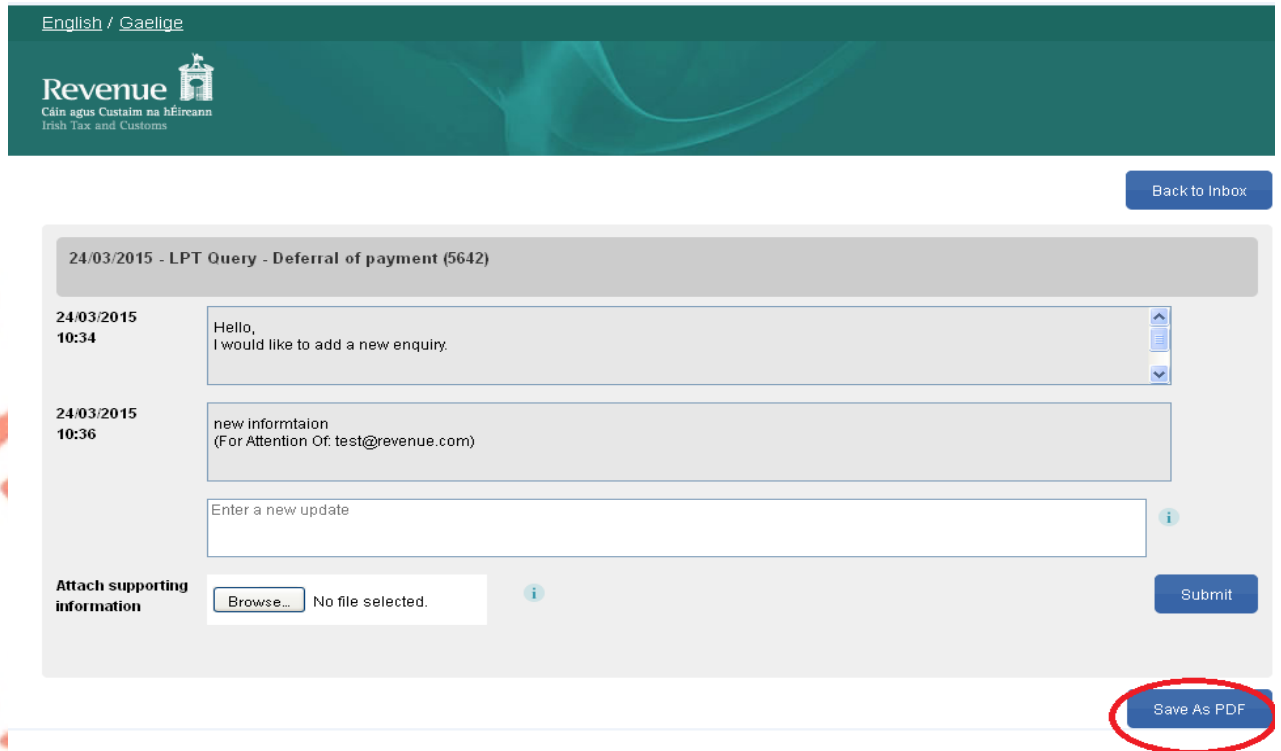
Figure 29 - Screen showing enquiry thread
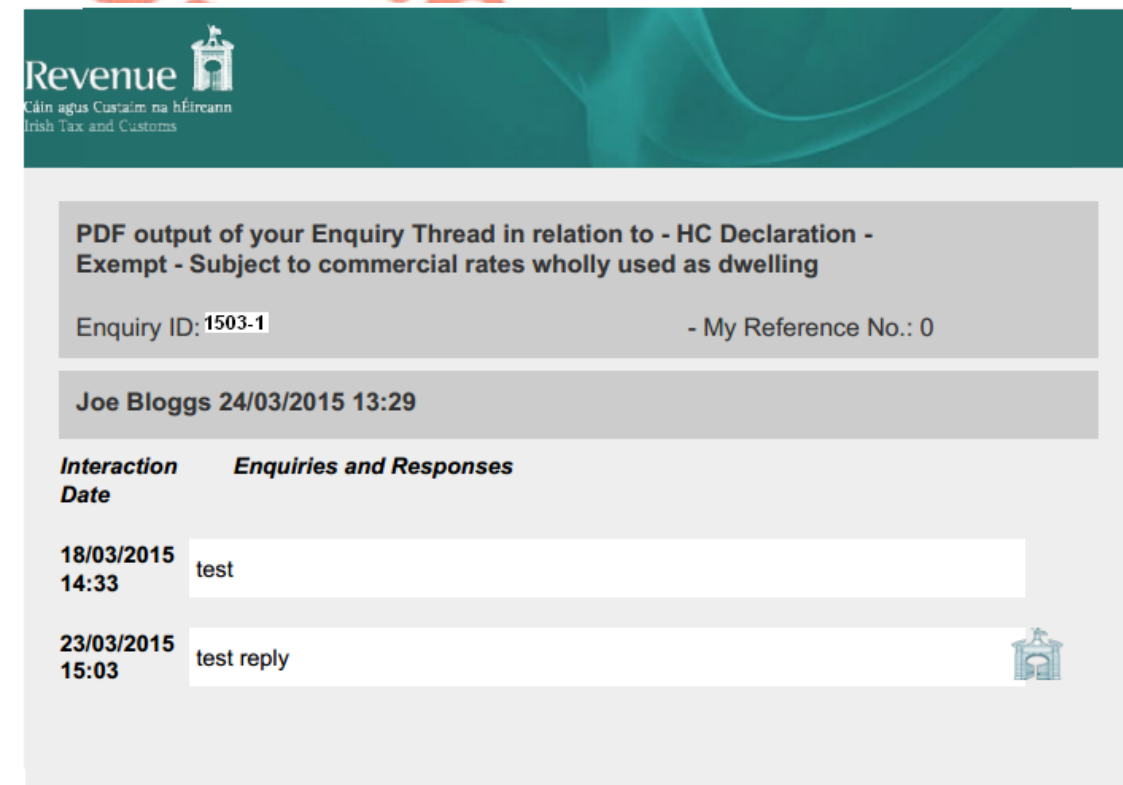
Figure 30 - Representative of PDF document

