[37-00-36] MyEnquiries

Updated May 2017

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

1. Introduction

MyEnquiries is a structured online contact facility that allows customers to securely send and receive correspondence to and from Revenue. (It does not have email functionality, such as cc, out of office, read/receipt option, etc.)

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

1.1 Agent enquiries

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

1.2 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 Services, Home Renovation Incentive (HRI), Local Property Tax and electronic tax clearance.

Customers can register for myAccount on www.revenue.ie.

2.2 ROS

Business customers who have a ROS digital certificate can 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 their 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 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 Section 3, there are 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.

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. MyEnquiries in ROS

5.1 Individuals

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

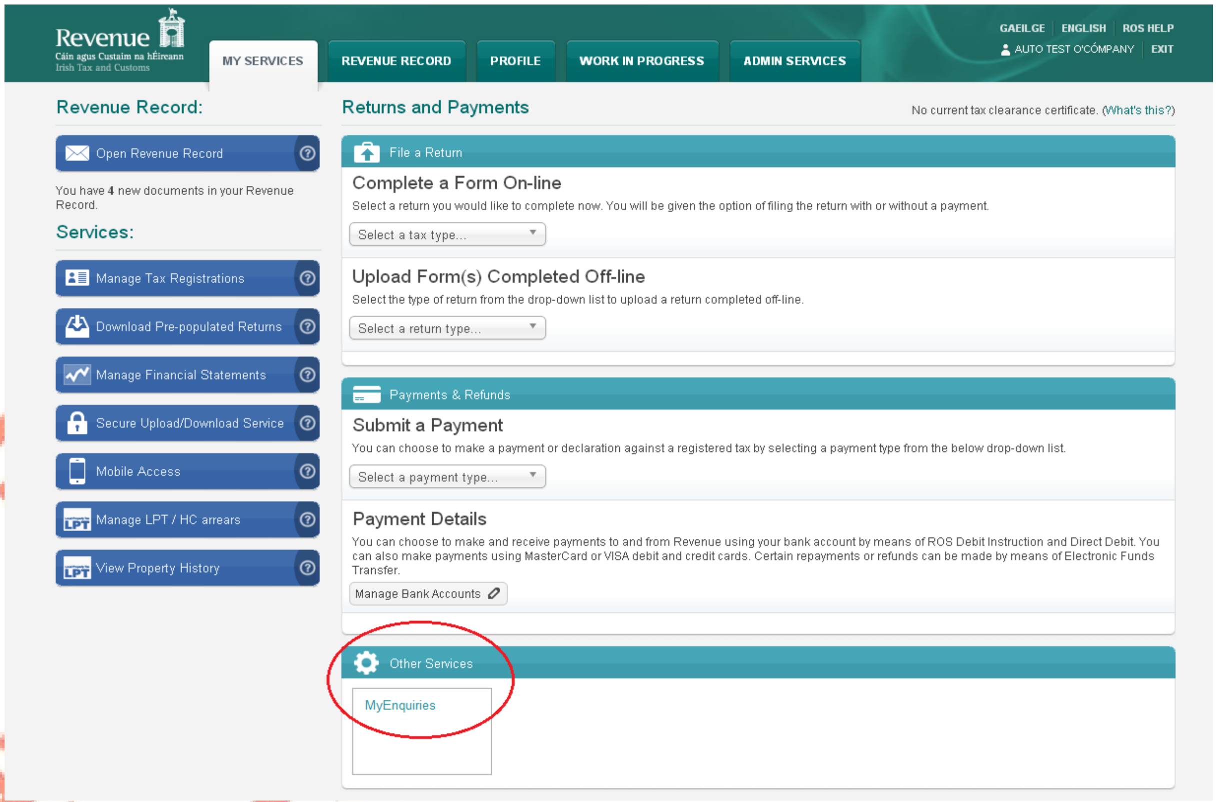


Figure 1: ROS access to MyEnquiries (Individual)

5.2 Agents

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

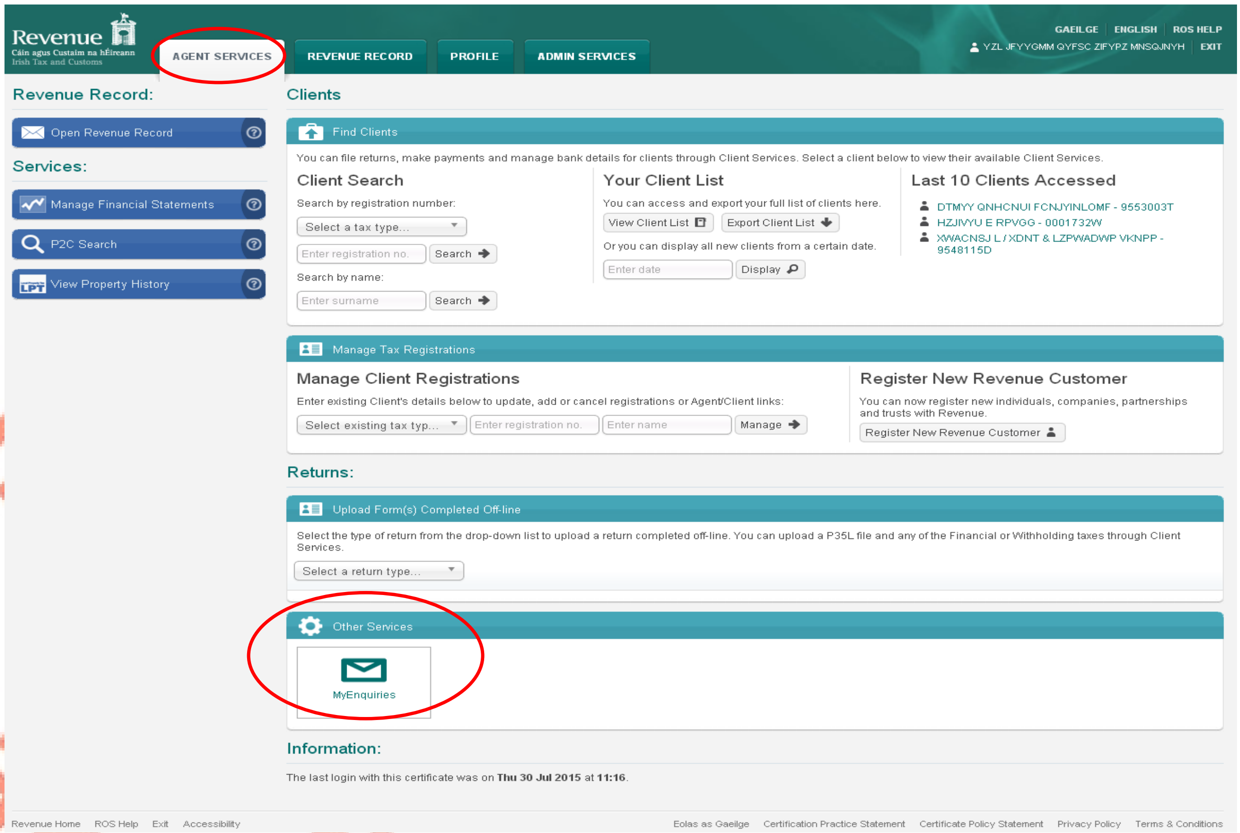


Figure 2: ROS access to MyEnquiries (Agent)

5.3 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.

The ROS Administrator must set up an email address to be used with MyEnquiries. When an email address has been set up, clicking on the MyEnquiries button on the 'My Services' (individual) or 'Agent Services' (agent) tab will redirect the Administrator to the MyEnquiries application.

If no email address has been set up, the Administrator will receive the following message when they click on the 'MyEnquiries' icon. This message explains how to set up an email address for use with MyEnquiries.

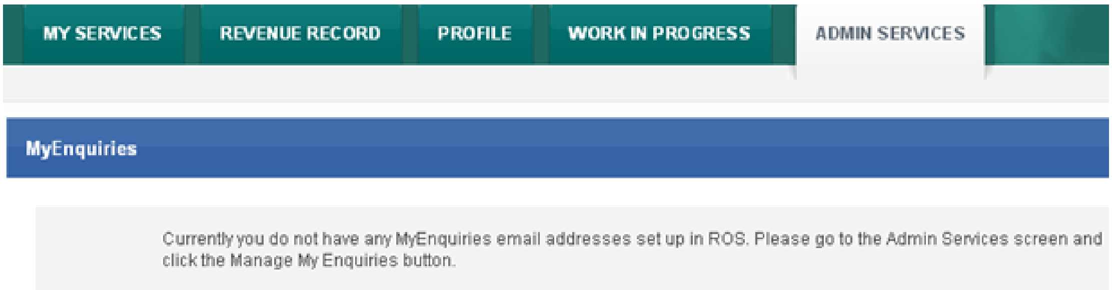


Figure 3: ROS Informational screen

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.

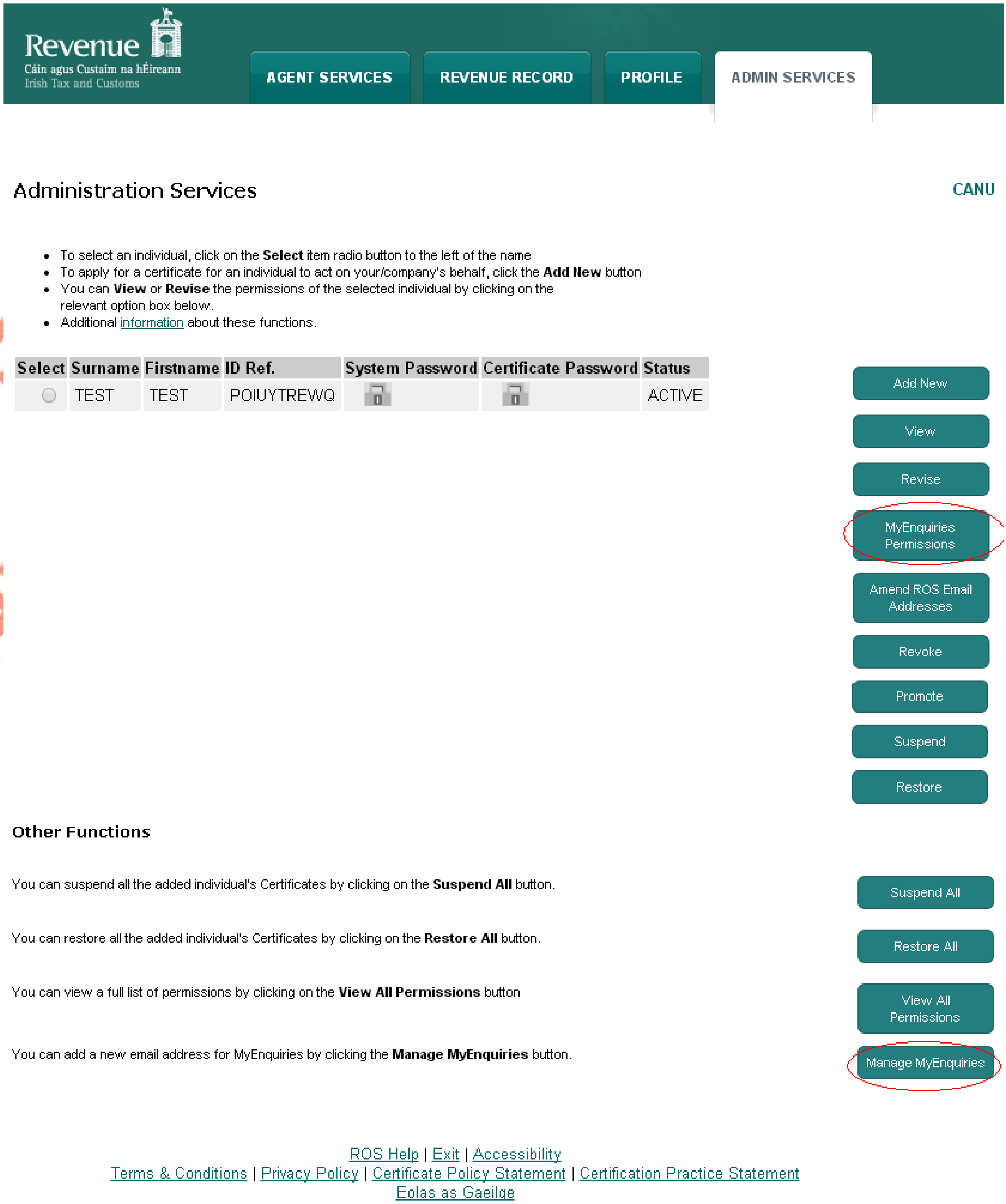


Figure 4: ROS 'Admin Services' screen

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 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:

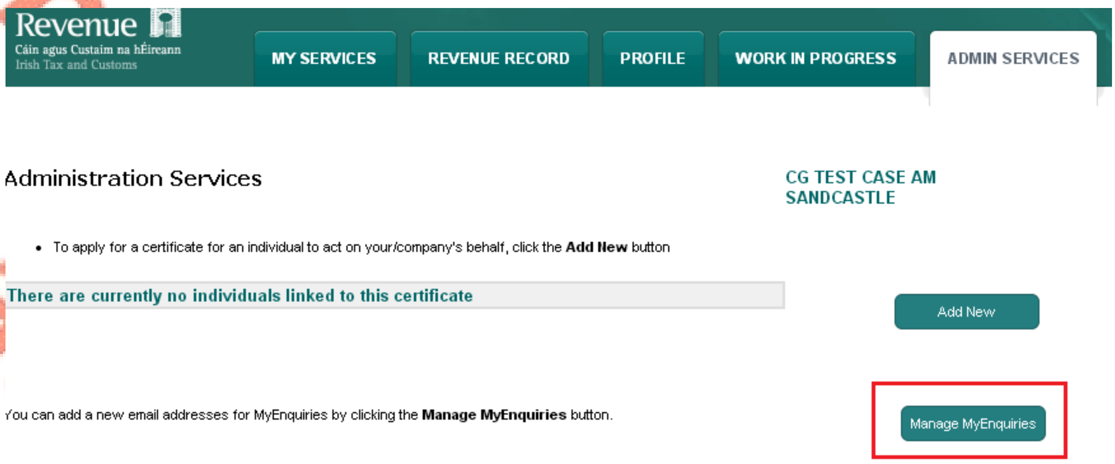


Figure 5: ROS ‘Admin Services’ screen

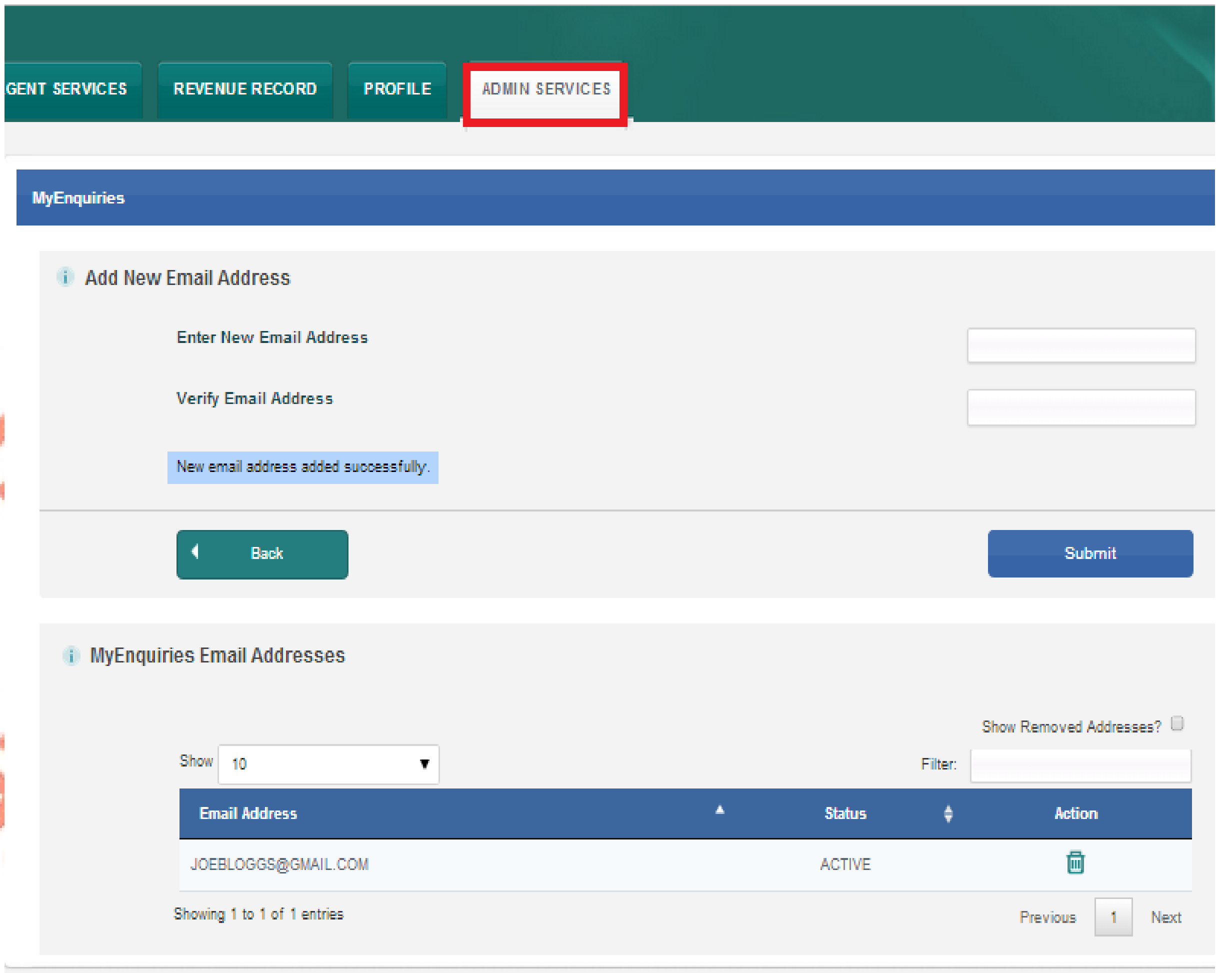


Figure 6: Setting up an email address

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 firstly be set up in 'MyEnquiries Permissions'.

5.4 Sub-User Access from ROS

ROS Administrators can give sub-users access to MyEnquiries by allowing them access to an email address that has permission to access MyEnquiries. Please note that access 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.

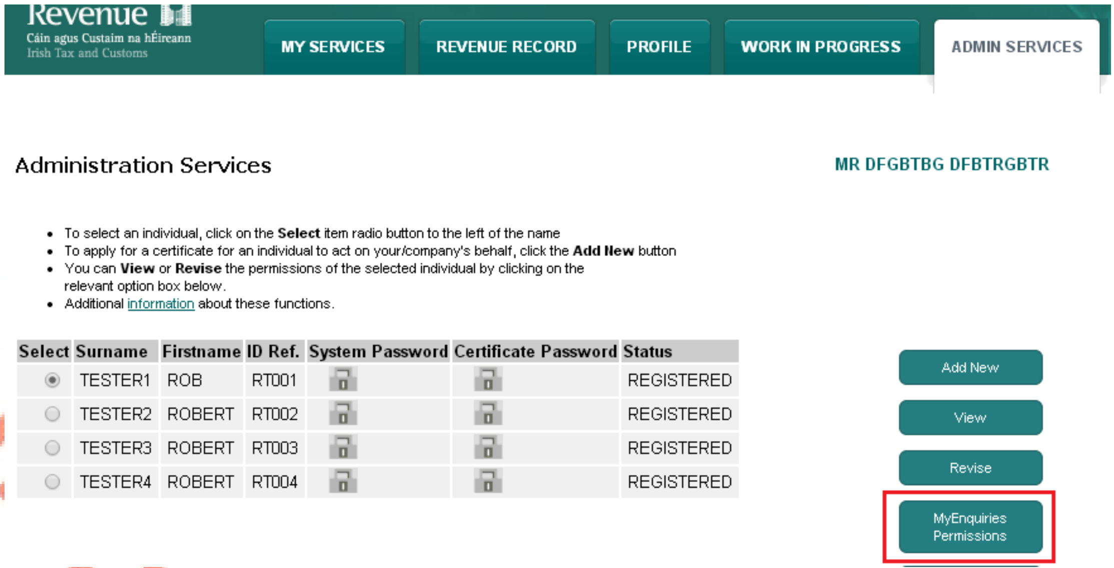


Figure 7: Sub-User Access

This links to the 'Permissions' screen.

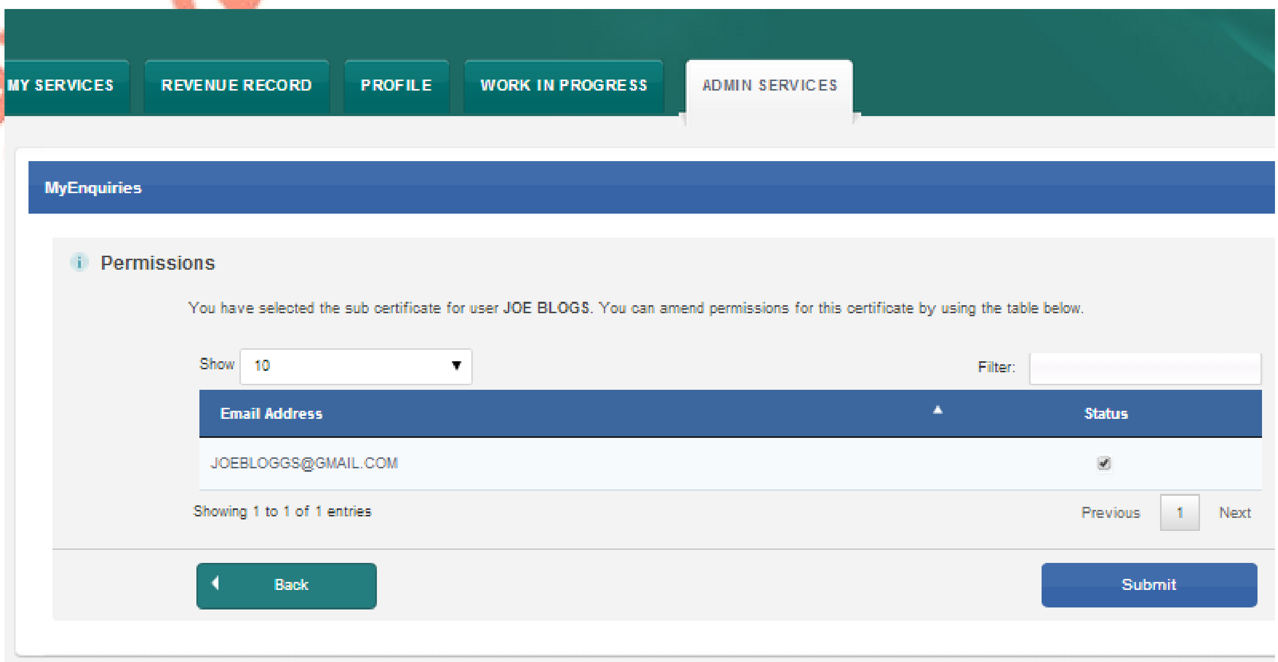


Figure 8: 'Permissions' screen

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.

5.5 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.

