Jobs and Pensions Service User Manual

Part 42-04-64

This document was last updated December 2018

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

Table of Contents

Note: References to jobs in this document also refer to pensions unless specifically mentioned. Similarly, references to employers also refer to pension providers.

1. Background

Jobs and Pensions is an online service that allows customers, or their agents, to register a new job or cease an existing job with Revenue.

The Jobs and Pensions service is available in PAYE Services in myAccount for customers and in the Client Services tab in ROS for agents.

The information contained in Section 3 of this Tax and Duty manual outlines specific information for agents who want to add a job for their clients using Jobs and Pensions. The information in the remaining sections is relevant to both customers and agents using the service.

The Jobs and Pensions service should not be used to register a new job unless the old job has been ceased on Revenue's record. If a new job is added before this information is updated, it will be treated as a second job. See Section 2.1.1 - Adding a second job.

Jointly assessed customers may be asked to provide information in relation to their spouse or civil partner.

Revenue will use any relevant information from the customer's Revenue record and will only ask for information where it is missing or may not be up to date.

Customers who are jointly assessed to tax will be able to register a job for their spouse or civil partner.

2. Overview of Jobs and Pensions service: Information required

The Jobs and Pensions service has four distinct sections and the customer will be taken through each section in turn.

Help text is provided throughout the service to assist customers. This is accessed by clicking on the relevant link.

2.1 Section 1: Details of new job

Customers will see up to date information on their jobs for the current year, even if they are ceased. Joint assessed customers will be able to see the relevant details for their spouse or civil partner.

If a customer has already left a job but the employer has not yet advised Revenue, it will show as an active job until the job is ceased, either by the customer or the employer.

Customers can input a job with a start date in the current or previous 5 tax years. A start date in a future year will not be accepted.

Figure 1: Display screen – customer with no jobs during the current tax year

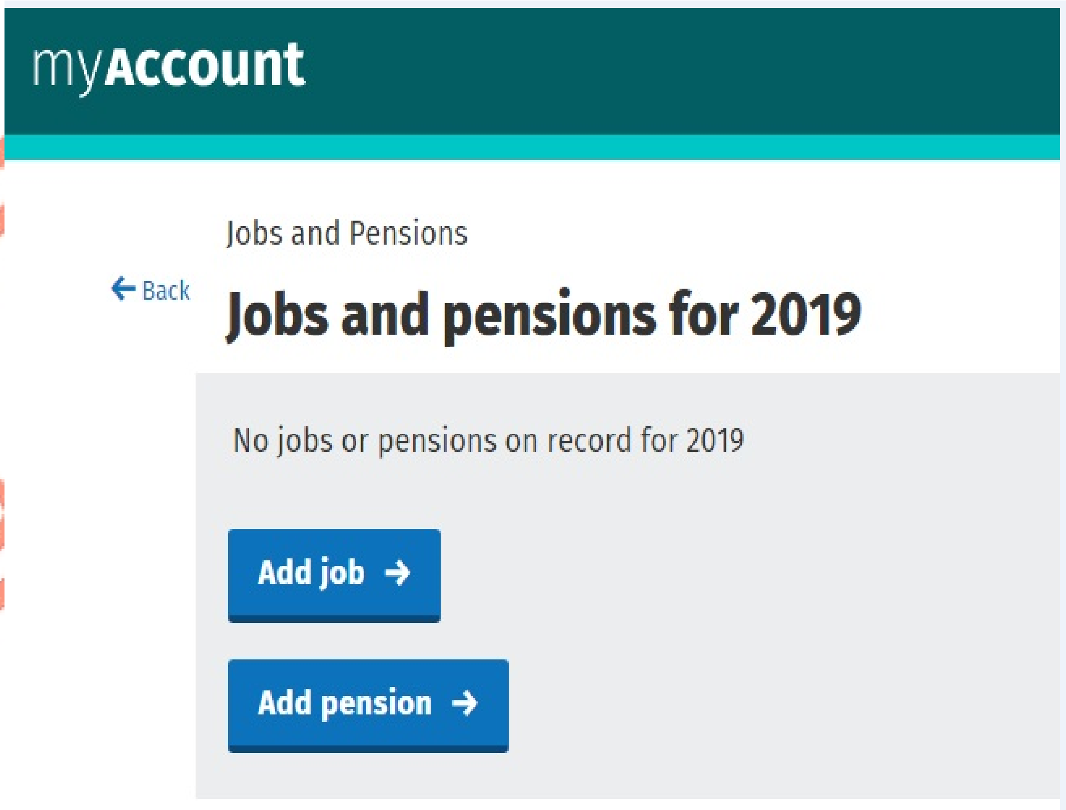


Figure 2: Display screen – customer with a job during the current tax year

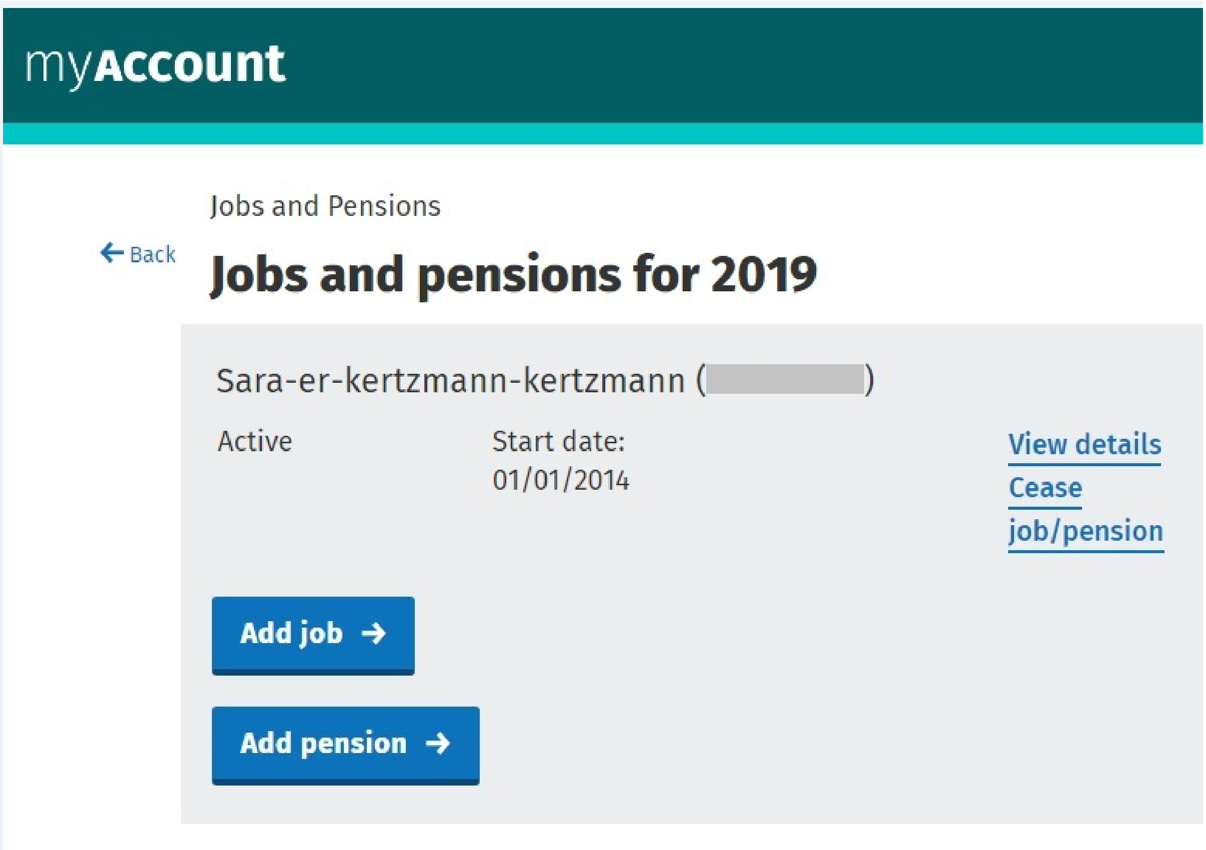
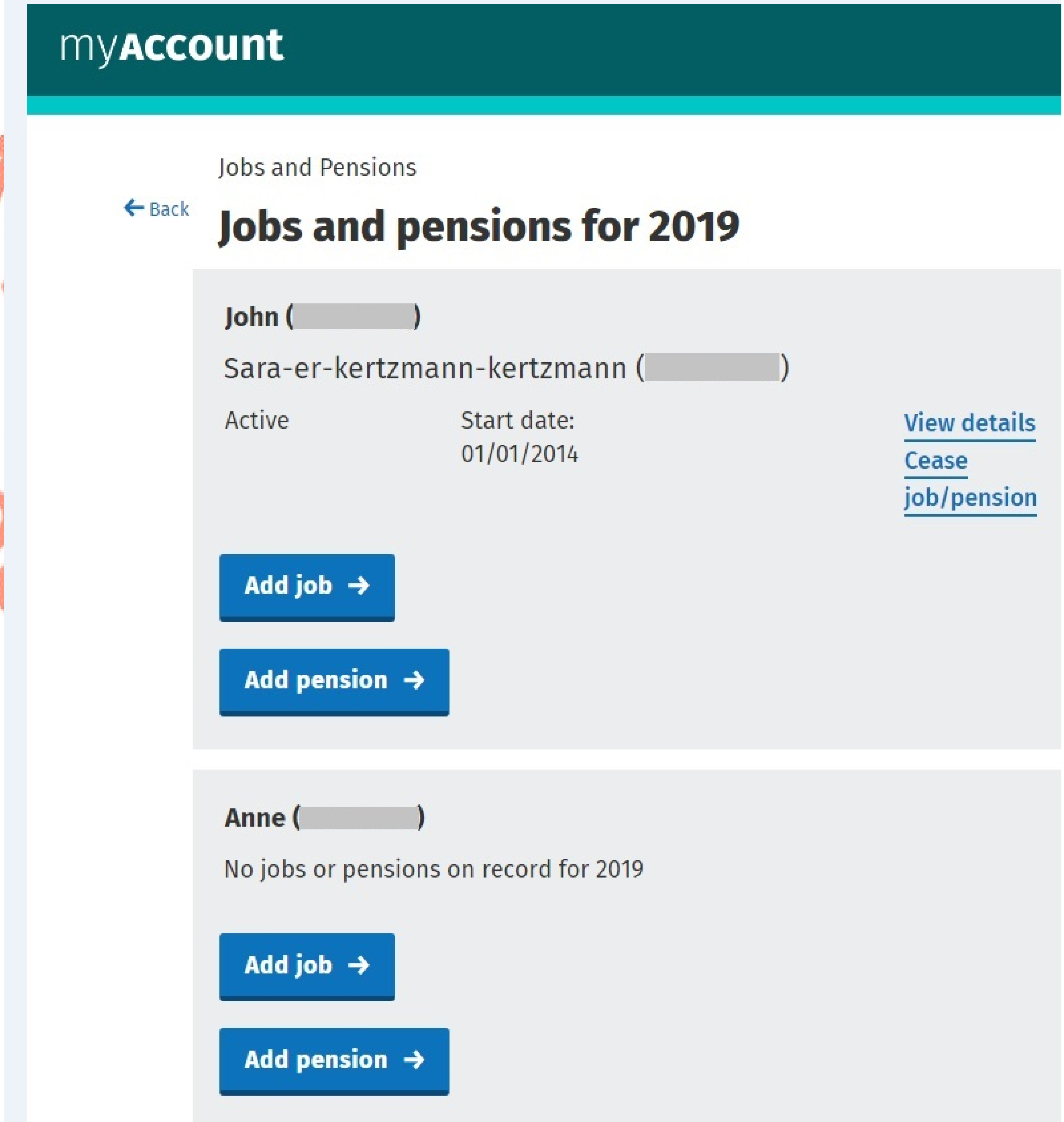


