PAYE Services: Online Unemployment Repayments

Part 38-06-07

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A more recent version of this manual is available.

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

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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Introduction

The purpose of this manual is to provide information on claiming an unemployment repayment online.

1 Accessing PAYE Services: Claiming Unemployment Repayment

The 'Claim unemployment repayment 20XX' service is accessed from the PAYE Services card in myAccount. The year is defaulted to the current tax year. Customers must first register for myAccount to use the service.

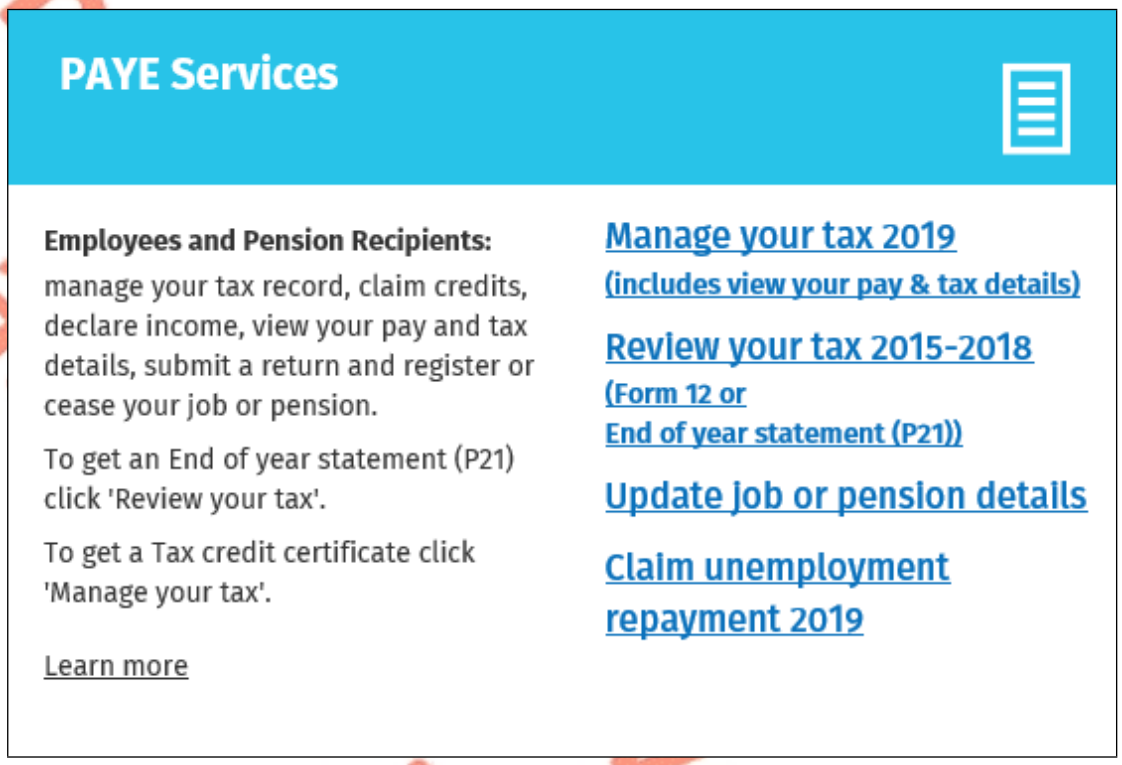

Figure 1: PAYE Services card in myAccount

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1.1 Agents

Agents can access online unemployment repayments through ROS by clicking on the 'Claim unemployment repayment 20XX' link on the Client Services tab.

