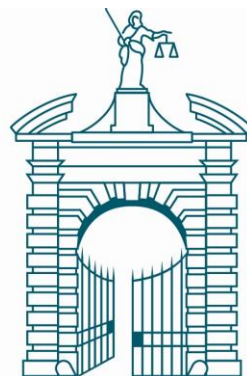


Revenue



Cáin agus Custaim na hÉireann
Irish Tax and Customs

Solicitor Enforcement Referral System.

The document is presented in four sections.

- Section A : The Solicitor Enforcement Referral System
- Section B : Accessing Revenue systems
- Section C : The Revenue Enforcement Service System (RES)
- Section D : The Revenue File Transfer System (RFTS)

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Section A

1. Solicitor Enforcement Referral System

The benefits for both Revenue and the Solicitors of the automated process for Enforcement are,

- Payment processing
- Issue and withdrawal of referrals
- Recording of referral outcomes
- Availability of up-to-date information

1.1. Payment Processing

A facility is required on the Solicitor's side to allow solicitors to record payment details online (as per details listed below) for daily transmission to the Debt Management Services¹ system (DMS).

The Solicitor's Offices will record details of each payment received on a daily basis – a payment received indicator (outcome code) along with Customer's Registration No, Tax Period and Referral Number, to which the payment relates will be forwarded to DMS daily.

Payments will be held in Solicitor's Offices for fifteen working days to ensure that dishonoured cheque payments will not be transmitted to DMS. When the payment is first received by the Solicitors, they should send an outcome of Payment Received in their daily file to Revenue. At this stage they should also send Revenue a payment record for the allocation of the payment.

On the fifteenth working day (after 20 days have elapsed) full payment details will be transmitted online (as per details listed below) to the DMS System for processing via the Direct Debit System:

The Solicitor System will be required to provide a file containing data as per Payments and Single Debit specification.

¹ Revenue released a new Debt Collection System – Debt Management Services (DMS) in March 2019. Prior to this the Active Intervention Management system (AIM) performed this function. With the transition from AIM to DMS, any information previously provided by AIM will now be sourced from DMS.

1.2 Payment Mandates

Payment mandates will have to be set up in DMS before payment processing commences – details of the firm’s Bank Identity Code (BIC) and International Bank Account Code (IBAN) must be provided as per Mandate header record and detail file. The Solicitor System will not be required to provide bank details with each payment file once the payment mandate is in place. The solicitor should however contact Revenue with any changes to their bank details.

1.3 Processing of Payments in DMS

The receipt of a payment in a Solicitor’s Office will be notified immediately to Revenue via a payment indicator. The actual debit instruction will be submitted to Revenue fifteen working days after date of receipt of payment.

Debit instructions, transferred via Solicitor, will be recorded in DMS daily – including “date received”. The DMS System will transmit files of debit instructions to the appropriate banks the day after the file is received from the Solicitor Online Systems. Once a debit instruction is processed, full payment details will be updated to Revenue’s Integrated Taxation processing system (ITP).

1.4. Issue of Referrals

DMS will send files of referrals to the Solicitors. Referral data will be updated (from referral file) to the Solicitor System using software provided by the firm’s software providers.

1.5 Customer Profile Reports

Additional Customer Information such as Customer Date of Birth, Eircode, and Agent Details has been available to the Solicitors via RES since August 2017. Prior to this a Profile Report, providing similar information, was completed by the Revenue Caseworker as part of issuing the referral. The Profile report is still available for Referrals issued prior to August 2017.

1.6 Referral Number

The Referral Number will be made up of one alpha and eight numeric characters: XNNNNBWYY.

- X = An alphabetic character. For Referrals, the first referral issued in a year will begin with K.
If the value of NNNN reaches 9999 in that year the next character in the alphabet will be used and NNNN will be reset to 0001. For example, if NNNN reaches 9999 in a single year for an individual bailiwick X will be K until NNNN reaches 9999 where it will become L and so on. The alphabetic character range for system referrals is K to R and is in use since March 2019. Prior to that under the AIM system two alphabetic character B (manual referrals) and S (system referrals) were used and these referrals are still valid.
- NNNN = number (0001 => 9999).
It may not be sequential (i.e. there could be gaps).
- BW = Bailiwick code
- YY = year

Each Solicitor's Office will be identified by a code. Current codes for existing solicitors are

- 05 – SOLICITOR1
- 06 – SOLICITOR2
- 08 – SOLICITOR3
- 10 – SOLICITOR4
- 13 – SOLICITOR5
- 14 – SOLICITOR6

New codes will be assigned to any newly appointed solicitor.

1.7. Display of Referral Status

A 'closed' indicator is required to indicate the status of a referral.

An entry of '1' will indicate that a referral is closed and an entry of '0' will indicate an open status.

All Phased Payment Arrangement cases not concluded (Outcome 05), part payment cases (Outcome 03), also Outcomes 01, 31 and 32 and unreported cases are regarded as open. All other outcomes will indicate a status of closed/withdrawn.

A case categorisation within the system on the foregoing lines is required so that where necessary there can be speedy cross-referencing of cases between C-Gs and individual solicitor's offices.

DMS will forward a 'closed' record to the Solicitor System on foot of the withdrawal of a referral by Revenue.

Referrals that are closed are removed from the RES system (online lookup) 2 months after they are closed.

A field in DMS, RES and the Solicitor System will display the open / closed status.

1.8 Automated update of Referral Outcomes and Status

Referral outcomes are divided into 'payments' (paid) or 'unpaid' categories:

- The 'payments' category includes payments made to the Solicitors or to Revenue.
- The 'unpaid' category is divided between outcomes for referrals withdrawn by Revenue and those withdrawn by the Solicitors.

The Solicitor System will be required to provide a file of outcomes (Nos 1 to 7 & 8 and 19 to 29) including data as follows:

- Customer Name
- Customer No
- Referral Number
- Outcome (one only)
- Notes

The data will be updated automatically to DMS as a result of processing incoming data from a solicitor.

1.9 Referral Stages

All outcome codes provided from the Solicitor System should include the stage (e.g. Demand, Judgement etc.) (these are in addition to outcomes) at which that outcome was reached. A record of each referral stage is required. If a stage record is received for a stage which is already recorded on the system a check is done on the stage date. If this is the same as the existing record then the following fields, fees, outlays, commission, and recovered costs on the existing stage record on the DMS system will be increased based on the data in the incoming record. If the stage date is different the new record will be inserted into the stage record table.

The following is a list of stages. The Solicitor Systems should be able to cater for these codes and it is these codes that should be updated in the daily files. The relevant "Court" should be recorded against each stage as appropriate High Court, Circuit Court or District Court.

- 10. Instructions Received - Actions not yet commenced
- 13. Demand Letter Issued
- 16. Proceedings Issued
- 19. Proceedings Served

22. Proceedings Defended
25. Affidavit of Debt issued for swearing
28. Application for Judgement Lodged in Court
31. Judgement Obtained (Amount field or note required)
32. Judgement Registered and Published
34. Judgement with Sheriff
37. Examination Proceedings Commenced
43. Instalment Order Granted (Amount per month field required)
44. Instalment Order Not Granted
45. Judgement Mortgage for Swearing
46. Judgement Mortgage Registered
47. Instalment Order being paid
49. Committal Proceedings commenced
50. Variation Order Application
52. Variation Order Granted (Duration of time field required)
54. Instalment Order Fully Paid
55. Committal Order Granted (Duration of time field required)
58. Committal Warrant with Gardai
59. Taxpayer Imprisoned
61. Satisfaction of Judgement Registered (Register of Judgements)
64. Discharge/Satisfaction of Judgement Mortgage Registered
65. Bankruptcy/Liquidation Commenced
66. Bankruptcy/Liquidation Discontinued
67. Bankruptcy/Liquidation Completed
68. Forced Sale Proceedings Commenced
69. Forced Sale Proceedings Discontinued
71. Forced Sale Proceedings Completed
73. Instalment Arrangement Agreed (Duration of time field required)
74. Examination of Directors / Cross Examination
99. Dummy Stage

Other stages recorded by the Solicitor as part of their own system should not be sent to Revenue.

1.10 Payments (paid) Outcomes

Each payment made by the Solicitor to Revenue should be classified under one of the following headings and should indicate the stage at which this payment was collected i.e. demand, proceedings, Judgment etc:

1. Payment Received Indicator
2. Full Payment
3. Part Payment.
4. Final Part Payment.
5. Instalment Payment.
6. Final Instalment Payment.
7. Payment Where Balance Covered By Offsets / Overpayments.

1.11 Unpaid Outcomes.

Apart from number 8 (Revenue payment outcome) the unpaid referrals can be divided into two distinct groups - those withdrawn by Revenue caseworkers and those withdrawn by the Solicitors.

8. Payment made directly to Revenue.

1.12 Referrals returned - withdrawn by Revenue

9. Instalment With Revenue (Final Payment)
10. Returns Received / Liability Displaced.
11. Ceased / Deceased.
12. Offsets / Overpayments Available to cover full liability on referral.
13. Liquidation / Receivership / Bankruptcy.
14. Change of Address / Bailiwick/ Incorrect Solicitor Selected
15. Hardship.
16. Alternative Enforcement being effected.
17. Appeal
18. Issued in Error
30. Write-Off – Discontinue pursuit

1.13 Outcomes (Revenue) that will not result in withdrawal of referrals

31. Instalment Arrangement with Revenue (Arrangement initiated)
32. Instalment Arrangement terminated.

1.14 Re-referral (following withdrawal on foot of Outcome 08)

33. Re-Issue of withdrawn referral (on foot of payment cancellation following Outcome “08” - generated by Revenue only within 30 days of withdrawal). Once a re-referral occurs the closed referral status “1” will revert to “0” which indicates an open status.

1.15 Referrals returned – withdrawn by Solicitor without Payment

19. Returns Received / Liability Displaced.
20. Offsets Available to cover full liability on referral.
21. Incorrect Bailiwick / Incorrect Solicitor Selection
23. Unable to Locate taxpayer at address provided or via search (DLO)
24. Ceased/Deceased
25. Client / Conflict of Interest.
28. Liquidation / Receivership / Bankruptcy.
29. Hardship.

DMS will provide the Solicitor System with **Outcomes Nos. 8* to 18 and 30, 31, 32, 33** (Revenue outcomes).

* Outcome No 8 may be updated by Solicitors or Revenue.

1.16 Recording of Outcomes and Notes in DMS

The outcome is displayed in DMS with the full description and not just the outcome number.

A notes facility is also required in DMS for each outcome – the Solicitor System should provide for the recording of a note in relation to an outcome or a stage. The notes associated with each outcome (from Solicitor System) are automatically updated to DMS. A display facility only is required – there will not be a requirement to update notes appended to outcomes.

The DMS system will accept only one outcome per referral at any given time however in some instances an outcome may be recorded before the final outcome occurs:

- Outcomes 2,3,4,5,6 and 7 should be preceded by outcome 1
- Outcomes. 3, 5, 31,32 and 33 can be recorded in conjunction with Outcome 1 and with one other outcome (the part-payment or instalment outcome may be reported in advance of a referral withdrawal outcome)
- All other outcomes must be recorded singularly unless preceded by Outcome. 3, 5, 31, 32 and 33.
All outcomes are updated on a daily basis.

If a situation arises where two outcomes are processed simultaneously then outcomes applied by Revenue users will always take precedence over Solicitor outcomes. If a file from a solicitor contains more than one outcome for a referral all outcomes will be updated to the DMS system.

1.17 Amendments to Referrals²

1.17.1. Amendment Procedure

An “amendment reason” field is completed in DMS where there is a change in the value of a referral.

The field will provide for a list of amendment reasons as follows:

- 0 = No amendment - “0” will be the standard status for referrals that have not been amended
- 1 = Amended
- 2 = Returns received / liability displaced
- 3 = Offsets / overpayments available to cover full liability on referral
- 4= Other – Mandatory Notes required
- 5=Complex Amendment

The daily referral file transfer to the Solicitor’s Offices includes records of amended referrals also. Amendments to referrals completed by Solicitor’s Offices will not be reported to Revenue

² All of the Amendment Reasons listed were used for AIM system referrals.
For DMS referrals - amendments 2,3,4,5, are **not** used.

1.18. Proceed with Judgement

If a judgement is obtained the Solicitors request permission to proceed. All necessary correspondence will be exchanged electronically through - CGSolicitorReferrals@revenue.ie - and will not be catered for via the automated system.

1.19. Duplicate Referral Activity

DMS and Solicitor Systems should be developed to prevent input of duplicate referral outcomes – users should be unable to input the same outcome to the same referral twice (*with the exception of Payment Received, Part Payment and Instalments Outcomes*).

1.20. Manual Referral Process

Manual referrals are a feature of case working in very exceptional cases. Prior to March 2019 the alphabetic character used for manual referrals was “B”. With the release of DMS in March 2019 “B” referrals will no-longer issue. All active “B” referrals remain valid.

1.21. Fees, Outlay and Commission and Recovered Costs

The cost associated with each occurrence of fees, outlay, commission and recovered costs should be notified to Revenue, by the Solicitors, by completing the fields as indicated at Item 1.24 below. The fields will be displayed in the DMS Enforcement System as information only.

1.22 Solicitor Enforcement File Specifications

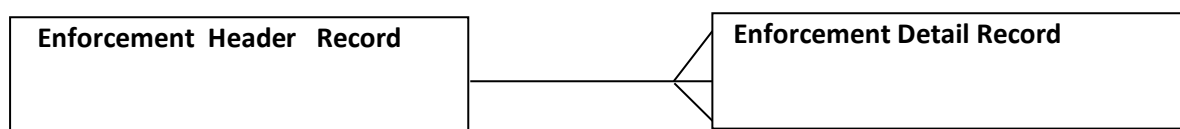
1.22.1. File Production

1.22.1.1 A file will be produced daily by Revenue for each solicitor. Each file can contain a number of different record types – these will be distinguished by the Split Key (first character in the record). The record types possible are

1. Record with Split Key of 1 – an enforcement header record for a new referral
2. Record with Split Key of 3 – an enforcement detail record for a new referral
3. Record with Split Key of 2 – an enforcement header record for an amended referral
4. Record with Split Key of 4 – an enforcement detail record for an amended referral
5. Record with Split Key of 5 – an outcome record – details as to why a referral was withdrawn.
- ~~6. **Record with Split Key of 6 – a Customer Profile record – extra details relating to the referral.~~
7. Record with Split Key of I – control record giving total number and value of enforcement header records for new referrals.
8. Record with Split Key of J – control record giving total number and value of enforcement header records for amended referrals.
9. Record with Split Key of K – control record giving total number and value of enforcement detail records for new referrals.
10. Record with Split Key of L – control record giving total number and value of enforcement detail records for amended referrals.
11. Records with Split Key of M – control record giving total number of outcomes.
- ~~12. **Records with Split Key of N – control record giving total number of customer profile records.~~

** Record with a Split Key of 6 or N are not sent across in files by DMS

The relationship between the enforcement header and the enforcement detail records (one to many) is shown below.