Figure 3: Display screen – joint assessed customer



Customers will be asked to provide information on the new job and will also be asked for information to establish whether they are entitled to the Employee tax credit and/or Flat Rate Expenses (FREs).

As FREs only relate to jobs, a customer adding a pension will not be asked to provide these details.

2.1.1 Adding a second job

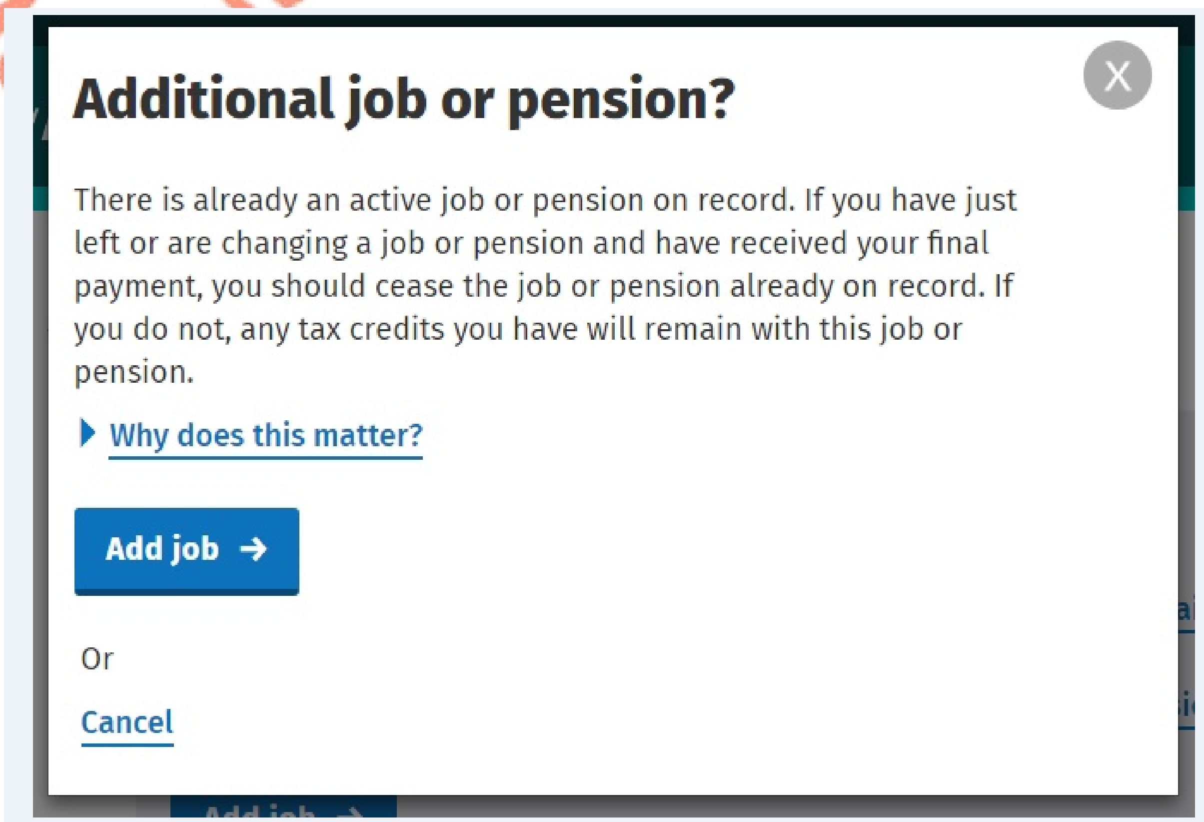
Customers adding an additional job to their record (i.e. there is already at least one active job on the customer's record) will be advised that this will be treated as a second or subsequent job.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[...]

Customers will also be advised that if they are changing jobs and their old job is still active on Revenue's record, they should not register the new job until the old job has been ceased.

Figure 4: Message displayed to customer adding an additional (second or subsequent) job

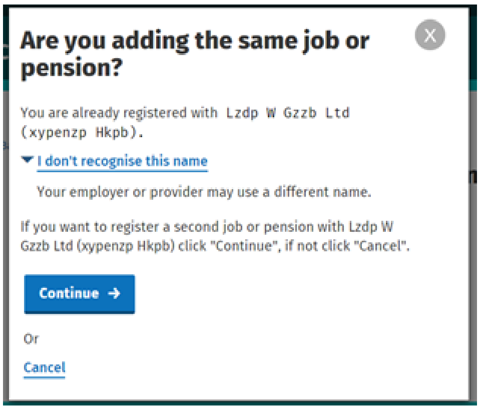


2.1.2 Adding a second job with the same employer (dual employments)

Customers adding a second job for the same employer will be prompted to confirm that this is correct. Many customers have second jobs (called 'dual employments') with the same employer.

Some employers trade using a different name to the one on Revenue's record and their employees may not recognise this name. In such cases, customers may try to register their job a second time.

Figure 5: Message displayed to customer adding a second job with the same employer



2.2 Section 2: Residency details

A customer's tax residency position has to be determined so the correct tax credits can be granted to the customer.

In most cases, the information is already available on Revenue's record to determine this. However, the following customers will have to provide additional information as we do not have sufficient information or our information may be out of date:

- All customers starting their first job in Ireland;
- Customers currently marked as non-resident;
- Customers with no live employment in the previous 6 months.

Joint assessed customers may be asked to provide information for their spouse or civil partner.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[…]

2.2.1 Election

Customers who are non-resident can elect to be tax resident in the current tax year if they will be resident in the State in the following tax year under any one of the residency tests. It is not possible for customers to elect for their spouse or civil partner as each individual must complete their own election. The customer will be advised of the position. Similarly, it is not possible for agents to elect for their clients. Customers wishing to elect to be tax resident should make this request themselves via the MyEnquiries service in myAccount.

Figure 6: Message displayed to customer whose spouse or civil partner is considered non-resident

2.3 Section 3: Incomes and earnings

Additional information will be sought from relevant customers to ensure that their tax credits are correctly adjusted to take account of any taxable Department of Employment Affairs and Social protection (DEASP) payments received in the current tax year.

2.3.1 DEASP payments

Information is received directly from DEASP on certain taxable benefits. However, the amount customers receive from DEASP in respect of the following payments is not received:

- Blind Pension
- Survivor’s Pension (Non-Contributory)
- Carer’s Income (Allowance/Benefit).