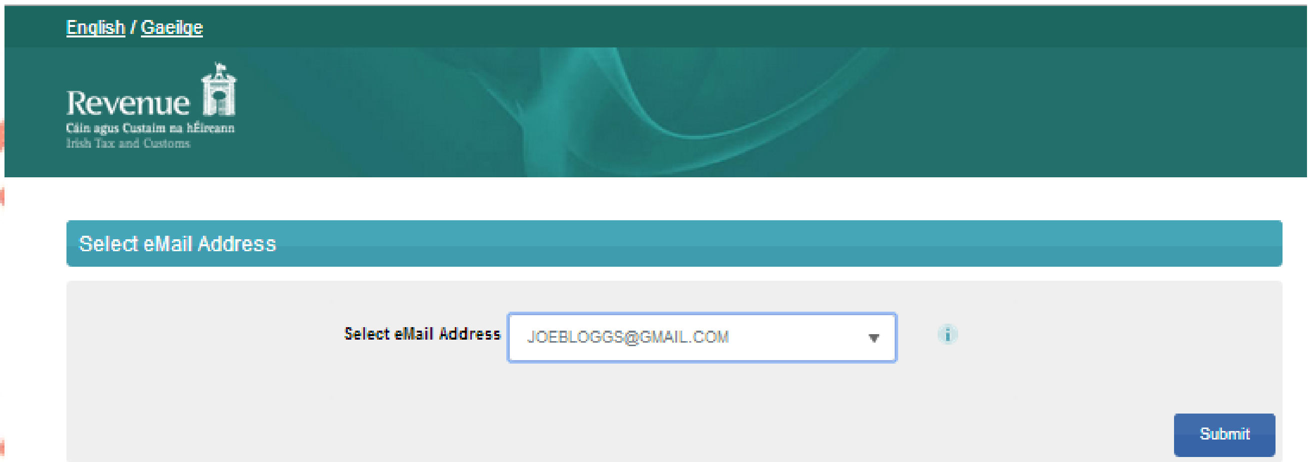
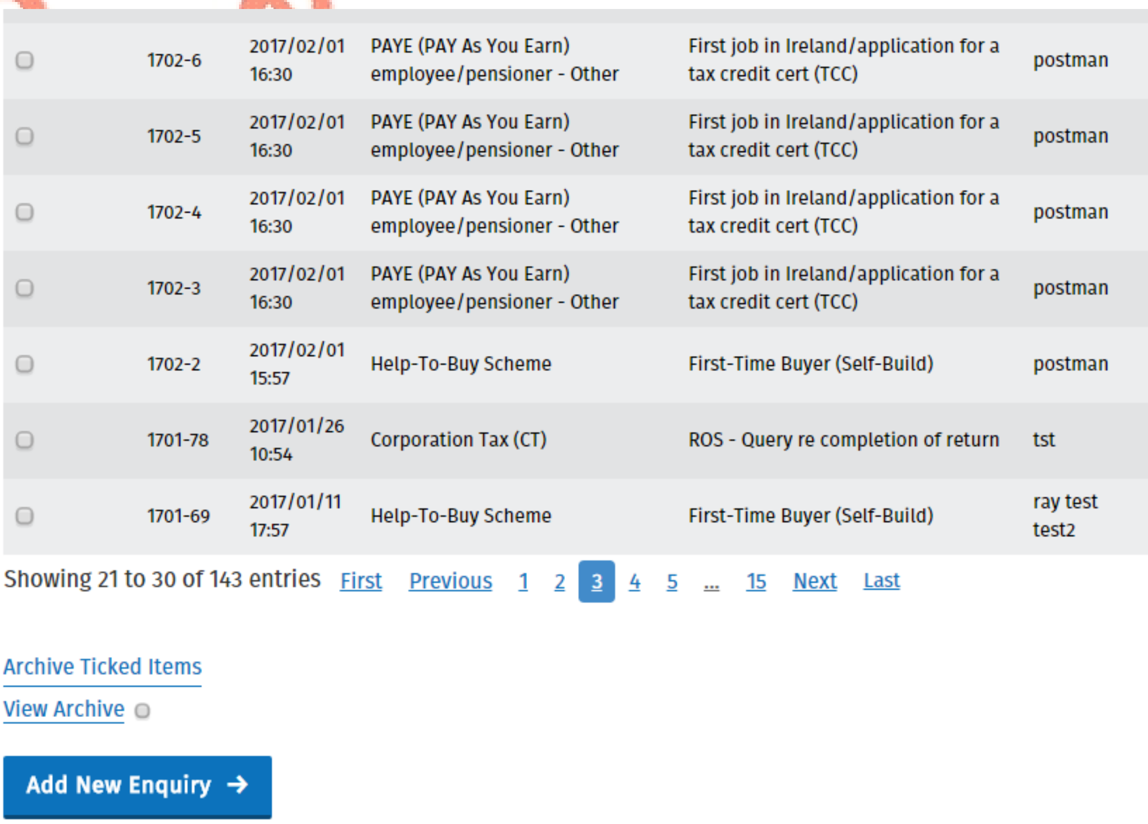


Figure 9: Email Selection screen



☐	1702-6	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-5	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-4	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-3	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-2	2017/02/01 15:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	postman
☐	1701-78	2017/01/26 10:54	Corporation Tax (CT)	ROS - Query re completion of return	tst
☐	1701-69	2017/01/11 17:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	ray test test2

Figure 10: 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 Section 8 for further information on how to submit enquiries.

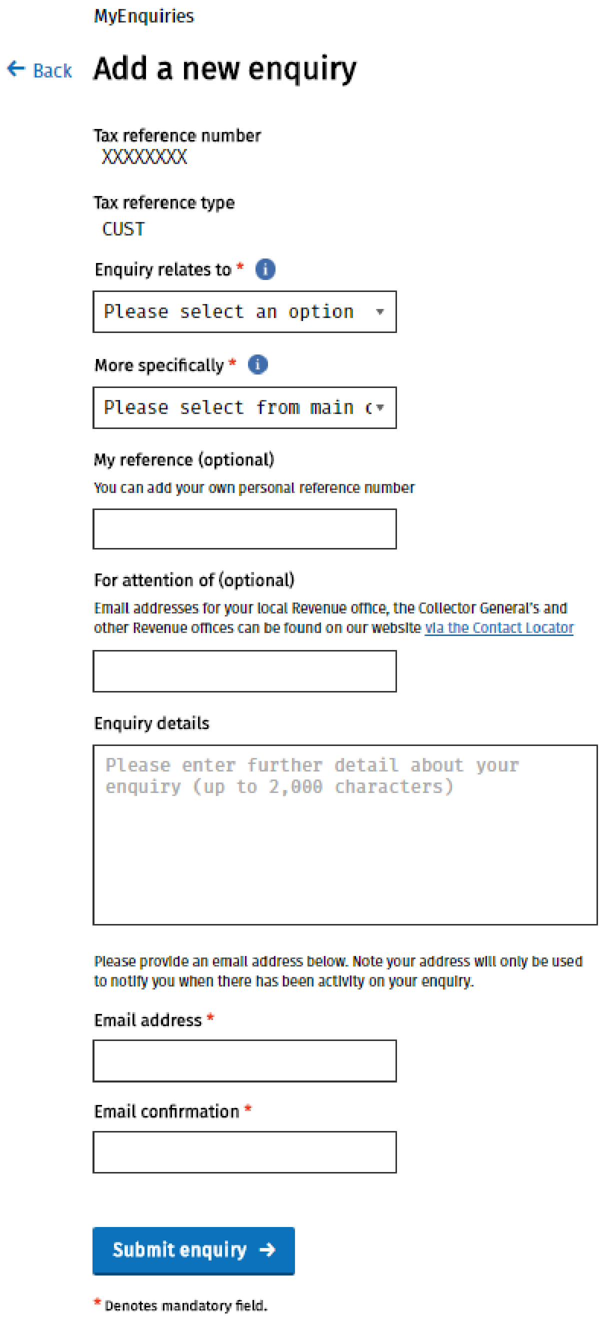


Figure 11: Add a new Enquiry screen

Agents

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

Agents should note that the Client Tax Reference Number from the previous enquiry is retained in that field when you submit multiple enquiries within the same session. However, it can, of course, be overwritten with a new value and will not be retained if you log out and begin a new session.

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

← Back

Add a new enquiry

TAIN *

XXXXX

Client Tax Reference Number *

Client Tax Reference Type *

Enquiry relates to *

Please select an option

More specifically *

Please select from main c

My reference (optional)

You can add your own personal reference number

For attention of (optional)

Email addresses for your local Revenue office, the Collector General's and other Revenue offices can be found on our website via the Contact Locator

Enquiry details

Please enter further detail about your enquiry (up to 2,000 characters)

Please provide an email address below. Note your address will only be used to notify you when there has been activity on your enquiry.

Email Address

TEST@REVENUE.IE

Confirm email address

TEST@REVENUE.IE

Submit enquiry →

Figure 12: Add a new Enquiry screen (TAIN inserted)

See Section 8 for further information on how to submit enquiries.

6. MyEnquiries link from myAccount

MyEnquiries can be accessed from myAccount by clicking on the MyEnquiries 'Enter' button on the myAccount Homepage.

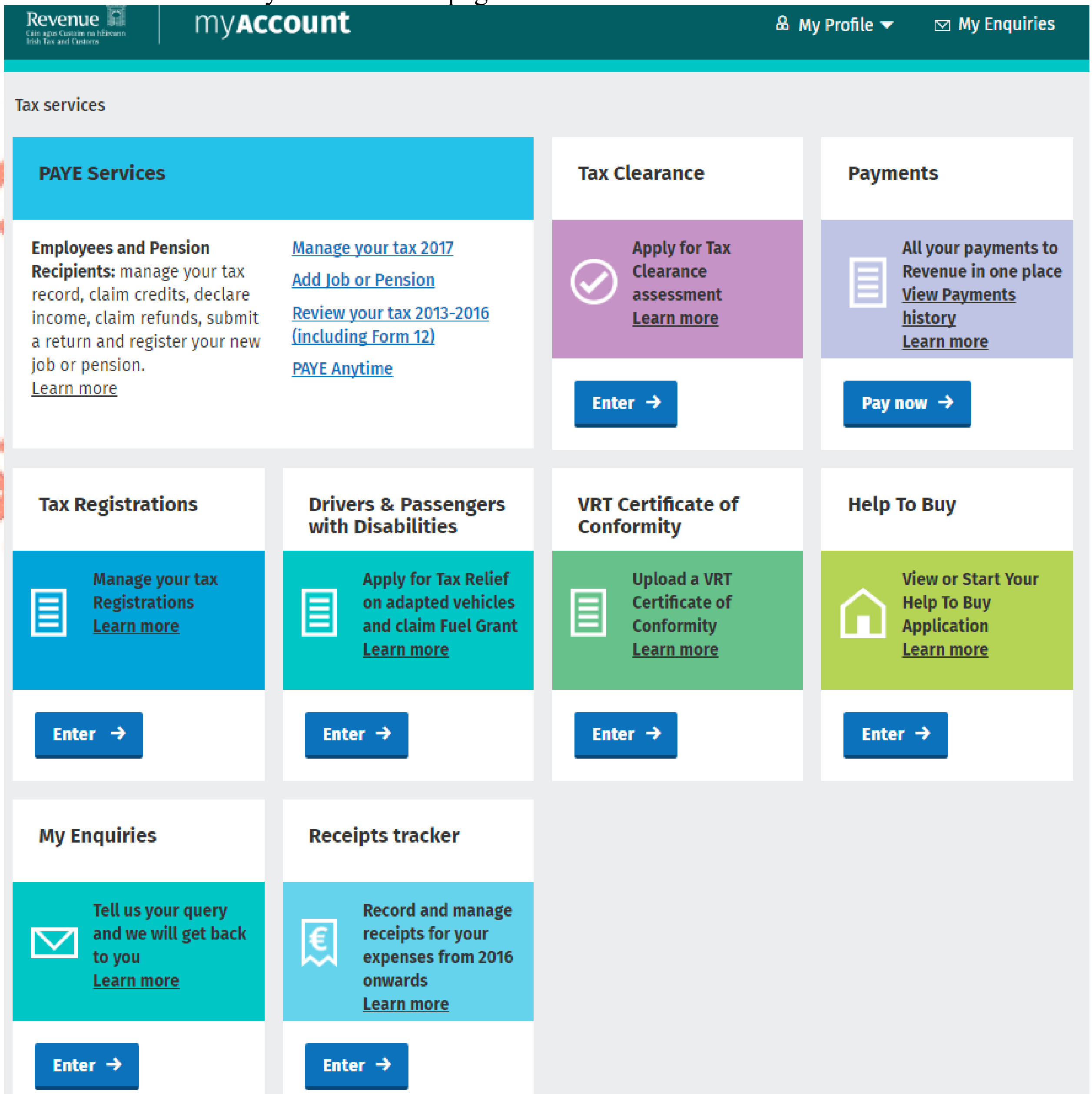
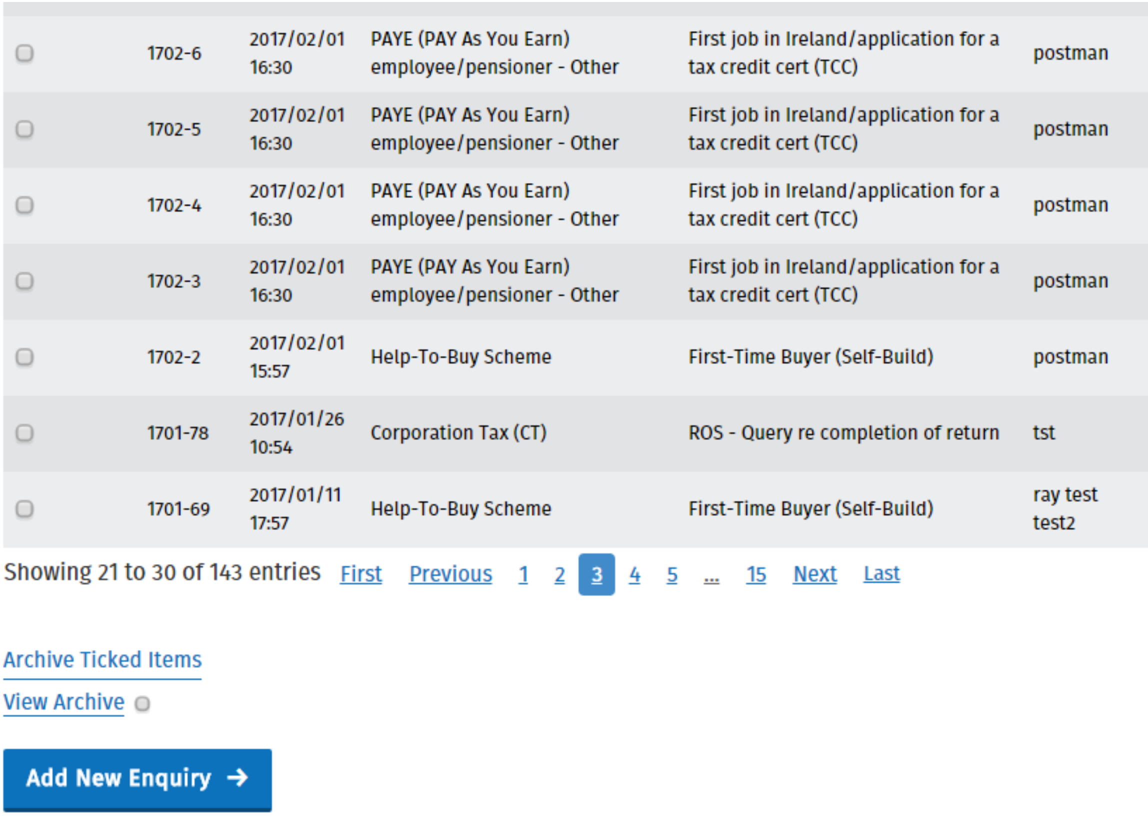


