

Jobs and Pensions Service

User Manual

Part 42-04-64

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Note: References to jobs in this document also refer to pensions unless specifically mentioned. Similarly, references to employers also refer to pension providers.

1. Background

Jobs and Pensions is an online service that allows customers register their new job with Revenue.

Agents cannot currently access the Jobs and Pensions service.

Customers who are changing jobs should not use this service to tell us about their new job unless the old job has been ceased on Revenue's record. If a customer adds a job before this information is updated, it will be treated as a second job – see section 2.1.1 Adding a second job.

Jointly assessed customers may be asked to provide information in relation to their spouse or civil partner.

Revenue will use any relevant information from the customer's Revenue record and will only ask for information where it is missing or may not be up to date.

Customers who are jointly assessed to tax (married or civil partnerships) will be able to register a job for their spouse or civil partner.

2. Overview of Jobs and Pensions services: Information sought from customer

The Jobs and Pensions service has four distinct sections and the customer will be taken through each section in turn.

Help text is provided throughout the service to assist customers. This is accessed by clicking on the relevant link.

2.1 Section 1: Details of new job

Customers will see up to date information on their jobs for the current year, even if they are ceased. Joint assessed customers will be able to see the relevant details for their spouse or civil partner.

If a customer has already left a job but the employer has not yet advised Revenue, it will show as an active job until such time as the customer's record is updated.

Customers can input a job with a start date in the current or previous 5 tax years. A start date in a future year will not be accepted.

Figure 1: Display screen – customer with no jobs during the current tax year

The screenshot shows the 'myAccount' header in a teal bar. Below it, the breadcrumb 'Jobs and Pensions' is followed by a blue back arrow and 'Section 1 of 4'. The main heading is 'Jobs and pensions for 2016'. A light gray box contains the text 'No jobs or pensions on record for 2016'. Below this text are two blue buttons: 'Add job →' and 'Add pension →'.

Figure 2: Display screen – customer with a job during the current tax year

The screenshot shows the 'myAccount' header in a teal bar. Below it, the breadcrumb 'Jobs and Pensions' is followed by a blue back arrow and 'Section 1 of 3'. The main heading is 'Jobs and pensions for 2016'. A light gray box displays a job entry: 'Lzdp W Gzzb Ltd (xypenzp Hkpb)' followed by an empty text input field. Below the company name, it says 'Active' and 'Start date: 01/01/2014', with a blue link 'View details' to the right. At the bottom of the box are two blue buttons: 'Add job →' and 'Add pension →'.

Figure 3: Display screen – joint assessed customer

The screenshot shows the 'myAccount' interface for 'Jobs and Pensions'. It is 'Section 1 of 4'. The title is 'Jobs and pensions for 2016'. There are two customer sections. The first section is for 'Sam' with a text input field. Below it, 'Official Name For' is followed by a text input field and 'Sour Dough Company'. The status is 'Active' and the 'Start date' is '01/01/2016'. There is a 'View details' link. The second section is for 'Official Name For' followed by a text input field and '- Bread Comp' followed by another text input field. The status is 'Active' and the 'Start date' is '01/01/2016'. There is a 'View details' link. Below these sections are two blue buttons: 'Add job →' and 'Add pension →'. The second customer section is for 'Josie' with a text input field. Below it, it says 'No jobs or pensions on record for 2016'. There are two blue buttons: 'Add job →' and 'Add pension →'.

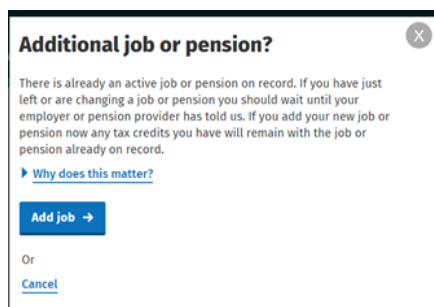
Customers will be asked to provide information on the new job and will also be asked for information to establish whether they are entitled to the Employee tax credit and/or FREs. As FREs only relate to jobs, a customer adding a pension will not be asked to provide these details.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

2.1.1 Adding a second job

Customers adding an additional job to their record (i.e. there is already at least one active job on the customer's record) will be advised that this will be treated as a second or subsequent job. Customers will also be advised that if they are changing jobs and their old job is still active on Revenue's record, they should not register the new job until the old job has been ceased.

Figure 4: Message displayed to customer adding an additional (second or subsequent) job

Additional job or pension?

There is already an active job or pension on record. If you have just left or are changing a job or pension you should wait until your employer or pension provider has told us. If you add your new job or pension now any tax credits you have will remain with the job or pension already on record.

