



Service Delivery Report

Q2 2026*

Customers self-serving in real time



5,416,852 Logins to MyAccount

5,679,872 Logins to ROS



15.8M Customs Declarations Processed

15,245,896 Imports

576,725 Exports



81,101 Credits/Reliefs claimed online.

38,763 Business Taxes registrations
(includes CT, IT, PREM, RCT and VAT)



196,568 PAYE taxpayer units (i.e. individuals and jointly assessed couples) filed PAYE Income Tax returns via MyAccount

92,323 Tax returns via ROS

345,493 LPT transactions processed



1,675,093 Payroll submissions made by **186,921** employers

420,494 Repayments issued

€3.042B Value of repayments issued

Customers accessing information on a 24/7 basis



8.6 million Website visits

46,321 Tax and Duty Manuals (TDMs) downloaded
Top 3 downloaded TDMs:

1. Part 15-01-12 Health Expenses
2. Part 05-01-06 Reimbursement of expenses of travel and subsistence
3. Part 38-03-13 Third party returns



Top 3 web pages visited on Revenue.ie

1. Online Services
2. Contact us
3. Customs RO-RO service

Top 3 most played videos:

1. How to get a Statement of Liability
2. PAYE End of year Review
3. How to register for EORI



Customers making direct contact

Online enquiries (MyEnquiries)



527,898 MyEnquiries received in Q2

725,897 MyEnquiries responded to in Q2



Estimated Response Time applied in
86,343** cases. It was met or
exceeded in **80%** of the responses



349,271 Phone calls answered with taxpayers

12% of those callers availed of the 'hold my place in queue' service

18,610 In-person visits to public offices

6,798 Appointment line calls answered

505 In-person and virtual appointments arranged

8,744 Sessions started with ROS Chatbot

576 Requests received by Disability Access Officers



Did you know?

From 1 July 2026, a €3 Customs Duty charge per item applied to all eCommerce packages, valued at €150 or less, coming into Ireland directly to consumers, from outside the EU. Information is available here:

<https://www.revenue.ie/en/customs/individuals/relief-low-value-consignments/index.aspx>

*Figures may be subject to change.

**For operational reasons, the ERT was not available for certain queries in the quarter.