Figure 13: myAccount screen

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



▢	1702-6	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
▢	1702-5	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
▢	1702-4	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
▢	1702-3	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
▢	1702-2	2017/02/01 15:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	postman
▢	1701-78	2017/01/26 10:54	Corporation Tax (CT)	ROS - Query re completion of return	tst
▢	1701-69	2017/01/11 17:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	ray test test2

Showing 21 to 30 of 143 entries First Previous 1 2 3 4 5 ... 15 Next Last

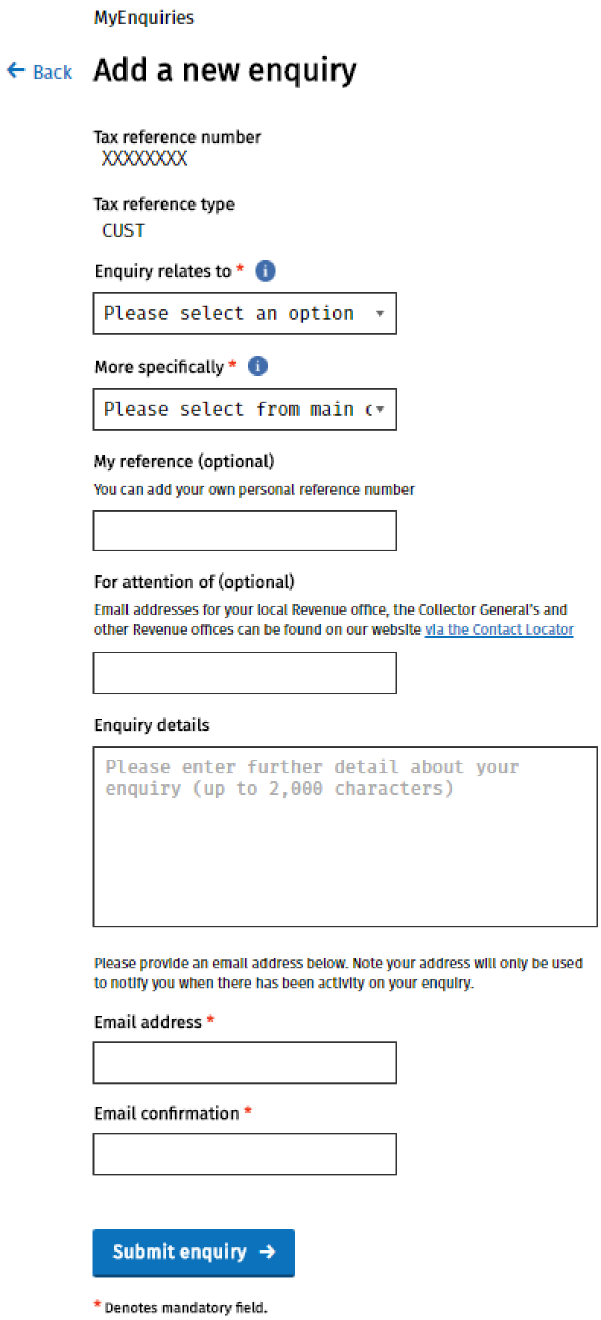
Archive Ticked Items

View Archive

Add New Enquiry →

Figure 14: 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 Section 8 for further information on how to submit enquiries.



MyEnquiries

← Back **Add a new enquiry**

Tax reference number
XXXXXXXX

Tax reference type
CUST

Enquiry relates to *

Please select an option

More specifically *

Please select from main c

My reference (optional)

You can add your own personal reference number

For attention of (optional)

Email addresses for your local Revenue office, the Collector General's and other Revenue offices can be found on our website via the Contact Locator

Enquiry details

Please enter further detail about your enquiry (up to 2,000 characters)

Please provide an email address below. Note your address will only be used to notify you when there has been activity on your enquiry.

Email address *

Email confirmation *

Submit enquiry →

* Denotes mandatory field.

Figure 15: Add a New Enquiry screen

7. 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.)

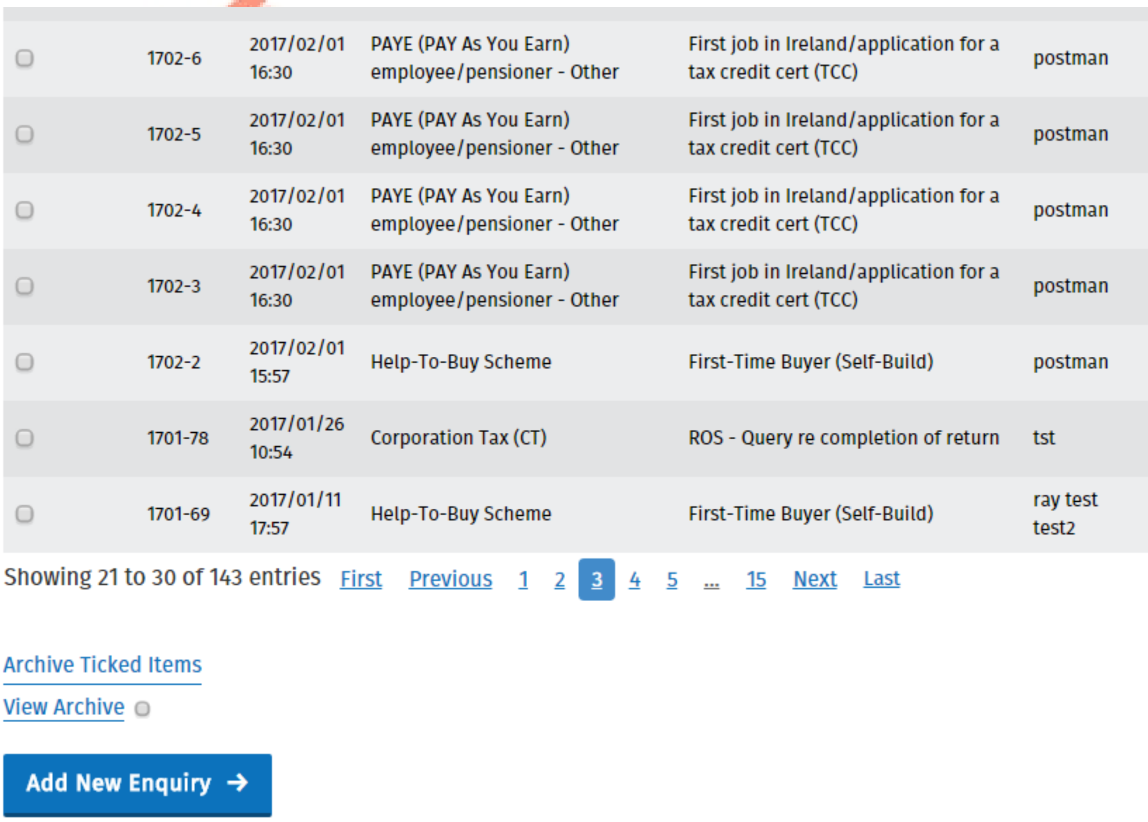
Notifications about tax clearance will have:

- '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.

8. Submitting Enquiries

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



▢	1702-6	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
▢	1702-5	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
▢	1702-4	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
▢	1702-3	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
▢	1702-2	2017/02/01 15:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	postman
▢	1701-78	2017/01/26 10:54	Corporation Tax (CT)	ROS - Query re completion of return	tst
▢	1701-69	2017/01/11 17:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	ray test test2

Showing 21 to 30 of 143 entries First Previous 1 2 3 4 5 ... 15 Next Last

Archive Ticked Items

View Archive

Add New Enquiry →

Figure 16: 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').

When a customer selects a category from 'My Enquiry Relates To' the text of the information tooltip will change depending on the category selected. (The text of the information tooltips are provided in Appendix A).

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 18).

8.1 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.

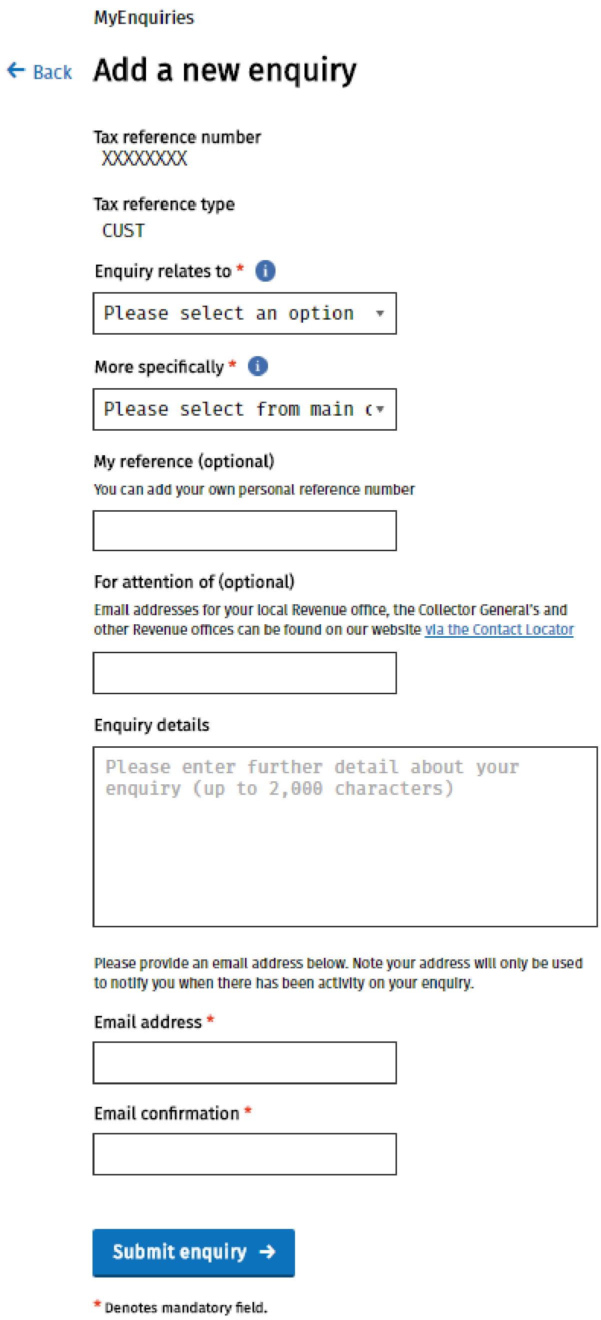


Figure 17: Add a new Enquiry screen

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.