Recipients of these payments will be asked to enter the amount of their weekly payment.

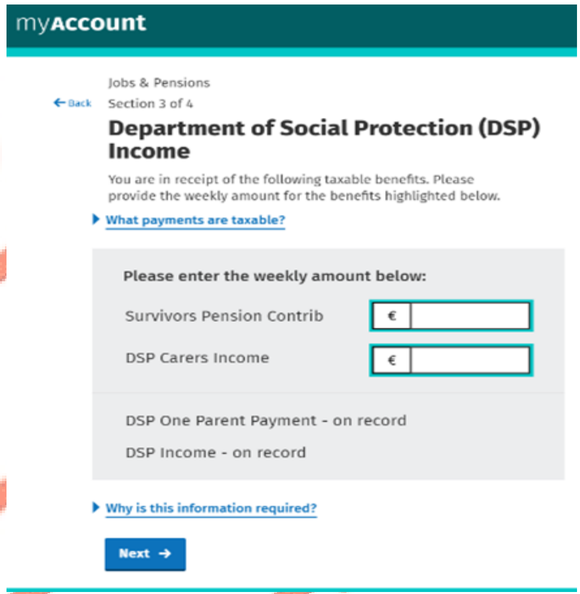
It should be noted that Carer’s Income currently displays on the record of the assessable spouse/ nominated civil partner. Where this is recorded against the wrong spouse, the customer is asked to contact Revenue so the record can be amended. (Note: this will be fixed shortly and the message removed).

Where customers are asked to provide this information, details of any other DEASP taxable payments received by them will also be displayed on screen. However, this will not display for new customers.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[…]

Figure 7: Display screen – DSP payments not on record



2.3.2 Universal Social Charge (USC)

The rate of USC customers pay on their income is determined by their total annual income (excluding DEASP payments), by their age and whether they have a full medical card. Customers will be asked if their total annual income is less than €13,000 (exemption threshold for 2018). Based on the information provided, customers may be granted an exemption to USC.

Revenue receives information directly from the Health Service Executive (HSE) regarding individuals who have been granted a full medical card. Customers will pay a reduced rate of USC if their total annual income (excluding DSP payments) is below €60,000 (reduced rate threshold for 2018) unless they are entitled to an exemption from USC.

The reduced rate of USC also applies to customers aged 70 and over whose total annual income (excluding DEASP payments) is over €13,000 but less than €60,000.

Customers with a medical card, based on information received from the HSE, or those customers over 70 years of age, will be asked to confirm their total income for the year to determine whether the reduced rate of USC applies.

2.4 Section 4: Summary and declaration

When the customer has completed the previous sections they will then be brought to the summary screen.

Figure 8: Display screen - summary screen: single customer

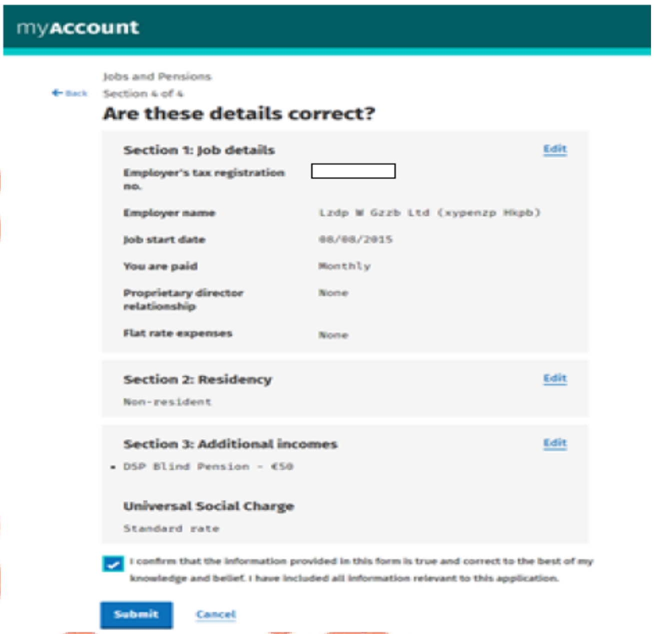
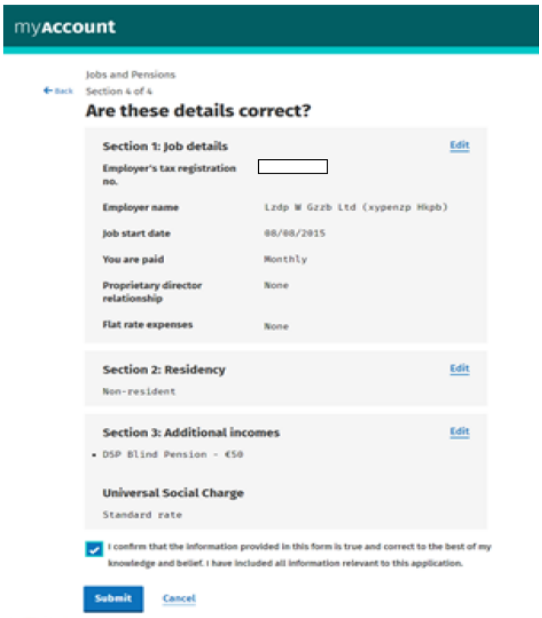


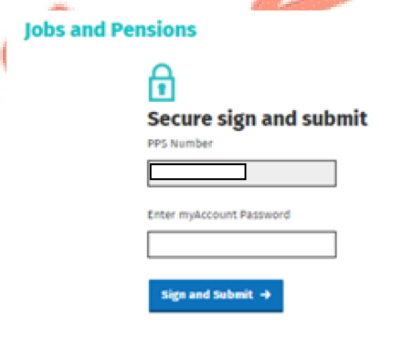
Figure 9: Display screen - summary screen: joint assessed customer



Customers can edit any of the details provided. If they do so, they will need to answer all subsequent questions in the registration process. This is necessary because each question is dependent on the answer to the previous question.

When a customer is satisfied that all the information provided is correct they should click on the declaration and submit the registration form. They will then have to complete the 'Secure sign and submit' screen for the registration to be submitted.

Figure 10: Display screen – secure sign and submit screen



2.4.1 Acknowledgement messages

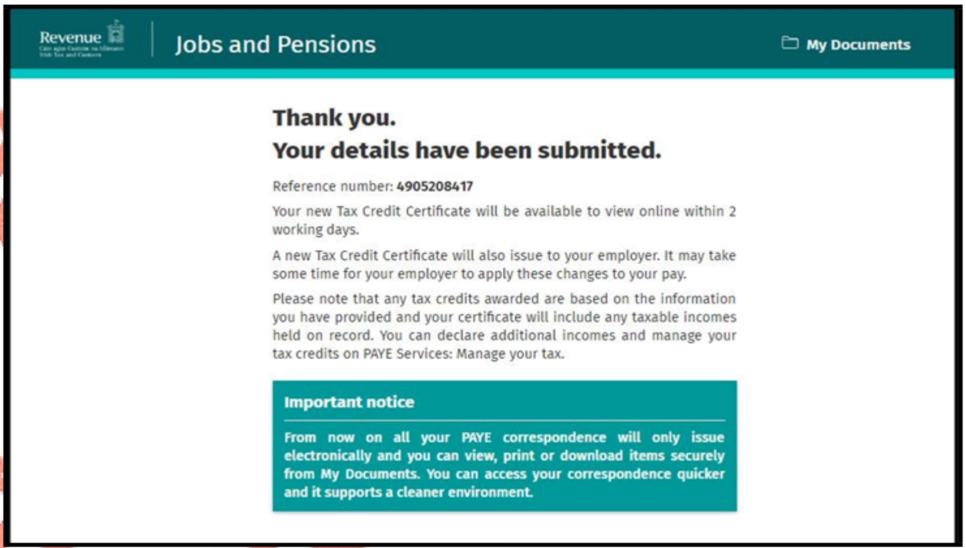
An acknowledgement message will display when the registration form has been submitted.

There are different messages depending on the information provided by the customer. This is to provide additional information to customers based on their particular circumstances.

The message will also take account of whether the customer is adding a job for his/herself or for his/her spouse or civil partner.

Details of the different types of acknowledgement message are set out in Appendix 2.