1.22.1.2 Each solicitor can produce a daily file for Revenue. Each file can contain a number of different record types distinguished by the Split Key (first character in the record). The record types expected from the solicitor are

1. Record with Split Key of 5 – this can either be an outcome record or a stage record – but a single record should only contain outcome details or record stage details – not both.
2. Record with Split Key of P – payment record – for a set of payments belonging to a particular referral there should be a corresponding outcome record.
3. Record with Split Key of M – control record giving total number of outcome (and stage records)

4. Record with Split Key of Q – control record giving total number and value of payments included in the file.

The daily file from the solicitor should only contain one outcome for any particular referral. If there is more than one outcome recorded by them against any one referral on a specific day, they should only send us up the most up-to-date outcome at the end of the day. They can, however, send us up both a stage and an outcome for the same referral in the same file and can send us more than one stage record for the same referral. However, if more than one outcome is updated for a referral Revenue will save and display all outcomes for the referral on DMS.

If an outcome record is a payment outcome (outcomes 02, 03, 04, 05, 06, 07) there should be one or more payment records included in the file. Similarly, payment records should not be included in a file unless there is a corresponding payment outcome in the file.

All outcome records from the solicitor other than 01, 03 and 05 should ‘close’ the referral i.e. closed field should be set to 1.

All records will be output as fixed length ASCII records, each record delimited by a CRLF (carriage-return line-feed).

1.23. Record formats – Revenue to Solicitor

Enforcement Header Record

Field	Size	Notes
Split Key	1	Value 1 for Original Record (Mandatory Field)
Referral Number	9	Format XNNNNBWYY. X = An alphabetic character. For Referrals it will start with K. If the value of NNNN reaches 9999 the next character in the alphabet will be used and NNNN reset to 0001. For example, if NNNN reaches 9999 in a single year for an individual bailiwick X will become K until NNNN reaches 9999 where it will become L and so on. NNNN = number (0001 => 9999). It may not be sequential (i.e. there could be gaps). BW = Bailiwick code YY = year
Customer Number	8	Including a leading zero (Mandatory Field)
Check Character	1	The check character applicable to the Customer Number.
Additional Customer Character	1	This field will only be populated for PPSN numbers that have been issued from the new range of PPSN numbers. In all other cases this field will be blank
Business Name	55	Mandatory field

Address line 1	35	Mandatory field
Address line 2	35	Spaces if not applicable
Address line 3	35	Spaces if not applicable
Address line 4	35	Spaces if not applicable
Alternate Name	55	Spaces if not applicable
Alternate Address 1	35	Spaces if not applicable
Alternate Address 2	35	Spaces if not applicable
Alternate Address 3	35	Spaces if not applicable
Alternate Address 4	35	Spaces if not applicable
Issue Date (of referral)	8	Format CCYYMMDD e.g. 20010401 Mandatory Field
Solicitor Code	2	05=SOLICITOR 1 06=SOLICITOR 2 08=SOLICITOR 3 10=SOLICITOR 4 13=SOLICITOR 5 14=SOLICITOR 6 Mandatory Field
Person ID	30	This will display the name of the Debt Management Unit e.g. DM 24
Phone No	25	This will display the Hunt Phone Number for the Debt Management Unit. (Spaces if not applicable)
District	3	The Customer's Tax District
Unit	3	The Customer's Tax District Unit
Total Tax	12	Format amount in cents (with no decimal point) (zero filled). Mandatory Field
Total Interest	12	Format as above Zero filled if not applicable
Amendment Note	120	Amendment Note for amendment record only ie split key = 2 Spaces if not Applicable
Total Size	505	Original Record
Total Size	625	Amended Record

Enforcement Detail Record

Field	Size	Note
Split Key	1	Value =3 Mandatory Field
Referral Number	9	<i>Format XNNNNBWYY. X = An alphabetic character. For Referrals it will start with K. If the value of NNNN reaches 9999 the next character in the alphabet will be used and NNNN reset to 0001. For example, if NNNN reaches 9999 in a single year for an individual bailiwick X will become K until NNNN reaches 9999 where it will become L and so on.</i>

		<i>NNNN = number (0001 => 9999). It may not be sequential (i.e. there could be gaps).</i> <i>BW = Bailiwick code</i> <i>YY = year</i>
Customer Number	8	Including a leading zero, no check character Mandatory Field
Check Character	1	The check character applicable to the Customer Number.
Additional Customer Character	1	This field will only be populated for PPSN numbers that have been issued from the new range of PPSN numbers
Issued Date	8	This is the date the enforcement is issued on.

Tax head	2	Values : IT=Income Tax CT=Corporation Tax, CG=Capital Gains Tax, VA=VAT, PA=PREM Annual (determined by if the number of days between the period start and end date is greater than 100) PM= PREM Monthly, (determined by if the number of days between the period start and end date is less than or equal to 100) RA=RCT Annual (determined by if the number of days between the period start and end dates is greater than 100), RM=RCT Monthly (determined by if the number of days between the period start and end date is less than or equal to 100) LP=LPT – LPT will be included in warrants issued in the first live release of DMS WR = TWSS WE = EWSS CA = Capital Acquisitions Tax No break up of PAYE/PRSI Mandatory Field
Taxhead Registration	7	7-digit numerical field Mandatory Field For LPT periods this field will be populated with the numeric part of the LPT Property ID e.g. 1234567
Check Character	1	Mandatory Field – one alpha character For LPT periods this will be populated with the check character of the LPT Property ID e.g. A
Additional Registration Character	1	This field will only be populated for PPSN numbers that have been issued from the new range of PPSN numbers For LPT periods this will be populated with second letter of the Property ID e.g. H
Tax Period Start	8	CCYYMMDD Format Mandatory Field For LPT periods this will be populated with the LPT period start date For TWSS period start date will always be 26/03/2020. For EWSS the period start date will be the 1st of a calendar month commencing 01 July 2020. (A monthly tax similar to the PMOD taxhead) For CAT the period start date will always be 1st September of the relevant year
Tax Period End	8	CCYYMMDD Format Mandatory Field For LPT periods this will be populated with the LPT period end date For TWSS period end date will always be 31/08/2020 For EWSS the period end date will be the last day of a calendar month. (A monthly tax similar to the PMOD taxhead)

		For CAT the period end date will always be 31 st August of the relevant year
Tax Amount	12	Format amount in cents (with no decimal point) (zero filled). Mandatory Field
Interest	12	Format amount in cents (with no decimal point) (zero filled).
Total Amount	12	Format amount in cents (with no decimal point) (zero filled). To include tax amount + interest Mandatory Field
Charge Type	2	All of the charges types listed below are relevant for referrals issued through the AIM system For referrals issued through DMS, the relevant charge types are highlighted in red font. Default Value = spaces <u>VAT</u> 01-VAT3 02-Section 23 Assessment – will display as S111 Assessment 03-Section 22 Estimate – will display as S110 Estimate 04-Claim IL-Interest on Late Payments <u>IT/CT/CGT</u> 01-Return 02-Preliminary Tax 03-Manual Assessment 04-Inspector's Estimate (not used for CGT) 05-Interest/Penalty Payt 06-Interest Payt 07-Penalty Payt 08- Revenue Assessment 09-Default IL-Interest on Late Payment 91-Assessing surcharge (Return+Surcharge) 98 -Accounting surcharge (Prelim+Surcharge) 99-IT/CGT Manual Surcharge <u>PAYE ANNUAL</u> 01-P35 Filed (AIM) 01 - Return (DMS) 02-P35 Inspector (AIM) 02 - Insp Estimate (DMS) 03-P35 Estimate (AIM) 10 – P35 Annual Estimate (DMS)

		<u>PAYE MONTHLY</u> 0 – P30 Filed (AIM) 20 – Return (DMS) new charge type for PMOD 22 – Assessment (DMS) new charge type for PMOD IL-Interest on Late Payments <u>RCT ANNUAL (AIM)</u> 01-Informational RCT 35 02-Insp Estimate 06-Interest Payment 08-Tax Payment 16-Interest/Penalty Payment 17-Penalty Payment <u>RCT MONTHLY</u> 0-Default 02-Insp Estimate 03-RCT 30 Estimate 04-RCT 30 Return 06-Interest Payment 08-TAX PAYMENT 16-Interest/Penalty Payment 17-Penalty Payment 44-Rct 30 Rtn At Issue Stage 66-Payment 99-Default 20-Return (DMS) 21-Payment Notification 22-Assessment (DMS) 23-Covered by Assessment IL-Interest on Late Payment 02-Estimate 02-C35 <u>LPT</u> 01- Return 02-System Return 04-Estimate 06-Interest Pymt 09 -Default 12 -Payment w/o Return 08- Assessment 10- Household Charge
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		IL – Interest on Late Payments <u>TWSS</u> 03 - Assessment <u>EWSS</u> 01 – Claim 03 – Assessment CAT <table><tr><td>01</td><td>Return</td></tr><tr><td>03</td><td>Manual Assessment</td></tr><tr><td>04</td><td>Insp Estimate</td></tr><tr><td>IL</td><td>Interest on Late Payment</td></tr></table> For all tax heads above a record that is for ILP will have the charge type value set to IL Note – payments relating to periods going to solicitor with charge type of IL should be returned to revenue as INTEREST payments – not tax payments.	01	Return	03	Manual Assessment	04	Insp Estimate	IL	Interest on Late Payment
01	Return									
03	Manual Assessment									
04	Insp Estimate									
IL	Interest on Late Payment									
Sequence	3	Unique sequential number for each detail row belonging to a header row. This will only be available for referrals issued after 12/01/2004.								
Amendment Reason	1	0 for new enforcements and 1 if it’s been amended. DMS will only send 1 on the period that has been amended not all periods								
Total Size	97									

Outcomes Record (Including 'Closed' field)

As the outcome record being sent from Revenue to the Solicitor has less fields to be populated than the one from the Solicitor to Revenue there are separate file descriptions for them. Therefore, the record going from Revenue will only contain the necessary fields to give the outcome details.

Field	Size	Notes
Split Key	1	Value 5 (Mandatory field)
Referral Number	9	Format XNNNNBWYY. X = An alphabetic character. For Referrals it will start with K. If the value of NNNN reaches 9999 the next character in the alphabet will be used and NNNN reset to 0001. For example, if NNNN reaches 9999 in a single year for an individual bailiwick X will become K until NNNN reaches 9999 where it will become L and so on.

		<i>NNNN = number (0001 => 9999). It may not be sequential (i.e. there could be gaps).</i> <i>BW = Bailiwick code</i> <i>YY = year</i>
Customer Number	8	Including a leading zero (Mandatory field)
Customer Check Character	1	The check character applicable to the Customer Number.– one alpha character. This will be populated in all outcome records sent by Revenue.
Additional Customer Character	1	This field will only be populated for PPSN numbers that have been issued from the new range of PPSN numbers
Business Name	55	Mandatory field
Issue Date	8	Format CCYYMMDD. Mandatory field
Solicitor Code	2	Mandatory Field 05=SOLICITOR 1 06=SOLICITOR 2 08=SOLICITOR 3 10=SOLICITOR 4 13=SOLICITOR 5 14=SOLICITOR 6 Mandatory Field
Outcome	2	Revenue Payment Outcome 08. Payment made directly to Revenue. Referrals returned – withdrawn by Revenue 09. Instalment with Revenue (Final Payment) 10. Returns Received / Liability Displaced. 11. Ceased / Deceased. 12. Offsets / Overpayments Available to cover full liability on referral. 13. Liquidation / Receivership / Bankruptcy. 14. Change of Address / Bailiwick/Incorrect Solicitor Selection 15. Hardship. 16. Alternative Enforcement being effected. 17. Appeal 18. Issued in Error 30. Write-Off – Discontinue Pursuit 31. Instalment Arrangement set up with Revenue ³ 32. Instalment Arrangement Terminated 33. Cancelled Payment – Case re-opened in Revenue 34. External Case – no further action
Note	120	Note recorded relating to outcome or stage. Spaces where not applicable Note should not contain any carriage return characters
Closed	1	Values Yes = 1, No = 0. Will be set to 1 for outcomes other than 31, 32, and 33

³ Outcomes 31,32,33,34 are only relevant to referrals issued through the AIM system.

		Mandatory field default value = 0
Total Size	208	

Customer Profile Record Specification

Field	Size	Notes
Split Key	1	Values: Value 6
Referral Number	9	Format XNNNNBWYY. X = An alphabetic character. For Referrals it will start with K. If the value of NNNN reaches 9999 the next character in the alphabet will be used and NNNN reset to 0001. For example, if NNNN reaches 9999 in a single year for an individual bailiwick X will become K until NNNN reaches 9999 where it will become L and so on. NNNN = number (0001 => 9999). It may not be sequential (i.e. there could be gaps). BW = Bailiwick code YY = year
Customer Number	8	Including a leading zero, no check character (Mandatory field)
Check Character	1	The check character applicable to the Customer Number.– one alpha character.
Additional Customer Character	1	This field will only be populated for PPSN numbers that have been issued from the new range of PPSN numbers
Salutation	6	For profile records send from DMS this field will be populated with 6 spaces
Date of Birth	8	For profile records send from DMS this field will be populated with 7 spaces followed by a zero
Spouse Name	55	For profile records send from DMS this field will be populated with 55 spaces
Occupation	40	For profile records send from DMS this field will be populated with 40 spaces
Dependents	2	For Profile records send from DMS this field will be populated with 00
Income Details	1	For profile records send from DMS this field will be populated with N
CRO Number	6	For profile records send from DM this field will be populated with 6 spaces
CRO Details	1	For profile records send from DMS this field will be populated with N
Assets	1	For profile records send from DMS this field will be populated with N

Other Details	1	For profile records send from DMS this field will be populated with N
Partnership	1	For profile records send from DMS this field will be populated with N
Trustees	1	For profile records send from DMS this field will be populated with N
Total Size	143	

1.24. Record formats – Solicitor to Revenue

Debit Payment Record

Field Name	Length	Description
Split Key	1	P – denoting a debit payment record Mandatory field
Tax Registration Number	7	Mandatory field – 7-digit numerical field For LPT this will be the numeric part of the LPT Property ID
Check Character	1	Mandatory field – one alpha character for LPT this will be the LPT check character
Additional Registration Character	1	This field will only be populated for PPSN numbers that have been issued from the new range of PPSN numbers for LPT this is the second letter of the Property Id
Tax Period Start	8	Mandatory Field – format CCYYMMDD
Tax Period End	8	Mandatory field – format CCYYMMDD
Referral Number	9	Format XNNNNBWYY. X = An alphabetic character. For Referrals it will start with K. If the value of NNNN reaches 9999 the next character in the alphabet will be used and NNNN reset to 0001. For example, if NNNN reaches 9999 in a single year for an individual bailiwick X will become K until NNNN reaches 9999 where it will become L and so on. NNNN = number (0001 => 9999). It may not be sequential (i.e. there could be gaps). BW = Bailiwick code YY = year
Tax Type	2	IT, CT, CG, VA, PA, PM, RA, RM, LP, WR, WE, CA These are the only valid tax types Mandatory Field
Issue Date	8	Date referral was issued - Format CCYYMMDD Mandatory Field
Customer Number	8	Including a leading zero Mandatory Field
Check Character	1	The check character applicable to the Customer Number.
Additional Customer Character	1	This field will only be populated for PPSN numbers that have been issued from the new range of PPSN numbers
Amount	16	Amount to be debited (zero filled). Must be greater than Zero. Amount in cents (with no decimal point) Mandatory Field