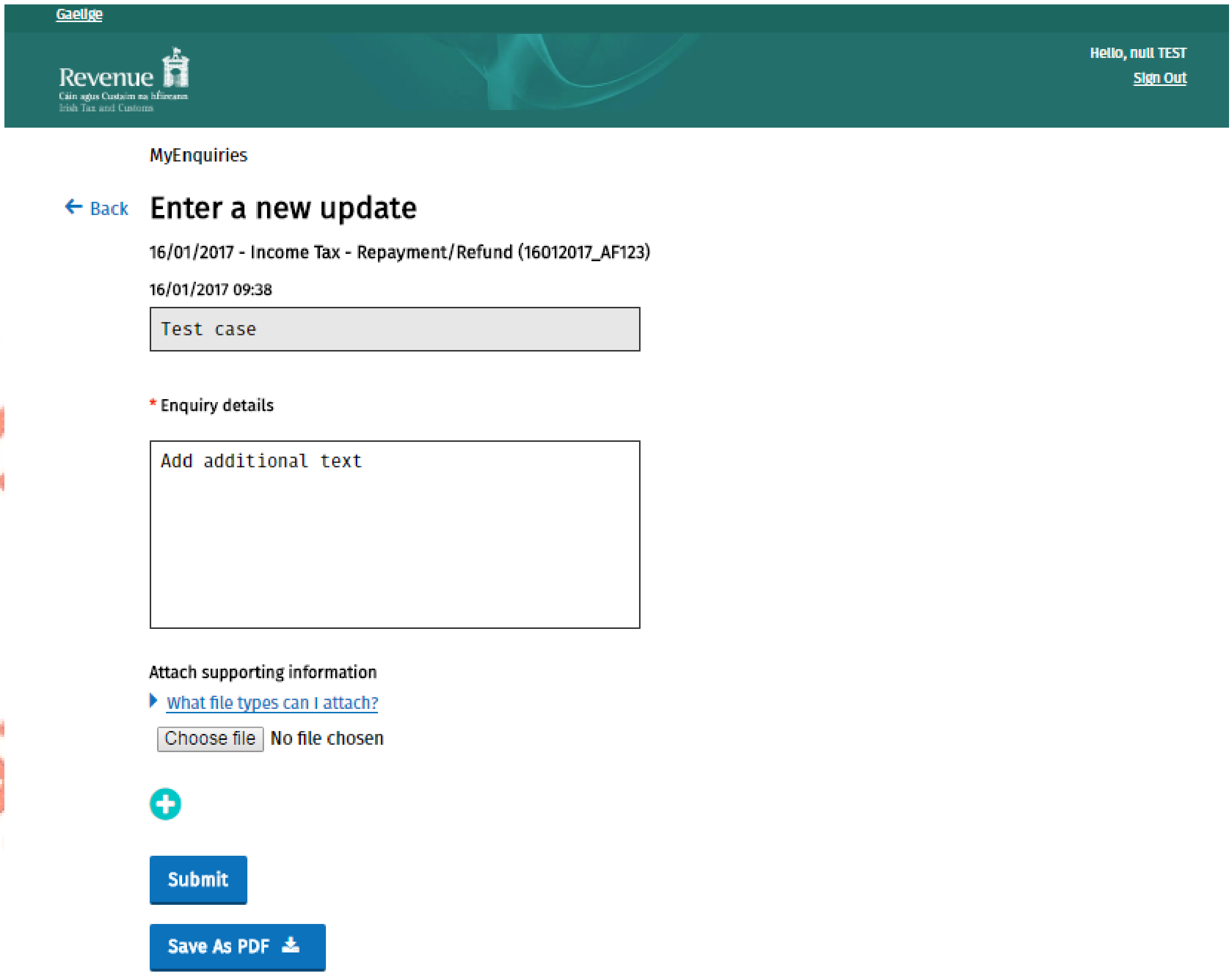
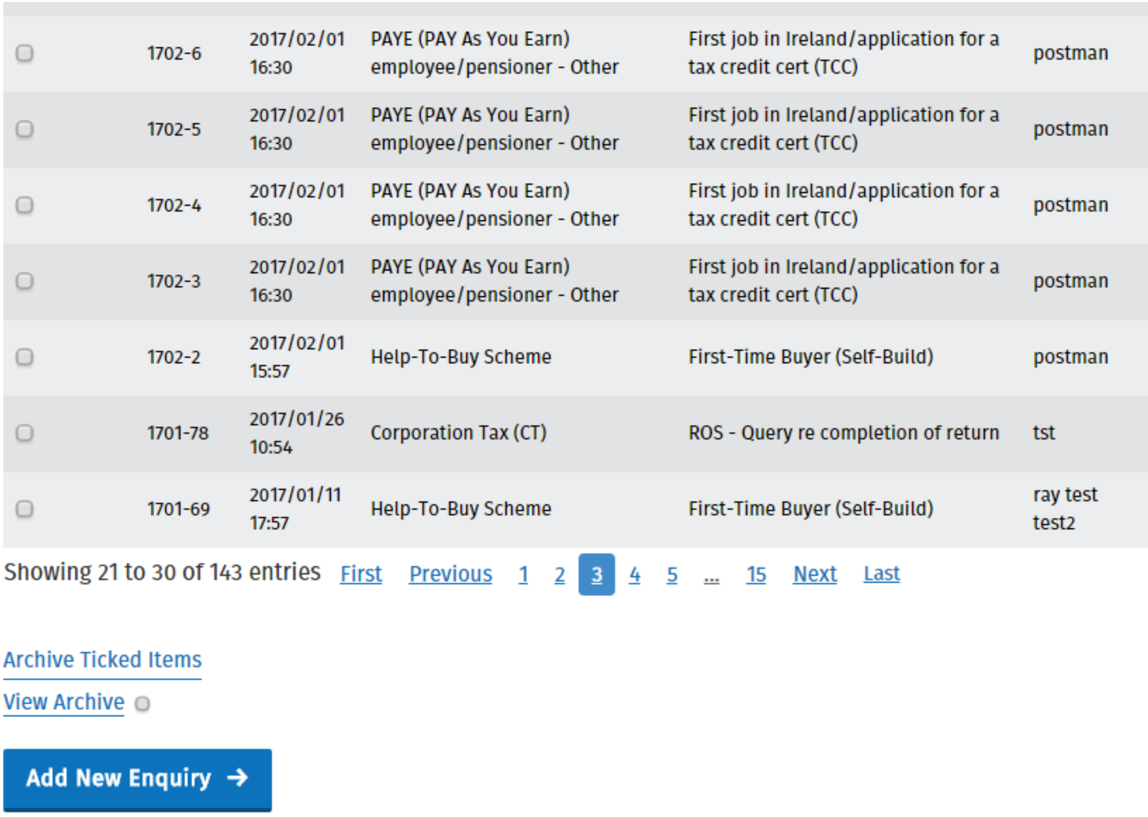


Figure 18: Interaction screen

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

8.2 Archive facility

Customers can archive an enquiry by selecting the tick-box to the left of the Enquiry ID and clicking on the ‘Archive ticked items’ button. Once an enquiry is archived it will no longer appear in the Enquiries Record. Archived enquiries can be retrieved by selecting the ‘View Archive’ tickbox.



☐	1702-6	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-5	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-4	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-3	2017/02/01 16:30	PAYE (PAY As You Earn) employee/pensioner - Other	First job in Ireland/application for a tax credit cert (TCC)	postman
☐	1702-2	2017/02/01 15:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	postman
☐	1701-78	2017/01/26 10:54	Corporation Tax (CT)	ROS - Query re completion of return	tst
☐	1701-69	2017/01/11 17:57	Help-To-Buy Scheme	First-Time Buyer (Self-Build)	ray test test2

Figure 19: 'Enquiries Record' screen (Inbox)

8.3 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.

8.4 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.

8.5 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.

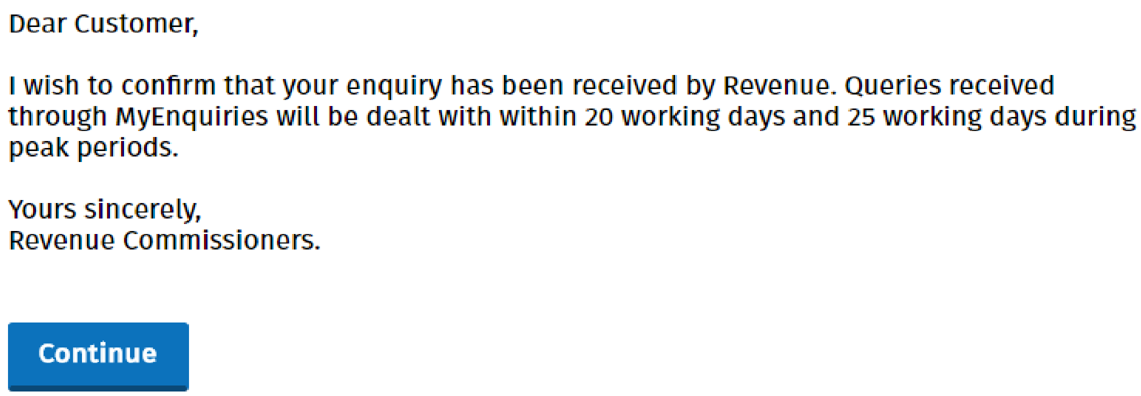
8.6 Invalid characters in the Enquiry Details field

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.

8.7 Submit Enquiry

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

A confirmation screen will appear when a customer submits an enquiry or interaction.


Dear Customer,

I wish to confirm that your enquiry has been received by Revenue. Queries received through MyEnquiries will be dealt with within 20 working days and 25 working days during peak periods.

Yours sincerely,
Revenue Commissioners.

Continue

Figure 20 Standard Confirmation screen

A different confirmation screen appears when enquiries are submitted under the ‘Non Principal Private Residence (NPPR) 2013’ options.

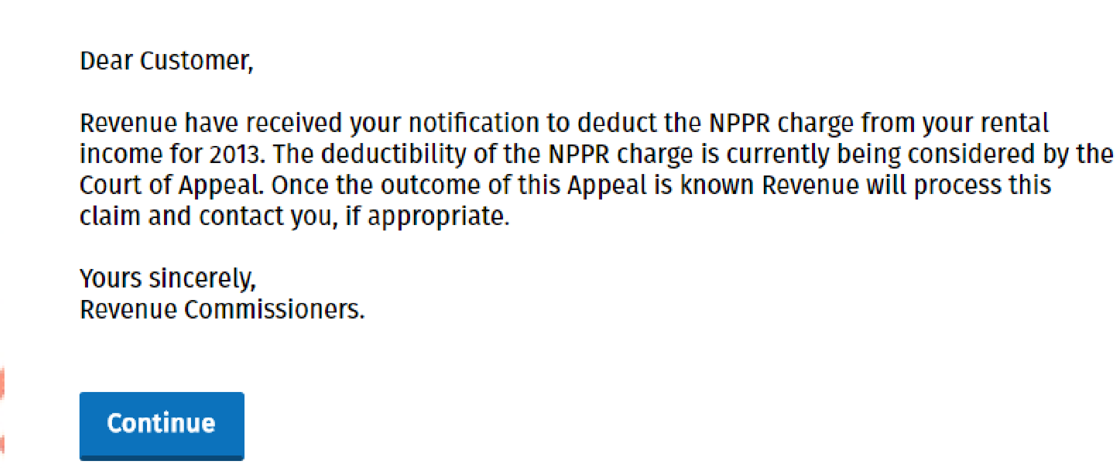


Figure 21 NPPR Confirmation screen

8.8 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 (Inbox) in MyEnquiries.

The entry made by the customer in the 'My reference' field when submitting the original enquiry will be included in this notification. Customers are advised that they should not include a Tax Reference Number or other personal data as part of this reference as the notification is sent via standard email and is not encrypted.

