

[37-00-36] MyEnquiries - replacing Secure eMail

Updated July 2015

1. Introduction.....	2
2. New registrations	3
3. Login to MyEnquiries	4
4. Forgot Password Screen.....	5
5. Edit Profile Screen	7
6. Submitting Enquiries	8
6.1. Add a New Enquiry	9
6.2. Agent enquiries.....	10
6.3. Attachments	12
6.4. Enquiry Details field.....	12
6.5. Invalid characters in the Enquiry Details field	12
6.6. Submit Enquiry.....	12
6.7. Notification to customer that response has issued.....	12
6.8. Search function	12
6.9. Export facility for enquiry thread	12
7. Future developments.....	14
8. Reminder re confidentiality of taxpayer information	14
9. Facility for Revenue staff to initiate a contact.....	14
9.1. Adding an Attachment.....	15
9.2. Search function.....	15
10. MyEnquiries items in iC.....	15
11. Replying to enquiries.....	15
11.1. Attaching a document to a reply.....	16
11.2. New Enquiry Thread.....	16
11.3. Notification that enquiry has been received	16
11.4. Locating enquiries in iC.....	16
12. New categories in iC.....	16
13. Access to Secure eMail after MyEnquiries is in place.	16
14. Setting up users in iC.....	17
15. Working items in iC.....	17
16. Transport Layer Security (TLS)	17
17. Problems with registration, login etc.....	17
Appendix A – Dropdown options and associated iC categories.....	18
Appendix B – New iC categories for MyEnquiries	27

1. Introduction.

Revenue's Secure eMail system was withdrawn with effect from 13 June 2015 and replaced by **MyEnquiries**.

References to Secure eMail on Revenue's website have changed to **MyEnquiries**. Existing users of Secure eMail were automatically registered for the new system and can log on to **MyEnquiries** using their Secure eMail login, i.e. email address and password.