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

12.10.   iC location mapping override

13. How to check the mapping from MyEnquiries to iC

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

14. Reminder re confidentiality of taxpayer information

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

15. Facility for Revenue staff to initiate a contact

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

15.1.   Adding an attachment

16. MyEnquiries items in iC

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

[…]

17. Replying to enquiries

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

[…]

18. New categories in iC

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

[…]

19. Secure eMail

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

[…]

20. Setting up users in iC

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

[…]

21. Working items in iC

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

[…]

22. Transport Layer Security (TLS)

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

[…]

23. Problems with registration, login etc.

If customers experience any difficulties in using **MyEnquiries**, they should email MyEnquiries@revenue.ie.

This mailbox is worked by Planning Division who will deal with any enquiries regarding the operation of **MyEnquiries.**

Appendix A – Dropdown options and associated iC categories.

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
PAYE employee/pensioner - Credits/Reliefs ' i ' - Tax and Universal Social Charge deducted from salary, wages and occupational pensions. PAYE anytime is our online system for PAYE customers and is the fastest way for you to claim many tax credits and reliefs, to request an end of year review, a P21, or a copy of your current Tax Credit Certificate. You can notify us that you have changed your address by using the MyProfile tab located at the top of the 'myAccount' screen	1. Health expenses 2. Home Carer Credit 3. Single Persons Child Carer Credit 4. Incapacitated Child Credit 5. Tuition fees 6. Age Credit/Exemption 7. Pension Products/AVCs 8. Medical Insurance Relief 9. Rent Tax Credit 10. Dependent Relative Credit 11. PAYE anytime Query 12. Credit/relief not listed above	
PAYE (PAY As You Earn) employee/pensioner - Other ' i ' - Tax and Universal Social Charge deducted from salary, wages	1.First job in Ireland/application for a tax credit cert (TCC) 2.Changing jobs/Multiple jobs/application for a tax credit cert (TCC) 3. Starting a new job after returning from abroad/application for a tax credit certificate (TCC) 4. Unemployment repayment	

