MyEnquiries: Submitting and Managing Enquiries in myAccount

Part 37-00-36B

Document updated May 2024

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

Table of Contents

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.

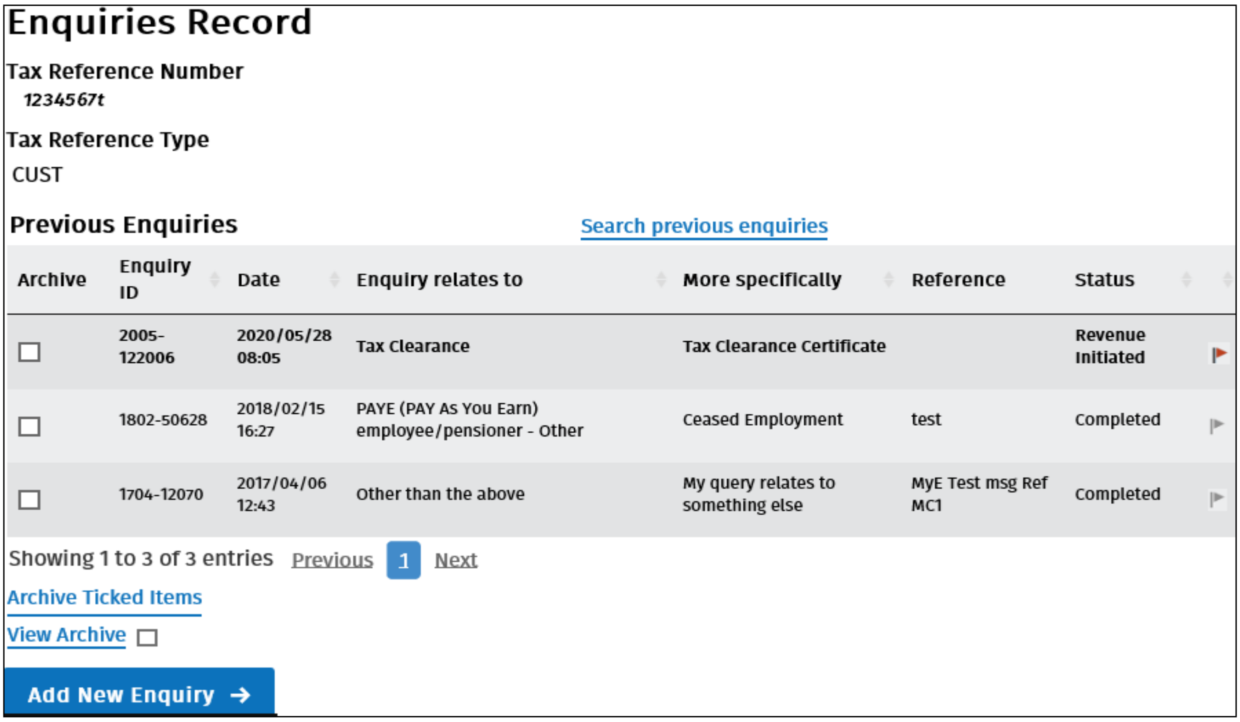
If MyEnquiries is accessed from ROS, the customer needs to select the category "Enquiry relates to" and the sub-category "More specifically". This is shown in paragraph 1.4 (Figure 4).

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

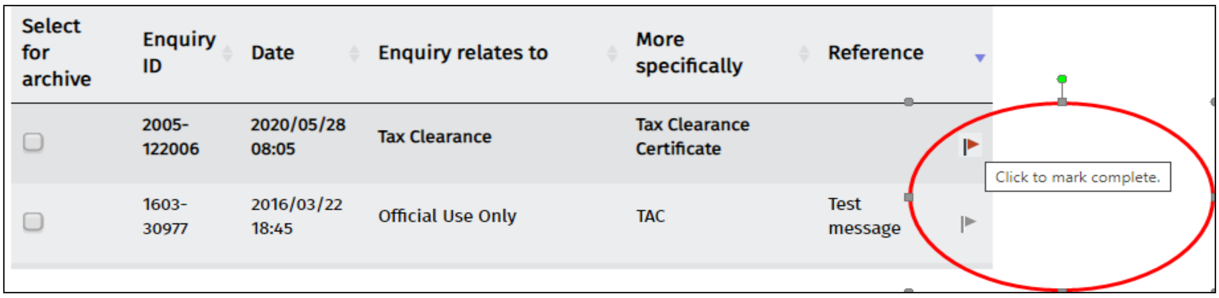
Archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	Status
☐	2005-122006	2020/05/28 08:05	Tax Clearance	Tax Clearance Certificate		Revenue Initiated
☐	1802-50628	2018/02/15 16:27	PAYE (PAY As You Earn) employee/pensioner - Other	Ceased Employment	test	Completed
☐	1704-12070	2017/04/06 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
☐	2005-122006	2020/05/28 08:05	Tax Clearance	Tax Clearance Certificate	
☐	1603-30977	2016/03/22 18:45	Official Use Only	TAC	Test message

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.