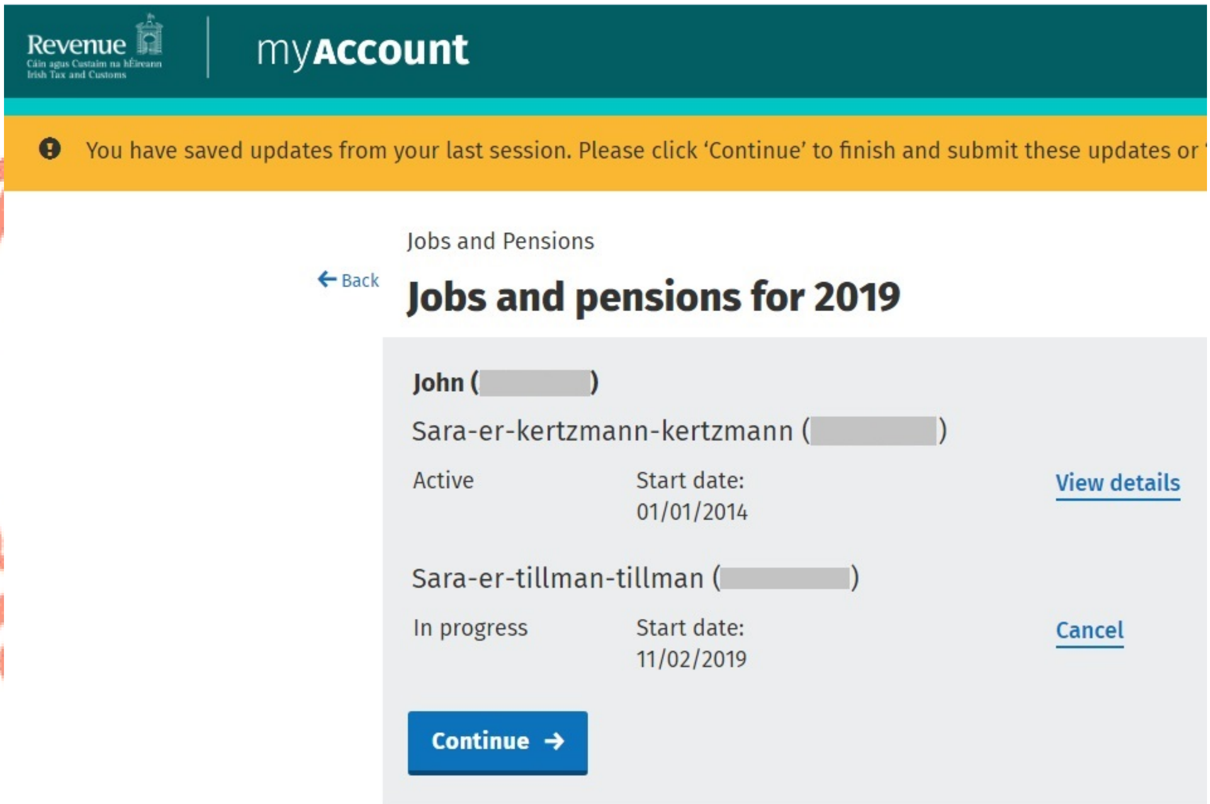
Figure 11: Display screen – standard acknowledgement message



2.5 Saving data on Jobs and Pensions

Customers can save their data and complete and submit the job registration at a later time. When the customer signs in later, a message will be displayed to inform him/her of the saved data. The job that has been partially input will also display on the screen and is labelled ‘In progress’.

Figure 12: Display screen – customer screen where data saved

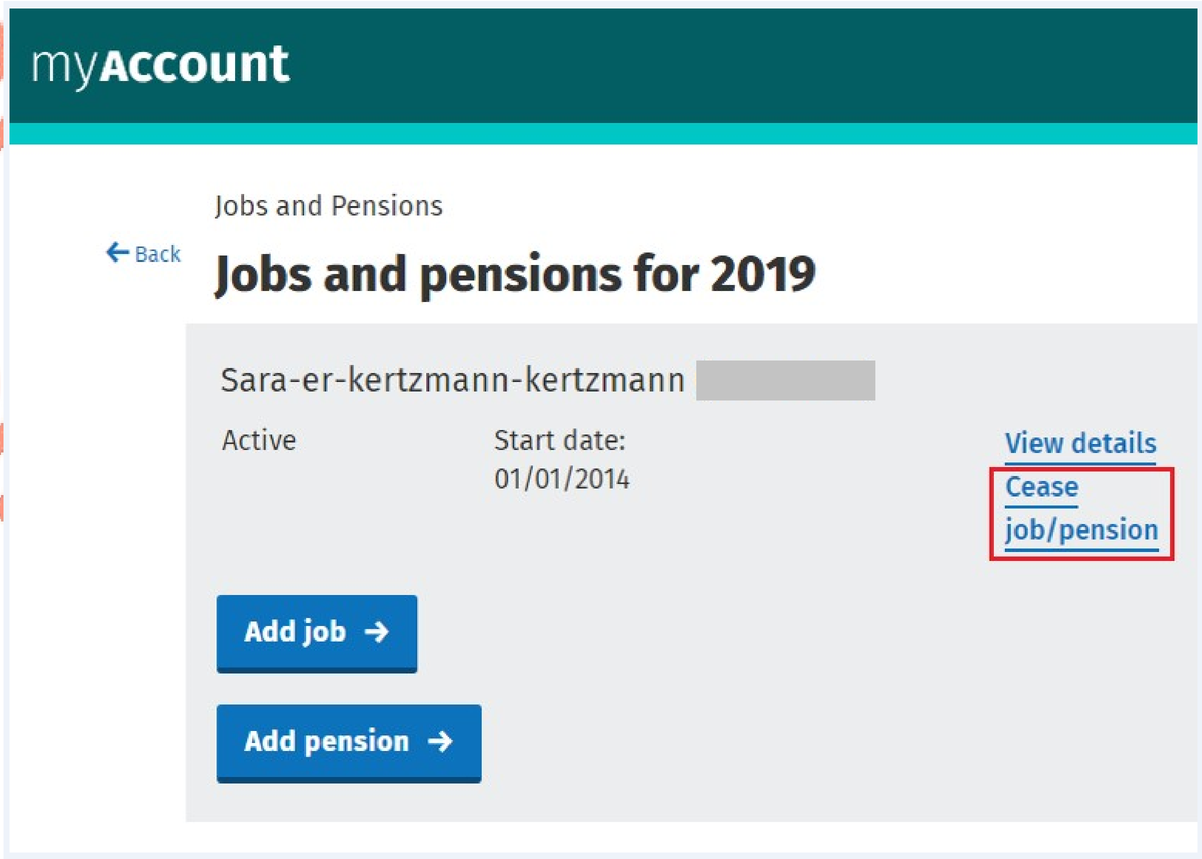


3. Ceasing a job

From 1 January 2019, customers will have the ability to cease their current job in the Jobs and Pensions service.

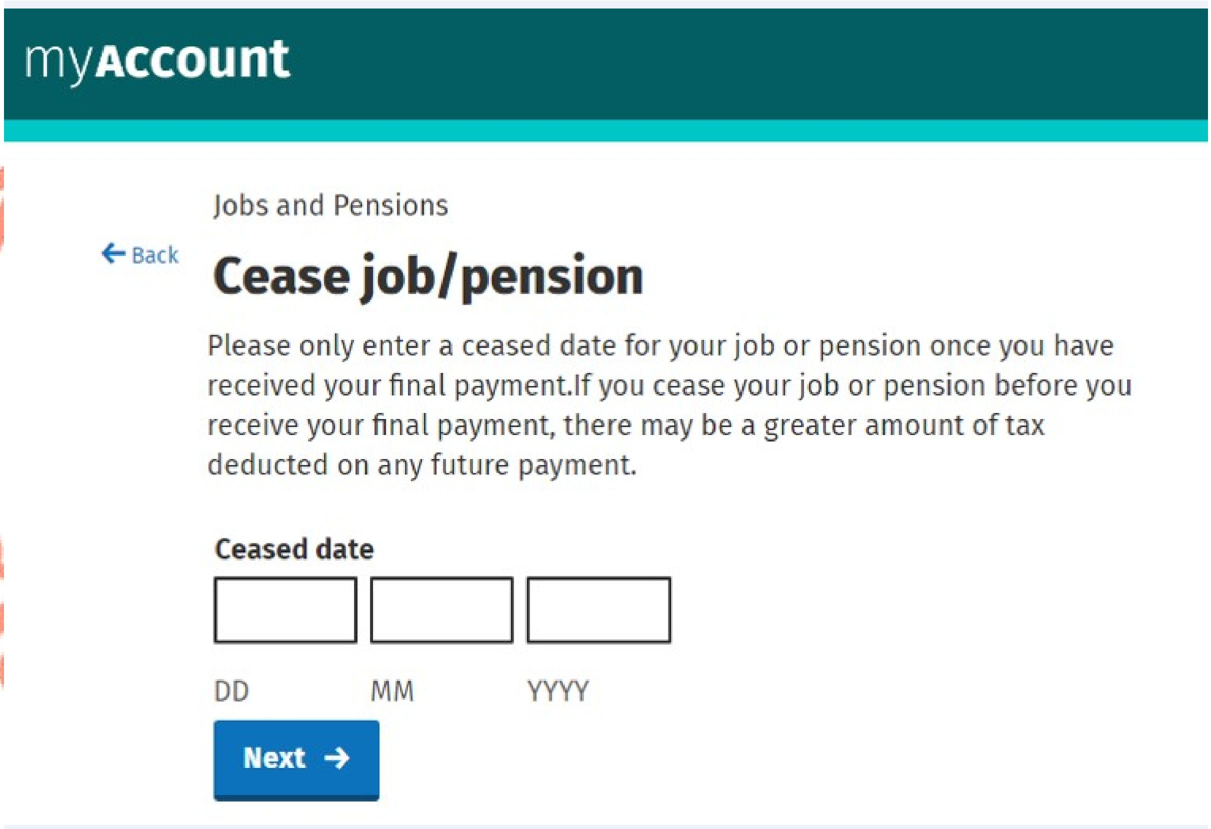
The option to cease a job is available from the screen which lists all the customer's jobs for the year.