and occupational pensions. PAYE anytime is our online system for PAYE customers and is the fastest way for you to request an end of year review, a P21, a copy of your current Tax Credit Certificate or to claim many tax credits and reliefs. You can notify us that you have changed your address by using the MyProfile tab located at the top of the 'myAccount' screen	5. Change of Address 6. End-of-year review/P21. 7. Marriage/Civil Partnership 8. Separation/reconciliation. 9. Bereavement 10. Dept. of Social Protection (DSP) Taxable Benefits 11. PAYE anytime query 12. Query re PAYE Returns 13. Share Options 14. Residence/Non-Residence 15. My enquiry relates to something else	
Income Tax ' i' - Tax , Universal Social Charge (USC) and Pay Related Social Insurance (PRSI) due on self-employed income and other income on which Irish tax, USC and PRSI has not been deducted through the PAYE (Pay as You Earn) system.	1. Repayment/Refund 2.Allocation of Payments/Payments transfer/Offsets 3. Income Tax Return Query 4. Expression of Doubt 5. Surcharge Query 6. Professional Services Withholding Tax (PSWT) 7. Certs of Residence 8. Residence/Non-Residence/Double Taxation Agreement 9. Change of Address 10. ROS - Query re completion of return. 11. Income Tax Query not covered above	
Audit/Compliance ' i ' - Customers can be subject to Revenue interventions to ensure tax compliance	1. Capital Acquisitions Tax (CAT) 2. Capital Gains Tax (CGT) 3. Corporation Tax (CT) 4.Customs 5. Excise 6. Employers' PAYE 7. Income Tax (non-PAYE employee) 8. PAYE employee 9. Value-Added Tax (VAT) 10. Relevant Contracts Tax (RCT) 11.Unprompted Voluntary Disclosure	

	12. Mandatory efiling query 13. Multi Taxhead 14. Bereavement - Letter of Clearance 15. General Audit/Compliance Query	
Capital Acquisitions Tax (CAT) - Inheritance/Gifts ' i ' - Tax chargeable on gifts and inheritances received	1. Capital Acquisitions Tax - Adverse Possession 2. Capital Acquisitions Tax - Inland Revenue Affidavit 3. Capital Acquisitions Tax - Certificates 4. Capital Acquisitions Tax - Estate Duty 5. Capital Acquisitions Tax - Returns 6. Expression of Doubt 7. Reliefs & Exemptions 8. ROS - Query re completion of return. 9. Discretionary Trusts 10. General CAT query	
Capital Gains Tax (CGT) ' i ' - Capital Gains Tax (CGT) is a tax on gains arising on the disposal of assets. A disposal means a transfer of ownership in an asset whether by means of sale, gift, exchange or otherwise and includes a part disposal of an asset. Examples of an asset are property, shares, paintings etc.	1. Application for Certificate (CG50) - IT/CT 2. Application for Certificate (CG50) - PAYE 3. Capital Gains Tax - Return 4. Expression of Doubt 5. ROS - Query re completion of return. 6. Reliefs & Exemptions 7. Surcharge Query 8. Negligible Value Claims 9. Clearance letters 10. Retirement Relief 11. Non Residents 12. General CGT query IT/CT 13. General CGT query PAYE	

Collector-General's ' i ' - The Collector General's responsibilities include the collection of taxes, debt management and enforcement and certain VAT (Value-Added Tax) and Relevant Contracts Tax (RCT) refunds	1. Direct Debit 2. Electronic Funds Transfer (EFT) / Giro 3. Enforcement proceedings 4. Payments Query including ROS Debit Instructions (RDIs) 5. Tax Relief at Source (TRS) Compliance 6. Tax Relief at Source (TRS) Query 7. Instalment Arrangements 8. Insolvency 9. Tax Clearance (SIPO) 10. Tax Clearance (non resident) 11. Dividend Withholding Tax (DWT) 12. Non Resident Refunds 13. VAT Repayments (Registered) 14. VAT Repayments (Unregistered) 15. General query	
Corporation Tax (CT) 'i' - Tax charged on company profits which includes both income and chargeable gains	1. Corporation Tax Return 2. Corporation Tax Return Query 3. Change of Accounting Period 4. Expression of Doubt 5. ROS - Query re completion of return 6. IXBRL 7.Research and Development Credit8. Third Party Return (Form 46G) 9. Repayments 10. Certificate of Residence 11. Surcharge 12. Professional Services Withholding Tax (PSWT) 13. Other Corporation Tax Query	
Customs ' i ' - This relates to all aspects regarding importing goods from countries outside the European Union (EU) and exporting goods to countries outside the EU	1. Customs & Excise AEP Accounts 2. Economic Operators Registration (EORI) 3. C&E Accounts - C&E Payments 4. eCustoms - Systems query 5 Classification of Goods 6. Prohibitions and Restrictions 7. Economic Procedures & Authorisations 8. Bills of Discharge 9. Transit Procedures 10. Origin/Valuation 11. ROS - Query re completion of return 12.General import and/or export	