Field Name	Length	Description
Payment Type	5	00020 = Tax 00023 = Interest If sending in both an interest payment and a tax payment two separate records should be sent – one giving the tax payment details and the other giving the interest payment details. Mandatory Field
Processing Date	8	Processing date Format CCYYMMDD. This will be the date the solicitor is sending the payment to revenue. Mandatory Field
Date Received	8	Received date Format CCYYMMDD. This will be the date the payment was originally received by the solicitor Mandatory Field
Id-Mandate	18	This will be assigned prior to release of the system. Mandatory Field
Solicitor Code	2	05=SOLICITOR 1 06=SOLICITOR 2 08=SOLICITOR 3 10=SOLICITOR 4 13=SOLICITOR 5 14=SOLICITOR 6 Mandatory Field
Total	112	

Outcome/Stages Records (from Solicitors to Revenue)

Field	Size	Notes
Split Key	1	Value 5 (Mandatory field)
Type	1	Values 1=Outcome Record 2=Stage Record Mandatory
Referral Number	9	Format XNNNNBWYY. X = An alphabetic character. For Referrals it will start with K. If the value of NNNN reaches 9999 the next character in the alphabet will be used and NNNN reset to 0001. For example, if NNNN reaches 9999 in a single year for an individual bailiwick X will become K until NNNN reaches 9999 where it will become L and so on. NNNN = number (0001 => 9999). It may not be sequential (i.e. there could be gaps). BW = Bailiwick code YY = year

Customer Number	8	Including a leading zero, no check character (Mandatory field)
Check Character	1	The check character applicable to the Customer Number.
Additional Customer Character	1	This field will only be populated for PPSN numbers that have been issued from the new range of PPSN numbers
Business Name	55	Mandatory field
Issue Date	8	Format CCYYMMDD. Mandatory field
Solicitor Code	2	Mandatory Field 05=SOLICITOR 1 06=SOLICITOR 2 08=SOLICITOR 3 10=SOLICITOR 4 13=SOLICITOR 5 14=SOLICITOR 6 Mandatory Field
Outcome	2	00 if not applicable – stage record Payment Outcomes from Solicitor 01. Payment Received 02. Full Payment 03. Part Payment. 04. Final Part Payment. 05. Instalment Payment. 06. Final Instalment Payment. 07. Payment Where Balance Covered By Offsets / Overpayments. Revenue Payment Outcome 08. Payment made directly to Revenue. Referrals returned – withdrawn by Solicitor 19. Returns Received / Liability Displaced. 20. Offsets Available to cover full liability on referral. 21. Incorrect Bailiwick. 23. Unable to Locate t/p at address provided or via Search 24. Ceased / Deceased. 25. Client / Conflict of Interest. 28. Liquidation / Receivership / Bankruptcy. 29. Hardship
Note	120	Note recorded relating to outcome or stage. Spaces where not applicable Note should not contain any carriage return characters
Instalments	3	Number of Months in Instalment Arrangement Default value = spaces
Committal Period	10	Populated only for Stage 55 records – Committal Order Granted. This should be populated by a number and whether the number relates to days or months e.g. 5 days 5 months Default value = spaces
Stage	2	Stage 00-if not applicable (outcome record)

		10-Instructions Received - Actions not yet commenced 13-Demand Letter issued 16-Proceedings Issued 19-Proceedings Served 22-Proceedings defended 25-Affidavit of Debt Issued for swearing 28-Application for Judgement Lodged in Court 31-Judgement Obtained 32-Judgement Registered and Published 34-Judgement with Sheriff 37-Examination proceedings commenced 43-Instalment order granted 44-Instalment order not granted 45-Judgement Mortgage for Swearing 46-Judgement Mortgage Registered 47-Instalment order being paid 49-Committal Proceedings commenced 50-Variation order application 52-Variation Order successful Granted 54-Instalment Order Fully Paid 55-Committal Order granted 58-Committal warrant with Gardai 59-Tax Payer imprisoned 61-Satisfaction of Judgement Registered (Register of Judgements) 64-Discharge/Satisfaction of Judgement Mortgage Registered 65-Bankruptcy/Liquidation Commenced 66-Bankruptcy/Liquidation Discontinued 67-Bankruptcy/Liquidation Completed 68-Forced Sale proceedings commenced 69-Forced Sale Proceedings discontinued 71-Forced Sale Proceedings Completed 73-Instalment Arrangement 74-Examination of Directors / Cross Examination 99-Dummy Populated only for stage records otherwise set to default value of 00.
Stage Amount	12	Format amount in cents (with no decimal point) (zero filled). Relevant only for stage records.
Stage Date	8	Relevant only for stage records. Format CCYYMMDD. Default value = spaces
Proceedings Served	1	Mandatory for Proceedings Served Stage (stage 02) 0=Default value 1=High Court 2=Circuit Court 3=District Court
Fees	12	Format amount in cents (with no decimal point) (zero filled). .

Outlays	12	Format amount in cents (with no decimal point) (zero filled).
Commission	12	Format amount in cents (with no decimal point) (zero filled).
Recovered Costs	12	Format amount in cents (with no decimal point) (zero filled).
Closed	1	Values Yes = 1, No = 0. Case should be set to closed (value = 1) if outcome is other than 01, 03 or 05 Mandatory field default value = 0 For stage records this will be set to the default value of 0
Total Size	293	

1.25 Revenue to Solicitor and Solicitor to Revenue

Control Record Specification

Field	Size	Notes
Split Key	1	Values: I for count of Enforcement Header Records J for count of Enforcement Header Amendment Records K for count of Enforcement Detail Records L for count of Enforcement Detail Amendment Records M for count of Outcomes/Stage Records N for count of Customer Profile Records Q for count of Debit Payment Records Mandatory field
Solicitor Code	2	05=SOLICITOR 1 06=SOLICITOR 2 08=SOLICITOR 3 10=SOLICITOR 4 13=SOLICITOR 5 14=SOLICITOR 6 Mandatory Field
Date Produced	8	CCYYMMDD Mandatory Field
No. of Records	6	Zero filled Mandatory field default value 000000
Total Tax	12	Format amount in cents (with no decimal point) (zero filled). For Outcomes Record (Split Key M) zero filled
Total Interest	12	Format amount in cents (with no decimal point) (zero filled). For Outcomes Record (Split Key M) zero filled
Total Value	12	Format amount in cents (with no decimal point) (zero filled). For Outcomes Record (Split Key M) zero filled This is the overall total amount in the file i.e. the sum of total tax and total interest.
Total Size	53	

1.26 Tax Type Codes

AIM Tax Type Code	ITP Tax Type Code	AIM Description	ITP Description
AS	40	IT/CT/CGT	CGT
AS	30	IT/CT/CGT	CT
AS	20	IT/CT/CGT	IT
PR	4	PREM	PREM
CW	9	RCT	RCT
VA	11	VAT	VAT
LP	60	LPT	LPT
See Note 1	58	TWSS	TWSR
See Note 2	59	EWSS	TWSE
CA	50	CAT	CAT

Note 1 : While in ITP the tax type is displayed as TWSR, it is important to note that on other systems and output, it is displayed as TWSS.

Note 2 : While in ITP the tax type is displayed as TWSE, it is important to note that on other systems and output, it is displayed as EWSS.

Section B

2. Remote Access to Revenue Systems

2.1 How to set up remote access to Revenue using Microsoft authenticator on a mobile phone for Verification

This guide is for authorised external agents to access Revenue systems. This guide is not aimed at Revenue staff.

2.2 Step 1 - Install the authenticator application on your mobile phone

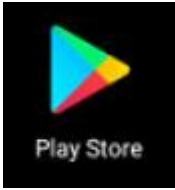
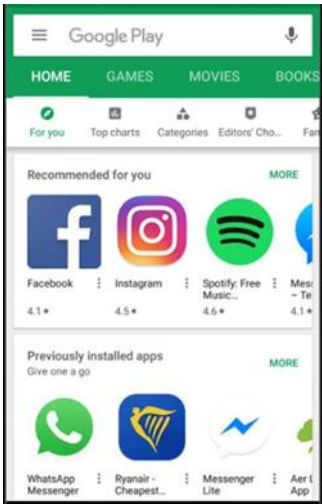
Please ensure **the time is set to automatic** on your phone, this can be done in the settings menu.

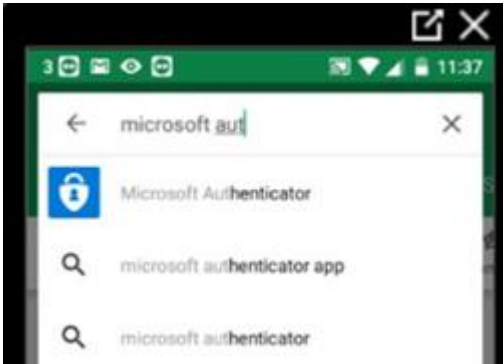
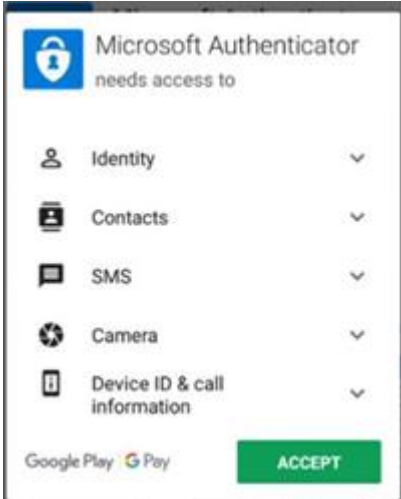
You can install an authenticator application on any modern smartphone (Windows, Android or Apple). It is free and you don't need to have an account.

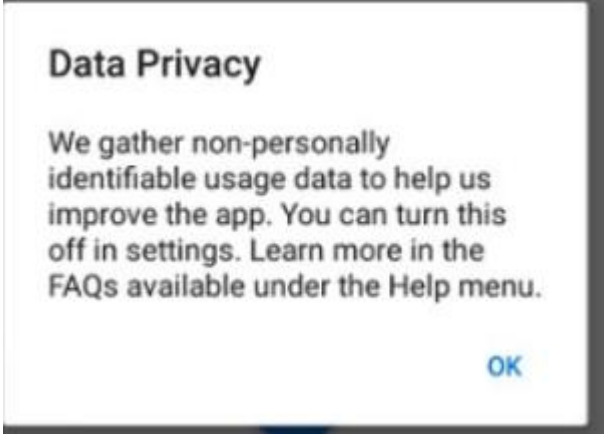
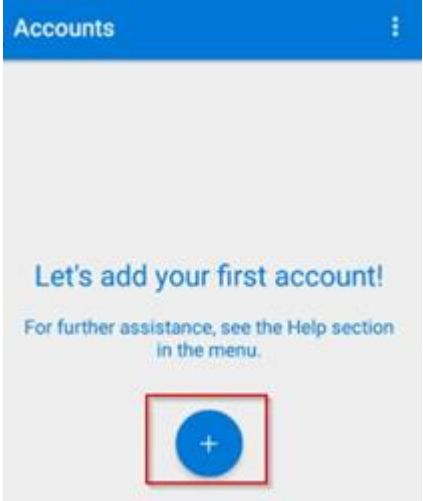
Revenue recommends using the application **Microsoft Authenticator** which is available on all mobile phones.

Even if other authenticator applications work, please do not use them.

The process below is based on Android, it is very similar to Windows (Windows Store) or Apple (Apple Store).

#	Screenshot	Description/Action to take
		You must have Internet connectivity on your mobile phone in order to install the new application. In most cases you must be signed in to the store in order to install an application, it is not covered in this guide. Open the store Play Store
		Type Microsoft Authenticator

#	Screenshot	Description/Action to take
		Select Microsoft Authenticator
		Touch Install
		Touch Accept
		Please wait during the download phase
		Please wait during the Installation phase

#	Screenshot	Description/Action to take
		Touch Open
		Touch Skip
		Touch OK
		You should see the following screen. Microsoft Authenticator is now installed. You are now ready to use your Microsoft authenticator application, please move to step 2.

Open Google Chrome
Open the URL <https://rra70.revenue.ie/manageotp>



My Registered Devices

No registered devices ▾ + Add Device

Enter a device name to add Go

Enter a device name to add
E.g. **My Phone**

My Registered Devices

No registered devices ▾ + Add Device

My phone I Go

Then click on **Go**

My Registered Devices

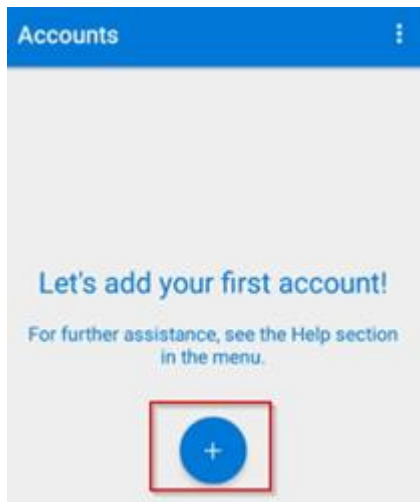
My phone + ✓ Test ✕ Delete

ⓘ Please scan QRCode below or manually feed **IRKML** [redacted] **QO** into app

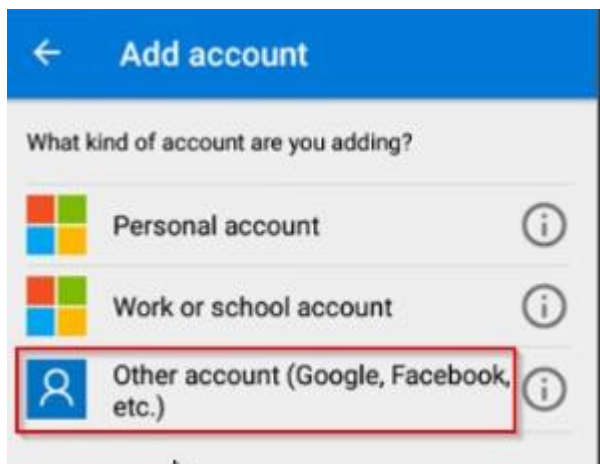


Done

Open **Microsoft Authenticator** on your mobile phone



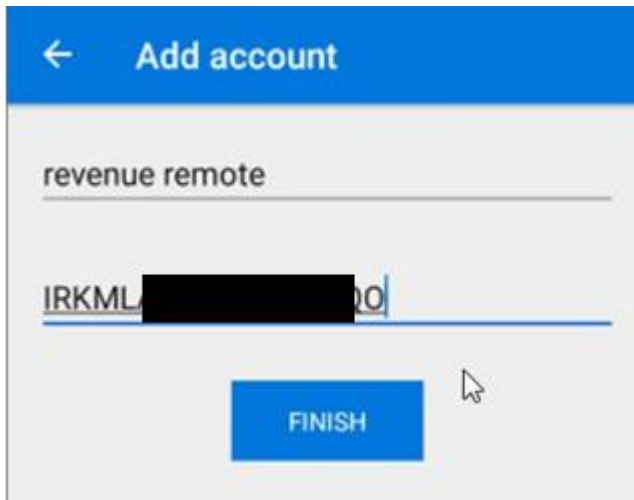
Click on + to add a new account when there is no account configured. Otherwise you must click on + to add a new account.



Select **Other account (Google, Facebook, etc.)**



With your phone camera, point to the QR code showing up on Chrome, It will add automatically the account.



In case there is no camera on your mobile phone and couldn't perform the previous step, you can still add an account.

