

MyEnquiries: Submitting and Managing Enquiries in myAccount

Part 37-00-36B

Document updated August 2022

A more recent version of this manual is available.

Summary

Guidance relating to specific aspects of registering for and using MyEnquiries is available in linked manuals:

[Part 37-00-36](#) MyEnquiries

[Part 37-00-36A](#) Access to and Registering for MyEnquiries

[Part 37-00-36B](#) MyEnquiries: Submitting and Managing Enquiries in myAccount

[Part 37-00-36C](#) MyEnquiries: Submitting and Managing Enquiries in ROS

[Part 37-00-36D](#) MyEnquiries: Tracking of Enquiries

[Part 37-00-36E](#) MyEnquiries: Notifications about Enquiries

More recent version of this manual is available.

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1 Submitting and managing enquiries (Individuals)

This section describes how an individual can submit and manage their enquiries.

To submit MyEnquiries via ROS, refer to Tax and Duty Manual [Part 37-00-36C](#).

1.1 New Procedures for individuals with only PAYE income

New arrangements were introduced in early 2022 to ensure a more streamlined approach for dealing with enquiries submitted by myAccount customers. When a PAYE customer generates an enquiry, they are required to complete the 'message field box' and Revenue's systems will automatically direct the query to the appropriate team for follow up action. Additional information is included in [paragraph 1.4](#) (Figure 3) of this manual (overleaf).

Customers receive a confirmation message when queries are submitted, and additional information is included in [paragraph 1.11](#) of this manual.

If MyEnquiries is accessed from ROS, the customer needs to select the category "Enquiry relates to" and the sub-category "More specifically". This is shown in [paragraph 1.4](#) (Figure 4).

1.2 Enquiries Record screen

In the Enquiries Record screen, you can view, search for, or archive your enquiries and Revenue's replies. You can update an existing enquiry.

The Enquiries Record screen has eight columns, including an option to tick an enquiry to be archived. The other seven columns can be sorted by clicking on the sort option at the top of the column. The Enquiries Record screen is generally sorted by date (the third column) with the most recent enquiry at the top of the list. The Record can be sorted by the other columns, for example by 'Reference', 'Status' or the 'flag'.

To view the details of a specific enquiry, click on the relevant row on the Enquiries Record screen. An enquiry can be 'flagged' as a 'to-do' or 'completed' item.

Enquiries Record

Tax Reference Number
1234567t

Tax Reference Type
CUST

Previous Enquiries [Search previous enquiries](#)

Archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	Status
<input type="checkbox"/>	2005-122006	2020/05/28 08:05	Tax Clearance	Tax Clearance Certificate		Revenue Initiated
<input type="checkbox"/>	1802-50628	2018/02/15 16:27	PAYE (PAY AS You Earn) employee/pensioner - Other	Ceased Employment	test	Completed
<input type="checkbox"/>	1704-12070	2017/04/06 12:43	Other than the above	My query relates to something else	MyE Test msg Ref MC1	Completed

Showing 1 to 3 of 3 entries [Previous](#) **1** [Next](#)

[Archive Ticked Items](#)



[View Archive](#)

[Add New Enquiry](#) →

Figure 1: Enquiries Record (Individual’s screen))

1.3 Enquiries Record screen – Flag message as a ‘to-do’ item

Enquiries can be marked for follow up by clicking on the grey flag next to the enquiry – this will change the flag to red indicating that the enquiry has been flagged for follow up. When the enquiry is resolved, the flag can be clicked to mark it as complete.

Select for archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference
<input type="checkbox"/>	2005-122006	2020/05/28 08:05	Tax Clearance	Tax Clearance Certificate	
<input type="checkbox"/>	1603-30977	2016/03/22 18:45	Official Use Only	TAC	Test message 

Note: A red circle highlights the grey flag icon in the second row, with a tooltip that says "Click to mark complete."

Figure 2: Enquiries Record – Flagged as a ‘to-do’ item

1.4 ‘Add a new enquiry’ screen

The ‘Add a new Enquiry’ screen opens when you click on the ‘Add New Enquiry’ button on the ‘Enquiries Record’ screen. The Tax Reference Number and Tax Reference Type fields are prepopulated with your tax details.