8.9 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. The Revenue reply is included on the customer's original enquiry, and does not appear separately on the Enquiries Record screen. Customers 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).

8.10 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.

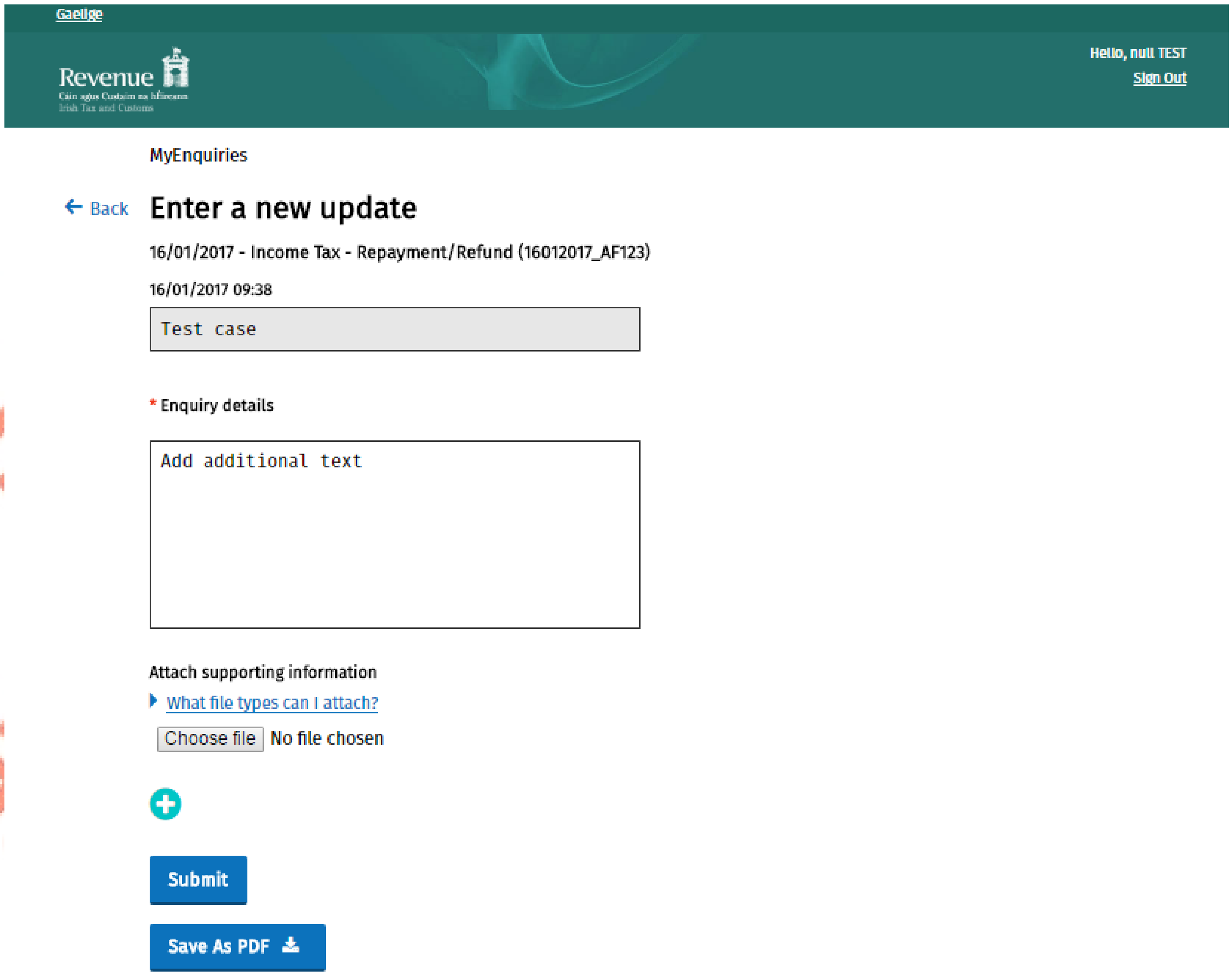
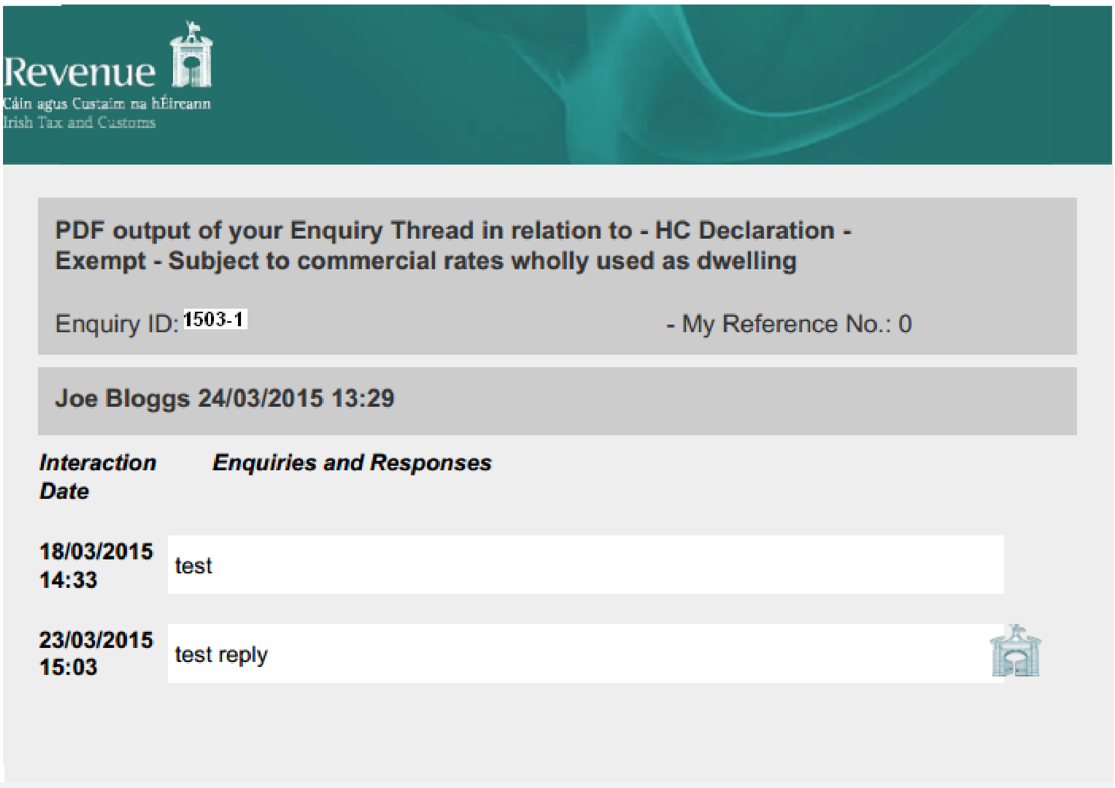


Figure 22: Screen showing enquiry thread


Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

PDF output of your Enquiry Thread in relation to - HC Declaration - Exempt - Subject to commercial rates wholly used as dwelling

Enquiry ID: 1503-1 - My Reference No.: 0

Joe Bloggs 24/03/2015 13:29

Interaction Date	***Enquiries and Responses***
18/03/2015 14:33	test
23/03/2015 15:03	test reply

Figure 23: Representation of PDF document

8.11 iC location mapping override

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

[…]

9. Problems with registration, login etc.

- **MyEnquiries:** If customers experience any difficulty in using MyEnquiries they should email MyEnquiries@revenue.ie. **Please note that this mailbox should not be used to submit general taxation queries or to seek progress reports on previous enquiries submitted via MyEnquiries.**
  - This mailbox is worked by Planning Division who will deal with any enquiries regarding the operation of MyEnquiries.
- **myAccount:** If you have any difficulty registering for myAccount you should contact the myAccount Registration Unit on 1890 272282 (Callers from outside the Republic of Ireland should use +353 1 702 3036) or email RegisterForMyAccount@revenue.ie.

- **ROS:** If you need technical assistance with using ROS or logging in, you should call the ROS Helpdesk on 1890 201 106. (Callers from outside the Republic of Ireland should use +353 1 702 3021).

10. 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.

[…]

11. 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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12. 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.

[…]

12.1 Adding an attachment

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

[…]

12.2 Replies to Revenue Initiated enquiries

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

[…]

12.3 Editing the 'For Attention Of' field

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

[…]

12.4 Search function

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

[…]

13. MyEnquiries items in iC

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

[…]

13.1 Cloning of MyEnquiries items

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

[…]

14. Replying to enquiries

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

[…]

14.1 Standard replies

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

[…]

14.2 Use of hyperlinks

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

[…]

14.3 Attaching a document to a reply

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

[…]

14.4 Consistency in Filenames

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

[…]

14.5 New Enquiry Thread

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

[…]

14.6 Notification that enquiry has been received

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

[…]

14.7 Locating enquiries in iC

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

[…]

14.8 Archived items

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

[…]

15. Categories in iC

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

[…]

16. Secure eMail

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

[…]

17. 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.

[…]

18. Working items in iC

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

[…]

19. Transport Layer Security (TLS)

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

[…]

Appendix A – Dropdown options and associated iC categories.

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

[…]

Dropdown 1 **'My Enquiry relates to'**	**Dropdown 2** **'And more specifically'**	
1. PAYE employee/pensioner - Credits/Reliefs **' i '** - Tax and Universal Social Charge deducted from salary, wages and occupational pensions. PAYE Services in myAccount 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	

2. PAYE (Pay As You Earn) employee/pensioner - Other **' i '** - Tax and Universal Social Charge deducted from salary, wages and occupational pensions. PAYE Services in myAccount 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.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 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	

3. Income Tax (non-PAYE employee) **' 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. Share Options 9. Residence/Non-Residence/Double Taxation Agreement 10. Change of Address 11. Third Party Returns (excluding Form 46G) 12. ROS - Query re completion of return. 13. Income Tax Query not covered above	
4. 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	

5. 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	
6. 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	

7. 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	
8. 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	

9. 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 Credit 8. Form 46G - Third Party Return 9. Other Third Party Returns (excluding Form 46G) 10. Repayments 11. Certificate of Residence 12. Surcharge 13. Professional Services Withholding Tax (PSWT) 14. Other Corporation Tax Query	
10. 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. Transit Procedures 9. Origin/Valuation 10. ROS - Query re completion of return 11. Reporting - Vessels - Entry into the State (incldes Ferry Operators) 12. Reporting - Vessels - Departure from the State (includes Ferry	

	Operators) 13. Reporting - Aircraft - Entry into the State 14. Reporting - Aircraft - Departure from the State 15. Customs Declaration (Yellow) 16. Customs Declaration (Orange) 17. Customs Declaration (Red) 18. Customs Declaration Refund 19. General import and/or export query	
11. 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)	
12. 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	
13. Excise **' i '** - This is a national tax. The main categories of excisable products are	1. Expired or Lapsed licence 2. Court Certificate 3. Auto Fuel Traders Licence / Marked Fuel Licence	

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)	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 Warrants 9. Tax Warehousing 10. ROS - Query re completion of return. 11. Natural Gas Carbon Tax 12. Excise query other than above	
14. Foreign Income & Assets Disclosure **' i '** - The Foreign Income & Assets Disclosure is an opportunity for taxpayers with offshore tax liabilities to bring their tax affairs up to date and receive the benefits of making a qualifying disclosure including substantial mitigation of penalties, non-publication of the tax settlement and non-prosecution. A Notice of Intention to file a qualifying disclosure can be submitted using this MyEnquiries option. The disclosure form and payment can be submitted using MyEnquiries and RevPay.	1. General correspondence.	