[Why does this matter?](#)

Add job →

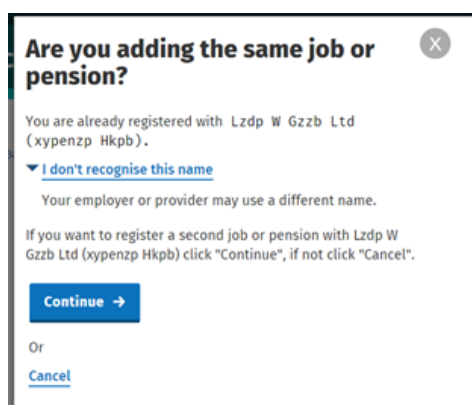
Or

[Cancel](#)

2.1.2 Adding a second job with the same employer (dual employments)

Customers adding a second job for the same employer will be prompted to confirm that this is the position. Many customers have second jobs (called 'dual employments') with the same employer.

Some employers trade using a different name to the one on Revenue's record and their employees may not recognise this name. In such cases, customers may try to register their job a second time.

Figure 5: Message displayed to customer adding a second job with the same employer

Are you adding the same job or pension?

You are already registered with Lzdp W Gzzb Ltd (xypenzp Hkpb).

[I don't recognise this name](#)

Your employer or provider may use a different name.

If you want to register a second job or pension with Lzdp W Gzzb Ltd (xypenzp Hkpb) click "Continue", if not click "Cancel".

Continue →

Or

[Cancel](#)

2.2 Section 2: Residency details

A customer's tax residency position has to be determined so the correct tax credits can be granted to the customer.

In most cases, the information is already available on Revenue's record to determine this. However, the following customers will have to provide additional information as we do not have sufficient information or our information may be out of date:

- All customers starting their first job in Ireland;
- Customers currently marked as non-resident;
- Customers with no live employment in the previous 6 months.

Joint assessed customers may be asked to provide information for their spouse or civil partner.

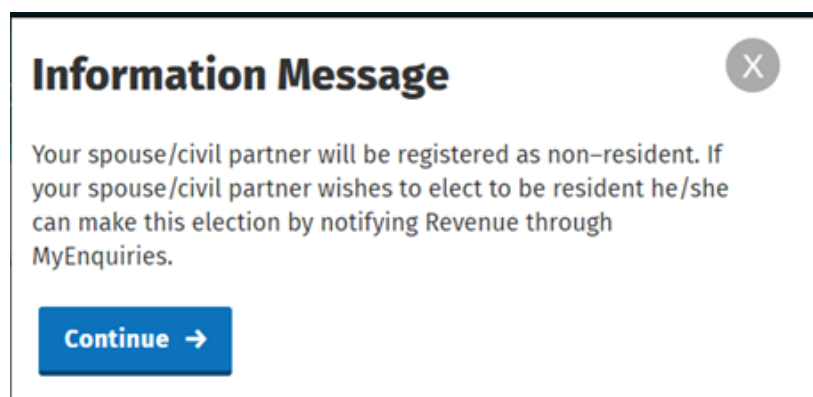
The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

2.2.1 Election

Customers who are non-resident can elect to be tax resident in the current tax year if they will be resident in the State in the following tax year under any one of the residency tests. It is not possible for customers to elect for their spouse or civil partner as each individual must complete their own election. The customer will be advised of the position.

Figure 6: Message displayed to customer whose spouse or civil partner is considered non-resident



2.3 Section 3: Incomes and earnings

Additional information will be sought from relevant customers to ensure that their tax credits are correctly adjusted to take account of any taxable DSP payments received in the current tax year.

2.3.1 DSP payments

Information is received directly from DSP on certain taxable benefits. However, the amount customers receive from DSP in respect of the following payments is not received:

- Blind Pension
- Survivor's Pension (Non-Contributory)
- Carer's Income (Allowance/Benefit).

Recipients of these payments will be asked to enter the amount of their weekly payment.

It should be noted that Carer's Income currently displays on the record of the assessable spouse/ nominated civil partner. Where this is recorded against the wrong spouse, the customer is asked to contact Revenue so the record can be amended. (Note: this will be fixed shortly and the message removed).

Where customers are asked to provide this information, details of any other DSP taxable payments received by them will also be displayed on screen. However, this will not display for new customers.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Figure 7: Display screen – DSP payments not on record

myAccount

Jobs & Pensions
Section 3 of 4

[← Back](#)

Department of Social Protection (DSP) Income

You are in receipt of the following taxable benefits. Please provide the weekly amount for the benefits highlighted below.

[▶ What payments are taxable?](#)

Please enter the weekly amount below:

Survivors Pension Contrib	€ <input type="text"/>
DSP Carers Income	€ <input type="text"/>
DSP One Parent Payment - on record	
DSP Income - on record	

[▶ Why is this information required?](#)

[Next →](#)

2.3.2 USC

The rate of USC customers pay on their income is determined by their total annual income (excluding DSP payments), by their age and whether they have a full medical card.

