Tax and Duty Manual Part 37-00-25

## **Prompt for Action**

## Part 37-00-25

## Document created October 2025

Revenue may issue 'Prompt for Action' output to a customer's or agent's ROS inbox, or to a PAYE or LPT customer's MyDocuments (the myAccount inbox). The output may include a request for follow-up action by the customer or agent/advisor, or else the output is sent for information only and recipients may not need to act. It will be clear from the detail included in the output sent if customers or agents/advisors need to take follow-up action.



The information in this document is provided as a guide only and is not professional advice, including legal advice. It should not be assumed that the guidance is comprehensive or that it provides a definitive answer in every case.

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Figure 1 - ROS inbox Revenue Record with sample 'Prompt For Action' output

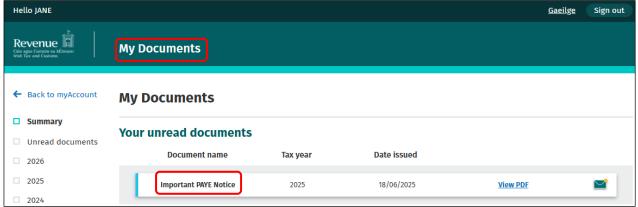


Figure 2 - MyDocuments (myAccount inbox) with sample PfA output, titled 'Important PAYE Notice'

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