MyEnquiries: Submitting and Managing Enquiries in ROS

Part 37-00-36C

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Summary

Guidance relating to specific aspects of registering for and using MyEnquiries is available in the following 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 37-00-36D MyEnquiries: Tracking of Enquiries

Part 37-00-36E MyEnquiries: Notifications about Enquiries

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1   Submitting and managing enquiries (ROS Business Customer)

This section describes how a ROS customer can submit and manage their enquiries.

1.1   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.

Figure 1: Enquiries Record (Individual's screen)

1.2   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.

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

1.3 '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' - (ROS customer's screen)

1.4 'Enquiry relates to' and 'More specifically' fields

Dropdown lists of categories and related sub-categories are provided in these fields.

When you select a category from 'Enquiry relates to', the text of the information tooltip changes depending on the category selected.

When you have selected the most suitable category from the list of options under 'Enquiry relates to', you should then select a category under 'More specifically' that best describes the subject matter of your enquiry.

1.5   If an enquiry relates to 'Customs Declarations'

When a customer selects 'Customs Declarations' from the 'Enquiry relates to' dropdown and selects a related sub-category from the 'More specifically' drop-down, an additional field appears on the screen. This field is titled 'MRN (Optional)' and the information tooltip will display 'Movement Reference Number'. Any entries in that field are validated to ensure they are in the correct format and are Irish MRNs (Movement Reference Numbers).

1.6   '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.

1.7   '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.

1.8   '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.

1.9   '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.

1.10 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 4: Attachments options on the 'Add a new Enquiry' screen

1.11 Submit Enquiry

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

1.12 Automatic notification that the enquiry was received

Figure 5: System generated reply to confirm that the enquiry was received

2   Submitting and managing enquiries (Agents/Advisors)

This section describes how an agent or advisor can submit and manage their enquiries.

2.1   Enquiries Record screen

You can view, search for, or archive your enquiries and Revenue replies from the Enquiries Record screen. You can also update an existing enquiry.

You can view the details of a particular enquiry by clicking on the relevant row on the Enquiries Record screen.

This screen also displays the Client Tax Reference Number (TRN) that was entered when submitting the original enquiry.
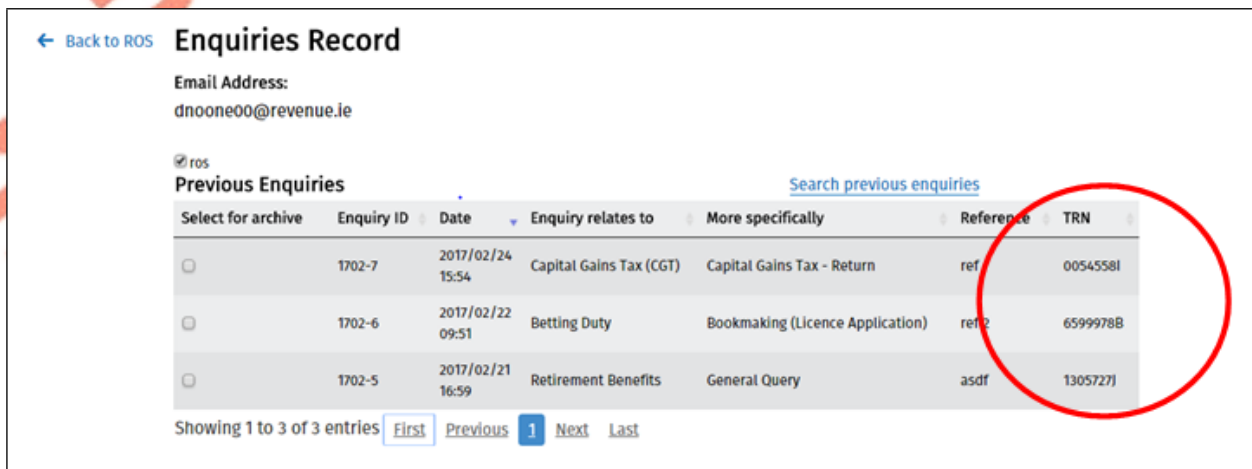

