

Revenue



Cáin agus Custaim na hÉireann
Irish Tax and Customs

MyEnquiries – update and replies to queries raised and feedback received

- *Lack of acknowledgment that your query has been received or has been dealt with*

R: Acknowledgements do not issue from MyEnquiries. When a customer logs in they are presented with a list of their enquiries and Revenue responses on their Enquiries Record screen. New unread messages appear in bold. When Revenue replies to a query a notification email is sent.

- *Uncertainty on whether the appropriate person has received email*

R: If the user enters the email address of a specific Revenue official the enquiry will be assigned to that individual. Otherwise the enquiry will be directed to the appropriate section in Revenue based on the dropdown options selected by the user and the customer's Revenue district.

Agent feedback on improving the service - technical suggestions

- *The option to archive queries in folders, or to know what queries in the inbox have been addressed and which remain outstanding*

R: Enquiries can be archived by selecting the tick-box to the left of the Enquiry ID and clicking on the 'Archive ticked items' button. When an enquiry is archived it no longer appears in the Enquiries Record but can be retrieved by selecting the 'Show Archive' tickbox. The tax and duty manual is being updated about this. Completed enquiries can be archived leaving only ongoing items viewable.

- *The ability to cc colleagues on emails, and copy and paste.*

R: MyEnquiries is a structured, online contact facility that allows customers to securely send and receive correspondence to and from Revenue. It is acknowledged that this facility does not have email functionality, i.e. features such as cc, out of office, read/receipt option, etc. However, enquiries to/from 'group' email addresses are accessible to colleagues with access to those group email addresses. There are advantages such as a searchable, secure inbox and improved governance as the ROS administrator grants access and permissions.

- *More character spaces*

R: There is a 2,000 character limit in the message field. Further information can be included in attachments (and there is capacity to have 10 attachments up to 10mb each, i.e. 100mb).

- *The ability to insert tables*

R: Tables can be included in attachments.

- *Increase in viewing screen size and attachment size*

R: Re the viewing size: in general a screen resolution size can be adjusted from the default 100% by using 'Ctrl' with '+' or '-' (or using Ctrl with a mouse with a rollerball).

Re the attachment size: customers can attach documents up to a file size limit of 10Mb for individual files. The maximum number of attachments is 10; allowing a total of 100Mb.

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- *A prompt and clear alert via ROS when the reply has issued; automatically generated*

R: When Revenue replies to an enquiry a notification email is sent that a response is viewable in MyEnquiries. This notification email is a generic '**Notification of Revenue contact**' because it is sent by standard email to advise the customer to access MyEnquiries. When a customer logs in to MyEnquiries they are presented with a list of their enquiries and Revenue responses on their Enquiries Record screen. New unread messages appear in **bold**.

Agent feedback on improving the service - Process suggestions

- *The range of topics for selection on the drop down menu should be expanded so you can be clear the query is submitted to the right person.*

R: The range of topics (**My Enquiry RelatesTo**) is a list of 25 items that cover the main taxhead queries or issues raised by customers generally. The sub-categories (**And More Specifically**) allow for further streaming within each category. The bulk of these categories direct the enquiry to the customer's PAYE or business tax district. Some 'functional' categories are directed to centrally or regionally resourced functions, e.g. payment queries are sent to the Office of the Collector General and tax clearance has recently been centralised there.

As regards directing the query to the 'right person'; if the customer/agent enters the email address of a specific Revenue official the enquiry will be assigned to that official. Otherwise the enquiry will be directed to the customer's Revenue district or the functional area.

There is a limit to the number of dropdown options that can be made available to users without running the risk of making the system unwieldy. The decision on the number, and selection, of categories/sub-categories was based on the volume of queries received, feedback from users, research on best practice, etc..

- *A "track my query" facility. A ticket system for replies to enable tracking.*

R: While there is an 'Enquiry ID' in MyEnquiries, it is not currently possible for that to be tracked until a reply has been sent. However, the Enquiry ID is useful for customers if they are following up directly with Revenue staff on the query as it helps staff to find the query in the contact management system.