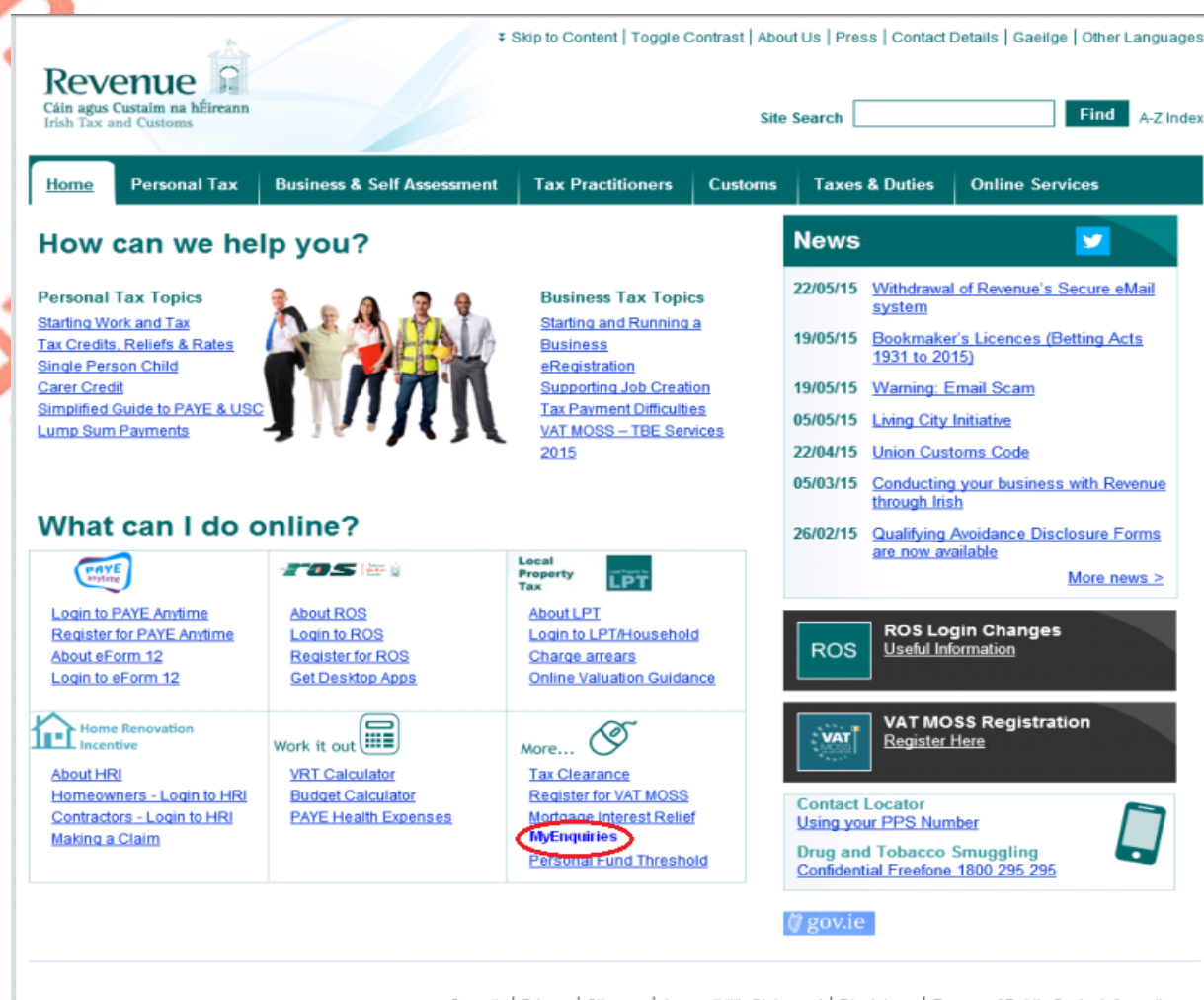


Figure 1 – Revenue Homepage

2. New registrations

New users can register for **MyEnquiries** on www.revenue.ie using the Registration screen below. Customers can register a group email address.

Please note. Customers must ensure that they select the correct Tax Type to match the Tax Reference Number they have entered. If the Tax Type and Tax Reference Number do not match it can lead to difficulties with their enquiries being directed within Revenue.

If a customer tries to register using an email address that is already registered for **MyEnquiries** the message 'email address already registered' will display. If someone tries to register using a Tax Number that is marked ceased the message, 'registration ceased, contact your local Revenue office' will display. If someone tries to register using a Tax Number for a taxhead that has ceased the message 'registration ceased, contact your local Revenue office' will display.

Revenue
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MyEnquiries

Complete this form to register with Revenue MyEnquiries services.
Your password will be posted out to you on registration.

* Denotes mandatory field

New User Registration

Email Address*

Confirm Email Address*

Surname*

First Name*

Contact Telephone Number*

Tax Type*

Tax Practitioners/Business users should select tax type VAT

PPSN/Taxpayer Reference Number*

Forgot Password Question*

Forgot Password Answer*

Confirm Password Answer*

Submit

Figure 2 - Registration screen

Passwords, comprising a mixture of alphabetic and numeric characters, are posted to new users as this provides a level of authentication. Customers can change their passwords using the 'Edit Profile screen (see Para 5).

3. Login to MyEnquiries

When customers click on the 'Login' option on the **MyEnquiries** page on www.revenue.ie they are brought to the screen below

