

## PAYE LoCall Phone Service and PAYE Self-Service options

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### 1. Regional PAYE LoCall Service

Our Regional PAYE LoCall service operates four 1890 numbers, i.e. one for each Region. Customers can find the appropriate LoCall number to ring based on the area where they live by using the [Contact Locator](#) on [www.revenue.ie](http://www.revenue.ie). To use the contact locator, PAYE customers will need their Personal Public Service Number (PPSN). This LoCall number will also appear on relevant correspondence, e.g. Tax Credit Certificates and end of year P21s (Balancing Statements).

Revenue's PAYE LoCall service is available Monday to Friday. The LoCall number for each Region is listed hereunder (including information on the counties dealt with in each Region). Any calls remaining in the queue when the lines close in the evening are dealt with before operators log off. Customers are advised that the rates charged for the use of 1890 (LoCall) numbers may vary among different service providers.

<b>Border Midlands West Region</b> Cavan, Donegal, Galway, Leitrim, Longford, Louth, Mayo, Monaghan, Offaly, Roscommon, Sligo, Westmeath	<b>1890 777 425</b>
<b>East &amp; South East Region</b> Carlow, Kildare, Kilkenny, Laois, Meath, Tipperary, Waterford, Wexford, Wicklow	<b>1890 444 425</b>
<b>Dublin Region</b> Dublin (City and County)	<b>1890 333 425</b>
<b>South West Region</b> Clare, Cork, Kerry, Limerick	<b>1890 222 425</b>

Customers ringing from outside the Republic of Ireland should ring + 353 1 702 3011.

## Business Customers

Business customers should contact their own Revenue office, the telephone number for which can be found on any correspondence from Revenue, or alternatively by using the [Contact Locator](#) on [www.revenue.ie](http://www.revenue.ie). To use the contact locator, business customers will need their tax number. Additional information on our Employer Service is available in Tax Instruction [37.00.32](#), Revenue National Employer LoCall Service.

## 2. PAYE Self-Service Options

Revenue provides a range of self-service options for PAYE taxpayers. Customers can change personal details, track progress of correspondence with Revenue, complete a return of income form, claim certain tax credits and request forms and leaflets. To use these services, you will need your PAYE Anytime PIN and Personal Public Service Number (PPSN).

The self-service options available to PAYE customers are outlined below.

### 2.1 eForm 12

The eForm 12 is the electronic version of the paper Form 12 and allows PAYE customers to complete a return of their income and claim tax credits, allowances and reliefs (including any health expenses) electronically for the year ended 31 December 2013.

The electronic form will include certain important information from the customer's Revenue record to help them complete their Return.

[Further information](#) can be found on the Revenue website.

### 2.2 PAYE Anytime

**PAYE Anytime** allows customers to do most of their PAYE business online. Once registered, you can:

- View your tax record
- Complete an eForm 12
- Claim certain tax credits
- Apply for refunds of tax including health expenses
- Declare additional income
- Request a review of your tax liability for previous years

- Re-allocate credits between yourself and your spouse or civil partner
- Track your correspondence submitted to Revenue.

It can also be used to access your Local Property Tax (LPT) record, if you are registered for LPT.

### **How do I register for PAYE Anytime?**

It is easy to register and avail of a wide range of services. There are 3 simple steps to register, which allows Revenue validate your identity, thereby ensuring all online transactions with Revenue are secure.

**To Register** - Log onto [www.revenue.ie](http://www.revenue.ie), from the PAYE Anytime logo, click on the Register button.

- **Step 1** - Enter your PPSN
- **Step 2** - Enter your personal details
- **Step 3** - Enter your contact details i.e. address, daytime contact number and your e-mail address.

Remember to click 'Continue' to submit your details.

Following the successful verification of your personal details, you will be issued with a PAYE Anytime PIN by post.

### **After registering, do I need anything else to access PAYE Anytime?**

You will need your PPSN and the requested 3 digits of your PAYE Anytime PIN to access your Revenue account. The PAYE Anytime PIN is 6 digits in length. At login stage you will be asked for 3 randomly selected digits to establish your identity. You are also required to answer a security question. This security question will be based on information held on Revenue records.

You will have a maximum of 3 attempts to authenticate your PAYE Anytime PIN otherwise you will be locked out of the system for 24 hours.

You should change the PIN that is issued to you by Revenue to a PIN that you will easily remember, as soon as you can.

### **Forgotten PAYE Anytime PIN**

It is important to note that if you forget or misplace your PAYE Anytime PIN, you must re-register in order to use the PAYE Anytime service. This re-registration will generate a new PIN which, in general, will take five working days. Click on the 'Forgotten PIN' link on the PAYE Anytime Log In page to obtain a replacement PIN.

### **How do I get help in using PAYE Anytime?**

[Frequently Asked Questions on PAYE Anytime](#) are available on the revenue website.

If you require assistance regarding tax matters, contact your Revenue office, the number for which can be found using the contact locator on [www.revenue.ie](http://www.revenue.ie)

For any technical difficulties, call the Revenue Online Services (ROS) Helpdesk on 1890 20 11 06.

If you have any difficulties with your PAYE Anytime PIN call the PAYE Matching Unit on 1890 27 22 82.

### **2.3 PAYE 1890 LoCall Self-Service Facility**

Revenue's four Regional PAYE 1890 LoCall numbers also offer a range of self-service facilities. To use this service you need your PPSN. Customers can carry out the following requests:

- Request a Tax Credit Certificate
- Claim from a range of tax credits
- Change address details\*
- Obtain a new PAYE Anytime PIN
- Request forms and leaflets
- Track correspondence.

\* You will need your PAYE Anytime PIN to change your address details.

### **2.4 Online Forms and Leaflets Ordering Service**

Forms and leaflets can be downloaded from [www.revenue.ie](http://www.revenue.ie).

Revenue also offers customers a range of options for ordering forms and leaflets online.

The most common forms and information leaflets can be printed or ordered by using the '**Order Forms & Leaflets Online**' service on [www.revenue.ie](http://www.revenue.ie).

Customers can also call our 24-hour Forms and Leaflets ordering line 1890 30 67 06, or + 353 1 702 3050 if calling from outside the Republic of Ireland.

Alternatively, for forms and leaflets not available online, customers can e-mail their request to [custform@revenue.ie](mailto:custform@revenue.ie). When placing an order, customers must provide their details and the title and quantity of forms and/or leaflets required.

Customers ordering Forms P45 must include the Employer's Reference Number or in the case of an agent, the Taxpayer Advisor Identification Number (TAIN).

**A more recent version of this manual is available.**