Figure 13: Ceasing a job



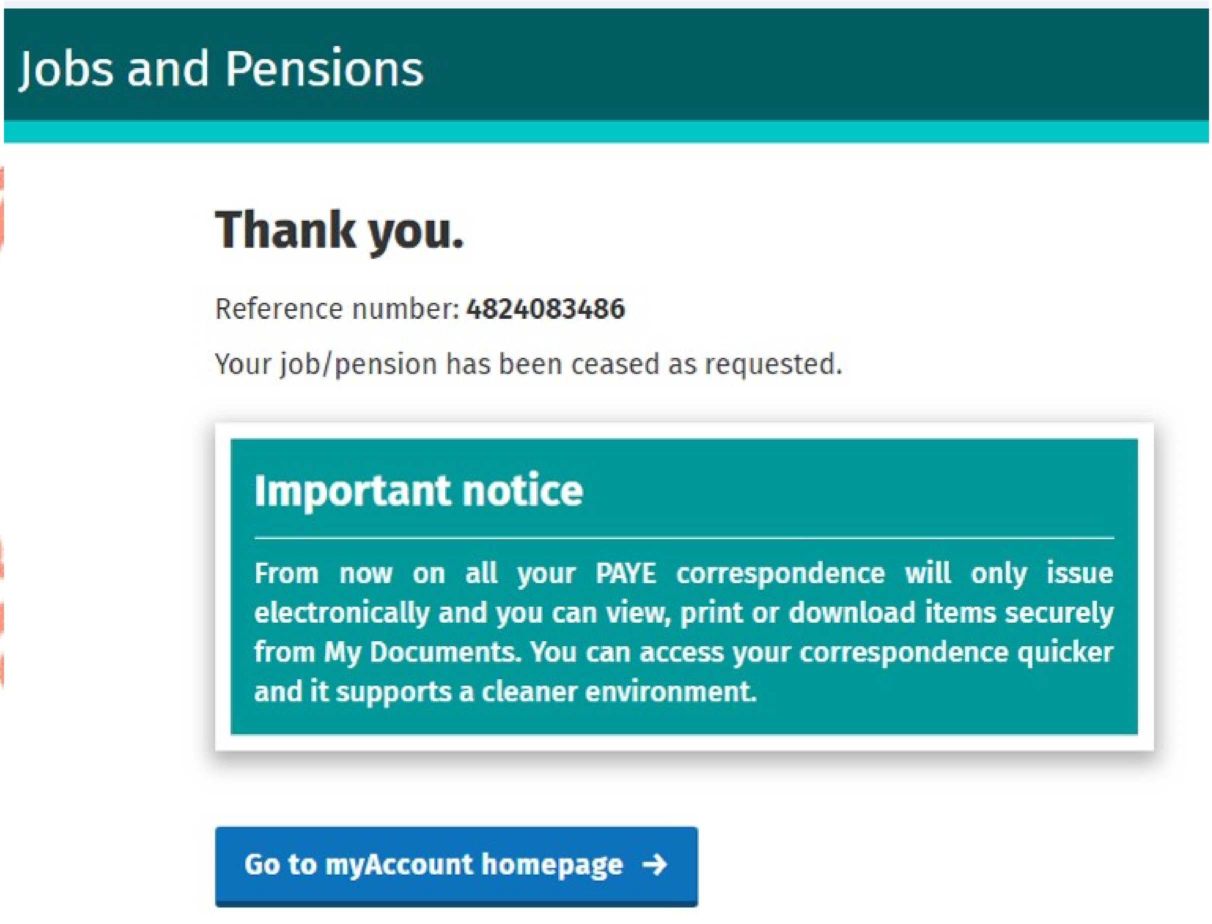
Once the customer clicks the 'Cease job/pension' link, they will be presented with a screen where they will be asked to enter the ceased date. Customers are advised not to cease a job until they have received their final payment from that employer. If they do so, this may result in a greater amount of tax being deducted from this payment.

Figure 14: Enter cessation date.



After the customer has provided the ceased date of the job or pension and signed and submitted, they will be presented with the acknoledgement screen below confirming their job or pension has now been ceased.

Figure 15 Acknowledgement screen.



When the customer returns to the Jobs and Pensions service, this job or pension will show as ceased on Revenue's records with the relevant ceased date displayed.

4. Agent access to Jobs and Pensions

Agents can access the Jobs and Pensions service in ROS. Agents can now register the following on behalf of their client:

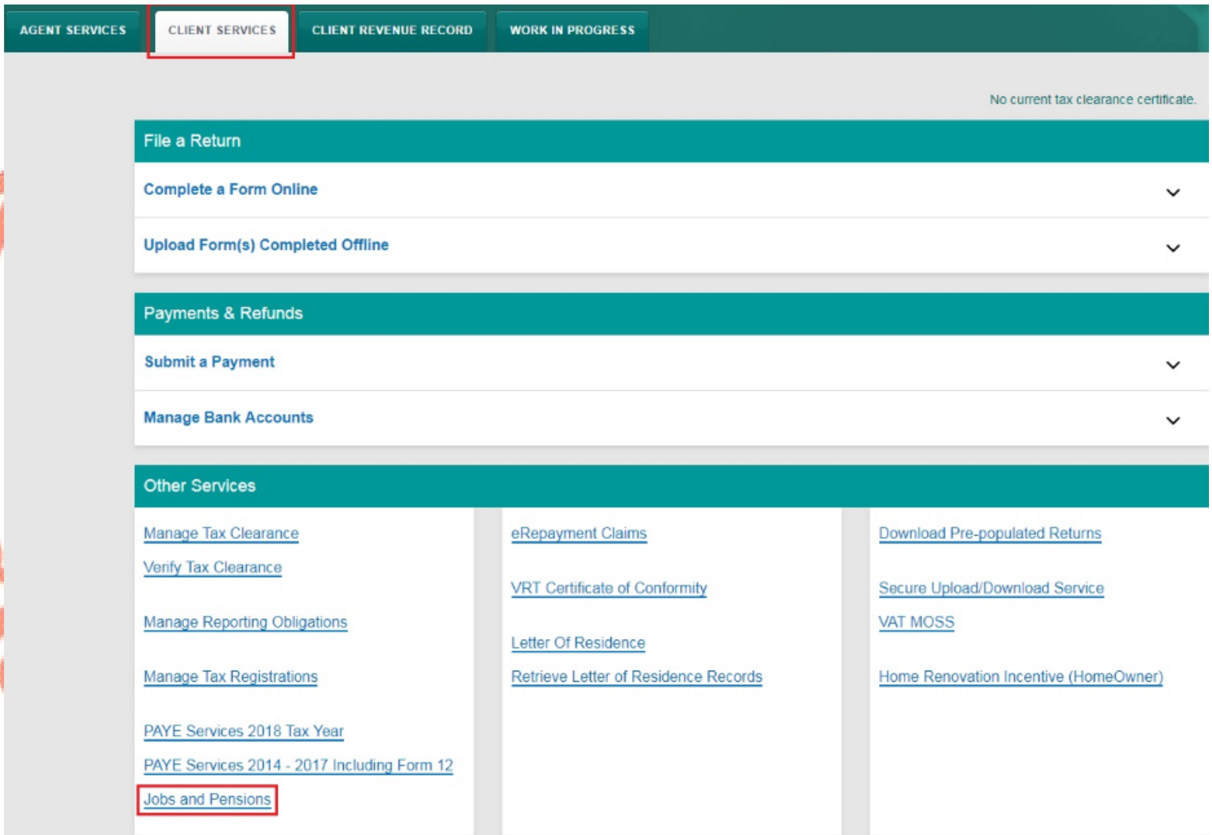
- first ever job in Ireland
- a change in job
- a second or subsequent job
- an occupational pension
- payment from a private pension

Agents can also use the Jobs and Pensions service to cease a client's existing job or pension.

4.1 An existing client that has a PAYE registration

Where a client/agent link exists for a PAYE registration, the Jobs and Pensions card is available in the 'Other Services' section of the 'Client Services' tab as displayed in Figure 16 below. Once an agent clicks on the Jobs and Pensions card they are brought into the Jobs and Pensions service.