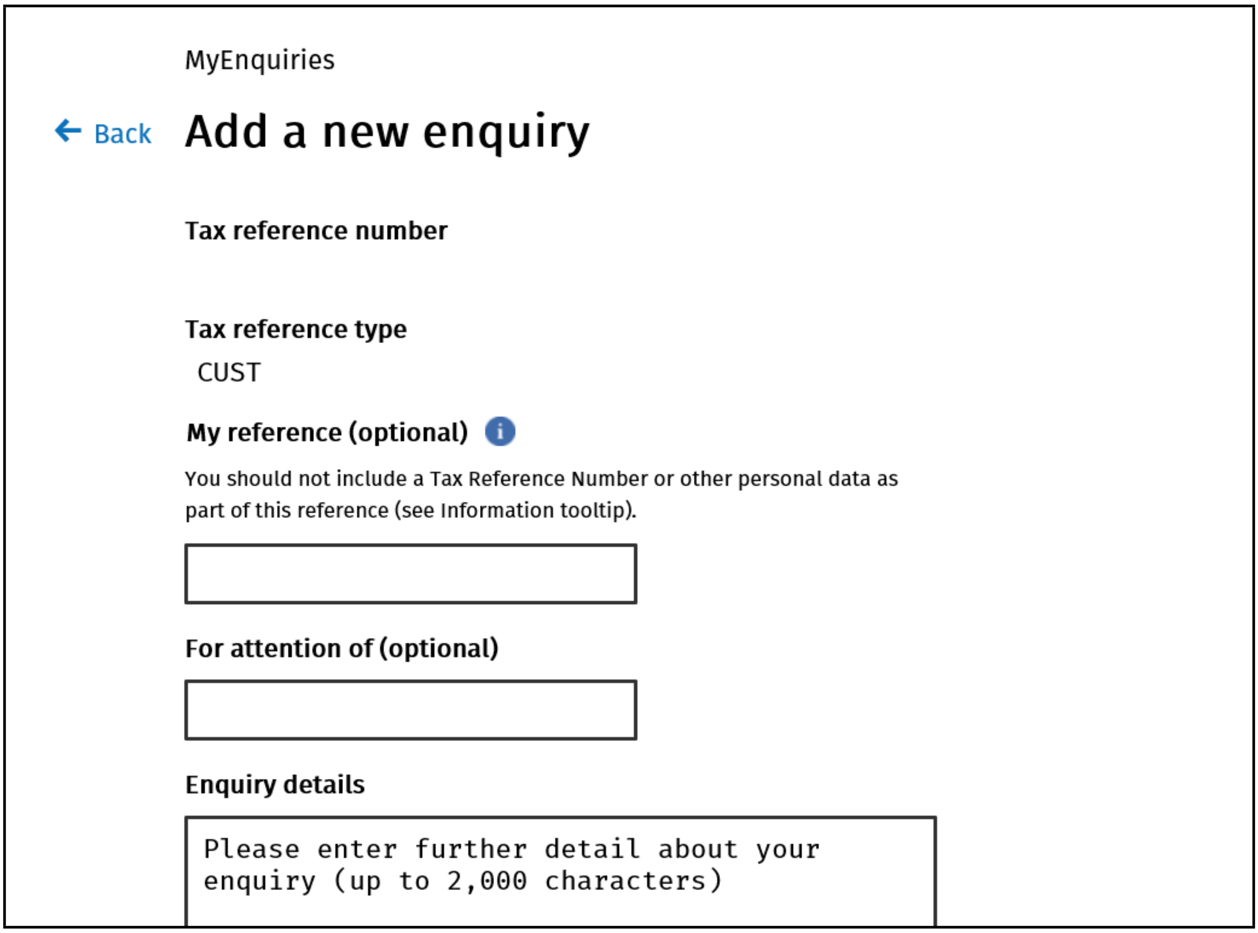


Figure 3: Add a new Enquiry' (PAYE Individual's screen in myAccount)