15. Help-To-Buy Scheme **' i '** - The Help-to-Buy Scheme will assist first-time buyers with the purchase of their first home. First-time buyers whose purchase of a new or self-build property satisfies certain conditions can apply for relief under the scheme. Contractors can register and seek pre-approval for the operation of the Help-to-Buy Scheme from Revenue.	1. First-Time Buyer (Purchaser) 2. First-Time Buyer (Self-Build) 3. First-Time Buyer (Form 12 - 2012) 4. First-Time Buyer Claim Documents (Purchaser) 5. First-Time Buyer Claim Documents (Self-Build) 6. First-Time Buyer Claim Documents (Retrospective) 7. First-Time Buyer (General Enquiry) 8. Contractor Approval 9. Contractor Approval (Additional Information) 10. Contractor (General Enquiry) 11. Solicitor Approval 12. Solicitor (General Enquiry)	
16. 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	

17. 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. LPT Employer Query 13. SEPA Monthly Direct Debit 14. Other LPT Query 15. Upload a list of residential properties	

18. National Companies Unit (NCU) **' i '** - The National Companies Unit (NCU) has national responsibility for • Applications for Letters of No Objection for Voluntary Strike-Off. • Applications in connection with Company Restorations. • Applications for Real & Continuous Links. • Form 11F CRO. The NCU has no other functions regarding companies.	1. General NCU enquiry (NCU functions only)	
19. Non Principal Private Residence (NPPR) 2013 ' i ' - Notification of claim to have the NPPR payment for 2013 allowed as a deductible expense against rental income.	1. NPPR 2013 - Notification (Income Tax). 2. NPPR 2013 - Notification (PAYE). 3. NPPR 2013 - Notification (Corporation Tax).	

20. 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	
21. 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	
22. 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	

23. 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 2. Tax Clearance (SIPO)	
24. 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. VAT - Supporting documentation 15. ROS - Query re completion of return 16. General registration query	

25. 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	
26. 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	

27. 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 Exemptions, including transfer of Residence/Business, Inheritance, Gifts etc. 5. Conversions 6. C&E Accounts – VRT Payments 7. ROS - Query re completion of return. 8. VRT Appeals 9. VRT Trader Authorisation/TANs 10. VRT Leasing Registration 11. General VRT query	
28. 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	

29. Official use only.	1. TAC 2. TAC - Other	

Appendix B – Copies of notification emails to customers

Notification of Revenue correspondence Ref:

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 Ioncai

Appendix C – MyEnquiries link from Revenue's website

1. 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.

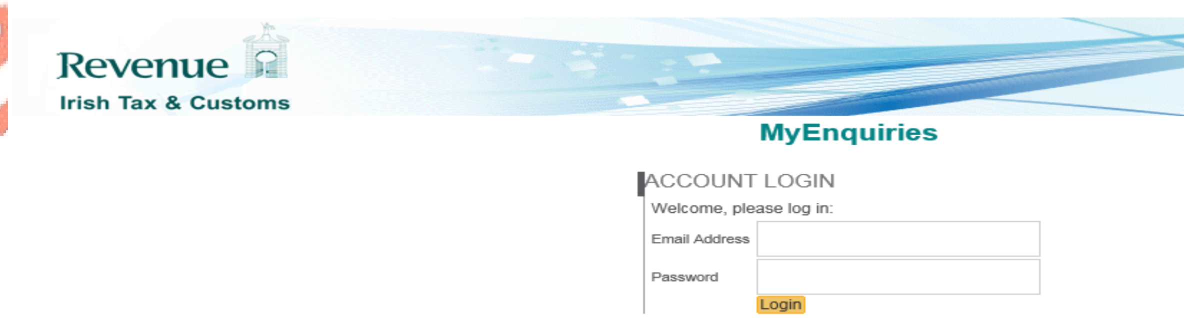

Figure 48: Login screen

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.

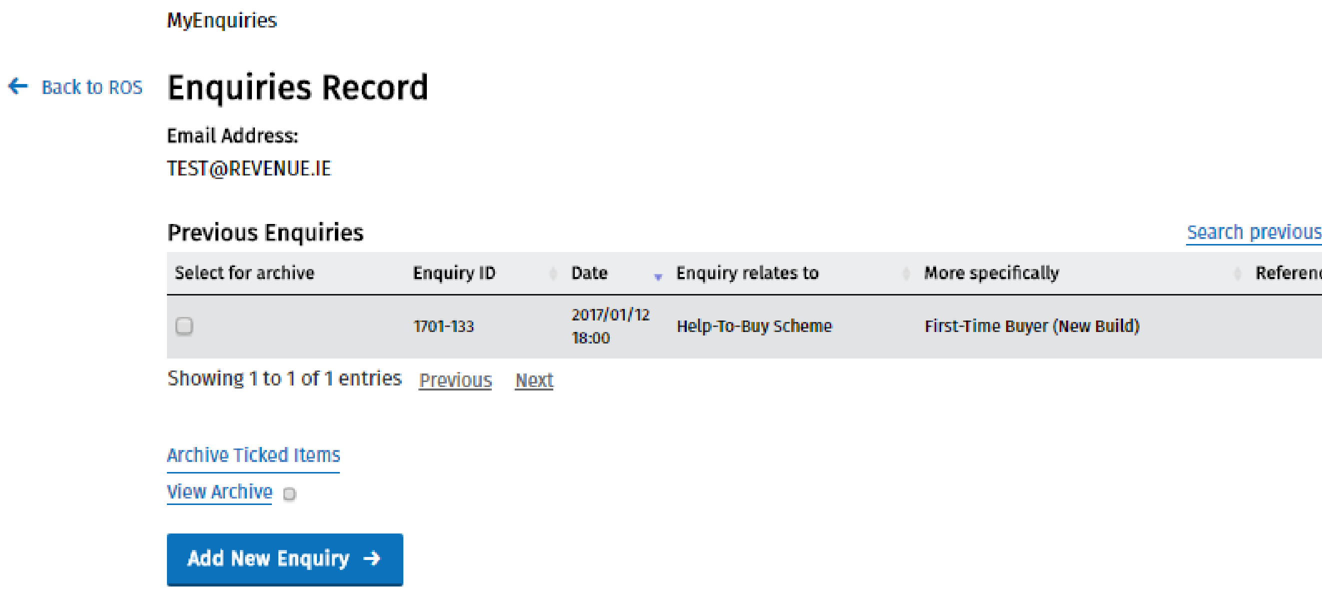

Figure 49: Enquiries Record screen (Inbox)

2. 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.

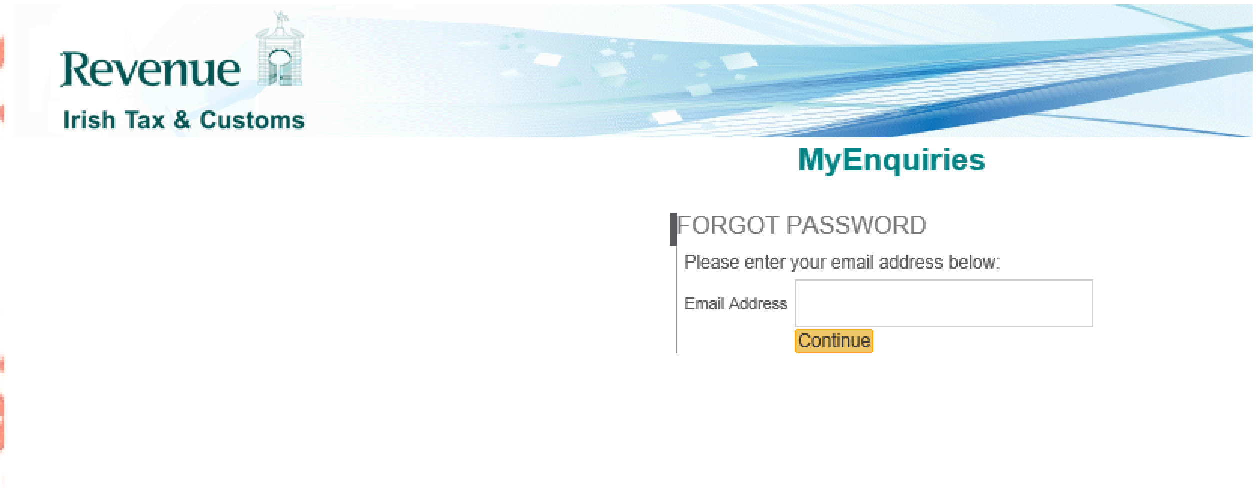

Figure 50: Forgot Password screen

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.

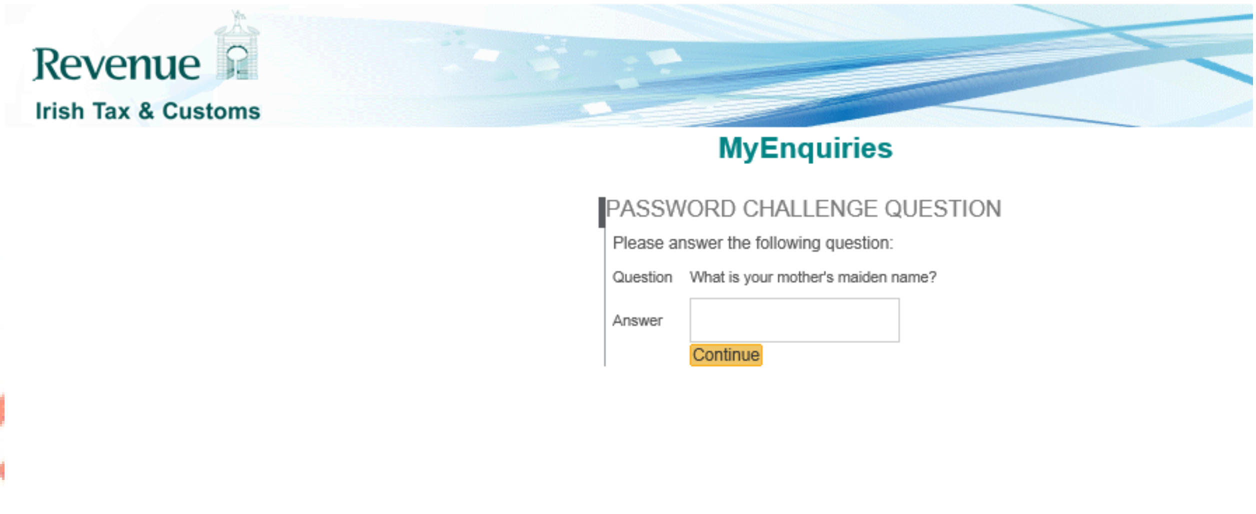

Figure 51: Password Challenge Question screen

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 Section 9 for information regarding any difficulties in using MyEnquiries.

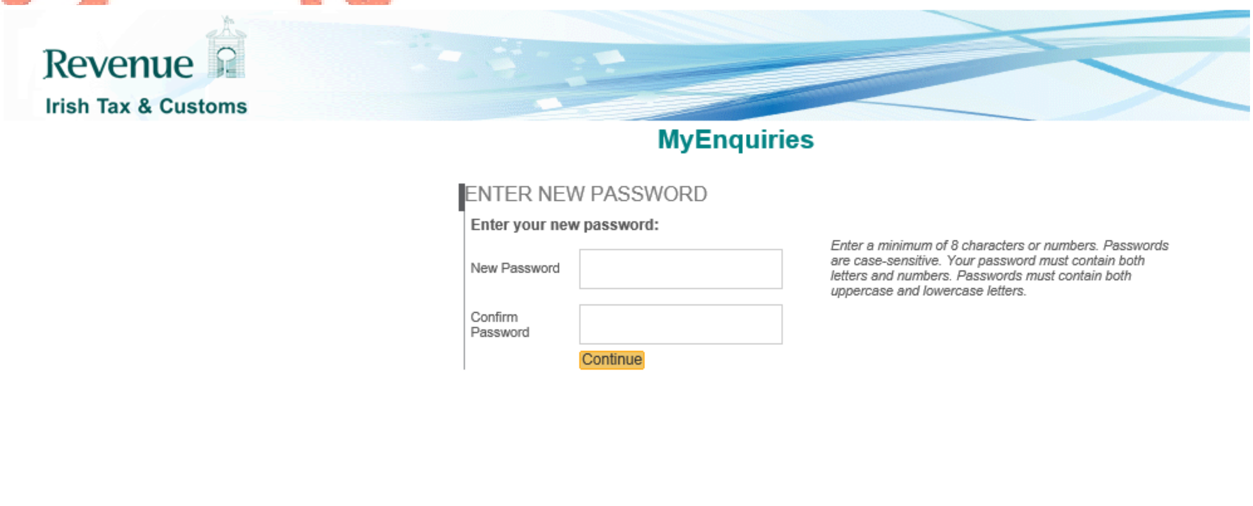

Figure 52: Enter New Password screen

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

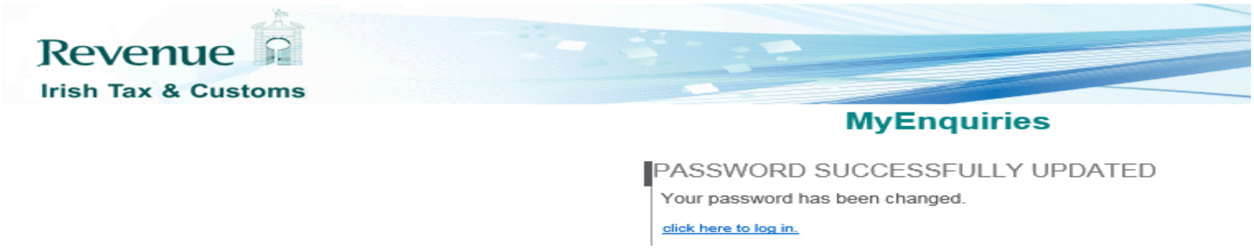

Figure 53: Password Successfully Updated screen

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

3. 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.