Figure 3 - Login screen

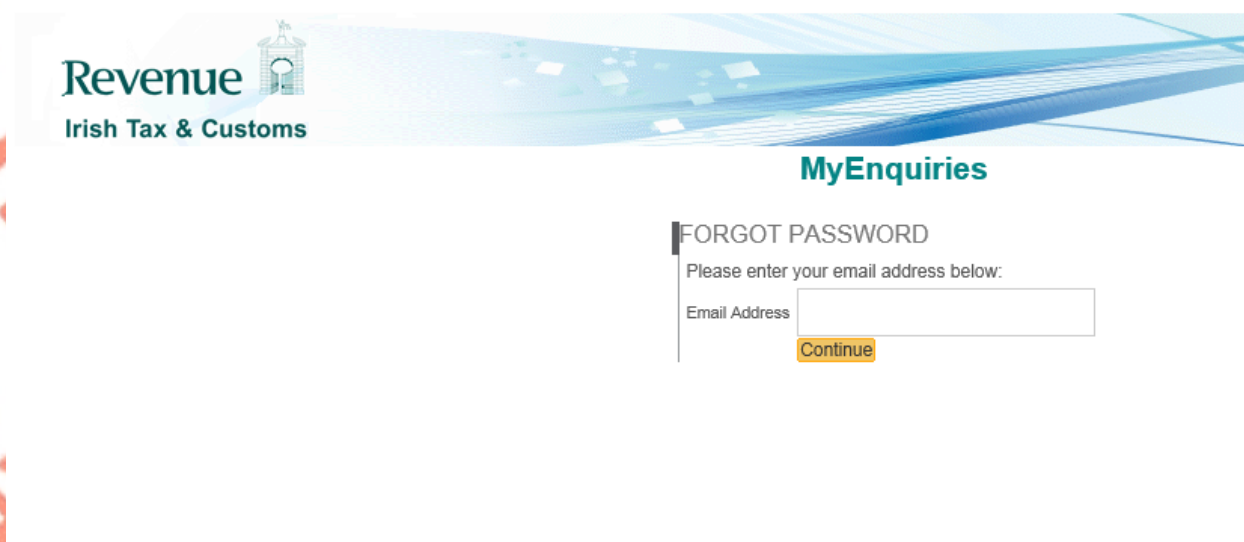
When customers login they are brought directly into the '**Enquiries Record**' screen. This screen provides a record of any previous enquiries and Revenue responses and allows customers to submit a new enquiry by clicking on the 'Add New Enquiry' button.

Enquiry ID	Date	Enquiry Relates To	More Specifically	My Reference No
1505-1045	2015/05/28 12:12	PAYE employee - Other	Bereavement	Test

Figure 4 - Enquiries Record screen

4. Forgot Password Screen

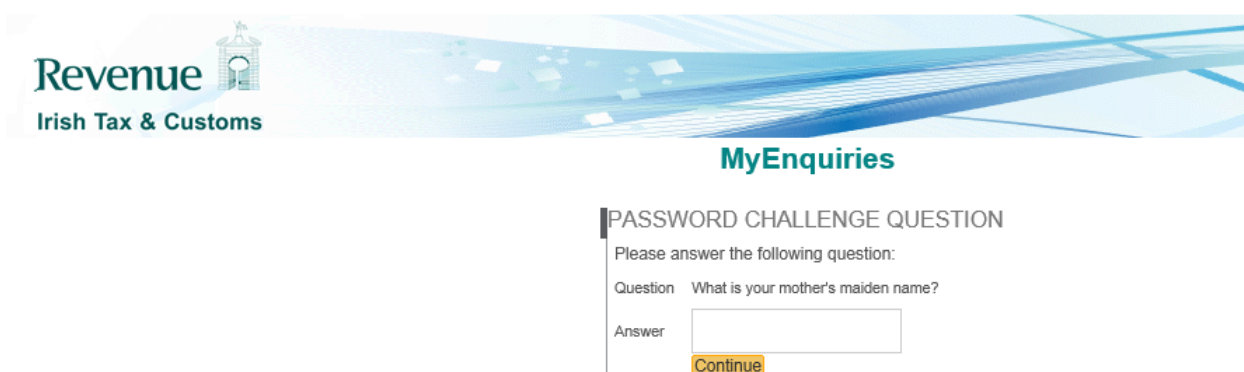
If a customer has forgotten their password they can update it by clicking on 'Forgot Password' link on the **MyEnquiries** page on www.revenue.ie. When they click on this link they are brought to the following screens.



The screenshot shows the Revenue Irish Tax & Customs website header with the 'MyEnquiries' section. Below this, the 'FORGOT PASSWORD' section is displayed. It prompts the user to 'Please enter your email address below:' and provides a text input field for the 'Email Address'. A yellow 'Continue' button is located below the input field.

Figure 5 - Forgot Password screen

When the customer enters their email address and clicks on the 'Continue' button the Password Challenge screen is displayed. The 'Challenge Question' that is asked of the customer is that supplied by them at the registration stage (see Para 2/Figure 2).