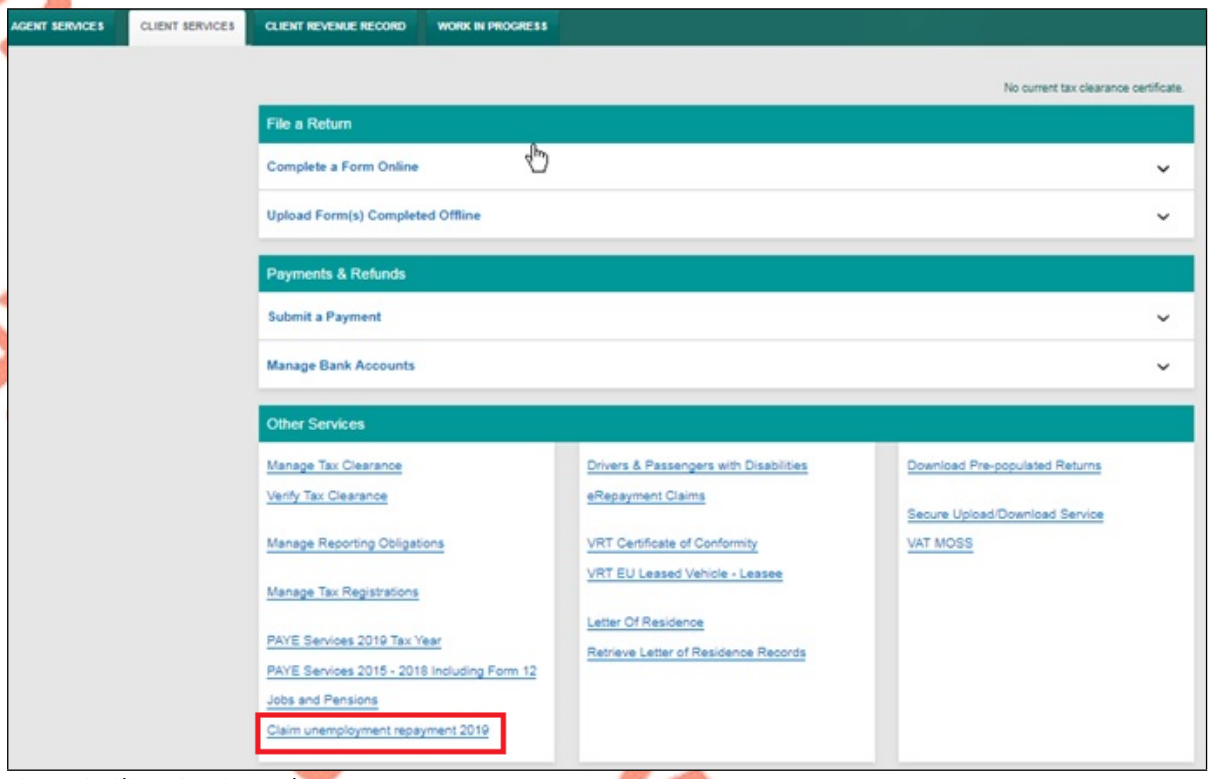

Figure 2: Client Services tab

2 Blocking Rules

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3 Making a Claim for Unemployment Repayment

When a customer selects "Claim unemployment repayment 20XX" and no blocking rules have been broken, they will be brought to the initial claim screen which advises who can claim an unemployment repayment and when they can claim.

