

## MyEnquiries – tracking of Enquiries

### Part 37-00-36C

Document updated July 2021

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### 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

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A more recent version of this manual is available.

# 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.

<b>Enquiries Record</b>							
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				<a href="#">Search previous enquiries</a>			
Select for archive	Enquiry ID	Date	Enquiry relates to	More specifically	Reference	TRN	Status
<input type="checkbox"/>	2005-122006	28/05/2020 08:05	Tax Clearance	Tax Clearance Certificate	TC1	85831A	Completed
<input type="checkbox"/>	2005-42	12/05/2020 15:47	Employers' PAYE	Benefits and Deductions			Awaiting Feedback
<input type="checkbox"/>	2005-30	10/05/2020 18:15	Stamp Duty	Stamp Duty Return	CMTEST	85831A	Pending
<input type="checkbox"/>	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 Feedback	Revenue has requested something from the customer and is waiting 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.



The screenshot shows a mobile application interface for 'MyEnquiries'. At the top, there is a 'Back' button and the title 'Enter a new update'. Below this, the enquiry details are listed: '27/03/2020 - PAYE (PAY As You Earn) employee/pensioner - Other - Query re PAYE Returns'. A timestamp '27/03/2020 12:45' is shown next to a red-bordered box containing the text 'Status : Pending' and 'Assigned to : Stamp Duty'. Below this, there is a text input field containing the message 'Please can you answer my query related to PAYE.' followed by 'Thanks, Customer'. At the bottom, there is a section titled '\* Enquiry details' with a text input field containing the placeholder text 'Enter a new update'.

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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