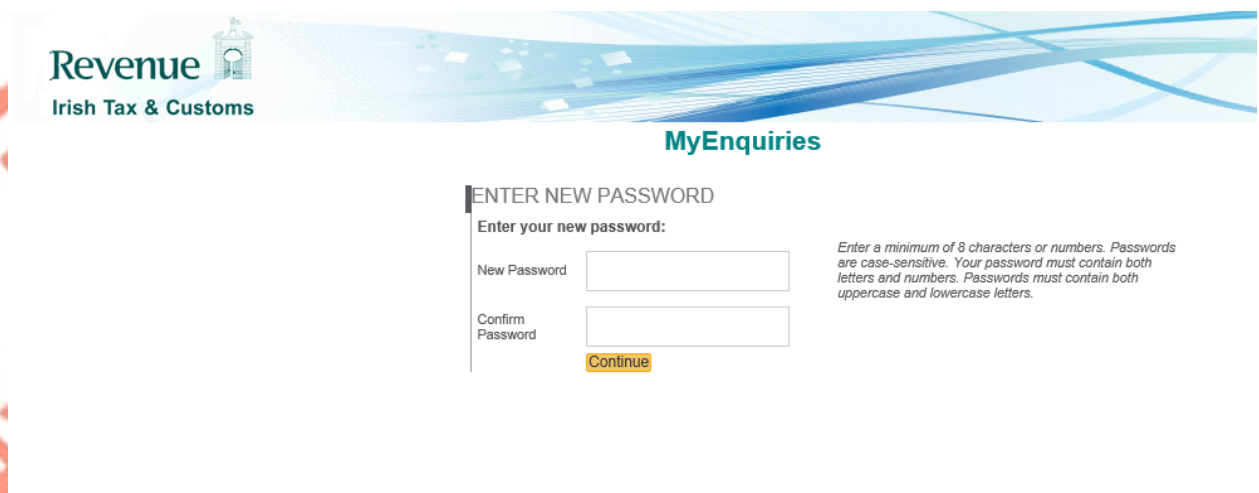


The screenshot shows the Revenue Irish Tax & Customs website header with the 'MyEnquiries' section. Below this, the 'PASSWORD CHALLENGE QUESTION' section is displayed. It prompts the user to 'Please answer the following question:'. The 'Question' is 'What is your mother's maiden name?'. There is a text input field for the 'Answer'. A yellow 'Continue' button is located below the input field.

Figure 6 - Password Challenge Question screen

If the customer correctly answers the password challenge question they can update their own password. However, if they enter an incorrect answer they will be presented with the error message 'You did not enter correct answer'.

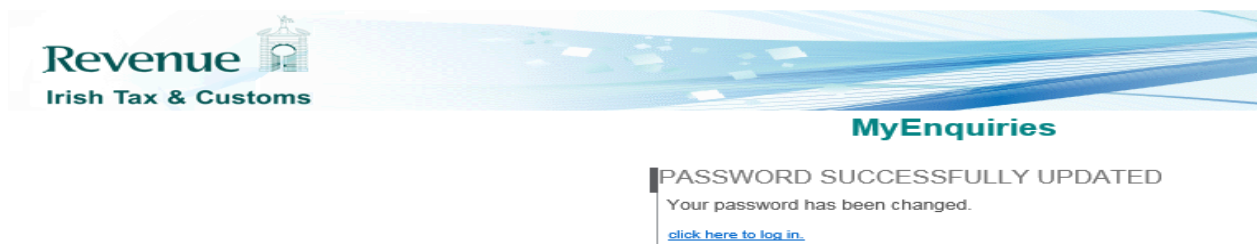
See [Paragraph 17](#) for information regarding problems with registration, login, forgotten password, etc..



The screenshot shows the 'MyEnquiries' section of the Revenue Irish Tax & Customs website. The main heading is 'ENTER NEW PASSWORD'. Below it, the instruction 'Enter your new password:' is followed by two input fields: 'New Password' and 'Confirm Password'. A 'Continue' button is located below the 'Confirm Password' field. To the right of the input fields, a note states: 'Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must contain both uppercase and lowercase letters.'

Figure 7 - Enter New Password screen

After entering and confirming a new password the following screen is displayed.



The screenshot shows the 'MyEnquiries' section of the Revenue Irish Tax & Customs website. The main heading is 'PASSWORD SUCCESSFULLY UPDATED'. Below it, the message 'Your password has been changed.' is displayed. A link labeled 'click here to log in.' is provided below the message.

Figure 8 - Password Successfully Updated screen

The customer can log into **MyEnquiries** with their new password once it has been successfully updated.