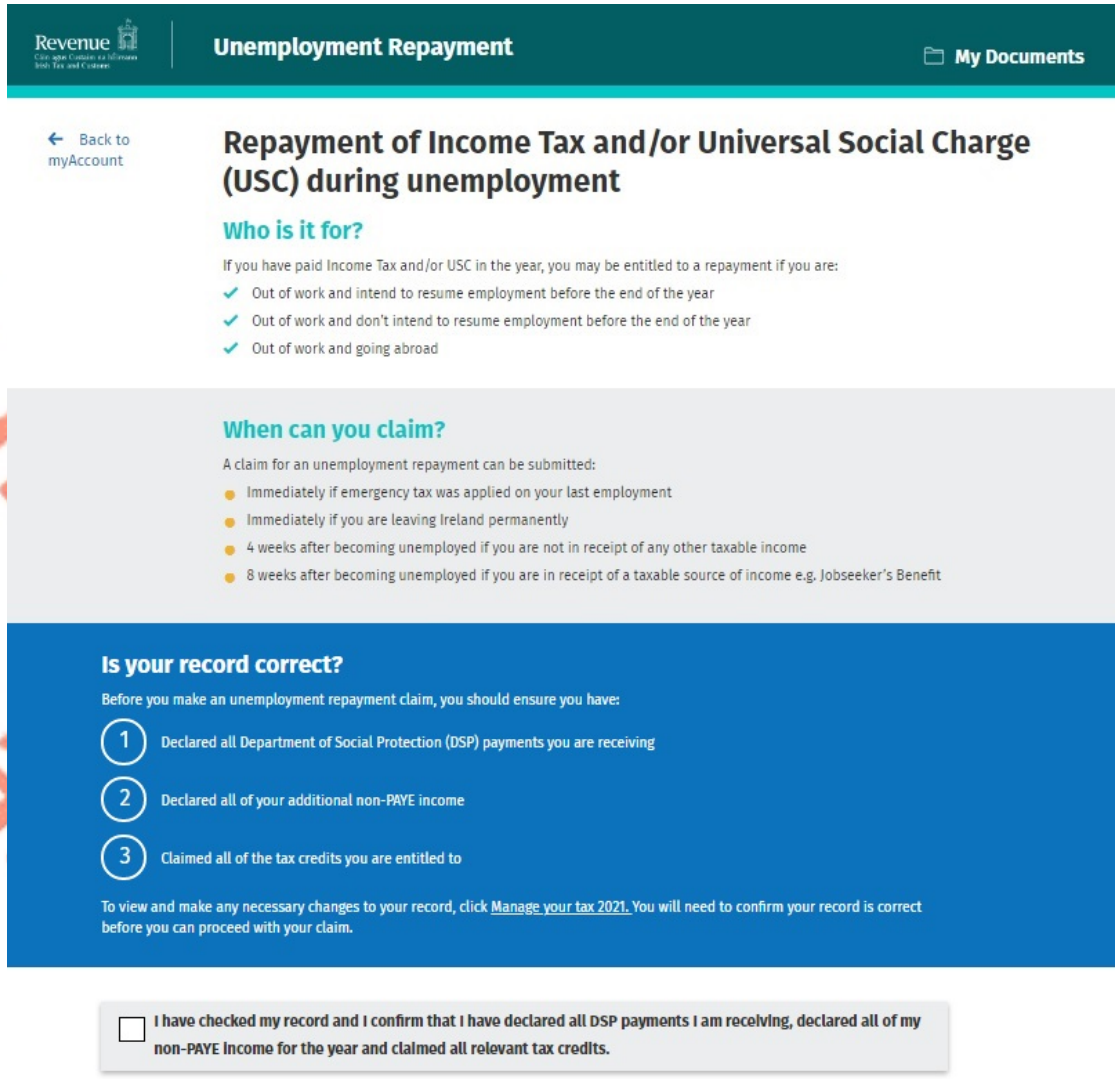

Figure 3: Initial claim screen

3.1 Making Changes

The customer is asked if their record is correct, as their records must be correct and up to date when applying for an unemployment repayment. If any updates are required, a customer should select the link to "Manage your tax 20XX". When this link is selected, a customer will be shown an overview of their current year details and they can make any necessary changes e.g. declare non-PAYE income or claim additional tax credits.