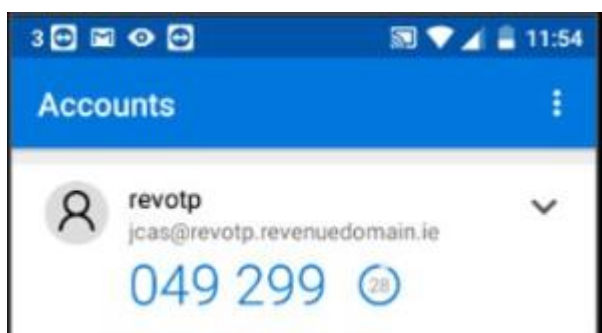
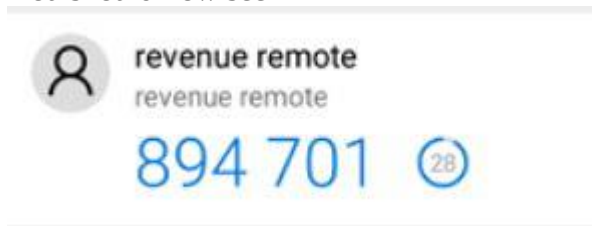
Click on **OR ENTER CODE MANUALLY**

Enter **revenue remote**

Then enter the code showing up above the QR code **IRKM ...**

Touch **FINISH**

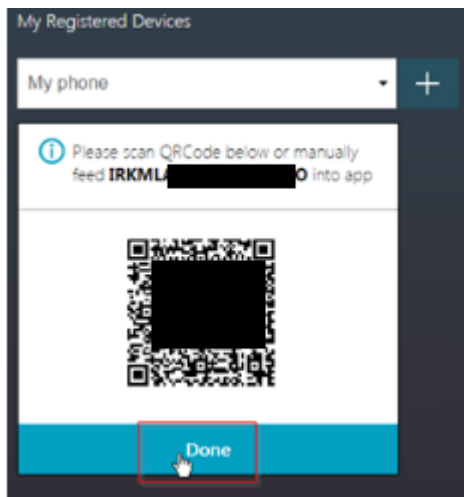
You should now see



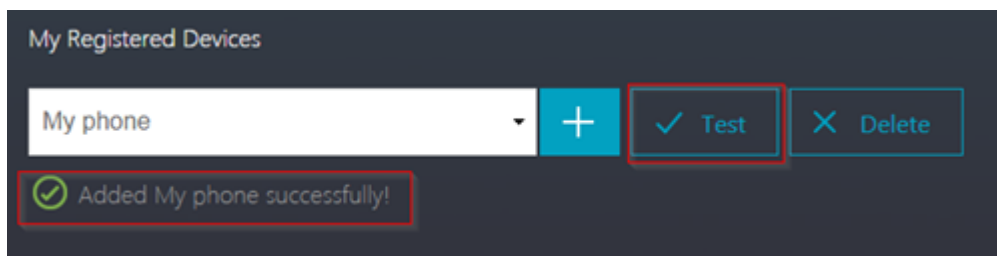
Now your account will show up.

jcas will be your own username, the rest will be identical.

The 6 digit number is the code used for the 2 factor authentication process.
It changes every 30 seconds.

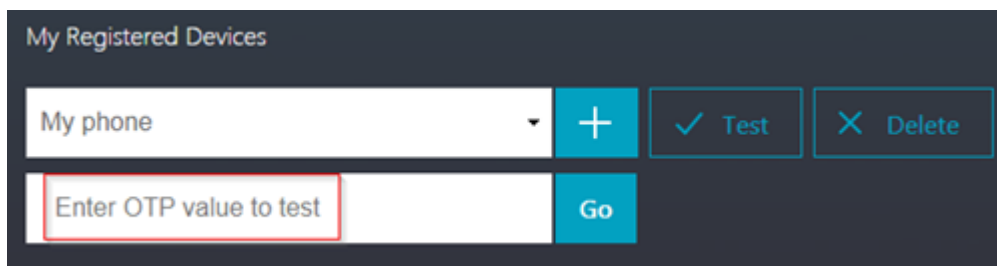


Click **Done**

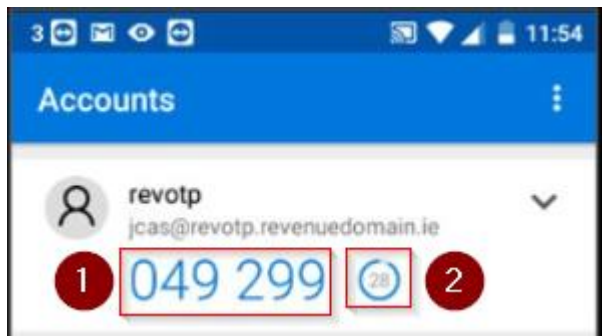


You should see the success message **Added My phone successfully!**

Click on **Test**



It will show the following screen and ask to **Enter OTP value to test** which you will get from the Microsoft Authenticator application.

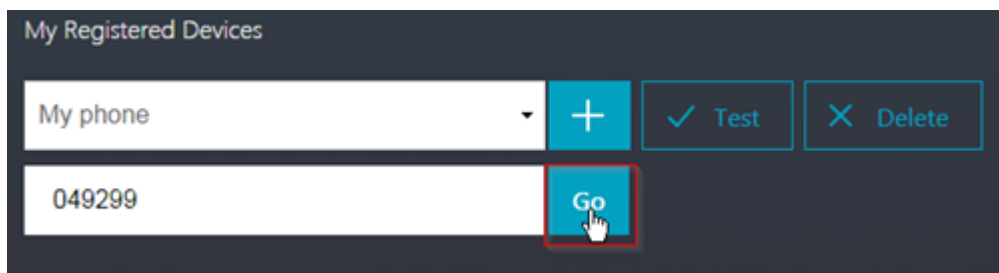


Open your **Microsoft Authenticator** application to retrieve the OTP value.

The OTP password (1) is **049 299** in our example.

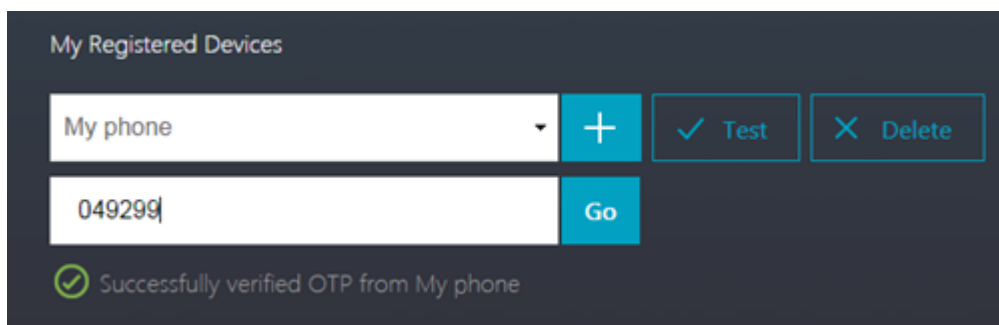
The figure (2) is the time left before the OTP password changes.

It changes every 30 seconds. Try to use a newly issued OTP value, so you have that amount of time for the process of entering the number.



Enter the OTP value showing up, **049 299** in our example.

Then click on **Go**



You should see the success message **Successfully verified OTP from My Phone**

If the test fails, you should repeat the process until it is successful.

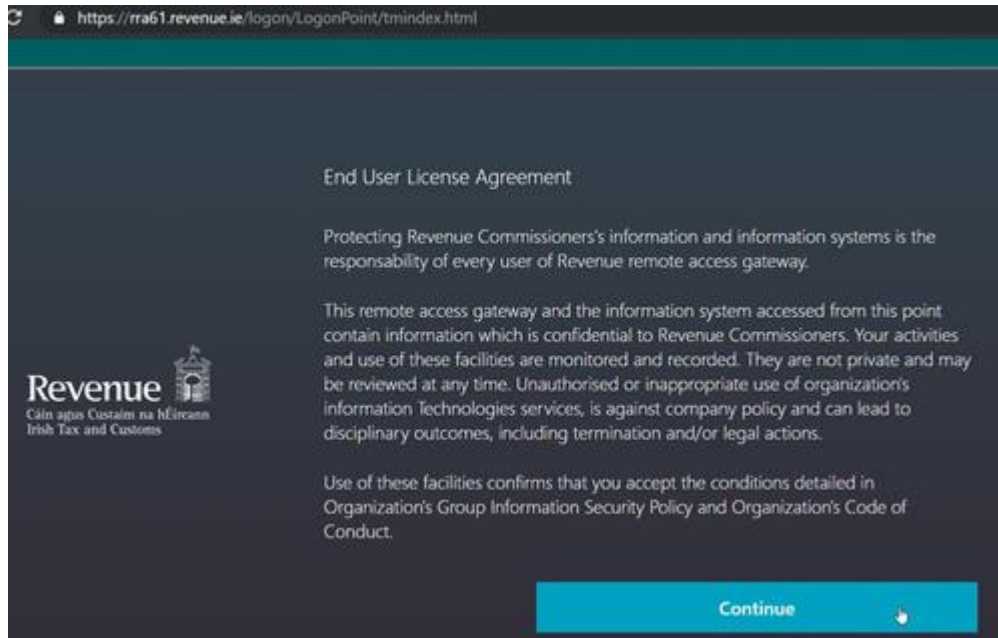
You can now close your browser and start using your Microsoft authenticator application to access the new gateway securely.

2.4 Step 3 – Access Revenue using the Microsoft Authenticator App

Open Google Chrome

Open the URL as normal <https://rra70.revenue.ie/logon/LogonPoint/tminindex.html>

You should see the same End User License Agreement, click Continue

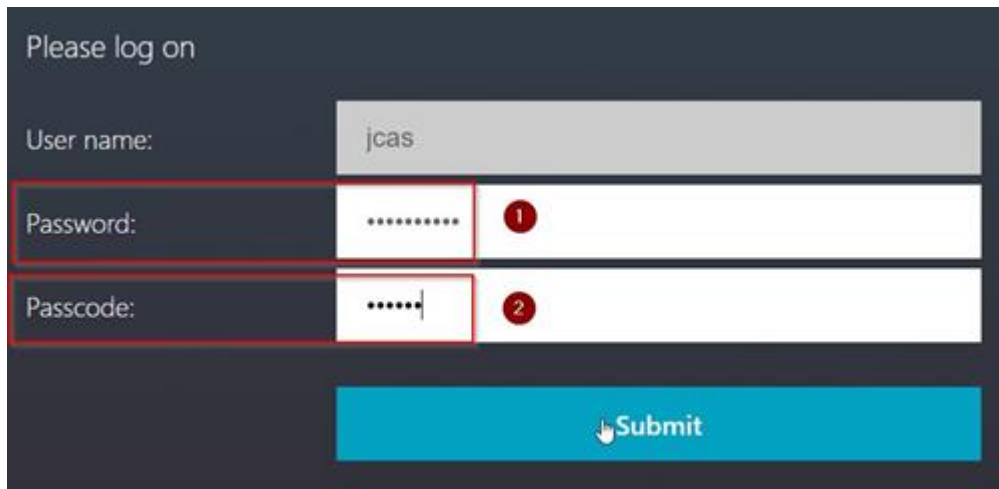


Enter the username and click LogOn

A screenshot of a web browser showing the 'Log On' page for Revenue Commissioners. The page has a dark blue background with white text. There is a 'User name' label next to a white text input field containing the text 'jcas'. Below the input field is a green checkmark icon followed by the text 'Please enter UserName ...'. At the bottom is a blue button labeled 'Log On'.

Now for (1) enter your Revenue password

For (2) enter the 6-digit code from the APP (always use a newly displayed 6 digit code).

A login form titled "Please log on" with a dark blue background. It contains three input fields: "User name:" with the text "jcas", "Password:" with masked characters and a red circle with the number "1", and "Passcode:" with masked characters and a red circle with the number "2". A blue "Submit" button is at the bottom right.

Please log on

User name: jcas

Password: 1

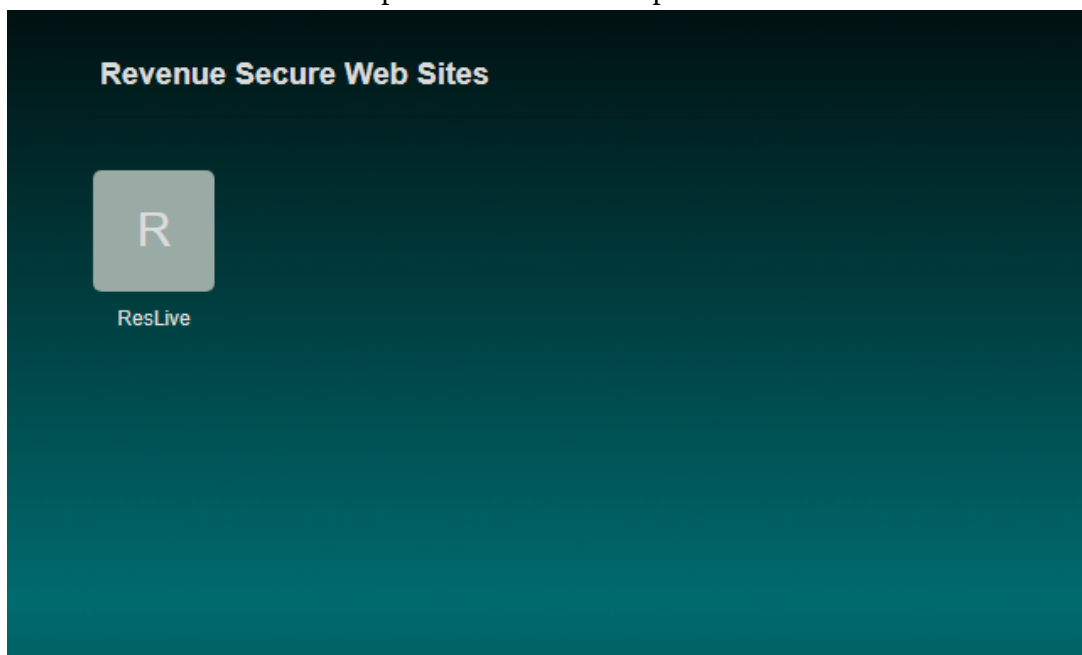
Passcode: 2

Submit

Click SUBMIT

You now can see your Revenue desktop(s) and application(s).

Click on the Revenue Desktop icon and the desktop will start.



If you experience problems accessing, please check items below:

- Ensure that the time on the smartphone is set to automatic. This can be checked in settings on the phone.
- Google Chrome is the preferred browser to use when accessing Revenue.
- If rra70.revenue.ie cannot be accessed then check you can access any other website such as rte.ie.
- If you cannot log in to Revenue and the message displayed says TRY AGAIN or contact SYSTEM ADMINISTRATOR then, you should first delete browsing history from Google Chrome then try again.
- If you cannot access Revenue contact your liaison in the Collector-General's.