5. Edit Profile Screen

If a customer wishes to change their password and/or 'Challenge Question' they can do so by clicking on the 'Edit Profile' button on the 'Enquiries Record' screen and are brought to the screen below.

The screenshot shows the 'MyEnquiries' section of the Revenue Irish Tax & Customs website. The header includes the Revenue logo and the text 'Irish Tax & Customs'. The 'MyEnquiries' title is in blue. A 'Back to Inbox' button is at the top left. The 'Personal Details' section contains fields for First Name (Joe), Last Name (Biggs), and Email Address (cmulvey@revenue.ie). The 'Password' section has fields for New Password and Confirm Password, with a note: 'Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must contain both uppercase and lowercase letters.' The 'Password Challenge' section has a dropdown for Challenge Question (set to 'What is your mother's maiden name?'), and fields for Challenge Answer and Confirm Answer. At the bottom, there is a field for the existing password to confirm changes and a 'Save Profile' button.

Revenue
Irish Tax & Customs

MyEnquiries

[Back to Inbox](#)

Personal Details

First Name: Joe

Last Name: Biggs

Email Address: cmulvey@revenue.ie

Password

New Password:

Confirm Password:

Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must contain both uppercase and lowercase letters.

Password Challenge

Challenge Question: What is your mother's maiden name?

Challenge Answer:

Confirm Answer:

Please enter your existing password to confirm profile changes.

Password:

[Save Profile](#)

Figure 9 - Edit Profile screen

6. Submitting Enquiries

Customers can view all of their enquiries and Revenue responses on the ‘Enquiries Record’ screen.

English / Gaeilge

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Irish Tax and Customs

[Edit Profile](#)

Name: Charlotte Mulvey
Email Address: charlottesmulvey@gmail.com

Enquiries Record

Search:

Enquiry ID	Date	Enquiry Relates To	More Specifically	My Reference No
1505-1045	2015/05/28 12:12	PAYE employee - Other	Bereavement	Test

Showing 1 to 1 of 1 entries

[Previous](#) [Next](#)

[Add New Enquiry](#)

[Close](#)

Figure 10 - Enquiries Record screen

Customers can make enquiries by using ‘Add New Enquiry’, as above. They will be assisted by dropdown lists of categories and related sub-categories (see fields ‘My Enquiry Relates To’ - ‘And More Specifically’ in Figure 11 overleaf).

Enquiries are worked in the Integrated Contacts system (iC) (a list of the various dropdown options and their associated iC categories is provided in Appendix A).

6.1. Add a New Enquiry

The following screen opens when the customer clicks on the 'Add New Enquiry' button on the 'Enquiries Record' screen above. The Tax Reference Number and Tax Reference Type fields will be prepopulated with the tax details supplied at registration.

English / Gaeilge

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

Back to Inbox

Add A New Enquiry

My Enquiry Relates To * Other than the above ⓘ

And More Specifically * Expression of Doubt ⓘ

My Reference (optional) ⓘ

For Attention Of (email address) (optional) ⓘ
[Contact Locator](#)

☐ Tick this box if you are an agent

Tax Reference Number 0000009R ⓘ

Tax Reference Type PAYE ⓘ

Enquiry Details
Enter further detail up to 2,000 characters ⓘ

Please provide your email address below. Note your address will only be used to notify you when there has been activity on your enquiry.

Email Address char@gmail.com ⓘ

Email Confirmation char@gmail.com ⓘ

Attach supporting information * ⓘ
Browse... + ⓘ

* Denotes mandatory field.

Submit Enquiry

Figure 11 - Add a new Enquiry

6.2. Agent enquiries

If the 'agent' tick box is selected an additional field appears for the agent's TAIN and the Tax fields are renamed Client Tax Reference Number and Client Tax Reference Type (see screenshot below). The Client Tax Reference Type field has a dropdown populated with a list of relevant tax types e.g. PAYE/IT/VAT etc.

Please note that it is essential that agents tick the 'agent' tick box and insert a TAIN, the client tax reference number and type; as the client's tax reference number is used to direct the query to the appropriate office in Revenue. If an agent submits an enquiry from the 'individual' screen, without indicating that it is an agent enquiry on behalf of a client, then it will be directed to the agent's own Revenue office instead of their client's. This will result in delays in dealing with the query pending the re-assignment of the query to their client's Revenue office.