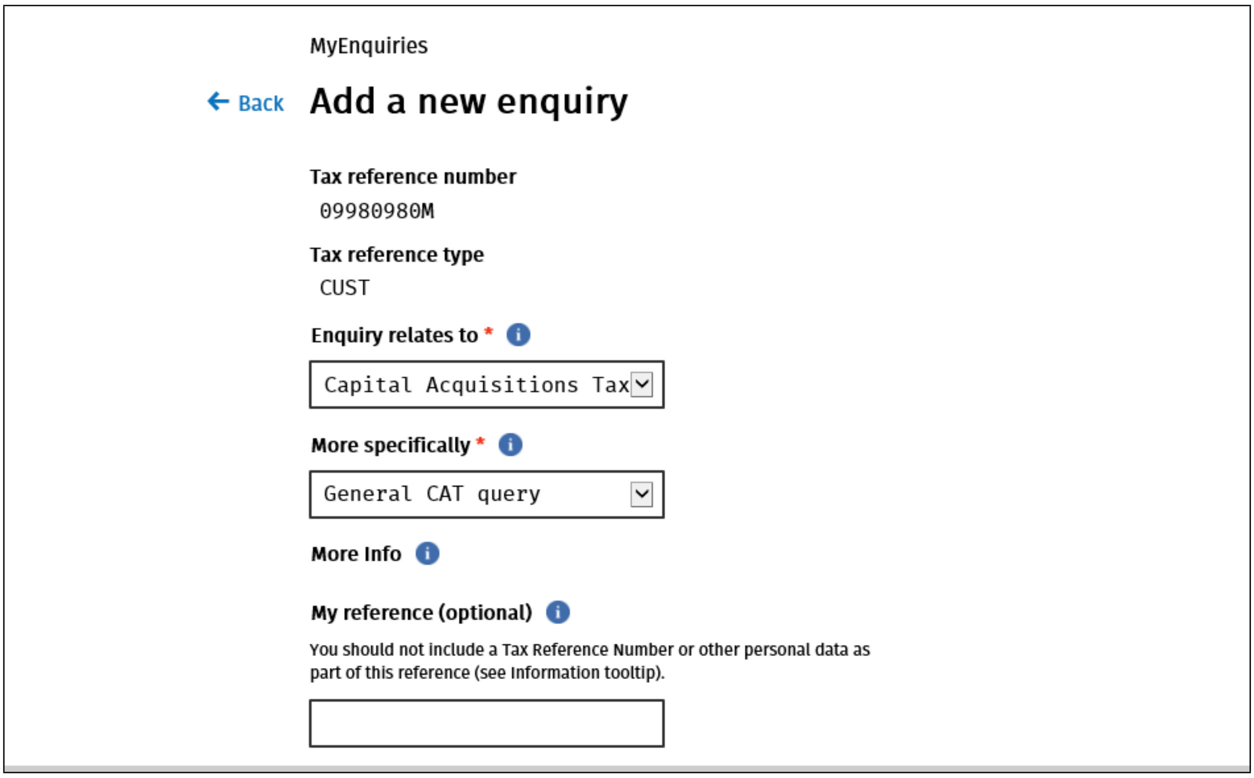


Figure 4: Add a new Enquiry' (Non-PAYE Individual's screen in ROS)

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 be used only to notify you when there has been activity on your enquiry, such as when your enquiry has been replied to and you are prompted to check your Enquiries Record.

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.

