# **MyEnquiries – tracking of Enquiries**

#### Part 37-00-36C

Document updated July 2021

# 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	Submitting and managing Enquiries: the Enquiries Record Screen
Part 37-00-36C	Tracking of Enquiries
Part 37-00-36D	Notifications about Enquiries, including tax clearance and eCG50
· ~	applications made via myAccount



The information in this document is provided as a guide only and is not professional advice, including legal advice. It should not be assumed that the guidance is comprehensive or that it provides a definitive answer in every case.

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#### 1 Introduction

MyEnquiries is a structured online contact facility that allows customers to securely send and receive correspondence to and from Revenue.

A new tracking system has been developed in MyEnquiries; which allows customers, both agents/advisors and taxpayers, to:

- view the current status of an enquiry they have submitted via MyEnquiries, and;
- see the current 'location' (Division) that is dealing with their enquiry.

This development seeks to provide additional information, on status and location/Division, to our customers without them needing to initiate a new enquiry. In that way, it should make MyEnquiries a more effective service for our customers.

### 2 Customer/agent view of status in MyEnquiries

#### 2.1 Enquiries Record includes 'status'

Customers can 'track' the progress of an enquiry on their Enquiries Record. A new 'Status' column is added on the Record.

Enquiries Record									
Only enquiries raised through ROS are shown below. To view enquiries raised through myAccount, please sign in to myAccount.									
Email Address: TEST@REVENUE.IE Previous Enquiries Search previous enquiries									
Select for archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	TRN	Status		
	2005- 122006	28/05/2020 08:05	Tax Clearance	Tax Clearance Certificate	TC1	85831A	Completed		
	2005-42	15:47	Employers' PAYE	Benefts and Deductions			Awaiting Feedback		
	2005-30	10/05/2020 18:15	Stamp Duty	Stamp Duty Return	CMTEST	85831A	Pending		
	2005-22	10/05/2020 10:10	Capital Acquisitions Tax (CAT) - Inheritance/Gifts	Expression of Doubt		85831A	In Progress		
Showing 1 to 4 of 4 entries Previous			1 Next						

Figure 1: Enquiries Record screen showing 'Status' column

#### 2.2 Status

The enquiry 'status' visible on the Enquiries Record for all enquiries is one of the following:

Status	Description
Received	The enquiry has been received by Revenue and will be routed into a
	queue to be processed.
In Progress	The enquiry is currently in a queue to be processed.
Completed	The enquiry has been completed by Revenue.
Awaiting Customer	Revenue has requested something from the customer and is waiting
Feedback	on a reply. This appears as 'Awaiting Feedback' in MyEnquiries.
Revenue Initiated	Indicates the message was sent from Revenue.

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[...]

### 3 Location where enquiry is being dealt with

In addition to the status that are listed in paragraph 2.2 above, the tracking system also gives information on where the enquiry is, or was, processed. By clicking on the enquiry, agents/advisors or taxpayers will see the detail of the enquiry on an 'Interactions Screen'. Each enquiry includes information about the location or Division in Revenue where the query is 'assigned' or being dealt with.

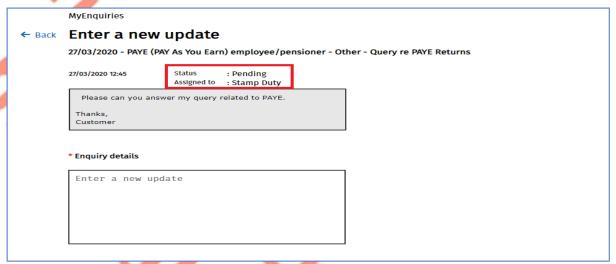


Figure 2: Interactions screen on enquiry, including 'Status' and the location dealing with the enquiry

Both agents/advisors and taxpayers can see the Division where the enquiry is being processed, e.g. Business Division, Customs Division or Personal Division.

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[...]