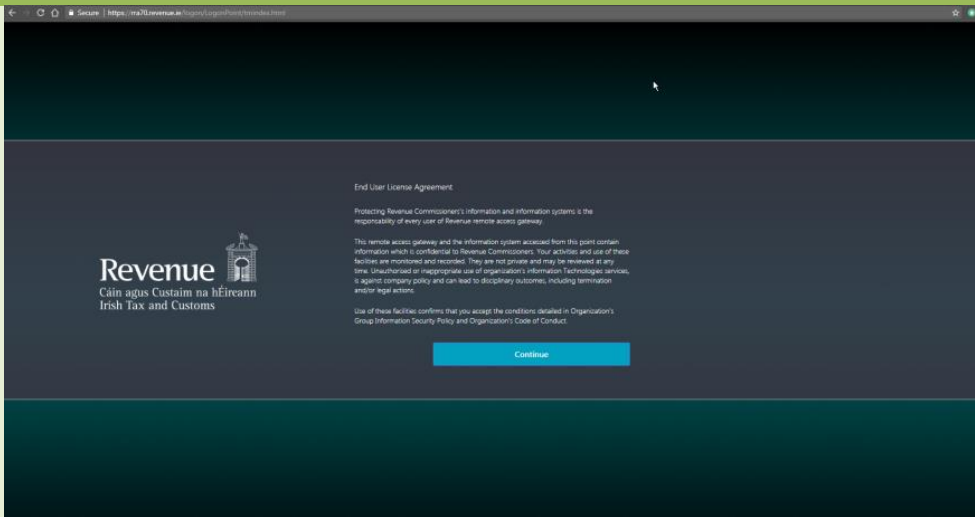
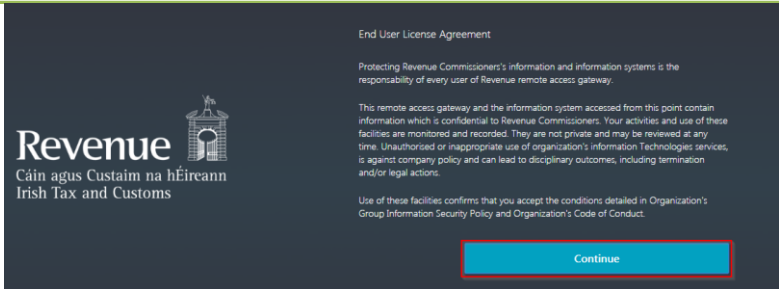
SECTION C

Revenue Enforcement Service System (RES)

The Revenue Enforcement Service system. (RES), is a web-based application that acts as a supplement to the file exchange system between Revenue and appointed Solicitors

It displays up to date information relating to the debt under collection included in referrals assigned to the user.

3. Access to RES

#	Print screen	Description
		Open your preferred browsers and access the URL https://rra70.revenue.ie
		Please read the End User License Agreement and click on Continue to accept it. This EULA will be displayed each time you access the secure gateway.

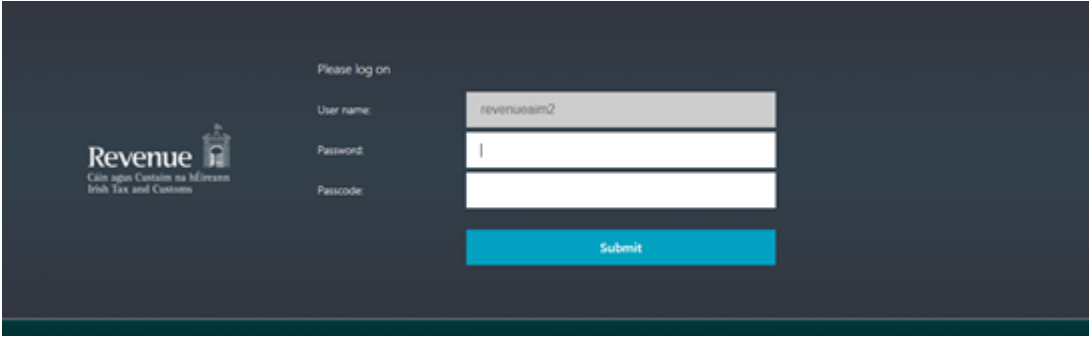
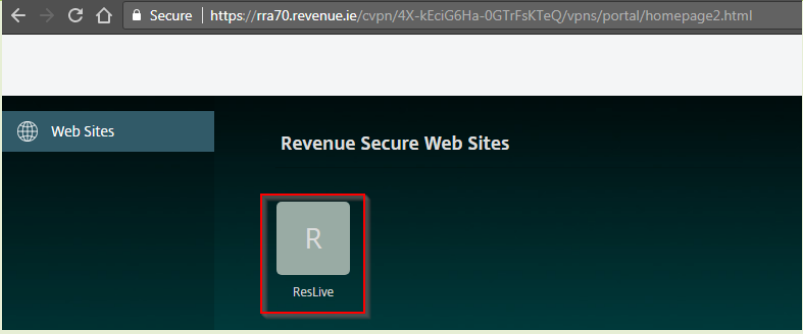
 Revenue Cáin agus Custaim na hÉireann Irish Tax and Customs User name Please supply username ✔ Please submit credentials to continue Login ... Log On
--

User name

jbloggs

✔ Please submit credentials to continue Login ...

Log On

		~!@#\$\$%^&*_- +=` \(){}[];'"<>.,.?!/ Click on OK
		If you see the error message “Try again or contact your help desk” it means the new password you entered doesn’t match or doesn’t respect the password complexity password, please try again.
		When you successfully Log On, you have access to this web page, and you can access ResLive. Click on ResLive icon.
		This will open the Welcome page for the RES System Clicking Enter here will open the Select Options Page. Fig 3.3 below

3.1 RES Application Pages⁴

3.2 Welcome Page



Figure 5 – RES Welcome Page

This is the screen that will be displayed when a user accesses the RES system. This will display the user's login. Clicking the Enter Here screen will bring the user to the Select Option Screen.

3.3 Select Option Page



Figure 5a – Select Option Page

There are four main options that the user may select from this main service menu:

⁴ The RES system serves External Solicitors and Revenue Sheriffs. The field headings on screen will therefore reference Warrant/Referral.

1. View Specific Warrant/Referral

The user may enter a known Warrant/Referral number in the first empty text box on the '*select option*' page. Once the 'Go' button is clicked, the Warrant/Referral number is automatically validated.

If the Warrant/Referral does not exist (either because it has been entered incorrectly, does not belong to the particular sheriff or solicitor or has already been closed) the user is alerted with a message telling him that there has been an incorrect entry.

When the 'ok' button on the alert box is clicked, the user is returned to the '*Select Option*' page and has the option to re-enter a Warrant number or choose another option.

A correct Warrant number brings the user to the *Warrant/Referral Details* Page:

2. List all Warrants/Referrals with Activities within a specified time period

The user may choose to view Warrants/Referrals issued to them which have had activity on them in the last 1-7 days, fortnight, or month by selecting a number of days from a drop-down list in this second option.

The chosen value is validated, to confirm that there are Warrants/Referrals with activity for this user within the chosen time period.

If there are no Warrants/Referrals available, the user is alerted and returned to the '*Select Option*' page.

When there are Warrants/Referrals with activity within the chosen time period, the user is brought to the *All Warrants/Referrals with activity* page.

3. Select a case using a Customer Number

The user may enter a known customer number in this third option in order to view all Warrants/Referrals that are applicable to this customer number.

The entered customer number is validated (to ensure it has been entered correctly, that it exists and that a Warrant/Referral for the customer number has been issued to the user) and again the user is alerted with a message if there has been an incorrect entry and returned to the '*Select Option*' page.

If the user searches using the customer number 1234567A the customer displayed on the Customer Warrant/Referral page will be 01234567A as the number displayed is as taken from Revenue. Similarly, if they search under customer number 1234567AA the customer displayed on the Customer Warrant/Referral Page will be 01234567AA.

A correct customer number brings the user to the *Customer Warrant/Referral* Page.

4. View all Warrants/Referrals which have been issued in a certain month

The user can choose to view all Warrants issued to them during a certain year and month or a certain year and all months for that year, by selecting year and a month (or all months) from

the Year and Month drop down lists. The year drop down list will include all years from 1999 up to the current year.

The chosen values are validated, to confirm there were Warrants/Referrals issued to this user within the chosen time period.

If there are no Warrants/Referrals available, the user is alerted and returned to the 'Select Option' page.

When there are Warrants/Referrals issued within the chosen time period, the user is brought to the *All Warrants/Referrals for a selected month* page.

5 View a case using a Registration Number and Tax Type

The user may enter a known registration number and select a tax type in this fifth option in order to view all Warrants/Referrals that include the entered registration number and a period with the selected tax type – where the warrant or referral has been issued to the logged in user.

The entered registration number and tax type are validated (to ensure it has been entered correctly, that it exists and that a Warrant/Referral for the registration number and tax type has been issued to the user) and again the user is alerted with a message if there has been an incorrect entry and returned to the 'Select Option' page.

The tax types available on the dropdown list will be VAT, IT, CT, CGT, CAT, PREM, RCT, TWSS and EWSS.

If the user searches using the registration number 1234567A the customer displayed on the Registration Number and Tax type page will be 01234567A as the number displayed is as taken from ITP. Similarly, if they search under registration number 1234567AA the customer on the Registration Number and Tax type page will be 01234567AA.

A correct registration number and tax type brings the user to the Registration Number and Tax type for a Warrant/Referral page which will display all warrants/ referrals with the customer number for the entered registration number and tax type. From here the user can choose the desired warrant or referral and by clicking on it are brought to that individual page

The screenshot shows the 'Revenue Enforcement Service' interface. At the top, there is a navigation bar with 'Home', 'Help', and 'Exit' links. Below this, a message states: 'The Revenue Enforcement System provides you with up to date information on all warrants or referrals issued to you. Warrants/Referrals are supported by the latest critical transaction information including closed information, stops, payments and cancelled payments.' Below this message, a heading reads 'You can do one of the following:-'. There are three search options, each with a text input field and a 'Go' button: 1. 'View a Specific Warrant/Referral:' with an empty text box. 2. 'Select Case using Customer Number' with an empty text box. 3. 'Select Case using Tax Type and Registration Number' with a dropdown menu set to 'Income Tax' and an empty text box. At the bottom right, there is a 'Back' button.

This screen is accessible to internal Revenue Case workers. They will only have access to the 3 options displayed on the screen.

3.4 Warrant/Referral Page

Reg No	Tax	Start Date	End Date	Current Balance	Orig/Amended Bal O/S	Interest	Total Charge	Due Date

Explanation of fields on the Warrant/Referral

“Current Balance”

This displays the current **tax** balance outstanding for the period on the Revenue systems. Where a referral is for Interest on Late Payment (IL), this field may be blank or read as zero.

“Orig/Amended Bal O/S”

This will display the balance as taken from the Original Tax Balance Outstanding field on the referral. If the tax period amount for the period has been amended this field will display the current Amended balance Outstanding. This figure may include an amount for IL.

Please note that if the period referred is for Interest on Late Payment (Charge Type = IL) only, it will be in this field that the amount will display.

“Interest”

This field displays the Interest on Balance Outstanding (IBOS) for tax balances in the **Orig/Amended Bal O/S** field on the referral. Where the charge type is ‘IL’, the figure in the Interest column will be zero.

Should you have any queries about the value of the referred periods, please liaise directly with the debt management units.

Figure 6 - Warrant/Referral Page

The top banner of the Warrant/Referral Page consists of up to six navigation buttons.

The RES system’s three basic navigation buttons along with a potential three further buttons:

The Home button brings the user back to the *Select Option* page.

Help button - however there is no Help Information available on the System - therefore this link will only open a Page stating “Help Currently Unavailable “

The Exit button securely exits the user from the RES system.

The Contact button invokes a pop-up Page - *Contact Details* – this Page displays the following:-

- Name, telephone number and address of the Revenue official who is dealing with the specific Warrant/Referral.
- Telephone details of the customer (if available)

The Notes button invokes the *Notes* Page:

- This shows notes that have been recorded for the Warrant/Referral on view.

If no notes have been recorded, the Notes button is not visible

The Activity button takes the user to the *Activity Details* Page. This shows the user any recent transactions that have occurred on the Warrant/Referral.

If there has been no activity recorded on the Warrant/Referral, the Activity button is not visible.

For Solicitor Referrals there is an additional link on this page – *Customer Profile* - which provides additional information on the case. This is only available for Solicitor Referrals that where issued through the AIM system.

On the lower left-hand side of the top banner there are two drop-down menus.

The FILE menu simply provides the user with the facility to print the current Page he is viewing.

The SELECT menu provides the user with the facility to navigate to the same areas as he could navigate to from the *Select Option* Page.

3.5 Customer Warrant/Referral Details Page

Ref Number	Issue Date	Total Due

Figure 7 Customer Warrant/Referrals Page

The top half of the *Customer Warrants/Referrals* Page consists of some basic information for the requested customer number.

Listed are:

- Customer number,
- Customer name,
- Alternative customer name

The lower portion of the Page details any Warrants of Referrals that may be associated with the requested customer number (note, there may be more than one Warrant or Referral associated with a customer number) that have been issued to the logged in sheriff or solicitor.

Shown for each Warrant is:

- The Ref No (Warrant number or Referral Number), which is a link to the *Warrant/Referral Details* Page for this particular Warrant or Referral number
- The issue date
- The total due

The bottom banner on the Customer Warrant/Referrals Page shows:

To the left the date when the information on the RES system was last updated.

To the right the link back which returns the user to the previous Page.

The *Customer Warrant or Referrals for a Registration Number* Page has the exact same layout as this Page.

3.6 All Warrants/Referrals for a Selected Month Page



Warrant/Referral No	Customer Number	Customer Name	Issued Date	Total Due	Balliwick

Figure 8 – All Warrants. Referrals for a Selected Month Page

When there are Warrants or referrals issued within a chosen time period, the user is brought to the *All Warrants/Referrals for a Selected Month* page.

The top banner of the All Warrants/Referrals for a Selected Month Page consists of the RES system's three basic navigation buttons:

The Home button brings the user back to the *Select Option* page.

Help button - however there is no Help Information available on the System - therefore this link will only open a Page stating "Help Currently Unavailable "

The Exit button securely exits the user from the RES system.

On the lower left-hand side of the top banner there are two drop-down menus.

The FILE menu simply provides the user with the facility to print the current Page he is viewing.

The SELECT menu provides the user with the facility to navigate to the same areas as he could navigate to from the *Select Option* Page.

A table on the Page displays all Warrants or Referrals issued to the logged in user for the selected Year and Month (based upon the issued date).

Listed for all Warrants/Referrals issued in the specified time period are:

- Warrant/Referral Number
- Customer Number
- Customer Name
- Issued Date
- Total Due
- Bailiwick

Each listed Warrant/Referral number is a link to the *Warrant Details* Page for the Warrant/Referral number.

Customer address pop-ups

On the all Warrants/Referrals for a selected month Page, the Customer Number and Customer Name are hyperlinks (when the user hovers his mouse over **Customer Number** and **Customer Name** they are underlined and the cursor changes to a hand). Clicking on either link invokes a pop-up Page of the associated customer's address details.

When the user moves the mouse away from the link, the pop-up disappears.

The bottom banner on the All Warrants/Referrals with Activity Page shows:

To the left the date when the information on the RES system was last updated.

On the right-hand side of the bottom banner there is a [Back](#) link that takes the user back to the page previously viewed.

3.7 All Warrants/Referrals with Activity Page

Revenue Enforcement Service					
File Select					
Ref No	Customer Number	Customer Name	Issued Date	Total Due	Transaction Date
System last updated on 20-Jun-2013			Back		

Figure 9– All Warrants/Referrals with Activity Page

When a chosen time-period contains Warrants with activity (from the Select Option Page), the user is brought to the *All Warrant/Referrals with Activity* page

The top banner of the Warrants with activity Page consists of the RES system's three basic navigation buttons:

The Home button brings the user back to the *Select Option* page.

Help button - however there is no Help Information available on the System - therefore this link will only open a Page stating "Help Currently Unavailable "

The Exit button securely exits the user from the RES system.