MyEnquiries

[← Back](#) **Add a new enquiry**

Tax reference number

Tax reference type
CUST

My reference (optional) ⓘ

You should not include a Tax Reference Number or other personal data as part of this reference (see Information tooltip).

For attention of (optional)

Enquiry details

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

Figure 3: Add a new Enquiry' - (PAYE Individual's screen)

MyEnquiries

[← Back](#) **Add a new enquiry**

Tax reference number
09980980M

Tax reference type
CUST

Enquiry relates to * ⓘ

Capital Acquisitions Tax ▾

More specifically * ⓘ

General CAT query ▾

More Info ⓘ

My reference (optional) ⓘ

You should not include a Tax Reference Number or other personal data as part of this reference (see Information tooltip).

Figure 4: Add a new Enquiry' (Non-PAYE Individual's screen)

1.5 'My reference' field

This field enables you to record a reference name or number to assist you in tracking your enquiries.

You should **not** include a Tax Reference Number or other personal data as part of this reference. The reference used in the 'My Reference' field is included in the email subject line that is sent when Revenue responds to the enquiry. That notification email is sent via standard email and is not encrypted. Revenue cannot guarantee that any personal and sensitive data, sent via standard email, is fully secure. Customers who enter personal data are deemed to have accepted any risk involved.

1.6 'For attention of' field

The original function of this field was to assist in directing an enquiry to a particular person or section in Revenue by entering an appropriate email address. This practice has been discontinued and you should only make an entry in this field if you have been explicitly asked to do so by Revenue.

1.7 'Enquiry details' field

You should enter the details of your enquiry in this field. There is a limit in this field of 2,000 characters which should be more than adequate for most enquiries. However, if the limit is exceeded, the detail of the enquiry can be sent as an attachment.

You 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 you should forward your message as an attachment and enter a note to that effect in the Enquiry Details field.

1.8 'Email address' field

You should enter **your** email address in this field. It will only be used to notify you when there has been activity on your enquiry.

1.9 Attachments

You can attach documents to an enquiry subject to a file size limit of 10MB for individual files. The maximum number of attachments is 10.

The option to attach a file is only available after the 'Enquiry relates to' and "More specifically" fields are populated (when available).

A bin symbol is available after an attachment is added to allow an attachment to be removed if necessary.

The following file types can be attached: pdf, tif, tiff, txt, xls, jpg, jpeg, doc, docx, xlsx, P30, xml, 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, pptx, ppt, mht, htm, gif, msg, 0001, xps, odt, html, zip, p12, p12.bac, log, cfg, and 1.

The screenshot shows a web browser window with the URL <https://www.ros.ie/online-enquiry-web/occ?execution=e4s3>. The page content includes:

- A message: "Please provide an email address below. Note your address will only be used to notify you when there has been activity on your enquiry."
- Two mandatory fields: "Email address *" and "Email confirmation *", each with an empty text input box.
- A note: "Filename can only be alphanumeric and max length of 50."
- A link: "What file types can I attach?"
- A file upload area with a "Drop files here..." box, an "Add files..." button, and a "Cancel upload" button.
- A file named "38-01-03g.pdf" is shown in the upload area with a trash icon.
- A blue "Submit enquiry →" button.
- A legend: "* Denotes mandatory field."
- Footer links: "MyAccount Help", "Security", "Privacy", "Accessibility", "Disclaimer".
- Language: "Gaeilge".

Figure 5: Attachment options on the 'Add a new Enquiry' screen

1.10 Submit Enquiry

When you click on 'Submit Enquiry' the enquiry is viewable on your Enquiries Record screen.

1.11 Automatic notification that the enquiry was received

Dear Customer,

Thank you, your enquiry has been received by Revenue.

We will make every effort to respond as quickly as possible.

Your query will be assigned to the appropriate area to be dealt with. Once it is assigned you will then be able to track the progress of it.

You can track the progress of your enquiry by viewing the 'Status' column when you access MyEnquiries in myAccount.

For further information on tracking your enquiry click [here](#).