Figure 6: Enquiries Record (Agent's screen) showing TRN field

2.2   Enquiries Record screen – Flag message as a 'to-do' item

Agents or advisors can flag enquiries for follow up if they wish by clicking on the grey flag next to the enquiry – this will then turn the flag to red, indicating that the enquiry has been flagged for them to follow up.
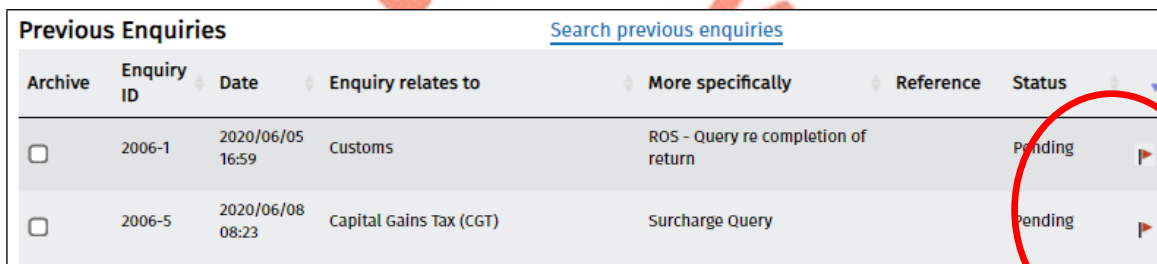

Figure 7: Enquiries Record -   Flag as a to-do item

2.3   '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.

Figure 8: 'Add a new Enquiry' (Agent's / Advisor's screen)

2.4 'TAIN' field

This field is prepopulated with the TAIN.

2.5 'Client Tax Reference Number' and 'Client Tax Reference Type' fields

You should enter the client's tax reference details in these fields (these fields are optional for CAT and Stamp Duty).

You 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.

2.6 'Enquiry relates to' and 'More specifically' fields

Dropdown lists of categories and related sub-categories are provided in these fields.

When you select a category from 'Enquiry relates to' the text of the information tooltip changes depending on the category selected.

When you have selected the most suitable category from the list of options under 'Enquiry relates to', you should then select a category under 'More specifically' that best describes the subject matter of your enquiry.

2.7 'My reference' field

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

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 to you when Revenue responds to your 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.

2.8 '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.

2.9 '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 you think you may exceed this limit, you can send your enquiry 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.

2.10 '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.

2.11 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.

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

The following file types are supported: 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 9: Attachments options on the 'Add a new Enquiry' screen

2.12 Submit enquiry

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

2.13 Automatic notification that the enquiry was received

Figure 10: System generated reply to confirm that the enquiry was received

3   Facilities common to both agent and business customers

3.1   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. CGT, or a partial word, e.g. 'def' (deferral).

3.2   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.

3.3   Restoring Email addresses to access enquiries under deactivated email

MyEnquiries is a structured secure email service and the 'inbox' is linked to the email address provided by the customer.   Email addresses may be deactivated by removing them from the list of Email Addresses in the 'Manage My Enquiries' option. This is done by clicking the bin symbol. The email address is hidden, not deleted. **Note however that enquiries raised under email addresses which are removed in this way are no longer visible**. To view those enquiries, the email address must be restored. Email addresses may be restored by ticking the checkbox 'Show removed email addresses' and then clicking the circular arrow to the right of the required email address.
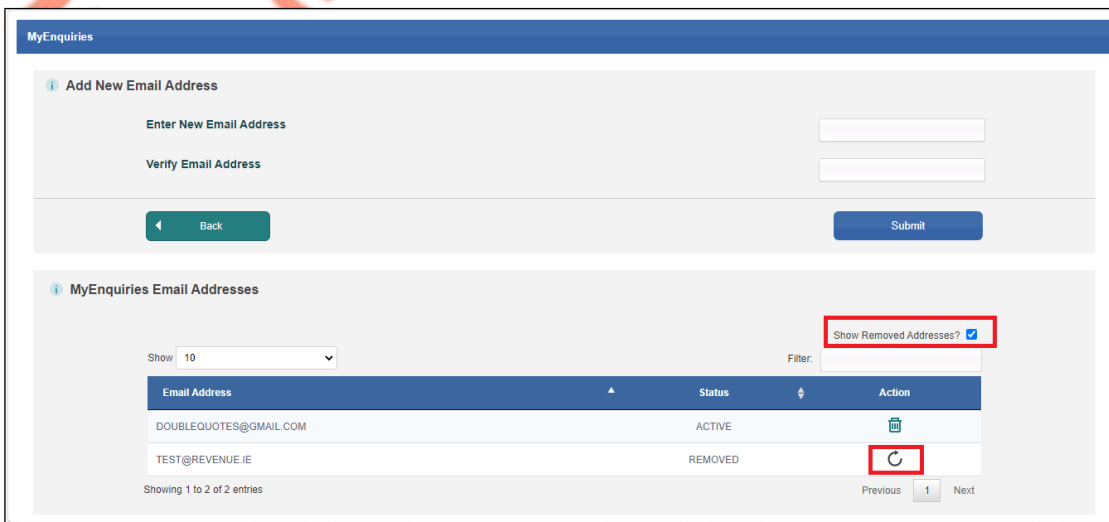