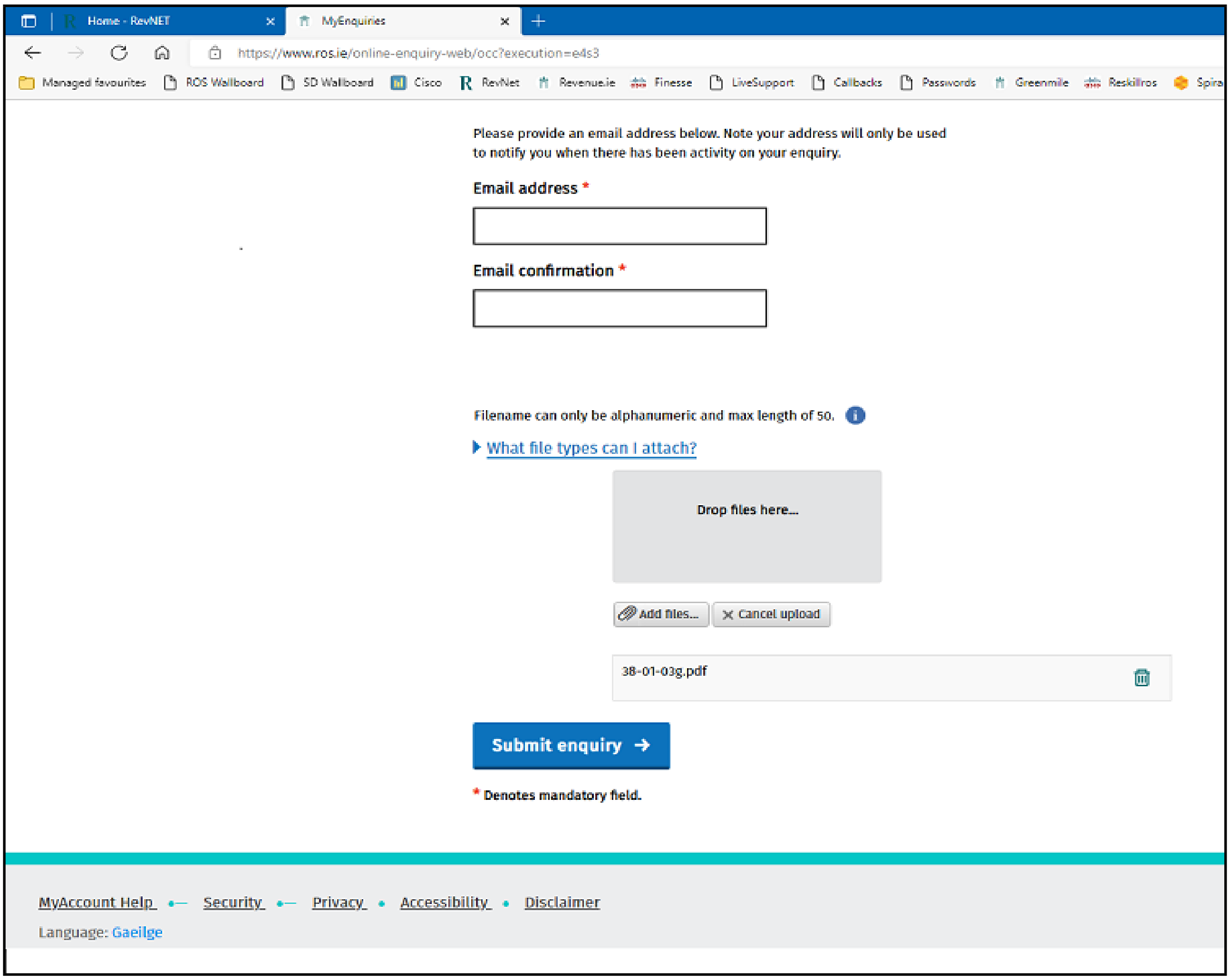


Figure 5: Attachment options on the ‘Add a new Enquiry’ screen

Note: Users are advised to take care in the file names of attachments. In particular, users should avoid having commas, dots or other symbols in the file name of the attachment. Incorrectly named attachments could result in the MyEnquiries system not recognising the attachment as an acceptable ‘file type’ (as above). Trying to upload an incorrect attachment may cause an error in the enquiry and could result in content entered in the enquiry up to that point being lost.

1.10 Submit Enquiry

When you click on ‘Submit Enquiry’, the enquiry is viewable on your Enquiries Record screen (with a status of ‘Received’).