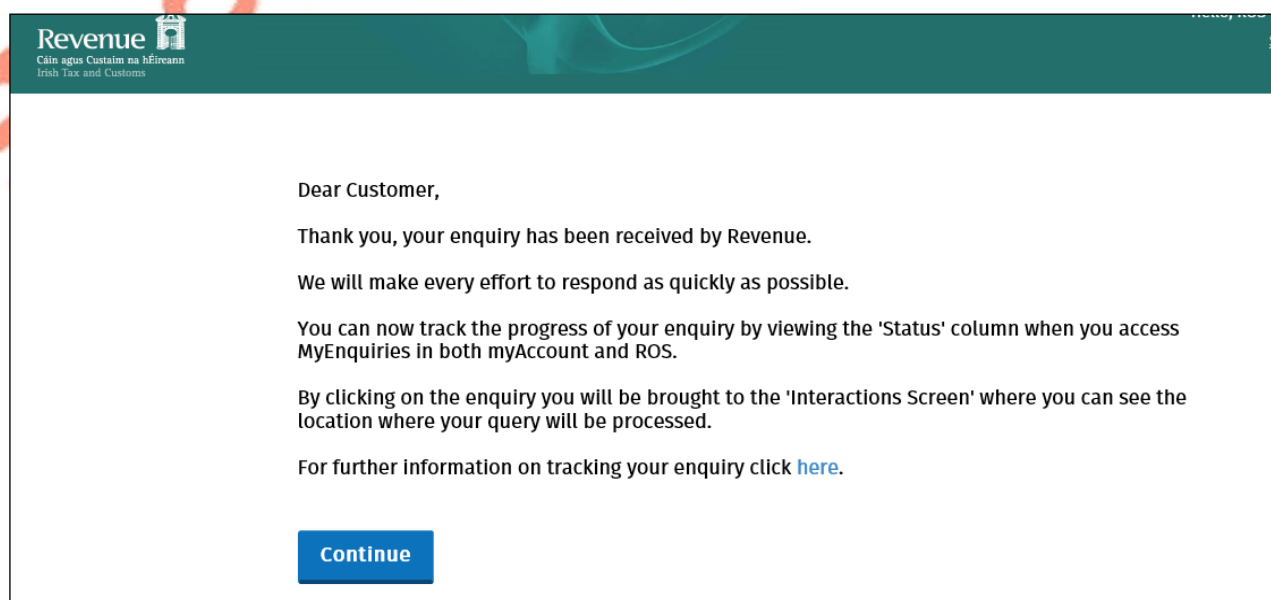


Figure 6: System generated reply to confirm that enquiry was received for ROS (non- PAYE) customer

2 Additional MyEnquiries facilities

2.1 Search function

The Enquiries Record is the list of your enquiries and Revenue replies. The Revenue reply is included on the original enquiry and does not appear separately on the Enquiries Record screen. You can view a specific enquiry by double-clicking on the required row. New unread messages appear in bold. A search facility is available to assist you locate a particular enquiry in the Enquiries Record by entering a key word, e.g. health expenses.

2.2 Archive facility

You 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.

2.3 Export facility for enquiry thread

If you click on a particular enquiry on the Enquiries Record screen you are brought to a screen that shows all the interactions relating to that 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. The PDF can be saved to your own computer.