	query	
Deposit Interest Retention Tax (DIRT) 'i ' - Deposit Interest Retention Tax (DIRT) is deducted at source from interest paid or credited on most deposits held by financial Institutions such as banks, building societies, the Post Office Savings Bank and credit unions	1. First Time Buyer 2. Deposit Interest Retention Tax (DIRT) Refund 3. Deposit Interest Retention Tax (DIRT) Return Query 4. Deposit Interest Retention Tax (DIRT) Audit/Compliance 5. General query - Deposit Interest Retention Tax (DIRT)	
Employers' PAYE 'i ' - Provides advice and assistance on employers' queries	1. P35 Overpayments 2. P35 Amendments 3. ROS - Query re completion of return. 4. ROS Online-Service (ROS) Technical Support 5. Exclusion Order 6. Special Assignee Relief Programme (SARP) 7. Return of Share Options (RSS1) 8. Employer's PAYE - General query	
Excise ' i ' - This is a national tax. The main categories of excisable products are mineral oils, fuels, alcohol and alcoholic beverages and manufactured tobacco. Excise duties are also chargeable on certain premises or activities (e.g. on betting and licenses for retailing of liquor)	1. Expired or Lapsed licence 2. Court Certificate 3. Auto Fuel Traders Licence / Marked Fuel Licence 4. Wine on Application 5. Excise Licence - General query 6. Alcohol or Tobacco Products Tax 7. C&E Accounts - C&E Payments 8. C&E Accounts - C&E Payments General Enquiries 9. C&E Warrants 10. Tax Warehousing 11. ROS - Query re completion of return. 12. Solid Fuel Carbon Tax 13. Natural Gas Carbon Tax 14. Diesel Rebate Scheme 15. Excise query other than above	

Household Charge (HC) Declaration 'i' - The Household Charge was a fixed charge payable in 2012 by residential property owners	1. Payment already made 2. Waiver - Entitled to Mortgage Interest Supplement 3. Waiver - Properties in certain unfinished housing estates 4. Exempt - Owner has left house due to long term infirmity 5. Exempt - Unsold trading stock with no income derived 6. Exempt - Subject to commercial rates wholly used as dwelling 7. Exempt - Vested in Housing Authority including Shared Ownership scheme 8. Exempt - Voluntary or co-operative housing 9. Exempt - Owned by charity or in a discretionary trust 10. Exempt - Vested in Minister of Government or HSE	
Local Property Tax (LPT) Query 'i ' - LPT is an annual self-assessed tax charged on the market value of all residential properties in the State	1. Sale/Purchase of Property 2. Other ownership query 3. Payment/Return query 4. Deduction from pay/pension/welfare payment 5. Deferral of payment 6. Exemption 7. Uninhabitable Property 8. Valuation 9. Refund request 10. Change your Local Authority 11. Agent Query 12. SEPA Monthly Direct Debit 13. Other LPT Query	
Relevant Contracts Tax (RCT) ' i ' - RCT applies to payments made by a principal contractor to a subcontractor under a relevant contract (this is a contract to carry out, or supply labour for the performance of relevant operations in the construction, forestry or meat processing industry)	1. RCT Registration 2.Offsets/Repayments. 3. RCT Rate Review 4. RCT Repayments Non-Resident 5. ROS - Query re completion of return. 6. General RCT query	