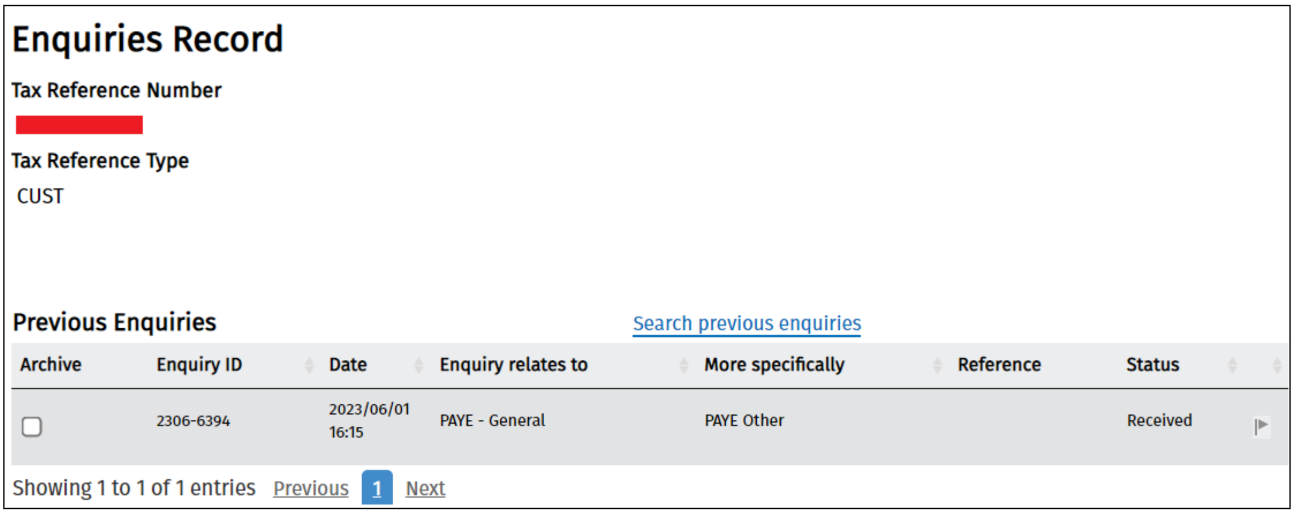


Figure 6: Enquiries Record screen after submission of enquiry

1.11 Automatic notification that the enquiry was received

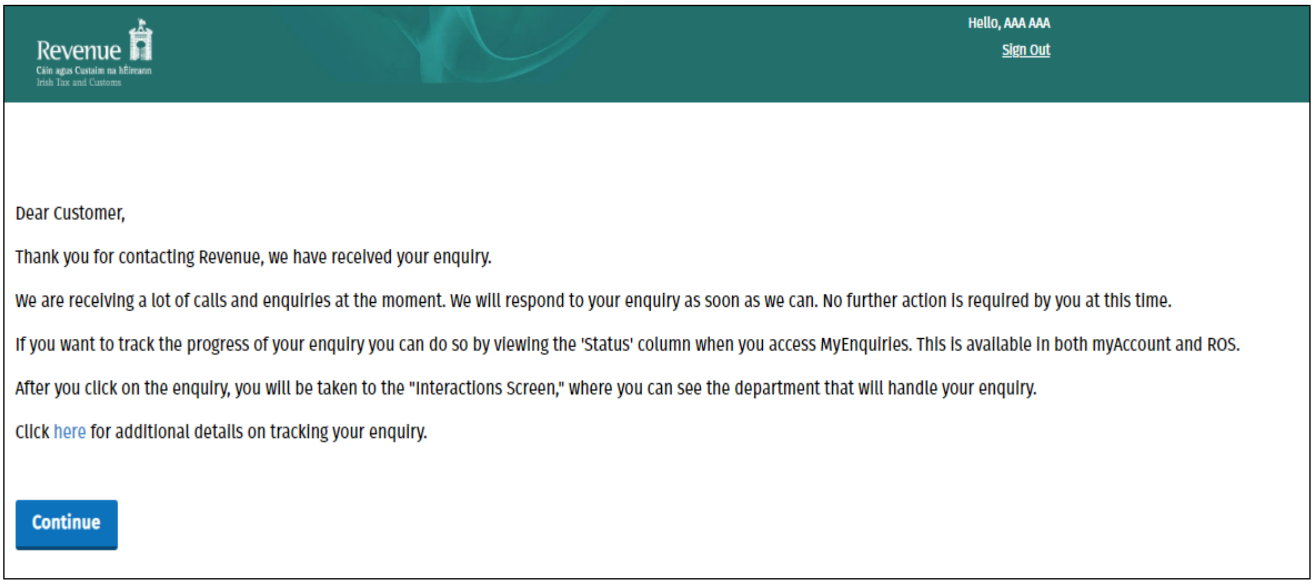


Figure 7: System generated reply to confirm that a PAYE Enquiry was received

The notification shown above is the standard notification issued for the bulk of enquiries submitted.

1.12 Other automatic notifications

There are processes in place for ‘deemed clearance’ in three areas of contact:

- Death Case Clearance (as per TDM 46-01-02),
- CGT non-resident clearance (as per TDM 45-01-05), and

- CAT resident distributing deceased's estate to a non-resident beneficiary (as per CAT TDM Part 2: The Statement of Affairs (Probate) Form SA.2 paragraph 4.1 and Appendix 1).

While the 'standard notification' may be issued initially, enquiries requesting 'deemed clearance' should generate an additional notification reflecting the 'deemed clearance' categories. Enquiries for 'deemed clearance' need to be submitted as per the guidance in the TDMs, including the use of specific text as part of the request. The 'deemed clearance' notification that is issued is included in the respective, relevant TDMs referenced and linked above.

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.