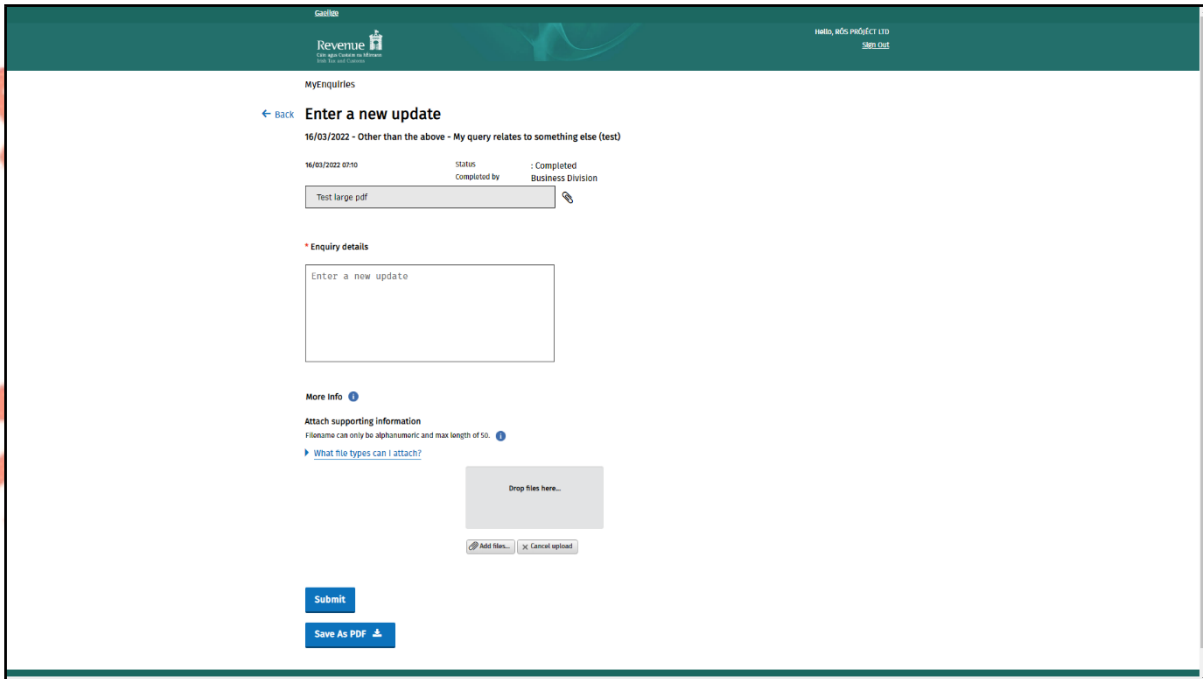


Figure 7: Screen showing enquiry thread

The screenshot displays the Revenue logo and name at the top left, with the tagline 'Cáin agus Custaim na hÉireann' and 'Irish Tax and Customs'. The main content area shows a PDF output titled 'PDF output of your Enquiry Thread in relation to - HC Declaration - Exempt - Subject to commercial rates wholly used as dwelling'. Below this, the Enquiry ID is '1503-1' and the My Reference No. is '0'. A user named 'Joe Bloggs' is shown with a timestamp of '24/03/2015 13:29'. A table of interactions follows, with columns for 'Interaction Date' and 'Enquiries and Responses'. The first entry is dated '18/03/2015 14:33' with the subject 'test'. The second entry is dated '23/03/2015 15:03' with the subject 'test reply' and includes a small icon of a building.


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

Figure 8: Representation of PDF document

2.4 Notification that a Revenue response has issued

When Revenue issues a response to an enquiry an email will issue to you informing you that a response has issued and can be viewed in the Enquiries Record screen (Inbox) in MyEnquiries. The entry made by you in the 'My reference' field when submitting the original enquiry will be included in the subject line of the email notification.

Appendix A: Submitting MyEnquiries through 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.

Local Property Tax
including Household Charge arrears

CULUZ_IVTMM (0001379J)
MyEnquiries Logout

Review your records

You can access your other records using the 'Review your Records' dropdown above.

PROP,
TAX 35
Cork County Council
(32768040H)

View Payment History

Contact us if the Local Authority is wrong

€ Your Household Charge arrears: €200.00

STEP 1 Update your HC arrears record

STEP 2 Please update your HC arrears record before setting up a payment.

Current Status:

- You have not yet paid your Household Charge arrears.
- You have an action outstanding for your 2013 LPT record.
- You have an action outstanding for your 2014 LPT record.
- You have an action outstanding for your 2015 LPT record.
- You have an action outstanding for your 2016 LPT record.

Claim DIRT F.T.B Refund

Help me with this page

Figure 9: LPT screen

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

Revenue myAccount

MyEnquiries

← myAccount homepage

Enquiries Record

Tax Reference Number
XXXXXXXX

Tax Reference Type
CUST

Previous Enquiries [Search previous enquiries](#)

Select for archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference
You have no previous enquiries					

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

[Archive Ticked Items](#)
[View Archive](#)

[Add New Enquiry](#)

Figure 10: Enquiries Record screen (Inbox)

You can submit an enquiry by clicking the 'Add New Enquiry' button which brings you to the 'Add a New Enquiry' screen (as per above).