Generally, a query is directed to the client's Revenue office based on the Tax Reference Number provided, which is used in the location mapping process in iC. If, however, the enquiry relates to a subject that is dealt with either centrally or nationally, then the enquiry will be directed to the central or national office, e.g. payment or offset queries will be routed to the Collector General's office.

In response to feedback the number of tax type options will be expanded in a future development of **MyEnquiries**. In the meantime, if a client is not be registered for any of the tax types on the dropdown list, the agent can untick the 'agent field', add the client's PPSN and Revenue office into the enquiry details, and enter the email address for the client's Revenue office in the 'for attention of' field.

Revenue

Cáin agus Custaim na hÉireann
Irish Tax and Customs

Back to Inbox

Add A New Enquiry

My Enquiry Relates To *

Other than the above

And More Specifically *

Expression of Doubt

My Reference (optional)

For Attention Of (email address) (optional)

[Contact Locator](#)

☒ Tick this box if you are an agent

TAIN *

Client Tax Reference Number *

Client Tax Reference Type *

Enquiry Details

Enter further detail up to 2,000 characters

Please provide your email address below. Note your address will only be used to notify you when there has been activity on your enquiry.

Email Address

char@gmail.com

Email Confirmation

char@gmail.com

Attach supporting information *

Browse...

+

* Denotes mandatory field.

Submit Enquiry

Figure 12 - Add a new Enquiry (Agent view)

6.3. Attachments

Customers can attach documents to their enquiry subject to a file size limit of 10MB for individual files and the maximum number of attachments is 10.

The following file types are supported: .pdf, tiff, tif, txt, .jpg, .jpeg, .doc, .docx, .xls, .xlsx, .xlsm, .P30, .xml, .zip, .7z, .dat, .p35, .p35L, .p45, .p453, .c35, .rct, .vt3, .fl1, .pay, .46g, .46gc, .i38, .transit, .int, .vie, .eus, .rom1, .sd, .flf, .fl, .ct1, .f35, .dwt, .cds1, .csv, .png, .log, .cfg, .p12, .p12.bac, p12(1).bac, .html, .pptx, .mht, .htm, .gif, .msg, .0001, .xps and .odt.

6.4. Enquiry Details field

There is a limit of 2,000 characters in the Enquiry Details field.

6.5. Invalid characters in the Enquiry Details field

Customers may receive an error message regarding invalid characters within the Enquiry Details field/text box ('Invalid characters not allowed'). This is being reviewed, and we are aware that it 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 the customer should forward their message as an attachment and enter a note to that effect in the Enquiry Details field/text box.

6.6. Submit Enquiry

When the customer clicks on Submit Enquiry their enquiry will then be viewable on the Enquiries Record screen.

6.7. Notification to customer that response has issued

When Revenue issues a response to an enquiry an email is sent to the customer informing them that a response has issued and can be viewed in their Enquiries Record screen in **MyEnquiries**.

6.8. Search function

When the customer logs in to the system they are presented with a list of their enquiries and Revenue responses on their Enquiries Record screen. They can view a specific enquiry by double-clicking on the required row. New unread messages appear in bold. A search facility is available that allows the customer to locate a particular enquiry in the Enquiries Record by entering a key word, e.g. CGT, or a partial word, e.g. 'def' (deferral).

6.9. Export facility for enquiry thread

When a customer clicks on a particular enquiry on the Enquiries Record screen they are brought to a screen that shows all the interactions relating to a particular 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. That document can be saved to their own computer.

English / Gaelige

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Irish Tax and Customs

Back to Inbox

24/03/2015 - LPT Query - Deferral of payment (5642)

24/03/2015 10:34
Hello,
I would like to add a new enquiry.

24/03/2015 10:36
new informtaion
(For Attention Of: test@revenue.com)

Enter a new update

Attach supporting information
 No file selected.

Submit

Save As PDF

Figure 13 - Screen showing enquiry thread

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Irish Tax and Customs

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 14 - Representative of PDF document

7. Future developments

MyEnquiries will be further developed in September 2015. It will be accessible via Revenue's existing On-Line Service for business customers, **ROS**; and a new service for personal taxpayers called **myAccount**.