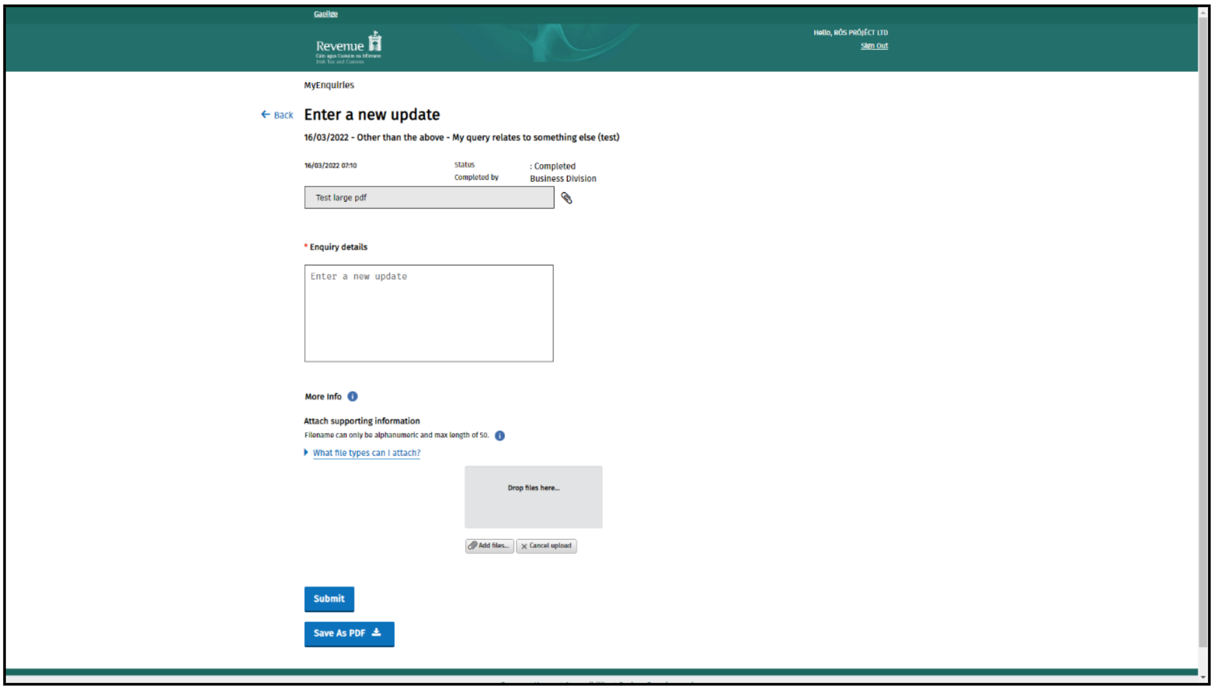
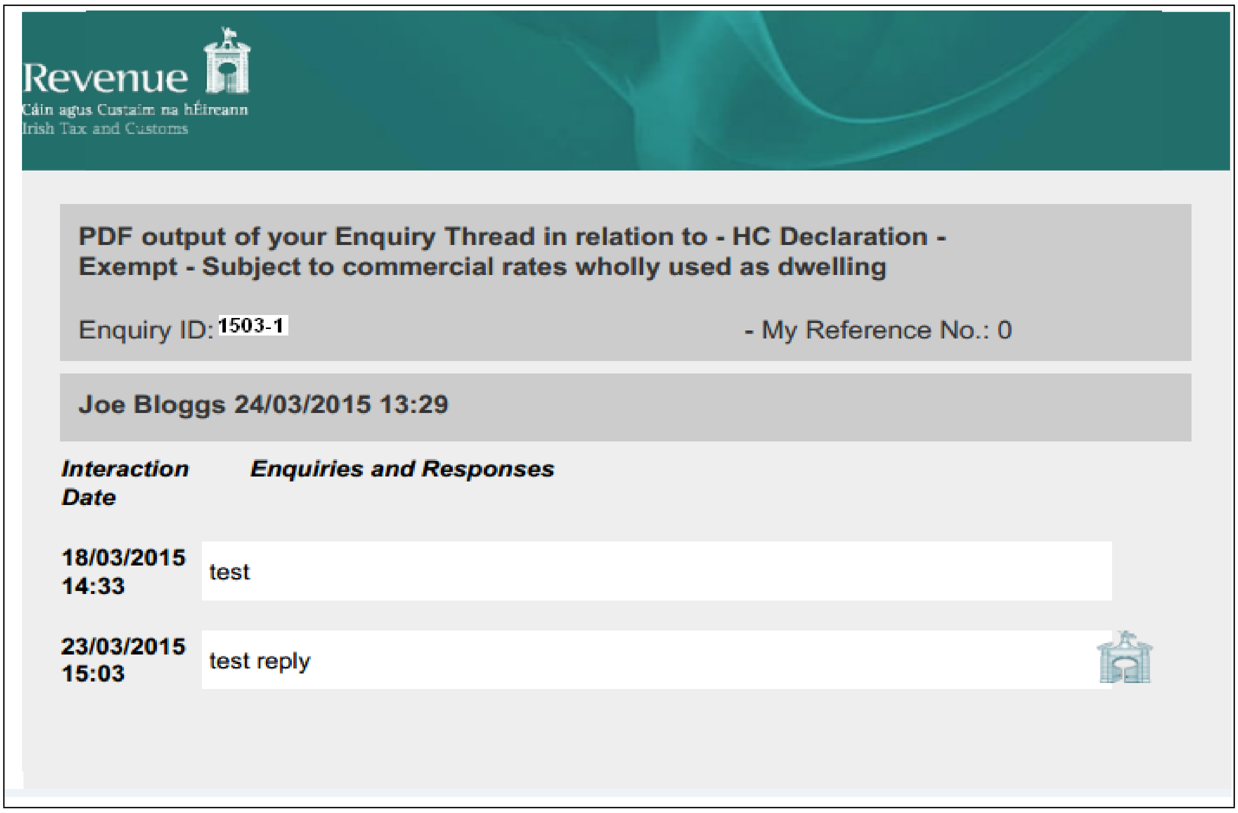