Stamp Duty ' i ' - Stamp Duty is levied on various legal documents and transactions e.g. transfer of property, certain court documents, bank debit cards and credit cards	1. Stamp Duty Adjudication 2. Stamp Duty Audit 3. Stamp Duty Instrument 4. Stamp Duty Mitigation Application 5. Stamp Duty Payment 6. Stamp Duty Refund Application 7. Stamp Duty Return 8. Stamp Duty Tax No. 9. Stamp Duty - Expression of Doubt 10. ROS - Query re completion of return 11. Stamp Duty - Financial Services 12. Stamp Duty - Insurance Levies 13. CREST Payment 14. General Stamp Duty query	
Tax Registration/ Cancellation ' i ' - This relates to registration or cancellation for business taxes (e.g. employers, sole traders, partnerships, companies, etc.)	1. Agent Link - Registration 2. Agent Link - Cancellation 3. Registration (non-company) 4. Registration (company) 5. Registration - Foreign trader (non-company) 6. Registration - Foreign trader (company) 7.Registration - Remote Betting 8. Cancellation (non-company) 9. Cancellation (company) 10. Cancellation - Foreign trader (non-company) 11. Cancellation - Foreign trader (company) 12. VAT Group Registration 13. VAT Group Cancellation 14. ROS - Query re completion of return 15. General registration query	
Value-Added Tax (VAT) ' i ' - VAT is a tax on consumer spending. It is collected by VAT registered traders on their supplies of goods and services to their customers	1. VAT Rates 2. VAT Refunds 3. Refund of VAT on aids & appliances for persons with disabilities 4. VAT on Property Transactions 5. Application to have certain goods/services supplied at zero rate of VAT (VAT 56A) 6. Refunds to unregistered persons 7. Refund of VAT for diplomatic staff 8. Expression of Doubt 9. ROS - Query re completion of	

	return. 10. General VAT Query	
VIES, Intrastat and Mutual Assistance (VIMA) ' i ' - Traders involved in the import and export of goods within the European Union (EU) have responsibilities in both the VAT (Value-Added Tax) Information Exchange system (VIES) and the INTRASTAT regimes. INTRASTAT is the name given to the system for collecting statistics on the movement of goods between the member States of the EU	1. EMCS 2. Extrastat 3. EU Savings Directive 4. Intrastat 5. VAT MOSS 6. VIES 7. ROS - Query re completion of return	
Vehicle Registration Tax (VRT) 'i ' - Duty payable on the first registration of mechanically propelled vehicles in the State	1. Export Refund Scheme (VRT) 2. Repayment of Excise Duty on Fuel for drivers and passengers with disabilities 3. Remission of VRT for drivers and passengers with disabilities 4. VRT Payments / Top Up Payments 5.VRT Exemptions, including transfer of Residence/Business, Inheritance, Gifts etc. 6. Conversions 7. C&E Accounts – VRT Payments 8. C&E Accounts – VRT Payments General Enquiries 9. ROS - Query re completion of return. 10. VRT Appeals 11. VRT Trader Authorisation/TANs 12. VRT Leasing Registration 13. General VRT query	

Retirement Benefits 'i ' - Pension Schemes, Pension Products	1. Scheme Accounts 2. Scheme Amendments 3. New Schemes 4. Pensions Authority 5. Personal Fund Threshold (PFTs) 6. ARFs & PRSAs 7. AVCs 8. Permanent Health Benefit Schemes 9. General Query	
Betting Duty ' i' - Betting Duty is an excise duty payable on (certain) bets entered into by a bookmaker or remote bookmaker with persons in the State	1. Bookmaking (Licence Application) 2. Betting Duty Return 3. Betting Duty Payment 4. General Query	
Tax Clearance 'i ' - A Tax Clearance Certificate is a confirmation from Revenue that a person's tax affairs are in order at the date of issue of the Certificate. It is required in respect of certain public service contracts, grants etc., from State Bodies or for obtaining certain excise licenses	1. Tax Clearance (PAYE employee) 2. Tax Clearance (Business) 3. Tax Clearance (SIPO) 4. Tax Clearance (non-resident) 5. Tax Clearance (Letter of Clearance)	
Other than the above	1. Change of address 2. Complaint/Request for Local Review 3. Expression of Doubt 4. eLevy 5. Revenue On-Line Service (ROS) Payments 6. Revenue On-Line Service (ROS) Technical Support 7. Revenue Technical Service 8. Registry of Shipping 9. Investment Undertaking Tax(IUT) 10. Charities/Sports 11. My query relates to something else	

Appendix B – Copies of notification emails to customers

Notification of Revenue response to an enquiry.