Customers will be asked if their total annual income is less than €13,000 (exemption threshold for 2016 and 2017). Based on the information provided, customers may be granted an exemption to USC.

Revenue receives information directly from the HSE regarding individuals who have been granted a full medical card. Customers will pay a reduced rate of USC if their total annual income (excluding DSP payments) is below €60,000 (reduced rate threshold for 2016 and 2017) unless they are entitled to an exemption from USC.

The reduced rate of USC also applies to customers aged 70 and over whose total annual income (excluding DSP payments) is over €13,000 but less than €60,000.

Customers with a medical card, based on information received from the HSE, or those customers over 70 years of age, will be asked to confirm their total income for the year to determine whether the reduced rate of USC applies.

2.4 Section 4: Summary and declaration

When the customer has completed the previous sections they will then be brought to the summary screen.

Figure 8: Display screen - summary screen: single customer

myAccount

Jobs and Pensions
Section 4 of 4

[Back](#)

Are these details correct?

Section 1: Job details[Edit](#)

Employer's tax registration no.

Employer name Lzdp W Gzrb Ltd (xygenzp Hkpb)

Job start date 08/08/2015

You are paid Monthly

Proprietary director relationship None

Flat rate expenses None

Section 2: Residency[Edit](#)

Non-resident

Section 3: Additional incomes[Edit](#)

- DSP Blind Pension - €50

Universal Social Charge

Standard rate

☒ I confirm that the information provided in this form is true and correct to the best of my knowledge and belief. I have included all information relevant to this application.

[Submit](#) [Cancel](#)

Figure 9: Display screen - summary screen: joint assessed customer

myAccount

Jobs and Pensions
Section 4 of 4

Are these details correct?

Section 1: Job details [Edit](#)

Employer's tax registration no.

Employer name Lzdp W Gzzb Ltd (xypenzp Hgpb)

Job start date 08/08/2015

You are paid Monthly

Proprietary director relationship None

Flat rate expenses None

Section 2: Residency [Edit](#)

Non-resident

Section 3: Additional incomes [Edit](#)

- DSP Blind Pension - £50

Universal Social Charge

Standard rate

☒ I confirm that the information provided in this form is true and correct to the best of my knowledge and belief. I have included all information relevant to this application.

[Submit](#) [Cancel](#)

Customers can edit any of the details provided. If they do so, they will need to answer all subsequent questions in the registration process. This is necessary because each question is dependent on the answer to the previous question.

When a customer is satisfied that all the information provided is correct they should click on the declaration and submit the registration form. They will then have to complete the 'Secure sign and submit' screen for the registration to be submitted.

Figure 10: Display screen – secure sign and submit screen

Jobs and Pensions

Secure sign and submit

PPS Number

Enter myAccount Password

[Sign and Submit →](#)

2.4.1 Acknowledgement messages

An acknowledgement message will display when the registration form has been submitted.

There are different messages depending on the information provided by the customer. This is to provide additional information to customers based on their particular circumstances.

The message will also take account of whether the customer is adding a job for his/herself or for his/her spouse or civil partner.

Details of the different types of acknowledgement message are set out in Appendix 2.

Figure 11: Display screen – standard acknowledgement message

Jobs and Pensions

Thank you.
Your details have been submitted.

Reference number: **4880716595**

Your new Tax Credit Certificate will be available to view online within 2 working days.

A new Tax Credit Certificate will also issue to your employer. It may take some time for your employer to apply these changes to your pay.

Please note that any tax credits awarded are based on the information you have provided and your certificate will include any taxable incomes held on record. You can declare additional incomes and manage your tax credits on PAYE Services: Manage your tax.

[Go to myAccount homepage →](#)

2.5 Saving data on Jobs and Pensions

Customers can save their data and complete and submit the job registration at a later time. When the customer signs in later, a message will be displayed to inform him/her of the saved data. The job that has been partially input will also display on the screen and is labelled 'In progress'.

Figure 12: Display screen – customer screen where data saved

You have saved updates from your last session. Please click 'Continue' to finish and submit these updates or 'Cancel' to start again.

Jobs and Pensions
 ← Back Section 1 of 4

Jobs and pensions for 2016

Official Name For Sour Dough Company

Active Start date: 02/02/2016 [View details](#)

Official Name For Sour Dough Company

In progress [Cancel](#)

[Continue →](#)

3. Issue of a Tax Credit Certificate

After the job is registered on the Jobs and Pensions service, a TCC will issue to the new employer. A copy of the TCC will be available to view in My Documents in myAccount usually within 2 days of the submission being made.

TCCs set out a customer's tax credits and rate bands for the current tax year.

