

MyEnquiries: Notifications about enquiries including tax clearance applications in myAccount

Part 37-00-36D

Document created July 2020

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 applications in myAccount

Revenue

Cáin agus Custaim na hÉireann
Irish Tax and Customs



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.

Table of Contents

1	Automatic notification that the enquiry was received	3
2	Notification that a Revenue response has issued	3
2.1	Notification that Revenue has initiated an enquiry	4
3	Tax Clearance applications made via myAccount	5
4	Other 'system' replies issued via MyEnquiries	6

A more recent version of this manual is available.

1 Automatic notification that the enquiry was received

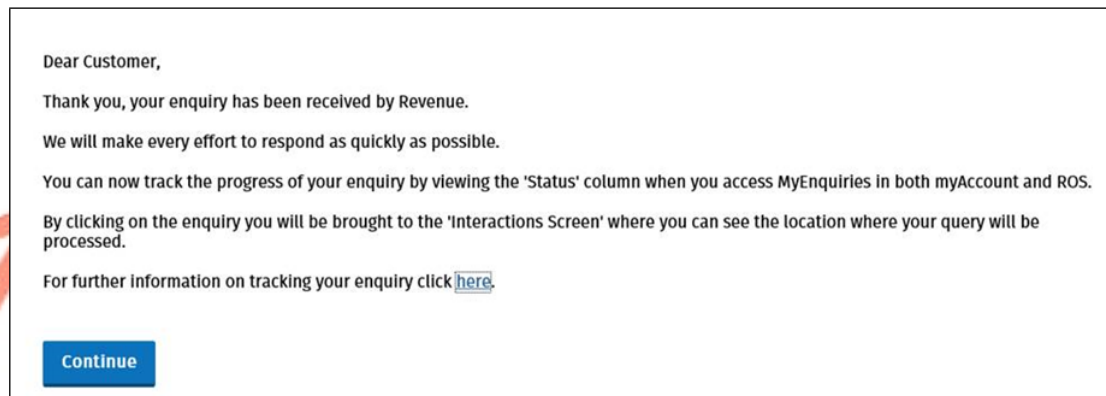


Figure 1 System generated reply to confirm that the enquiry was received

2 Notification that a Revenue response has issued

When Revenue issues a response to an enquiry, an email is sent by standard email to inform you that (i) a response has issued and (ii) can be viewed in the Enquiries Record screen (Inbox) in MyEnquiries.

Any entry in the 'My reference' field when the original enquiry was submitted is included in the subject line of this 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.

Yours sincerely

Revenue Commissioners

Figure 2 email notification that Revenue has replied to an enquiry

Fógra i dtaobh chomhfhreagrais ó na Coimisinéirí Ioncaim

A chustaiméir,

d'fhreagraíomar an fiosrú le déanaí uait. Ag brath ar an gcóras trínar chuir tú an fiosrú isteach, tig leat breathnú ar ár bhfreagra trí dhul tríd na treoracha thíos.

1. Fiosruithe curtha isteach trí Cháin Mhaoine Áitiúil ar Líne

Logáil isteach i **gCáin Mhaoine Áitiúil** agus cliceáil an cnaipe 'M'Fhiosruithe'. Feicfear an freagra i dTaifead d'Fhiosruithe.

2. Fiosruithe curtha isteach trí ROS

Logáil isteach i **ROS** agus cliceáil an cnaipe 'M'Fhiosruithe' faoi 'Seirbhísí Eile'. Feicfear an freagra i dTaifead d'Fhiosruithe.

3. Fiosruithe curtha isteach trí mochúrsaí

Logáil isteach i **mochúrsaí** agus cliceáil an cnaipe 'Cuir Isteach' button le haghaidh **M'Fhiosruithe**. Feicfear an freagra i dTaifead d'Fhiosruithe.

Le dea-mhéinn,

Na Coimisinéirí Ioncaim

Figure 3 Irish version of email notification that Revenue has replied to an enquiry

2.1 Notification that Revenue has initiated an enquiry

When Revenue initiates an enquiry, an email is sent by standard email to inform you that an enquiry has been initiated and can be viewed in the Enquiries Record screen (Inbox) in MyEnquiries.

Notification of Revenue contact

Dear customer,

Revenue has contacted you via our secure online system, **MyEnquiries**. You can view this contact by following the instructions below.

1. Via Local Property Tax Online

Log into **Local Property Tax** and click on the 'MyEnquiries' button. Our contact can be seen in your Enquiries Record.

2. Via ROS

Log into **ROS** and click on the 'MyEnquiries' button under 'Other Services'. Our contact can be seen in

your Enquiries Record.

3. Via myaccount

Log into **myaccount** and click on the 'Enter' button for **MyEnquiries**. Our contact can be seen in your Enquiries Record.

Yours sincerely

Revenue Commissioners

Figure 4 email notification that Revenue has initiated an enquiry in MyEnquiries

Fógra i dtaobh teagmhála ó na Coimisinéirí Ioncaim

A chustaiméir,

bhí na Coimisinéirí i dteagmháil leat tríd an gcóras slán ar líne, **M'Fhiosruithe**. Tig leat breathnú ar ár dteagmháil trí dhul tríd na treoracha thíos.

1. Trí Cháin Mhaoine Áitiúil ar Líne

Logáil isteach i **Cáin Mhaoine Áitiúil** agus cliceáil an cnaipe 'M'Fhiosruithe'. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

2. Trí ROS

Logáil isteach i **ROS** agus cliceáil an cnaipe 'M'Fhiosruithe' faoi 'Seirbhísí Eile'. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

3. Trí mochúrsaí

Logáil isteach i **mochúrsaí** agus cliceáil an cnaipe 'Cuir Isteach' button le haghaidh M'Fhiosruithe. Feicfear an teagmháil i dTaifead d'Fhiosruithe.

Le dea-mhéinn,

Na Coimisinéirí Ioncaim

Figure 5 Irish version of email notification that Revenue has initiated an enquiry in MyEnquiries

3 Tax Clearance applications made via myAccount

If a customer applies for a tax clearance certificate via myAccount, she or he receives a confirmation or rejection notification in MyEnquiries.

Notifications about tax clearance display on the Enquiries Record screen as below:

- 'Tax Clearance' displays in the 'Enquiry relates to' column, and
- a sub-category (Tax Clearance Certificate, Tax Clearance Refusal, Tax Clearance Access Number or Tax Clearance Rescinded) displays in the 'More specifically' column.


Customers can obtain further information regarding their tax clearance application by clicking on the tax clearance notification.

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	

Figure 6 Reply in the Enquiries Record about a Tax Clearance application

The email notification issued about the reply in MyEnquiries specifically references that the message refers to Tax Clearance.

Tax Clearance Message <Ref: 2005-122006>

 noreply@revenue.ie
To: [Redacted]

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

Revenue has sent you new correspondence.

Dear Customer,

Processing of your recent application for a "Tax Clearance Certificate" is now complete.

Please access "myAccount" to view this correspondence in "MyEnquiries".

Yours sincerely,

Revenue Commissioners

[Latest Security Information](#)

Figure 7 email notification about a Tax Clearance application submitted from myAccount

4 Other 'system' replies issued via MyEnquiries

Revenue replies to a number of online applications submitted through myAccount are issued via MyEnquiries. These include:

- Help to Buy (access numbers, verification, etc.)
- eCG50 (notification of application process)
- Letter of Residence (application status update)
- Charitable Donations Scheme (CDS eRepayments)

These replies or updates on relevant access numbers, etc. can be seen in the Enquiries Record.