On the lower left-hand side of the top banner there is two drop-down menus.

The FILE menu simply provides the user with the facility to print the current Page he is viewing.

The SELECT menu provides the user with the facility to navigate to the same areas as he could navigate to from the *Select Option* page.

Listed for all Warrants/Referrals with recent activity are:

- Ref No – which is the Warrant or Referral number
- Customer Number
- Customer Name
- Issued Date
- Total Due
- Transaction Date

Each listed Warrant/Referral number is a link to the *Warrant/Referral Details* page for this particular Warrant/Referral number.

On the Warrants/Referrals with activity page, the Customer Number and Customer Name are hyperlinks (when the user hovers his mouse over **Customer Number** and **Customer Name** they are underlined and the cursor changes to a hand). Clicking on either link invokes a pop-up Page of the associated customer's address details.

When the user moves the mouse away from the link, the pop-up disappears.

The bottom banner on the Warrants/Referrals with Activity page shows:

To the left the date when the information on the RES system was last updated.

On the right-hand side of the bottom banner there is a [Back](#) link that takes the user back to the page previously viewed.

3.8 Activity Details Page

If there have been any recent transactions on a Warrant/Referral, the **Activity** button on the Warrant Details Page takes the user to the *Activity Details* Page.



Figure 10– Activity Details Page

The top banner of the activity details Page consists of up to five navigation buttons:

The Home button brings the user back to the *Select Option* page.

Help button - however there is no Help Information available on the System - therefore this link will only open a Page stating “Help Currently Unavailable “

The Exit button securely exits the user from the RES system.

The Contact button invokes the pop-up Page - *Contact Details*:

This displays the following details

- Name, telephone number and address of the Revenue official who is dealing with the specific Warrant/Referral.
- Telephone details of the customer.

The Notes button invokes a pop-up *Notes* Page:

- This display notes that have been recorded for the particular Warrant/Referral on view.
- If no notes have been recorded, the Notes button is not visible

On the lower left-hand side of the top banner there are two drop-down menus.

The FILE menu simply provides the user with the facility to print the current Page he is viewing.

The SELECT menu provides the user with the facility to navigate to the same areas as he could navigate to from the *Select Option* Page.

Activities include payments received after the Warrant/Referral has been issued which relate to periods covered by the Warrant/Referral.

Activities shown include:

- Critical transactions
- General Stops on the period

Where there is a revised charge for an IT, CT or CGT period which has been input after the Warrant/Referral was issued

Where PREM monthly or annual returns have been received for periods on Warrant/Referrals after the issued date of the Warrant/Referral.

Where VAT returns have been received for periods on the Warrant/Referral after the issued date of the Warrant/Referral

Where a P35 covering P30 periods at enforcement has been received since the date the Warrant/Referral was issued

The top half of the *Activity Details* Page consists of the Customer Details for the customer to whom the Warrant/Referral belongs.

Listed are: Customer Name,
 Customer Number,
 Warrant/Referral Number

The lower portion of the Activity Details Page lists for every activity:

- Tax type
- Start date of the period that the transaction applies to.
- End date of the period that the transactions applies to,
- Charge Type for the period under enforcement.
- Transaction type e.g. Payment,
- Amount - value of the payment or the return.
- Source – in relation to Payments this is the payment method.
- Received Date – this will be the date the payment or return was received.
- Lodgement Date – this will be the date the payment was lodged by Revenue.
- Receipt number – this is the receipt number of a payment.

- Transfer Date – this is the date that a payment was transferred into the period (usually from another period for the case).
- Reg No – this displays the Registration Number of the Transaction.

3.9 Customer Profile Page ⁵

Revenue  **Revenue Enforcement Service**

Customer Number

Ref Number

Salutation

Spouse's Name

Occupation

Dependents

Income Details

Assets/Property Details

Other Details

Cro Number

CRO Details

Trustees

Issued Date

Date of Birth

Figure 11– Custmer Profile Page

3.10 Contact Details Page

 **Contact Details** **Close**

Revenue Contact Name

Caseworker Phone Number

Address

Customer Phone Details		
Phone Type	Std Code	Number

Figure 12– Contact Details Page

This page displays the contact details of the Revenue Official who issued the Warrant/Referral. It will also display customer phone details (if these are available)

⁵ The Customer Profile page applies to AIM Referrals only.

3.11 Customer Notes Page

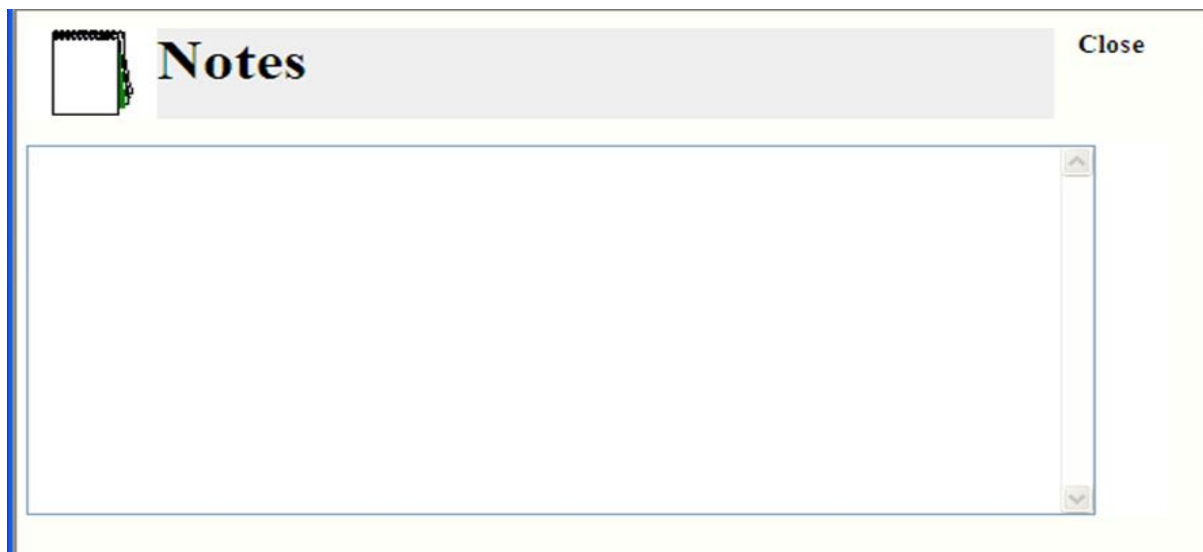
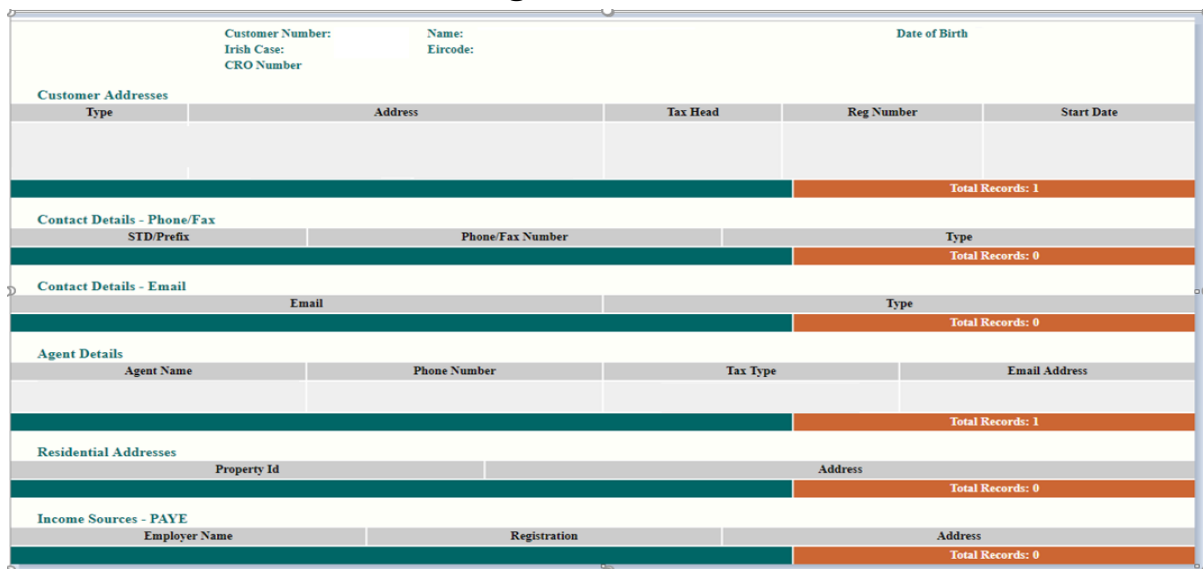


Figure 13– Customer Notes Page

This Page displays any notes entered by the case worker when setting up and issuing the Warrant or Referral through the Revenue application.

3.12 Additional Information Page



Customer Number: Irish Case: CRO Number		Name: Eircode:		Date of Birth
Customer Addresses				
Type	Address	Tax Head	Reg Number	Start Date
				Total Records: 1
Contact Details - Phone/Fax				
STD/Prefix	Phone/Fax Number	Type		
				Total Records: 0
Contact Details - Email				
Email	Type			
				Total Records: 0
Agent Details				
Agent Name	Phone Number	Tax Type	Email Address	
				Total Records: 1
Residential Addresses				
Property Id	Address			
				Total Records: 0
Income Sources - PAYE				
Employer Name	Registration	Address		
				Total Records: 0

Figure 14 Additional Information Page

This Page is accessed by clicking on the Additional Information Link on the following Screens

- Warrant/Referral Page

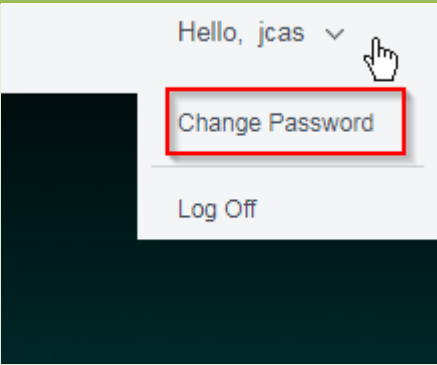
- Customer Warrant/Referrals Detail Page

The page provides additional information regarding the customer: -

- Customer Number
- Name
- Date of Birth
- Irish Case – Yes is customer is registered to receive correspondence in Irish and No if they are not registered for Irish Correspondence.
- CRO Number
- Customer Addresses
- Contact Details – Phone/Fax Numbers, Email Details
- Agent Details
- Residential Addresses
- Income Sources – PAYE

3.13 Change RES Password

- If you want, you can change your Windows password.
-

#	Print screen	Description
		Once logged on, click on the top right corner on your name and click on Change Password.

-



If you do not want to change your password, click Cancel to return to your home page.

Change Password

For more information about changing your password, contact your help desk or system administrator.

User name: jcas

Old password:

New password:

Confirm new password:

Submit

Cancel

For “Old Password:” – Enter your current password.

For “New Password:” and “Confirm Password” - Enter a new password that respects the following Revenue password complexity policy:

- 8 characters minimum

- 1 Uppercase, 1 lowercase, 1 base digit (0 through 9) and 1 non-alphanumeric characters

~!@#\$\$%^&* _-+=`|\(){}[];:"'<>.,?/

Click on Submit

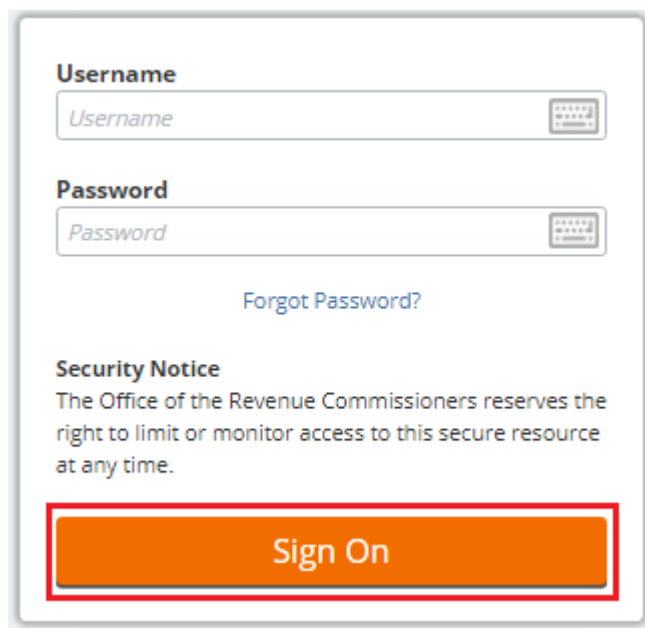
SECTION D

Revenue File Transfer System (RFTS)

4. Revenue File Transfer System

4.1 Logging on to RFTS

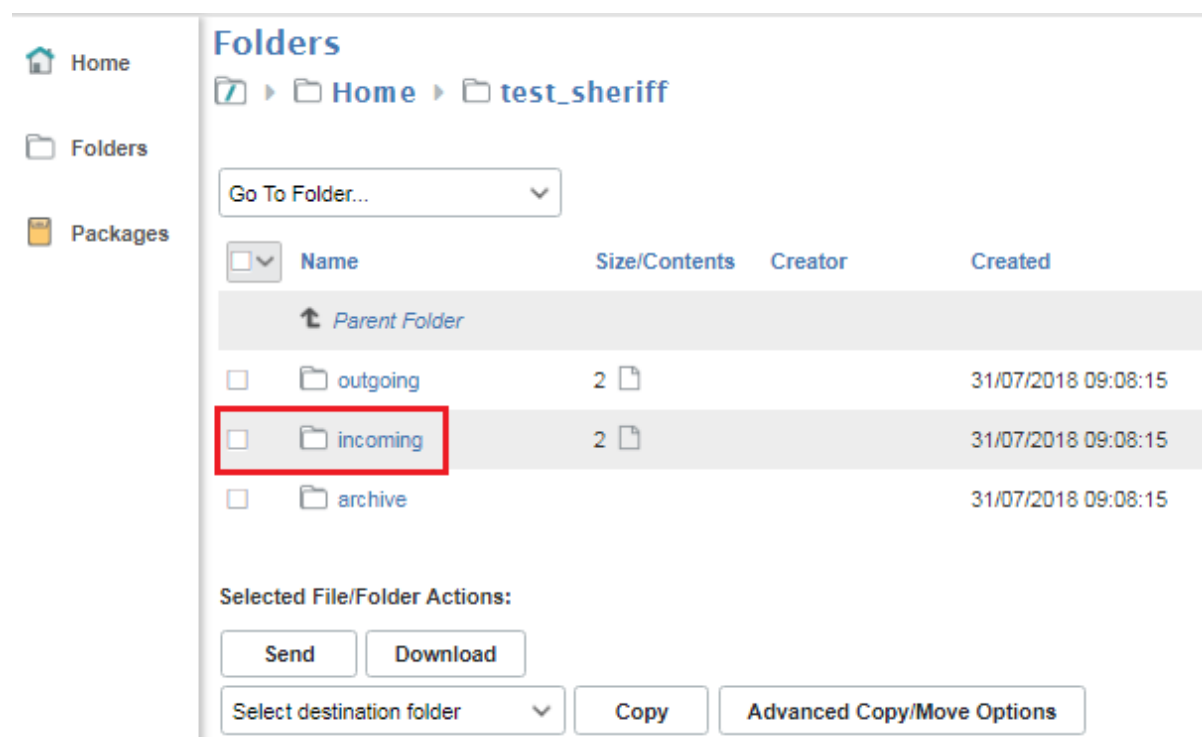
1. Enter the address: **rfts.revenue.ie** in your web browser.
2. Enter your **Username** and **Password** in the text boxes provided.
3. Click on “**Sign On**”

A screenshot of the Revenue File Transfer System (RFTS) login page. The page is white with a light gray border. At the top, there is a "Username" label above a text input field containing the placeholder text "Username". To the right of the input field is a small icon of a document with a checkmark. Below the username field is a "Password" label above a text input field containing the placeholder text "Password". To the right of the password field is a small icon of a document with a checkmark. Below the password field is a link that says "Forgot Password?". At the bottom of the form is a large orange button with the text "Sign On" in white. The button is outlined with a red border. Below the button is a "Security Notice" section with the text: "The Office of the Revenue Commissioners reserves the right to limit or monitor access to this secure resource at any time."