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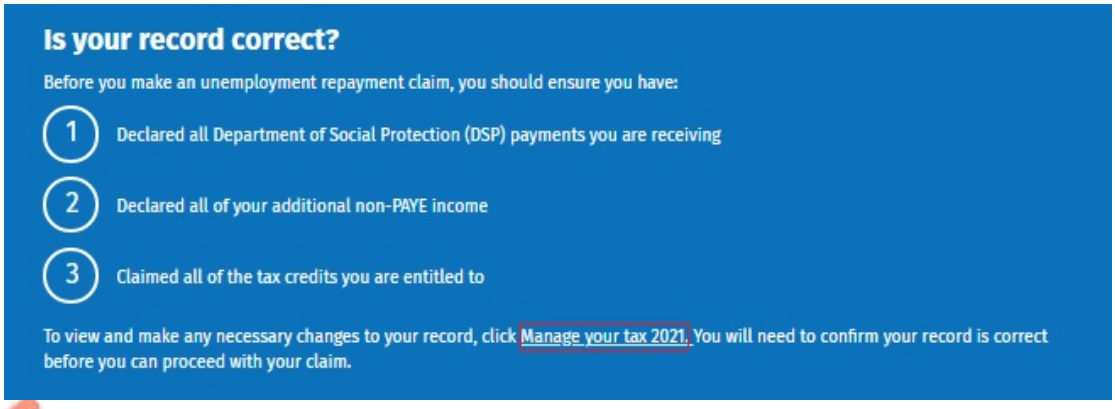

Figure 4: Link to "Manage your tax"

3.2 Proceeding with the Claim

A customer can proceed with their unemployment repayment claim when they confirm they have checked their records.

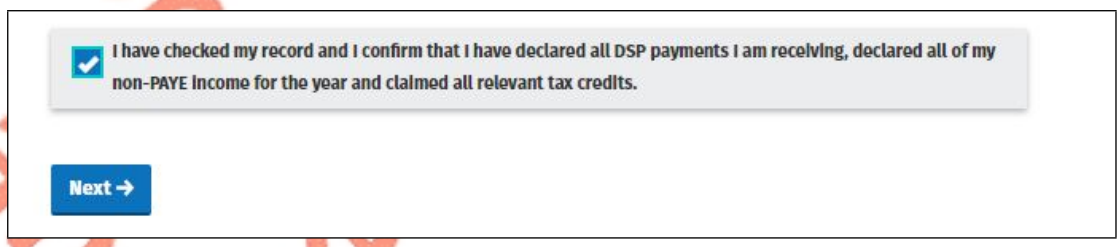

Figure 5: Confirm records have been checked

3.3 Basis of the Claim

Next, a customer will be asked to confirm the reason for their repayment claim. They should confirm if the reason refers to unemployment or going abroad.

Figure 6: Reason for unemployment repayment claim

3.3.1 Unemployed

If a customer confirms they are unemployed, they will be then asked if they intend to resume employment before 31st December of the current tax year

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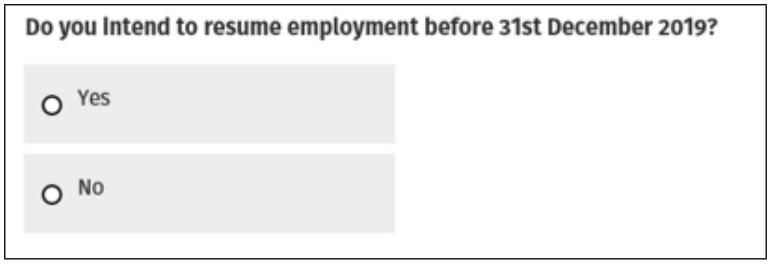

Figure 7: Intend to resume employment

- If "Yes" is selected, the customer is asked to input/confirm their bank account details. They then need to sign and submit their claim.
- If "No" is selected, the customer is asked to confirm the reason for not returning to work. Options given are "Resuming education" and "Other".
  - If "Resuming education" is selected, the customer will be asked to state the name of school / college.
  - If "Other" is selected, the customer will be asked to provide a reason they are not returning to work.

  The customer is then asked to input/confirm their bank account details. They then need to sign and submit their claim.

3.3.2 Going Abroad

If a customer confirms they are going abroad, they will be asked to confirm their intended departure date and if they are leaving the state permanently.