Figure 11: Restore deactivated email address

3.4   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.
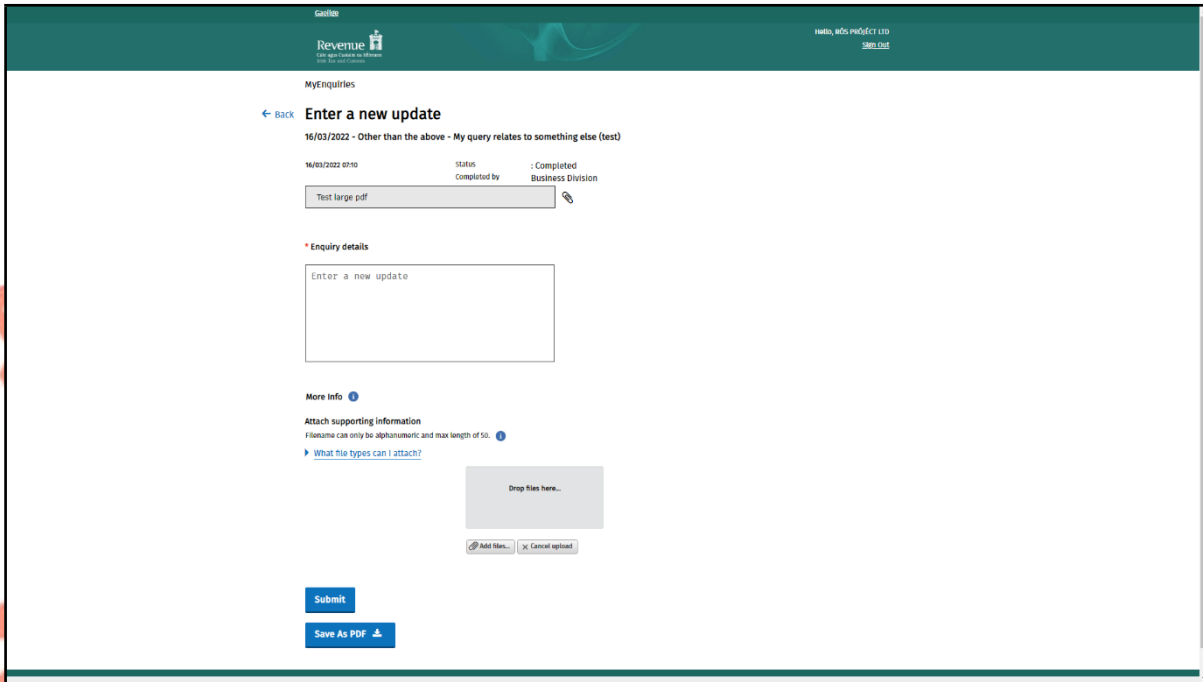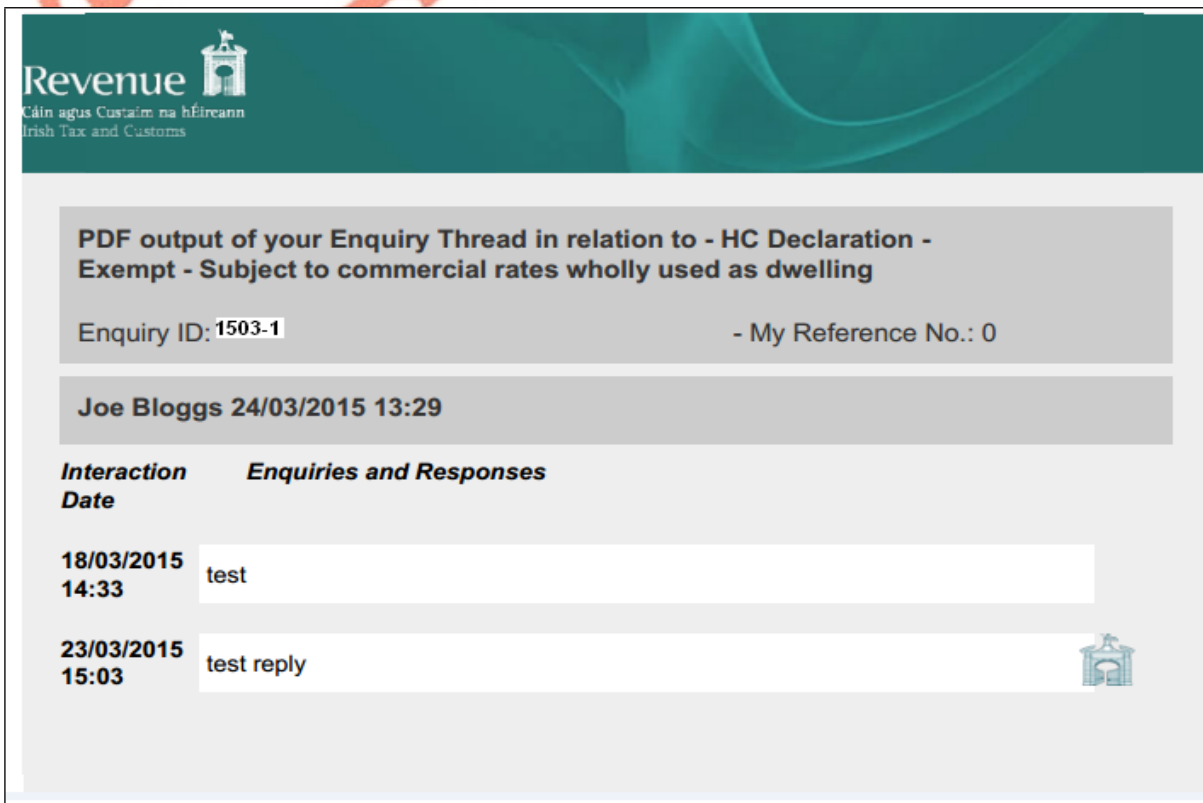
Figure 12: Screen showing enquiry thread