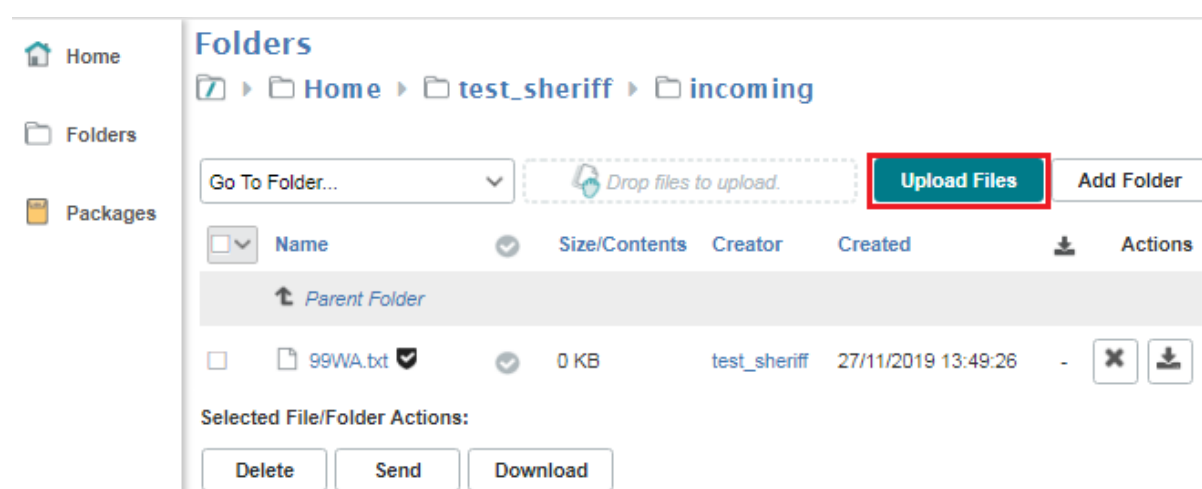
4.2 Uploading a File on RFTS

1. You will be brought in to your **/Home/ XXXX_name/** folder. Click **incoming** to enter your **Incoming** folder.

N.B: It is very important that you upload the file into your **incoming** folder (as the file will be “incoming” to Revenue)



2. To upload files to the **incoming** folder click the **Upload Files** button.



2. After you click the **Upload Files** button the Upload Files window will appear. Click on the **Browse...** link.

Upload Files

Upload To

/Home/test_sheriff/incoming

Notes

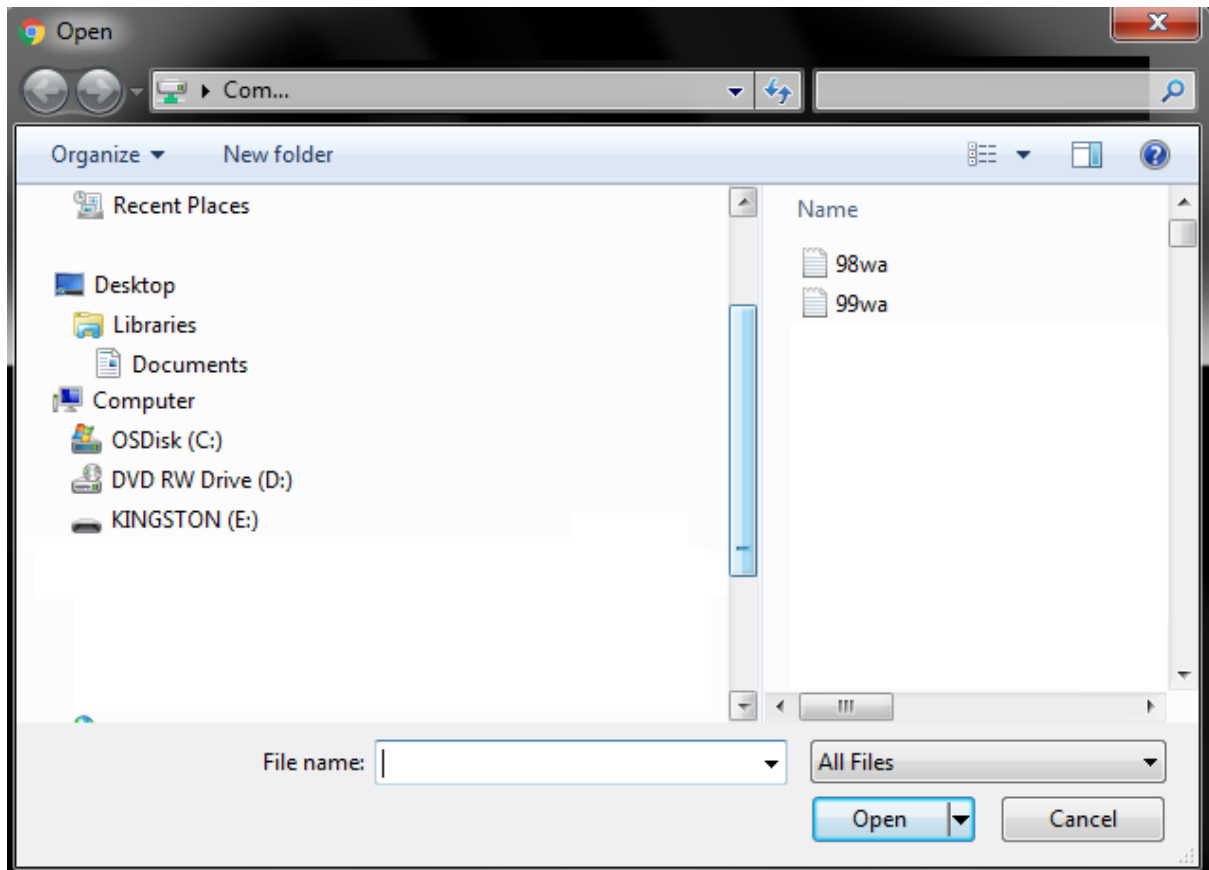
Notes

 Drop files to add or [Browse...](#)

Upload

[Cancel](#)

4. When you have clicked on the **Browse...** button it will launch your Windows Explorer. This allows you to find the location, on your local PC, where you saved the file(s) you need to upload.



5. When you have selected the file(s) you need to upload, double-click on the file and it will load into the Upload Files screen (as below). Repeat the above steps to attach further files. When all the files you need to upload are attached, click on the **Upload** button.

Upload Files

Upload To

/Home/test_sheriff/incoming

Notes

Notes

Drop files to add or [Browse...](#)

98wa.txt	15 B	
99wa.txt	15 B	

Upload

[Cancel](#)

6. When the files have been uploaded successfully a **Green Tick Mark**, will appear beside the uploaded files. Click on the close button, to go to the **Home** screen.

Upload Files

Upload To

/Home/test_sheriff/incoming

Notes

Notes

98wa.txt	15 B
99wa.txt	15 B

Close

7. The files will now be uploaded to your **/Home/ XXXX_name/ incoming** directory.

8. If you try to upload a file that does not match the correct naming convention, you will see the following message. The correct naming structure the files should be in, will appear under the file.

Upload Files

Upload To

/Home/test_sheriff/incoming

Notes

Notes

Is_MapDrives.log 11.6 KB	
This file is not permitted by the folder's filemask rules. Allowed files are only the following: *99wa*, *98wa*,	Report

Retry

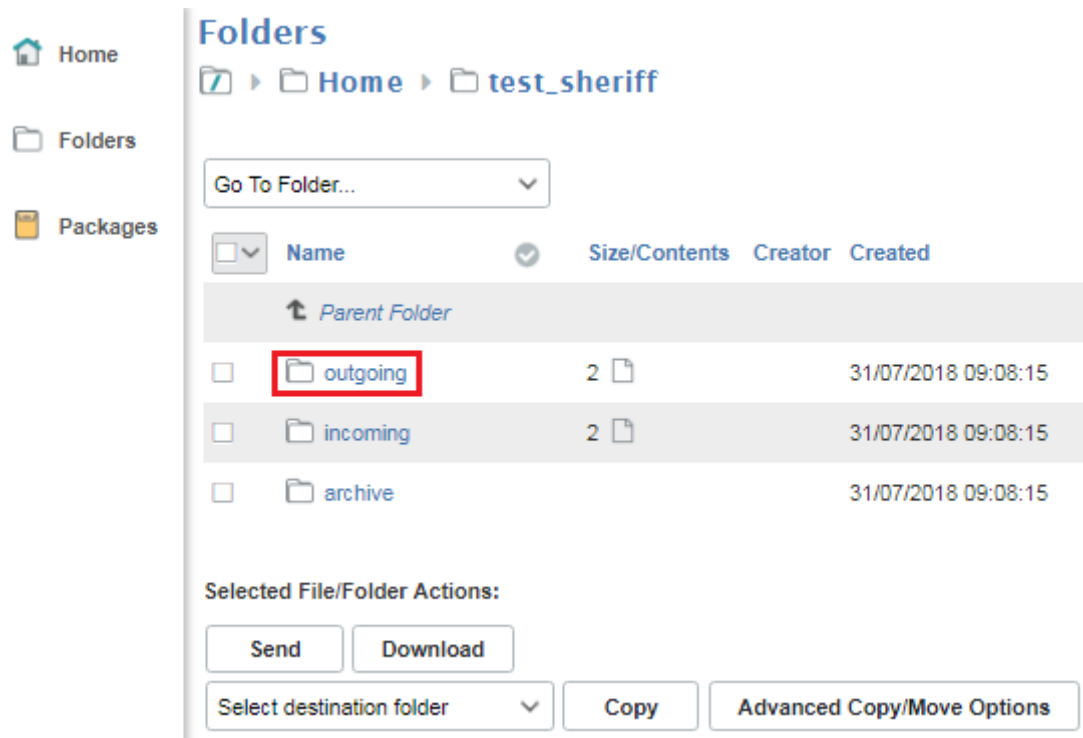
Close

Please note: You can attach files up to 2GB.

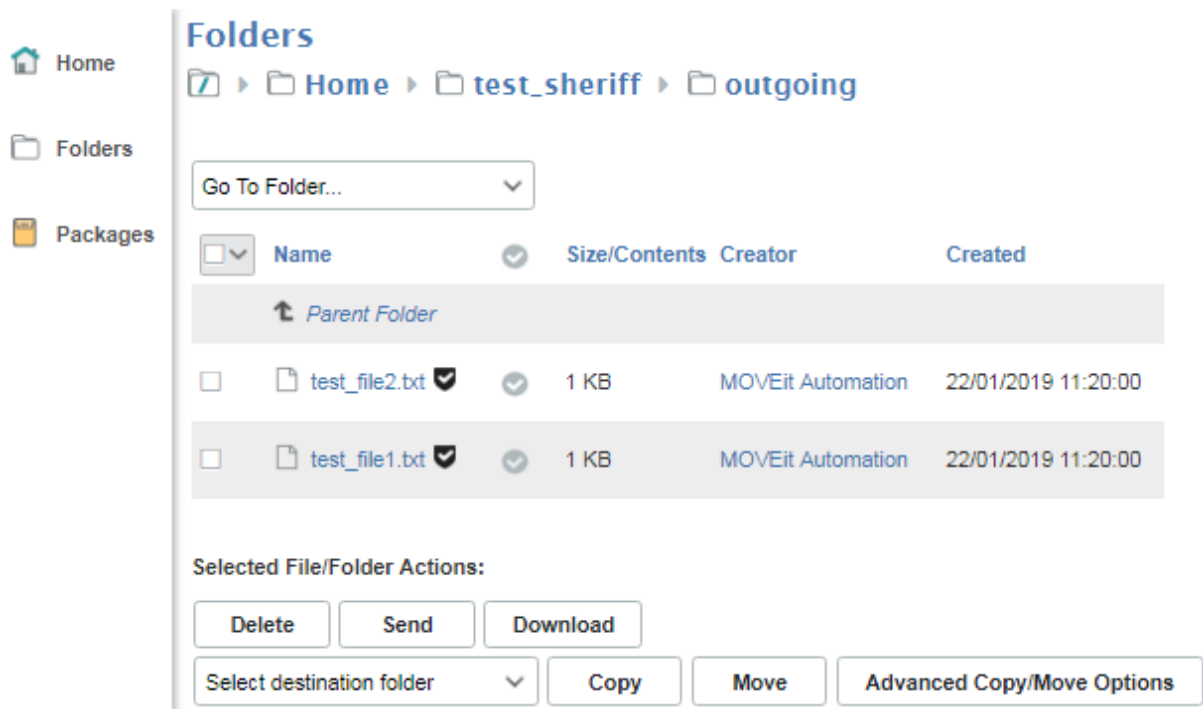
4.3 Downloading a File on RFTS

Once you login, you can access any files sent to you in your **/Home/ XXXX_name/outgoing** folder.