The information provided by the customer, in addition to the information held on Revenue's record, will determine the appropriate tax credits and rate bands.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Output of TCCs stop in early December each year. Jobs can continue to be registered after output has stopped but no employee TCC will issue for the current tax year. The customer will be advised of this in the acknowledgment message – see Appendix 2. Revenue will continue to issue employer TCCs through ROS for new commencements until later in December.

3.1 Tax credits

The Jobs and Pensions service will automatically grant the following credits if the customer meets the relevant criteria:

- [Personal Tax Credit](#)
- [Employee Tax Credit](#)
- [Age Credit](#)
- [Earned Income Credit](#)
- [FRE](#)

If a customer is entitled to other credits for the current tax year, they can be claimed in PAYE Services: Manage my tax. (Note: If you are setting up a job for the very first time you will need to sign out of myAccount and sign back in later to see the PAYE Services card).

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Employments Update

User	<input type="text"/>
Reference no.	4517546391
Date of submission	26/08/2016 13:58
PAYE Updates	View details

Section 1: Job details	
Tyozed (6915699D)	
Employer's tax registration no.	<input type="text"/>
Employer name	Dwcozuhtnni Ltd
Job start date	26/08/2016
You are paid	Weekly
Proprietary director relationship	None
Fiat rate expenses	None

Section 2: Residency	
Tyozed (6915699D)	Non-resident View details

Section 3: Overall incomes	
Tyozed (6915699D)	
Universal Social Charge	Standard rate

7. Other information

7.2 Incorrect submission by a customer

A customer who submits an incorrect submission will need to contact his/her local Revenue office to have it amended.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

7.3 Customer decides not to take up job

The Jobs and Pensions service allows a customer notify Revenue of the new job in advance of the start date.

A customer may, following notification to Revenue of the new job, decide not to take up this employment.

The customer will need to contact his/her local Revenue office to have his/her record amended. Otherwise, the job will stay on his/her record with credits and rate bands allocated to it.

7.4 Non e-Enabled customers

The paper Form 12A will still be available for customers unable to use myAccount. The paper Form 12A will only be available on request and the caseworkers should satisfy themselves first that the customer will be unable to use our online services before they issue a paper form.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Appendix 2: Acknowledgment messages

The messages below are the possible versions that would show for a single person adding a job, depending on the details they provided.

1. Standard

Jobs and Pensions

Thank you.
Your details have been submitted.

Reference number: **4880716595**

Your new Tax Credit Certificate will be available to view online within 2 working days.

A new Tax Credit Certificate will also issue to your employer. It may take some time for your employer to apply these changes to your pay.

Please note that any tax credits awarded are based on the information you have provided and your certificate will include any taxable incomes held on record. You can declare additional incomes and manage your tax credits on PAYE Services: Manage your tax.

[Go to myAccount homepage →](#)

2. Submission to be reviewed (iC cases)

Jobs and Pensions

Thank you.
Your information will be reviewed and we may need to contact you to confirm some details.

Reference number: **4128701543**


Once approved, your new Tax Credit Certificate will be available to view online.

A new Tax Credit Certificate will also issue to your employer. It may take some time for your employer to apply these changes to your pay.

Please note that any tax credits awarded are based on the information you have provided and your certificate will include any taxable incomes held on record. You can declare additional incomes and manage your tax credits on PAYE Services: Manage your tax.

[Go to myAccount homepage →](#)

3. Non-resident customer who may be entitled to credits on review

 **Jobs and Pensions**

Thank you.
Your details have been submitted.

Reference number: **4121559728**

A new Tax Credit Certificate will issue to you and your employer shortly. It may take some time for your employer to apply these changes to your pay.

Based on the information you have provided, you are non-resident for Irish tax purposes. Tax credits are generally not due to non-residents, however you may be entitled to further credits on review at the end of the year. Further information is available on www.revenue.ie.

[Go to myAccount homepage →](#)

4. Too late in year to issue TCC

Jobs and Pensions

Thank you.
Your details have been submitted.


Reference number: **5857904086**

Unfortunately, it is too late in the year for a new Tax Credit Certificate to issue for 2017. The details you submitted will be included in your Tax Credit Certificate for 2018.

Once you have received your P60 from your employer for 2017 you can request a review of your tax. This can be done by submitting a Form 12 which is available on myAccount (PAYE Services: Review your tax).

[Go to myAccount homepage →](#)

5. Non-resident customer

**Jobs and Pensions**

Thank you.
Your details have been submitted.

Reference number: **5077724790**

A new Tax Credit Certificate will issue to you and your employer shortly. It may take some time for your employer to apply these changes to your pay.

Please note that any tax credits awarded are based on the information you have provided and could change during the course of the year.

[Go to myAccount homepage →](#)