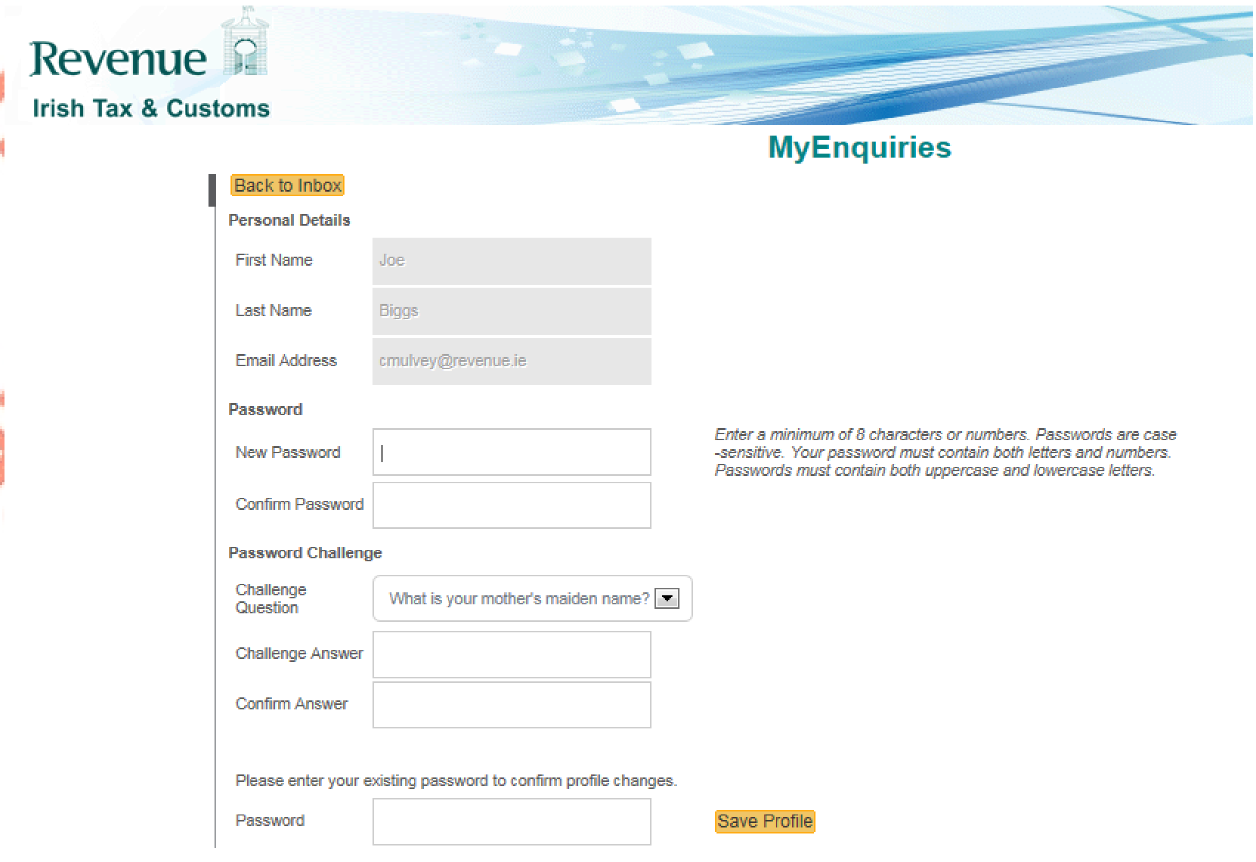

Figure 54: Edit Profile screen

Appendix D – MyEnquiries link from Local Property Tax (LPT)

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.

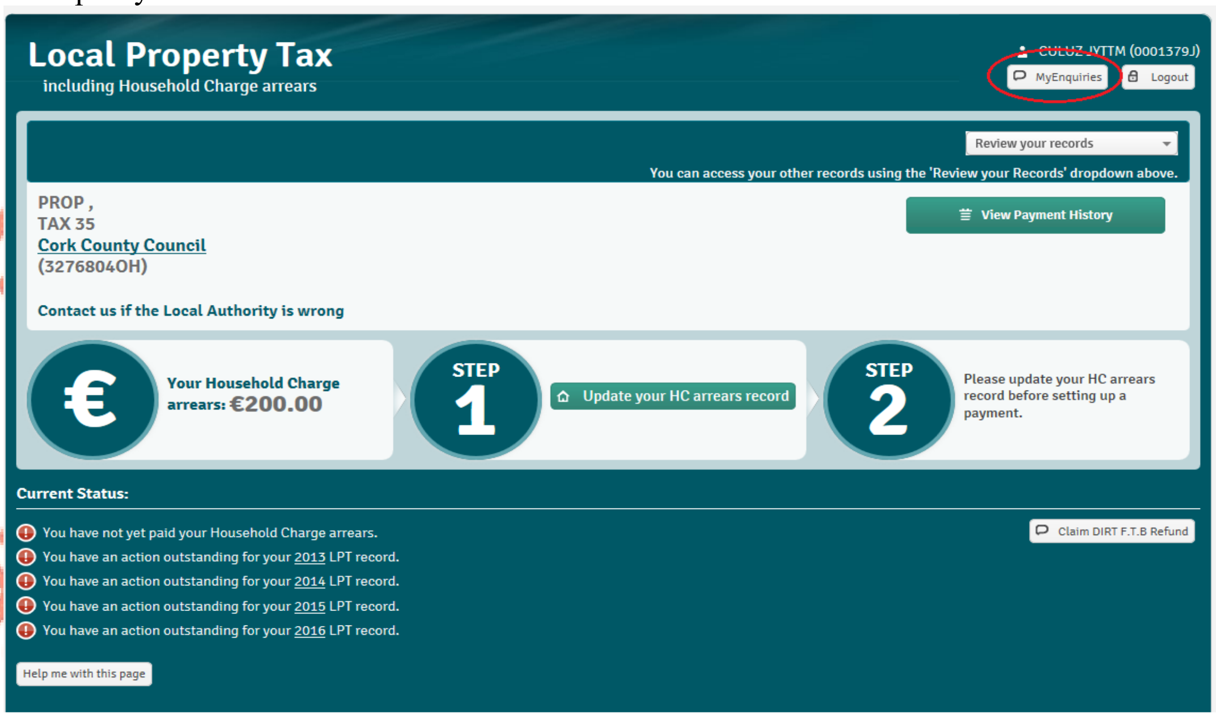

Figure 55: LPT screen

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

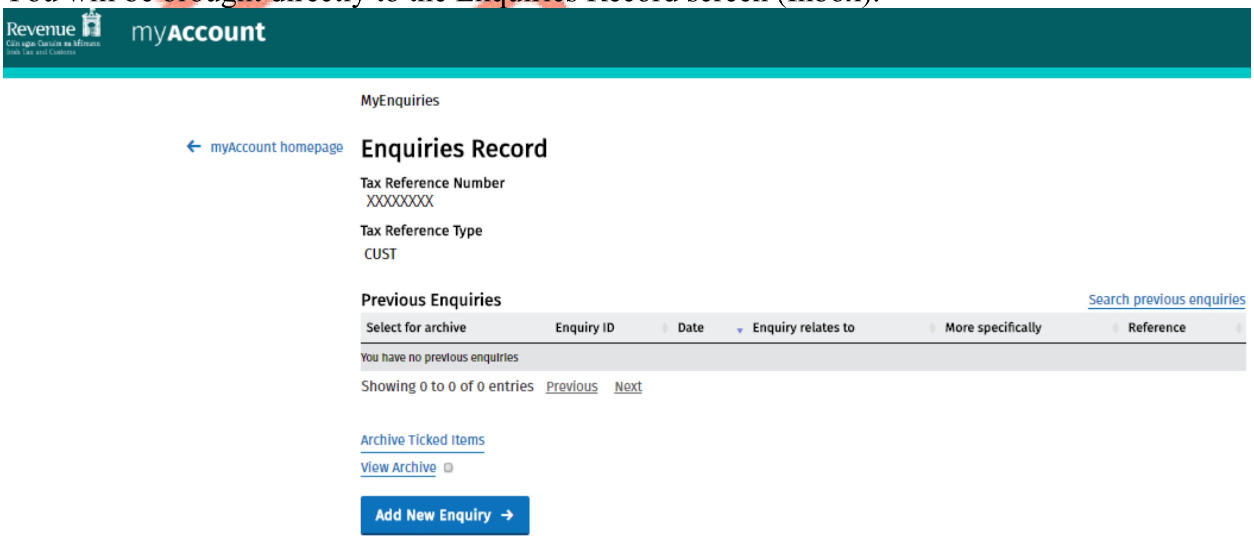

Figure 56: Enquiries Record screen (Inbox)

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 Section 8 for further information on how to submit enquiries.

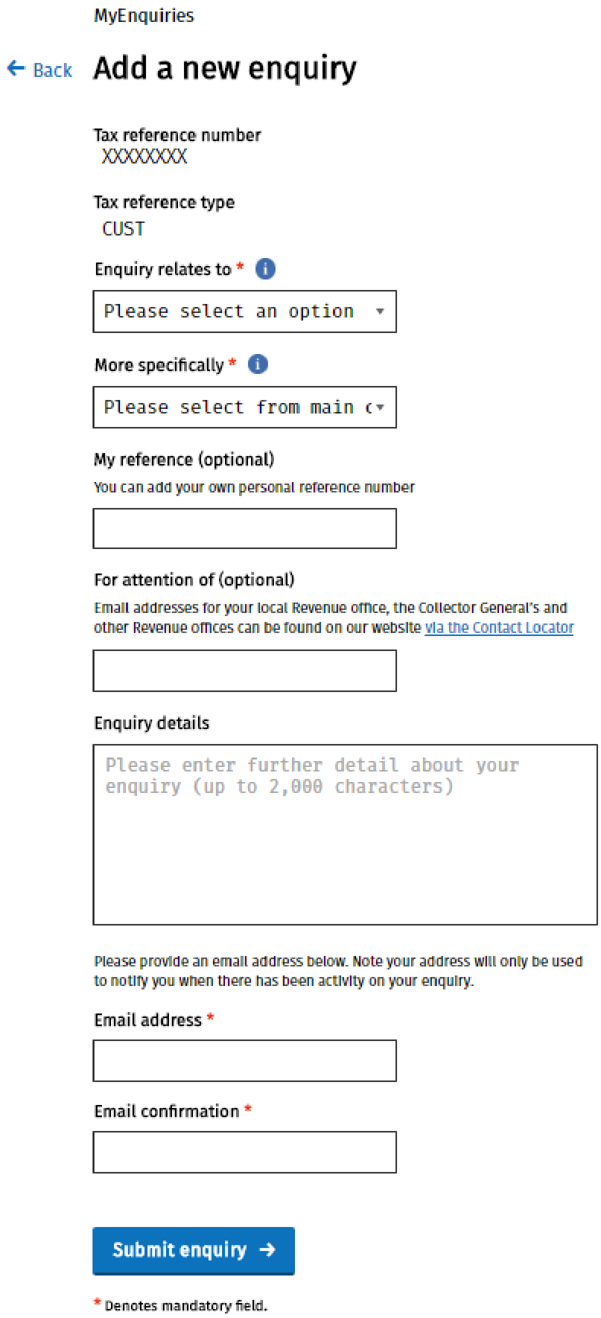

Figure 57: Add a New Enquiry screen