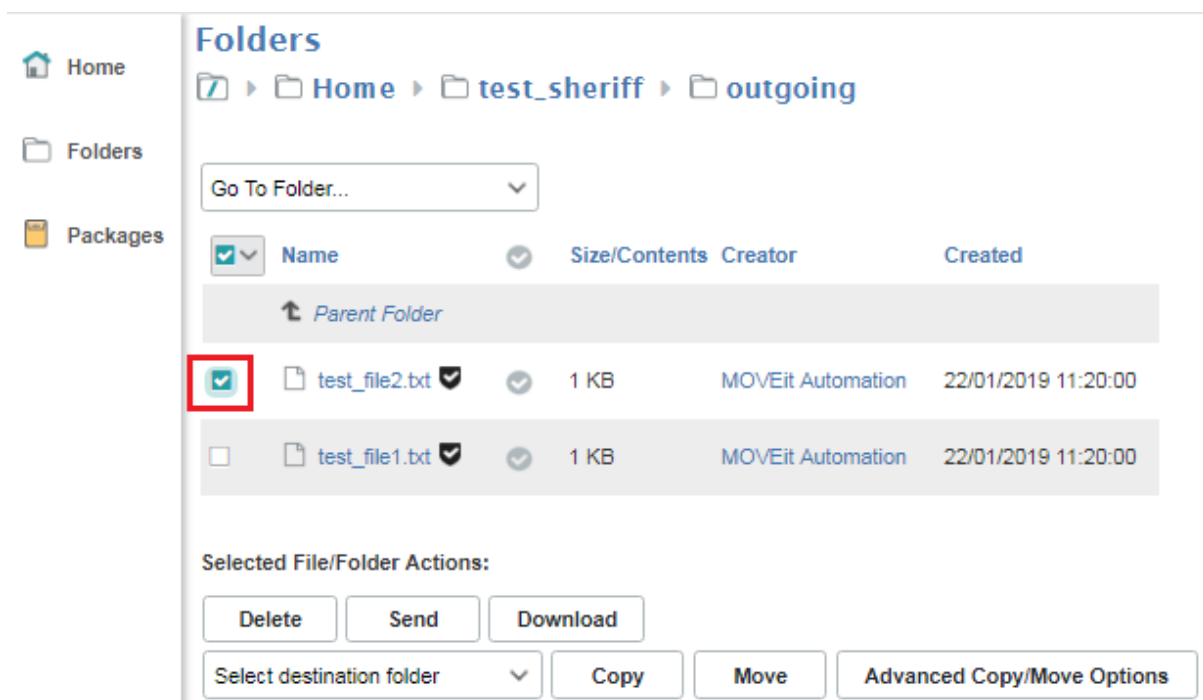
N.B: It is very important that you Download the file from your **Outgoing** folder (as the file will be “outgoing” from Revenue)



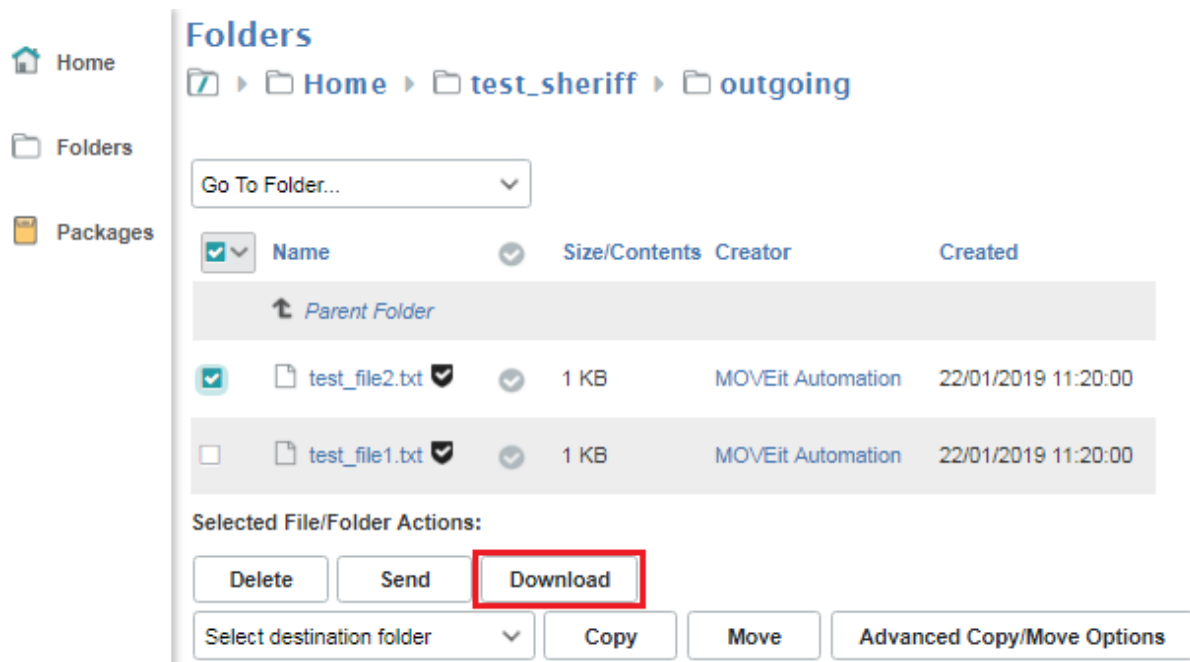
You will see any files that have been sent to you. (These files will also be sent to your **Archive folder**).



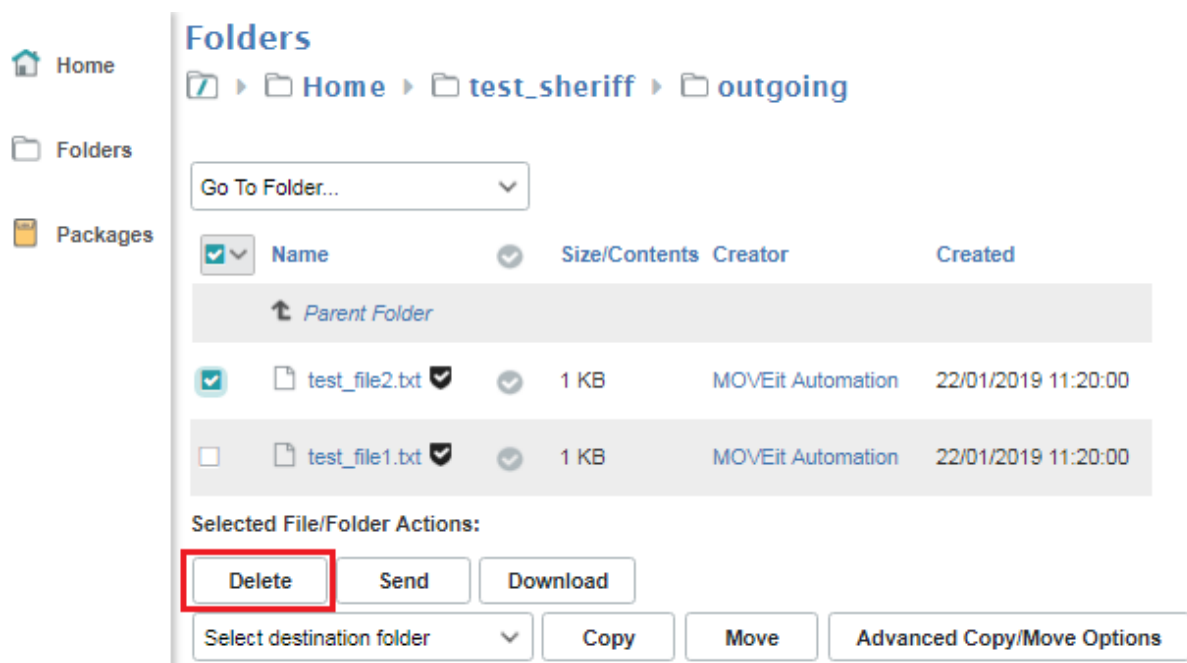
Clicking on a file will allow you to download the file.



Click the file you want to download and click the **Download** button.



The file, by default, should be downloaded to the Downloads folder on your local PC. If you wish to delete the file from your Outgoing folder (please remember that the file will still be available in your Archive folder) click the delete button.



Click the **Yes** button to confirm the deletion of the file(s).

-  Home
-  Folders
-  Packages

Confirm Deletion of Folders and Files

Name	Created	Size/Contents	Creator
 test_file2.txt  	22/01/2019 11:20:00	1 KB	MOVEit Automation

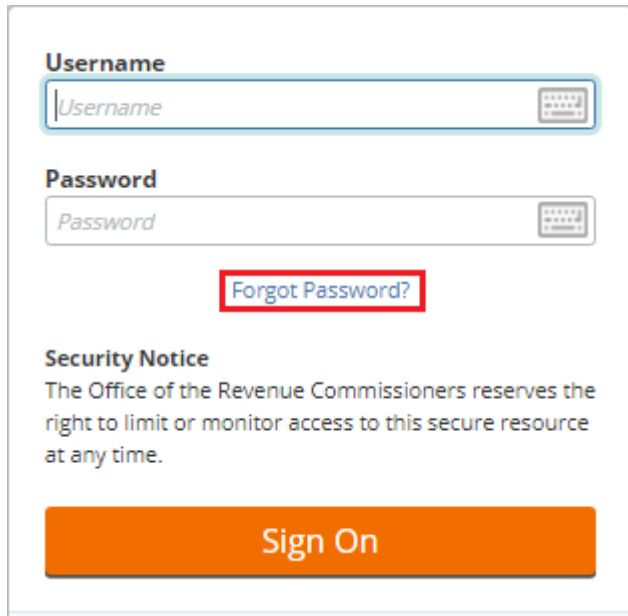
Are you sure you want to delete these items?

Yes

No

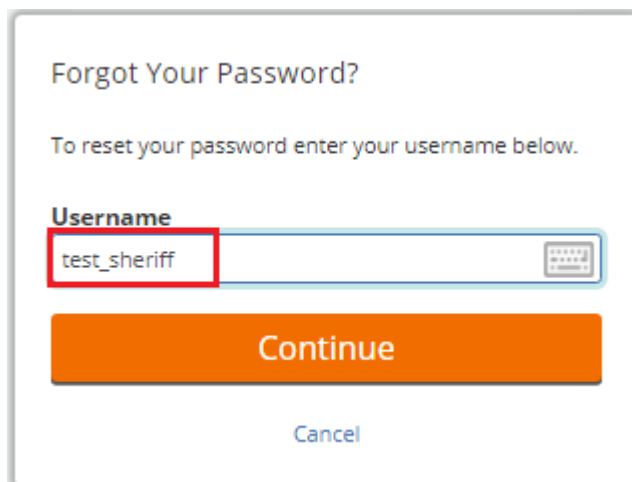
4.4 Request a new RFTS password

You can request a new password to your account by clicking the **Forgot Password?** link on the **Sign On** screen.



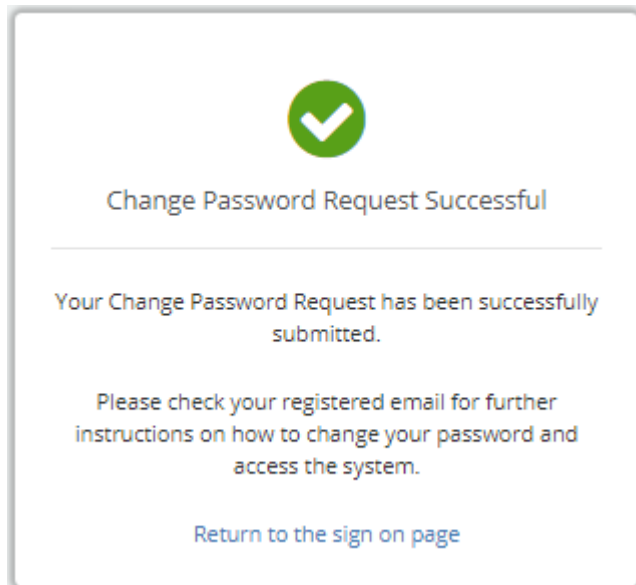
The image shows a 'Sign On' form. It has two input fields: 'Username' and 'Password'. Below the 'Password' field is a red rectangular box containing the text 'Forgot Password?'. Below this is a 'Security Notice' section with the text: 'The Office of the Revenue Commissioners reserves the right to limit or monitor access to this secure resource at any time.' At the bottom is a large orange button labeled 'Sign On'.

Enter your Account **Username** and click the **Continue** button.



The image shows a 'Forgot Your Password?' screen. It has the title 'Forgot Your Password?' and the instruction 'To reset your password enter your username below.' Below this is a 'Username' input field containing the text 'test_sheriff'. Below the input field is a large orange button labeled 'Continue'. At the bottom center is a blue link labeled 'Cancel'.

The **Change Password Request Successful** screen will appear.



An email will be sent to your email account allowing you to change your RFTS account password.

Password Change Request Confirmation



Revenue File Transfer Service
Wed 27/11/2019 15:10

Password Change Request Confirmation

A request has been made to automatically change the password for your account. please use the link below within 30 minutes to enter a new password and then sign on to the system.

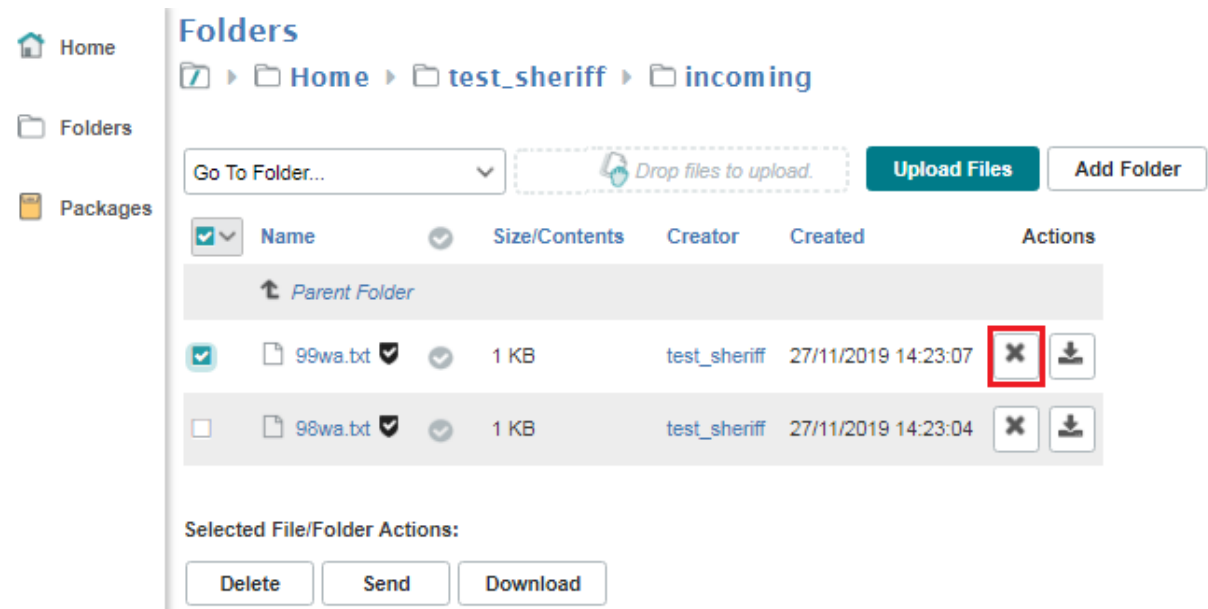
(<https://rfts.revenue.ie/human.aspx?orgid=2908&transaction=signon&pxc=51>)

Regards,
Revenue File Transfer Service

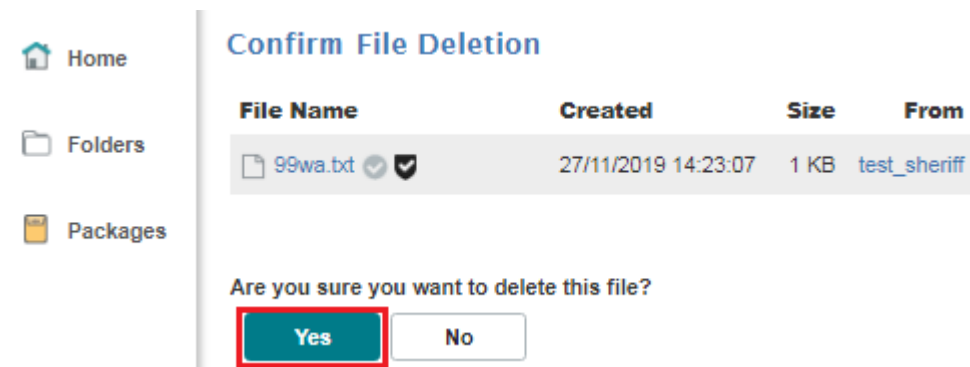
4.5 Retention of Files on RFTS

You have authority to delete files from your Archive and Outgoing folders on RFTS.

When you are in a folder, click the X button on the right-hand side of the file to delete the file.



To confirm the file is to be deleted click the **Yes** button on the **Confirm file Deletion** screen.



Alternatively, files will automatically be deleted from all folders (Archive, Incoming and Outgoing) after 30 days.