Figure 8: Screen showing enquiry thread



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

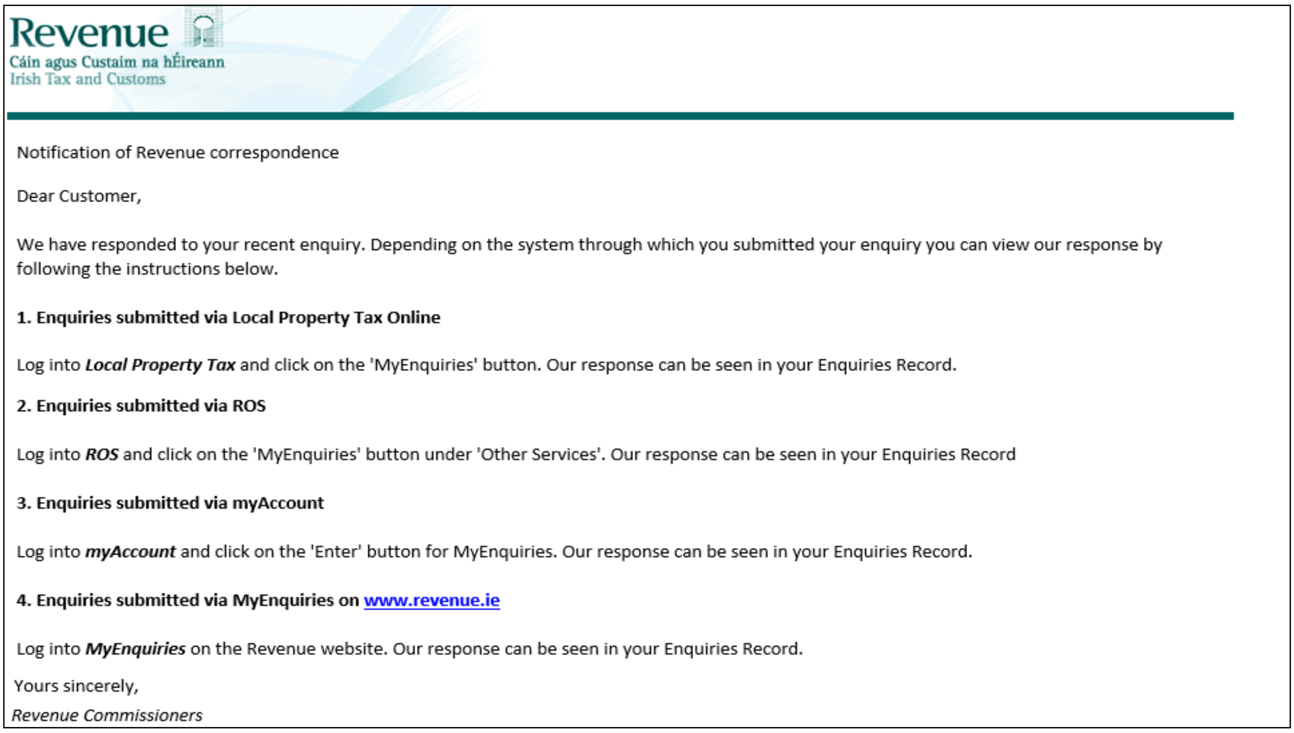
Joe Bloggs 24/03/2015 13:29

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

Figure 9: 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.



Notification of Revenue correspondence

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

Figure 10: Email informing you that a response has issued

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.