Dear customer,

We have responded to your recent enquiry. Depending on the system through which you submitted your enquiry you can view our response by following the instructions below.

1. Enquiries submitted via Local Property Tax Online

Log into **Local Property Tax** and click on the 'MyEnquiries' button. Our response can be seen in your Enquiries Record.

2. Enquiries submitted via ROS

Log into **ROS** and click on the 'MyEnquiries' button under 'Other Services'. Our response can be seen in your Enquiries Record.

3. Enquiries submitted via myaccount

Log into **myaccount** and click on the 'Enter' button for **MyEnquiries.** Our response can be seen in your Enquiries Record.

4. Enquiries submitted via MyEnquiries on www.revenue.ie

Log into **MyEnquiries** on the Revenue website. Our response can be seen in your Enquiries Record.

Yours sincerely,

Revenue Commissioners

Notification of Revenue contact

Dear customer,

Revenue has contacted you via our secure online system, **MyEnquiries**. You can view this contact by following the instructions below.

1. Via Local Property Tax Online

Log into **Local Property Tax** and click on the 'MyEnquiries' button. Our contact can be seen in your Enquiries Record.

2. Via ROS

Log into **ROS** and click on the 'MyEnquiries' button under 'Other Services'. Our contact can be seen in your Enquiries Record.

3. Via myaccount

Log into **myaccount** and click on the 'Enter' button for **MyEnquiries.** Our contact can be seen in your Enquiries Record.

4. Via MyEnquiries on www.revenue.ie

Log into **MyEnquiries** on the Revenue website. Our contact can be seen in your Enquiries Record.

Yours sincerely,

Revenue Commissioners

Fógra i dtaobh chomhfhreagrais ó na Coimisinéirí Ioncaim

A chustaiméir,

d'fhreagraíomar an fiosrú le déanaí uait. Ag brath ar an gcóras trínar chuir tú an fiosrú isteach, tig leat breathnú ar ár bhfreagra trí dhul tríd na treoracha thíos.

1. Fiosruithe curtha isteach trí Cháin Mhaoine Áitiúil ar Líne

Logáil isteach i **gCáin Mhaoine Áitiúil** agus cliceáil an cnaipe 'M'Fhiosruithe'. Feicfear an freagra i dTaifead d'Fhiosruithe.

2. Fiosruithe curtha isteach trí ROS

Logáil isteach i **ROS** agus cliceáil an cnaipe 'M'Fhiosruithe' faoi 'Seirbhísí Eile'. Feicfear an freagra i dTaifead d'Fhiosruithe.

3. Fiosruithe curtha isteach trí mochúrsaí

Logáil isteach i **mochúrsaí** agus cliceáil an cnaipe 'Cuir Isteach' button le haghaidh **M'Fhiosruithe.** Feicfear an freagra i dTaifead d'Fhiosruithe.

4. Fiosruithe curtha isteach trí M'Fhiosruithe ar www.revenue.ie

Logáil isteach i **M'Fhiosruithe** ar shuíomh gréasáin na gCoimisinéirí. Feicfear an freagra i dTaifead d'Fhiosruithe.

Le dea-mhéinn,
Na Coimisinéirí Ioncaim

Fógra i dtaobh teagmhála ó na Coimisinéirí Ioncaim

A chustaiméir,

bhí na Coimisinéirí i dteagmháil leat tríd an gcóras slán ar líne, **M'Fhiosruithe**. Tig leat breathnú ar ár dteagmháil trí dhul tríd na treoracha thíos.

1. Trí Cháin Mhaoine Áitiúil ar Líne

Logáil isteach i **Cáin Mhaoine Áitiúil** agus cliceáil an cnaipe 'M'Fhiosruithe'. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

2. Trí ROS

Logáil isteach i **ROS** agus cliceáil an cnaipe 'M'Fhiosruithe' faoi 'Seirbhísí Eile'. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

3. Trí mochúrsaí

Logáil isteach i **mochúrsaí** agus cliceáil an cnaipe 'Cuir Isteach' button le haghaidh M'Fhiosruithe. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

4. Trí M'Fhiosruithe ar www.revenue.ie

Logáil isteach i **M'Fhiosruithe** ar shuíomh gréasáin na gCoimisinéirí. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

Le dea-mhéinn,
Na Coimisinéirí Ioncaim