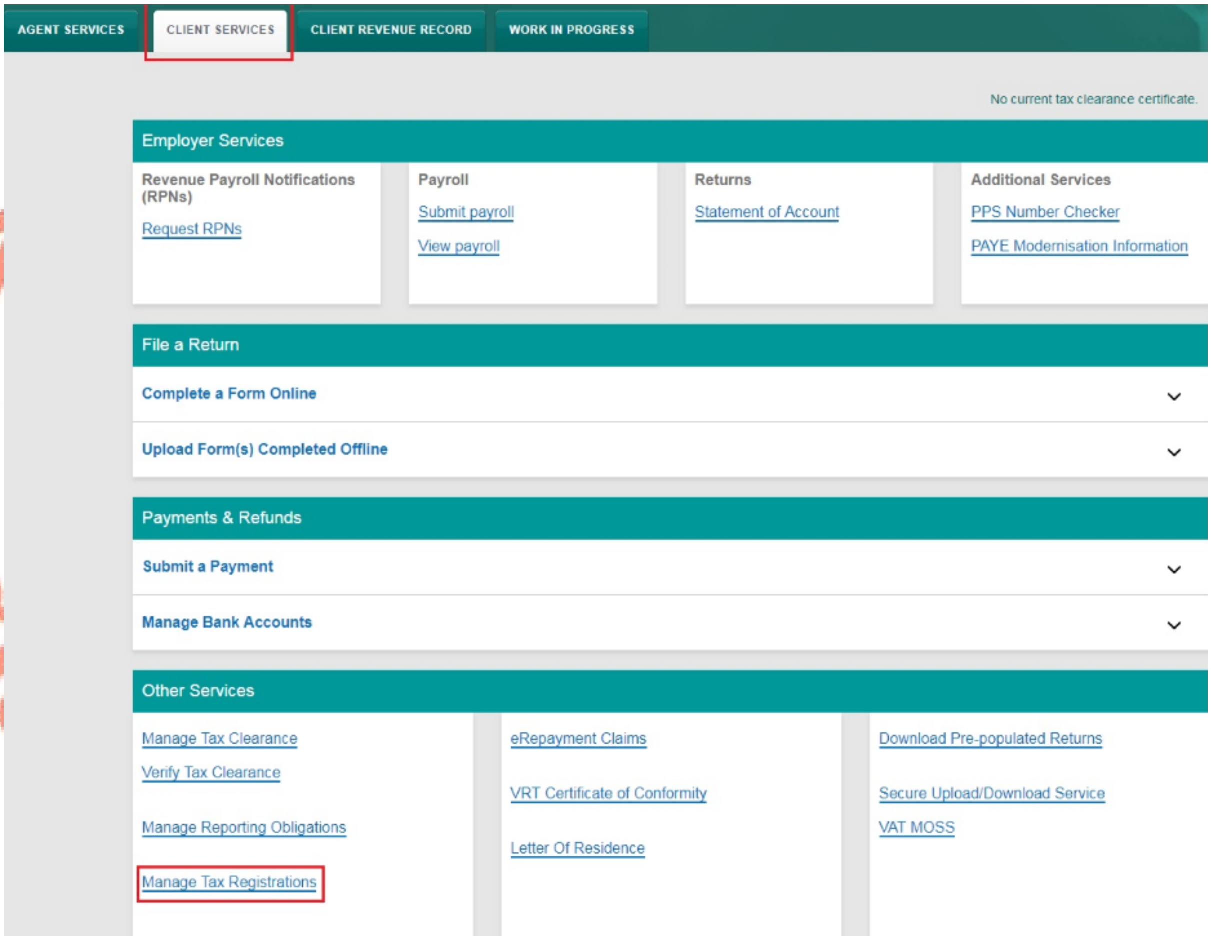
Figure 16: Jobs and Pensions card location in ROS



4.2 An existing client that has no PAYE registration but has some other tax registration

Where a client/agent link exists for a tax registration other than PAYE, an agent can add the PAYE taxhead by selecting ‘Manage Tax Registrations’ in the ‘Client Services’ tab.

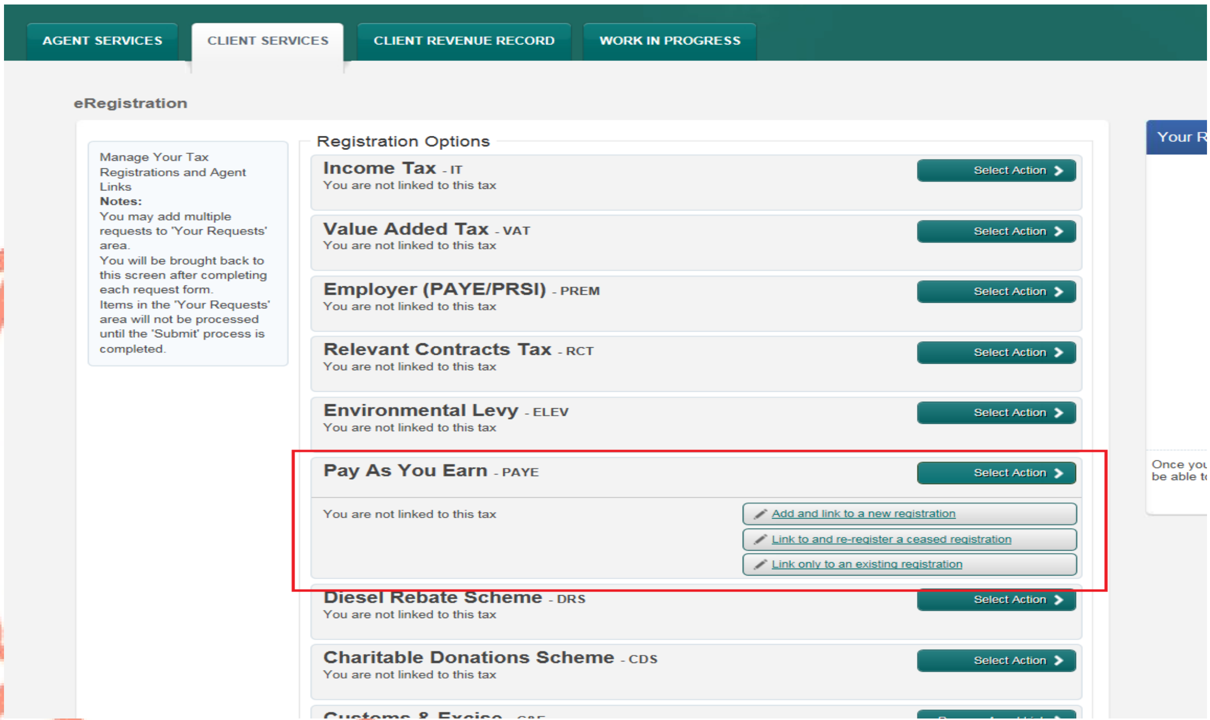
Figure 17: ‘Manage Tax Registrations’ in the ‘Client Services’ tab’



The agent is then brought to the eRegistrations screen where there are three actions available:

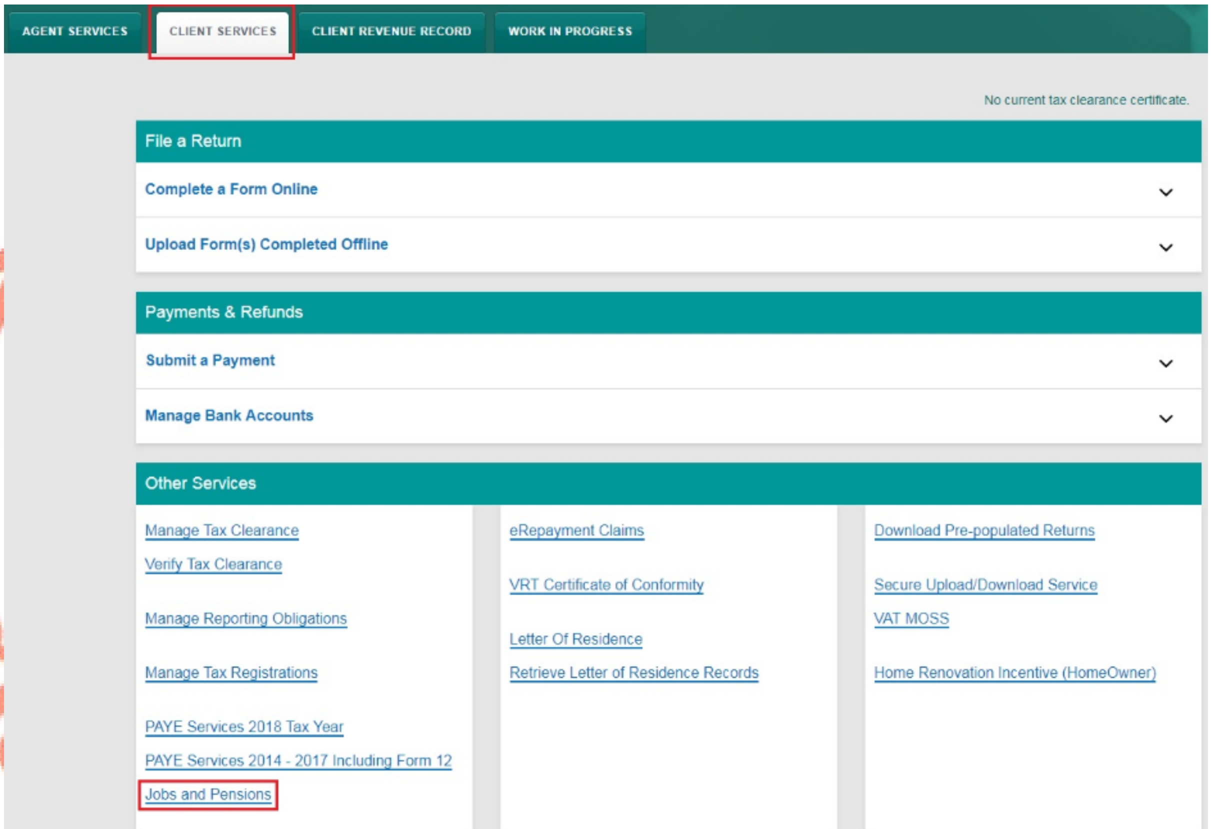
- Add and link to a new registration – for first time PAYE registrations
- Link to and re-register a ceased registration – for customers with a ceased PAYE taxhead who wish to re-register
- Link only to an existing registration – for customers who are already PAYE registered

Figure 18: PAYE options available on the eRegistrations screen



All options require the agent to upload either the PAYE A1 or PAYE A2 authorisation form. The link and/or registration will take approx. 2 working days to process, following which the agent will have access to Jobs and Pensions in Client Services as shown below.