8. Reminder re confidentiality of taxpayer information

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

9. Facility for Revenue staff to initiate a contact.

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

9.1. Adding an Attachment

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

9.2. Search function

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

10. MyEnquiries items in iC.

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

11. Replying to enquiries

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

11.1. Attaching a document to a reply

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

11.2. New Enquiry Thread

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

11.3. Notification that enquiry has been received

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

11.4. Locating enquiries in iC

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

12. New categories in iC.

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[...]

13. Access to Secure eMail after MyEnquiries is in place.

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14. Setting up users in iC.

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

15. Working items in iC

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

16. Transport Layer Security (TLS)

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

17. Problems with registration, login etc.

If customers experience any difficulties in using **MyEnquiries**, they should email MyEnquiries@revenue.ie.

This mailbox is worked by Planning Division who will deal with any enquiries regarding the operation of **MyEnquiries** and will also provide the following services:

- a facility to manually register customers who do not have any Irish tax reference number (non- residents), and
- assistance to customers who have forgotten both their password and the password challenge question. Planning Division will generate a password which will issue to the customer by letter. The customer can then change this password using the 'Edit Profile' button in MyEnquiries.

Appendix A – Dropdown options and associated iC categories.

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
PAYE employee - Credits/Reliefs	1. Dependent Relative Credit 2. Health expenses 3. Home Carer Credit 4. Incapacitated Child Credit 5. Medical Insurance Relief 6. Pension query 7. Rent Tax Credit 8. Single Persons Child Carer Credit 9. Tuition fees 10. Other credit/relief	
PAYE employee - Other	1. First job in Ireland 2. Changing jobs 3. Starting a new job after returning from abroad 4. Application for Tax Credit Certificate - Other 5. Bereavement. 6. End-of-year review. 7. Marriage/Civil Partnership 8. Query re PAYE Returns 9. Separation/reconciliation. 10. Share Options 11. Unemployment repayment 12. Other PAYE query	

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
Income Tax (non-PAYE employee)	1. Income Tax Return 2. Income Tax Query 3. Expression of Doubt 4. ROS - Query re completion of return.	
Audit/Compliance	1. Capital Acquisitions Tax (CAT) 2. Capital Gains Tax (CGT) 3. Corporation Tax (CT) 4. Employers' PAYE 5. Income Tax (non-PAYE employee) 6. PAYE employee 7. Value-Added Tax (VAT) 8. Relevant Contracts Tax (RCT) 9. Stamp Duty 10. General Audit/Compliance query	
Capital Acquisitions Tax (CAT) - Inheritance/Gifts	1. Capital Acquisitions Tax - Adverse Possession 2. Capital Acquisitions Tax - Inland Revenue Affidavit 3. Capital Acquisitions Tax - Certificates 4. Capital Acquisitions Tax - Estate Duty 5. Capital Acquisitions Tax - Returns 6. Expression of Doubt 7. Reliefs & Exemptions 9. General CAT query 10. ROS - Query re completion of return.	

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
Capital Gains Tax (CGT)	1. Application for Certificate (CG50) - IT/CT 2. Application for Certificate (CG50) - PAYE 3. Capital Gains Tax - Return 4. Expression of Doubt 5. General CGT query 6. ROS - Query re completion of return.	
Collector-General's	1. Direct Debit 2. Electronic Funds Transfer (EFT) / Giro 3. Enforcement proceedings 4. Payments 5. Tax Relief at Source (TRS) Compliance 6. Tax Relief at Source (TRS) Query 7. Tax arrears 8. General query	
Corporation Tax (CT)	1. Corporation Tax Return 2. Corporation Tax Query 3. Expression of Doubt 4. ROS - Query re completion of return.	
Customs	1. Customs & Excise AEP Accounts 2. Economic Operators Registration (EORI) 3. eCustoms - Systems query 4. Classification of Goods 5. General Customs query 6. ROS - Query re completion of return.	