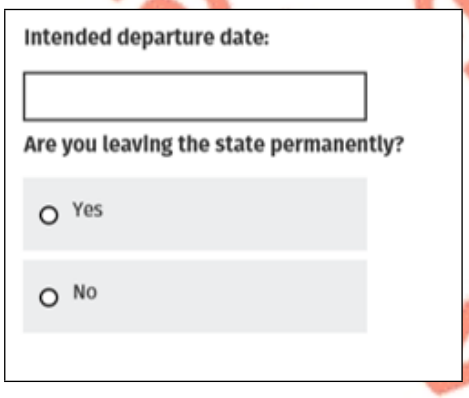

Figure 8: Going abroad

- If "Yes" is selected, the customer is asked to input/confirm their bank account details. They then need to sign and submit their claim.
- If "No" is selected, the customer is asked to confirm the intended duration of their stay abroad and if they intend to work abroad. The customer is asked to input/confirm their bank account details. They then need to sign and submit their claim.

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4 iC Rules

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Acknowledgement

When a customer signs and submits an online unemployment repayment claim, they will receive confirmation that their claim has been received and they will automatically be set to e-Output if it is not already set.

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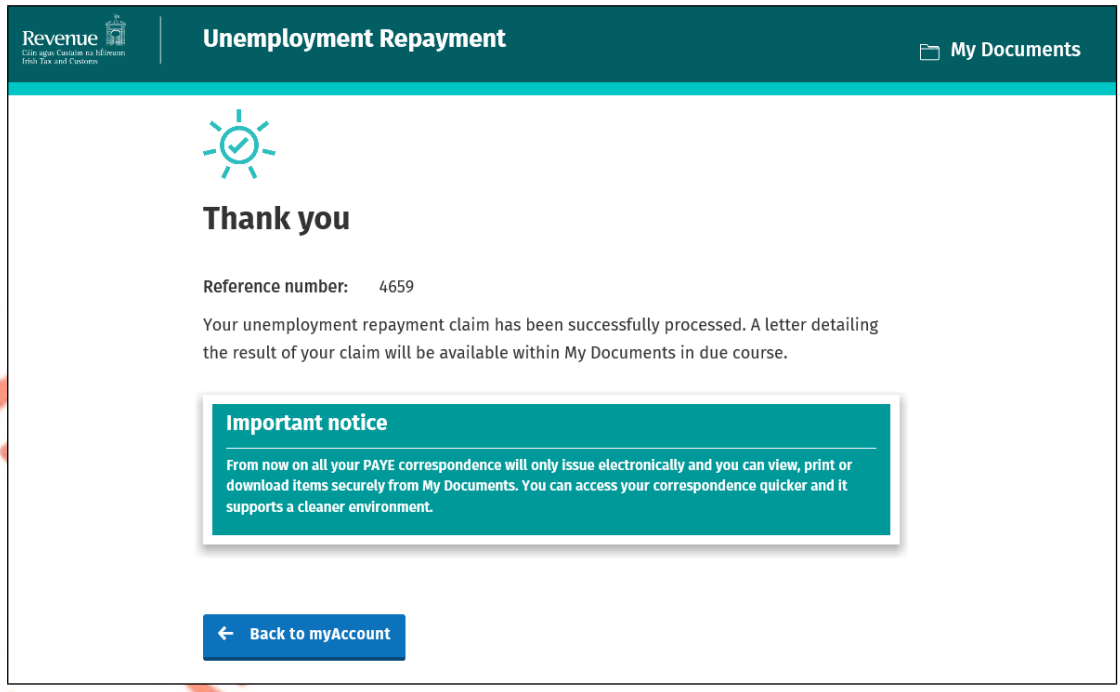

Figure 9: Example of acknowledgement screen with confirmation of e-Output:

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6 Letters

A letter is automatically generated when a customers unemployment repayment claim is processed. The letter will be available in My Documents in all cases. If the customer is not set up for e-Output, they will also get a paper letter.

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7 Online Unemployment Repayment Claims in ITP

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8 Appendix 1: Blocking Rules

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9 Appendix 2: iC Rules

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