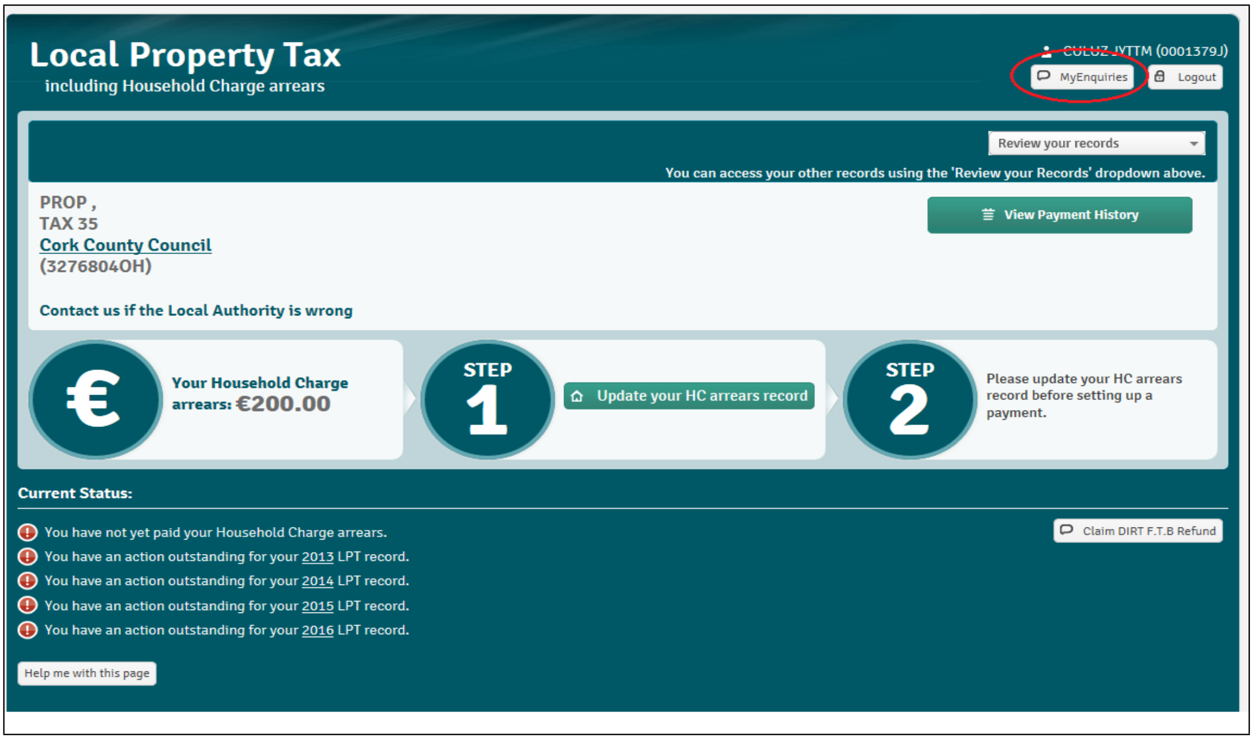


Figure 11: LPT screen

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

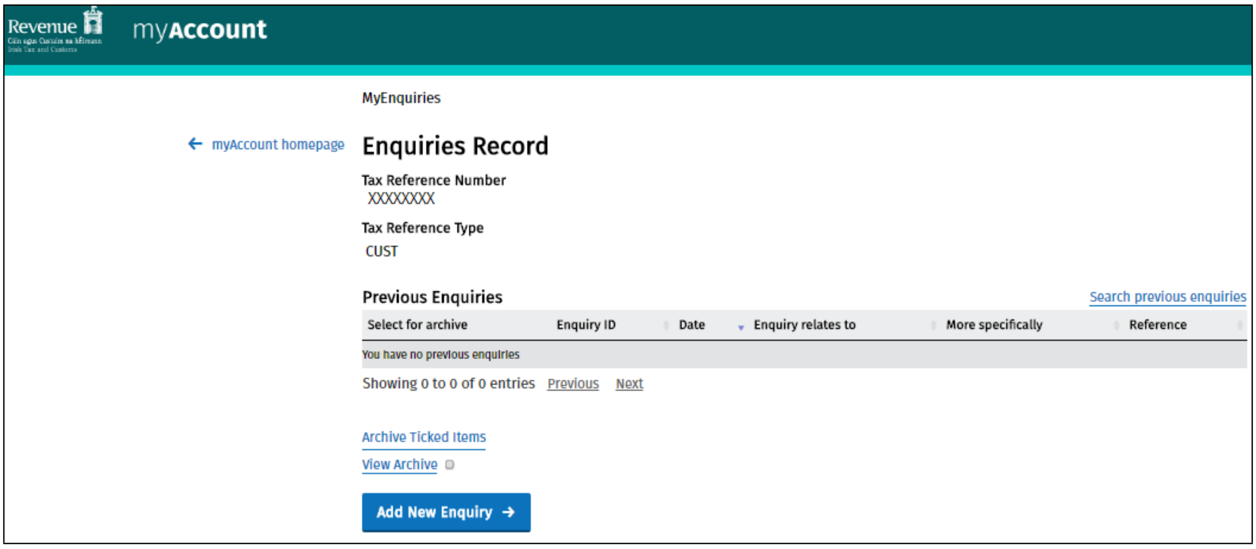


Figure 12: Enquiries Record screen (Inbox

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).