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
DIRT	1. First Time Buyer 2. General query - Deposit Interest Retention Tax (DIRT)	
Employers' PAYE	1. P35 Overpayments 2. P35 Amendments 3. Employer's PAYE - General query 4. ROS - Query re completion of return.	
Excise	1. Bookmaking 2. Ceased licence 3. Court Certificate 4. Fuel Licence 5. Garda - Data Request 6. Microbreweries - Repayments. 7. Mineral Oil - Repayments 8. Wine on Application 9. Excise Licence - General query 10. C&E Accounts – C&E Payments 11. C&E Accounts – C&E Payments General Enquiries 12. C&E Warrants 13. ROS - Query re completion of return.	

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
HC Declaration	<ol style="list-style-type: none"> 1. Payment already made 2. Waiver - Entitled to Mortgage Interest Supplement 3. Waiver - Properties in certain unfinished housing estates 4. Exempt - Owner has left house due to long term infirmity 5. Exempt - Unsold trading stock with no income derived 6. Exempt - Subject to commercial rates wholly used as dwelling 7. Exempt - Vested in Housing Authority including Shared Ownership scheme 8. Exempt - Voluntary or co-operative housing 9. Exempt - Owned by charity or in a discretionary trust 10. Exempt - Vested in Minister of Government or HSE 	
LPT Query	<ol style="list-style-type: none"> 1. Sale/Purchase of Property 2. Other ownership query 3. Payment/Return query 4. Deduction from pay/pension/welfare payment 5. Deferral of payment 6. Exemption 7. Uninhabitable Property 8. Valuation 9. Refund request 10. Change your Local Authority 11. Other LPT Query 12. Agent Query 13. SEPA Monthly Direct Debit 	

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
Relevant Contracts Tax (RCT)	1. Offsets. 2. RCT 46 3. General RCT query. 4. ROS - Query re completion of return.	
Retirement Benefits (Large Cases Division)	1. Scheme Accounts 2. Scheme Amendments 3. New Schemes 4. General Query 5. Pensions Authority 6. Personal Fund Threshold (PFTs) 7. ARFs & PRSAs 8. AVCs 9. Permanent Health Benefit Schemes	

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
Stamp Duty	1. Stamp Duty Adjudication 2. Stamp Duty Audit 3. Stamp Duty Instrument 4. Stamp Duty Mitigation Application 5. Stamp Duty Payment 6. Stamp Duty Refund Application 7. Stamp Duty Return 8. Stamp Duty Tax No. 9. Stamp Duty - Expression of Doubt 10. General Stamp Duty query 11. ROS - Query re completion of return.	
Tax Registration/ Cancellation	1. Agent Link - Registration 2. Agent Link - Cancellation 3. Registration (non-company) 4. Registration (company) 5. Registration - Foreign trader (non-company) 6. Registration - Foreign trader (company) 7. Cancellation (non-company) 8. Cancellation (company) 9. Cancellation - Foreign trader (non-company) 10. Cancellation - Foreign trader (company) 11. General registration query 12. ROS - Query re completion of return.	

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
Value-Added Tax (VAT)	1. Refund of VAT for diplomatic staff 2. Refund of VAT on aids & appliances for persons with disabilities 3. Expression of Doubt 4. General VAT Query 5. ROS - Query re completion of return.	
VIMA	1. EMCS 2. Extrastat 3. EU Savings Directive, 4. Intrastat, 5. VAT MOSS 6. VIES 7. ROS - Query re completion of return	

Dropdown 1 'My Enquiry relates to'	Dropdown 2 'And more specifically'	
Vehicle Registration Tax (VRT)	1. Export Refund Scheme (VRT) 2. Repayment of Excise Duty on Fuel for drivers and passengers with disabilities 3. Remission of VRT for drivers and passengers with disabilities 4. General VRT query 5. C&E Accounts – VRT Payments 6. C&E Accounts – VRT Payments General Enquiries 7. ROS - Query re completion of return.	
Other than the above	1. Change of address 2. Complaint/Request for Local Review 3. Expression of Doubt 4. Registry of Shipping 5. Revenue On-Line Service (ROS) Payments 6. Revenue On-Line Service (ROS) Technical Support 7. Revenue Technical Service 8. Tax Clearance (PAYE employee) 9. Tax Clearance (Business) 10. Tax Clearance (SIPO) 11. Tax Clearance (non-resident)	

Appendix B – New iC categories for MyEnquiries

The following material is either exempt from or not required to be published under the Freedom of Information Act 1997.

[...]

A more recent version of this manual is available.

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