Figure 13: Representation of PDF document

3.5   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.
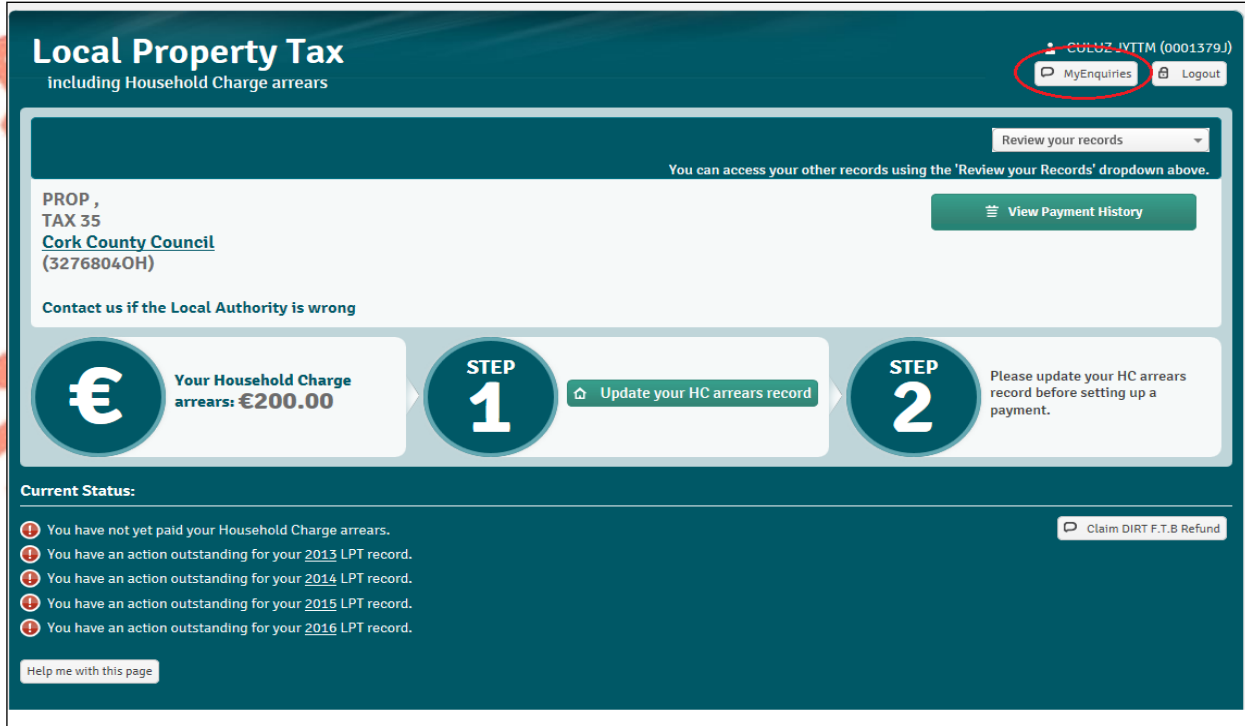

Figure 14: LPT screen

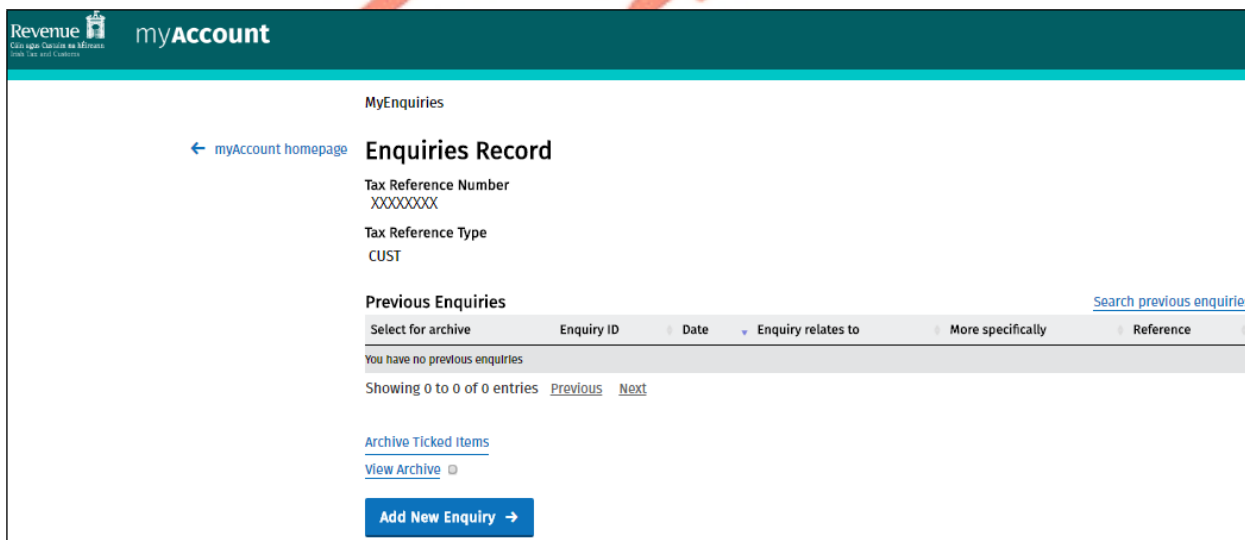You will be brought directly to the Enquiries Record screen (Inbox).

Figure 15: 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).