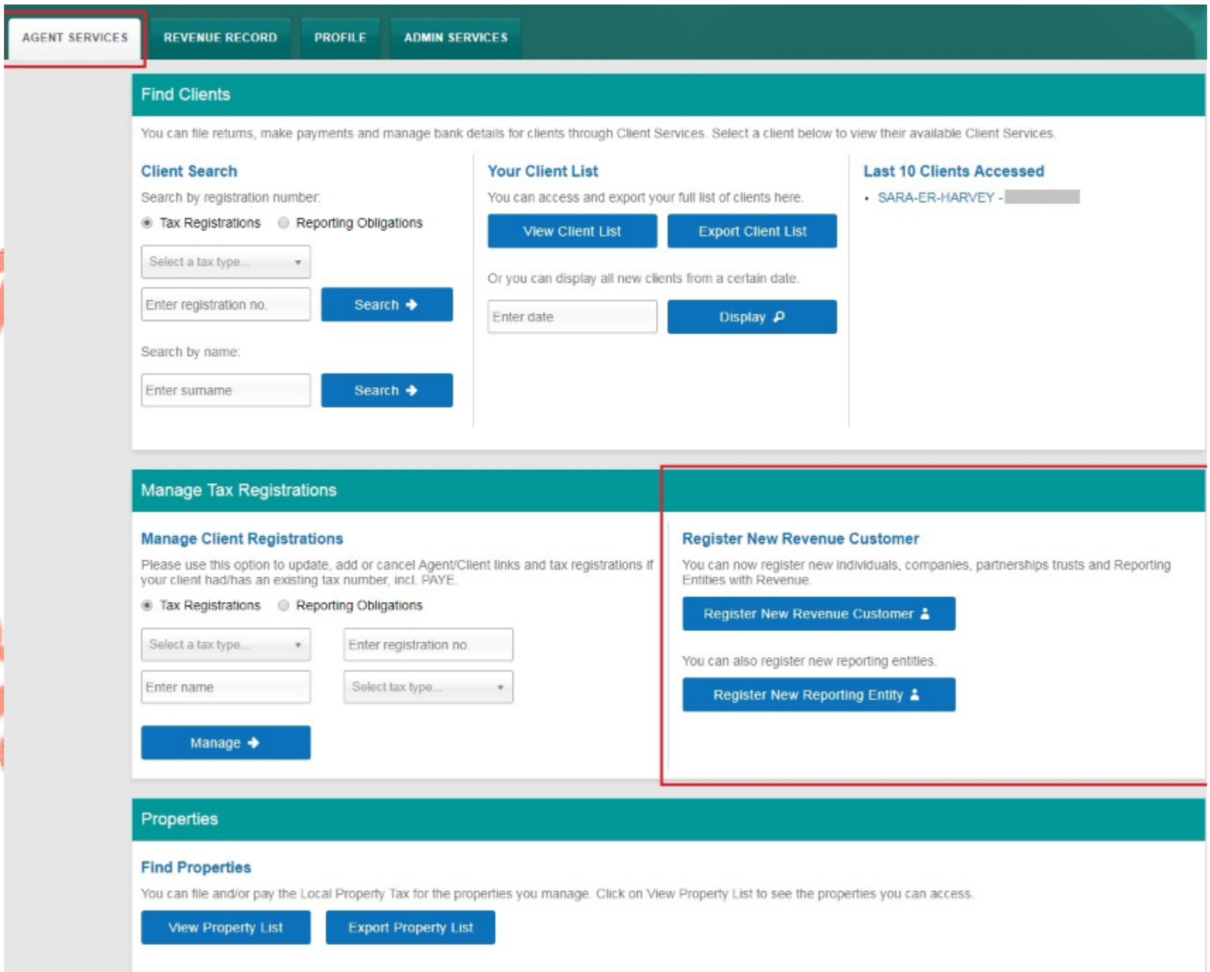
Figure 19: Jobs and Pensions card available after 2 working days



4.3 Linking to a new client

Where a client/agent link does not exist for any taxhead, an agent can add the PAYE taxhead by using the 'Manage Tax Registrations' section of the 'Agent Services' page as shown in Figure 20 below. The agent will need to enter a tax type which the client is already registered for on Revenue's records, the client's tax registration number and the client's name.

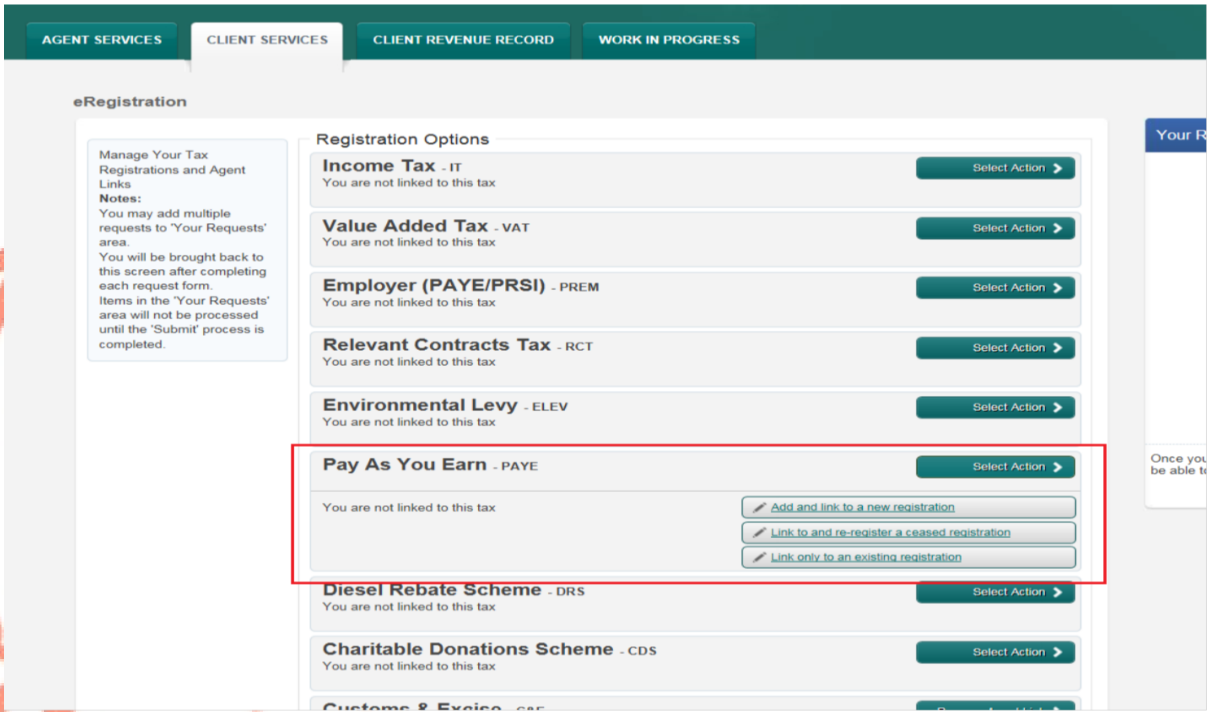
Figure 20: Linking to a new client using 'Manage Tax Registrations'



The agent is then brought to the eRegistrations screen where there are 3 actions available:

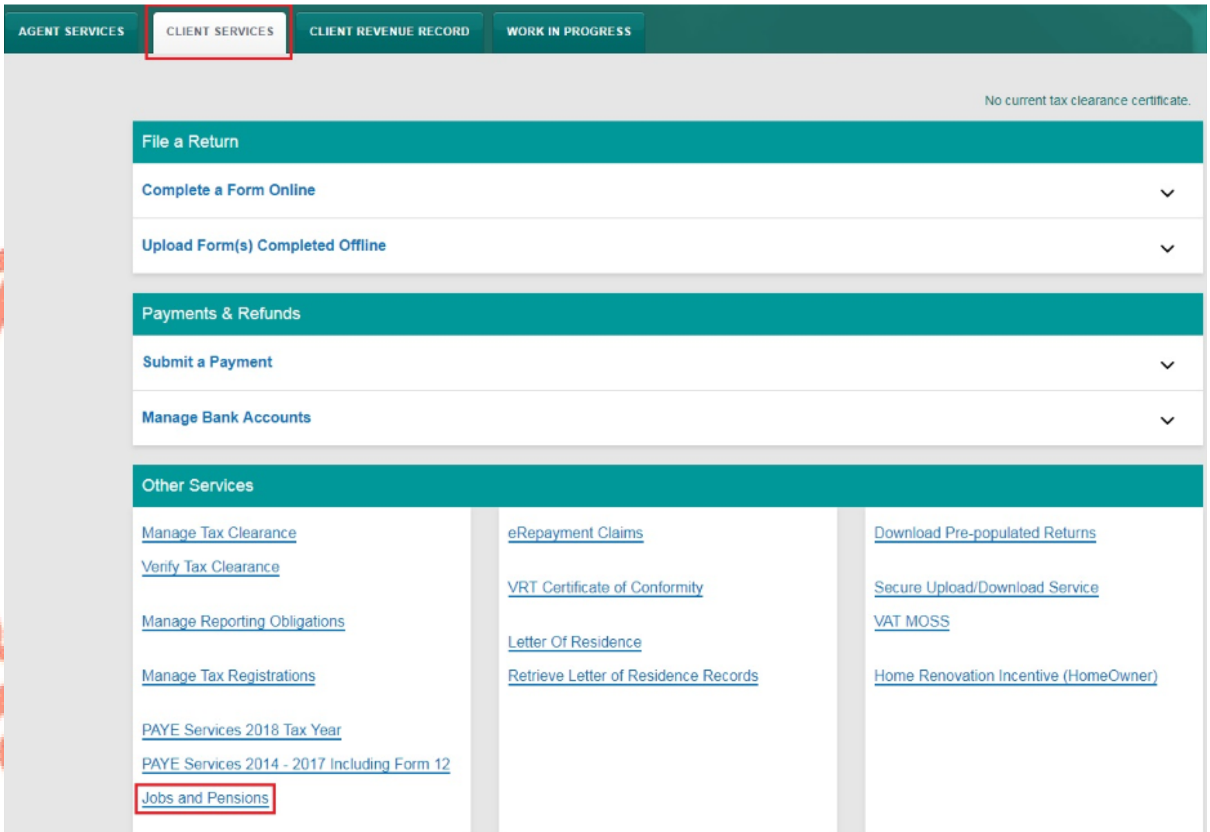
- Add and link to a new registration – for first time PAYE registrations
- Link to and re-register a ceased registration – for customers with a ceased PAYE taxhead who wish to re-register
- Link to an existing PAYE registration

Figure 21: PAYE options available on the eRegistrations screen



All options require the agent to upload either the PAYE A1 or PAYE A2 authorisation form. The link and/or registration will take approx. 2 working days to process, following which the agent will have access to Jobs and Pensions in Client Services as shown below.

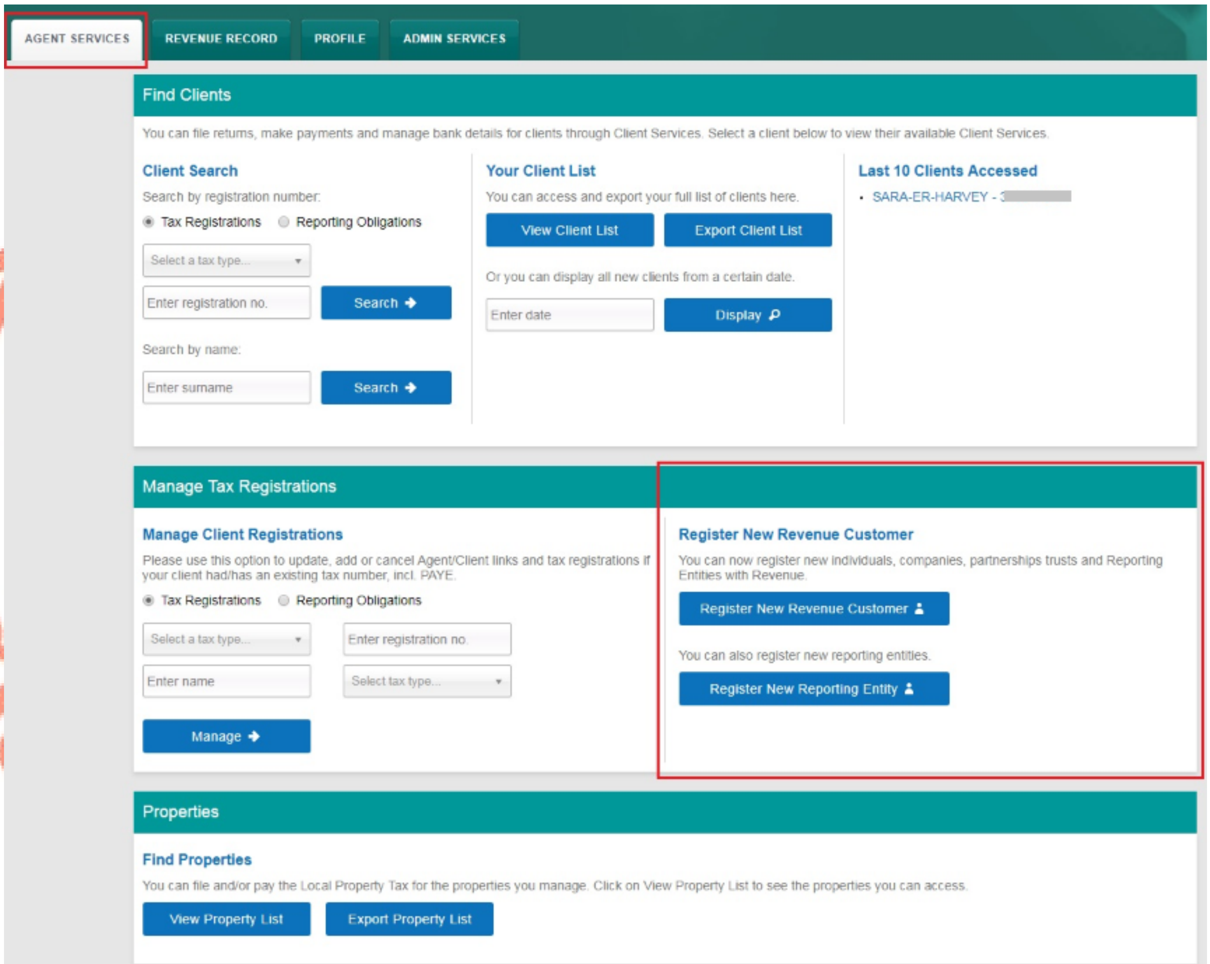
Figure 22: Jobs and Pensions card available after 2 working days



4.4 Registering a client that is unknown to Revenue

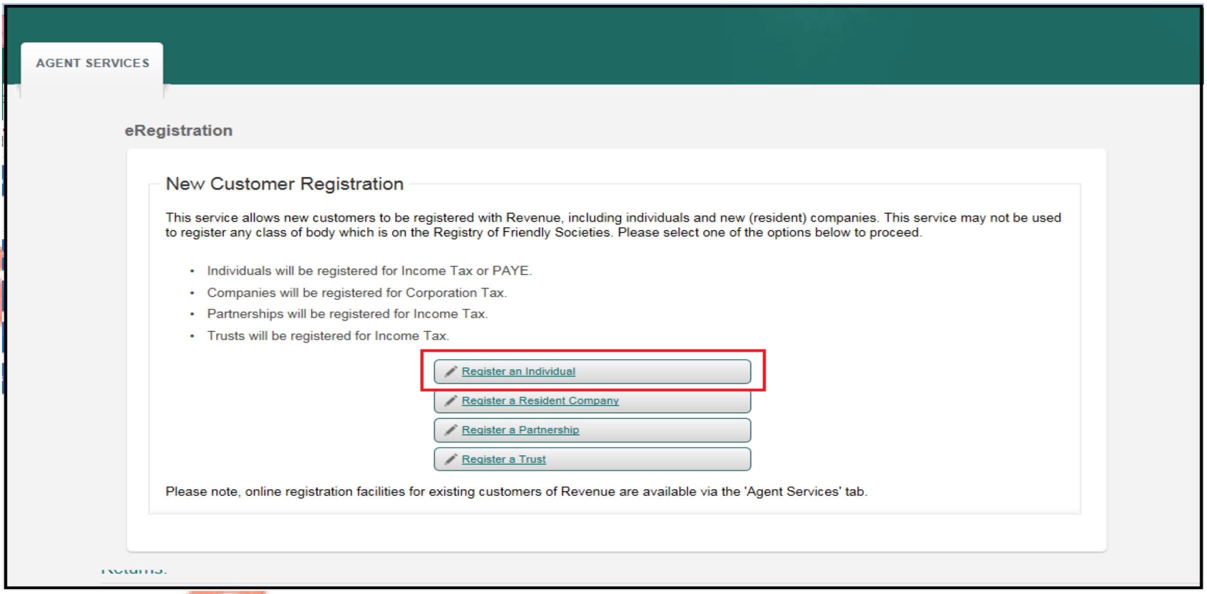
Where an agent is registering a client that has no Revenue record, for example: the client has never worked in Ireland or has recently moved to Ireland to take up employment, they click on ‘Register New Revenue Customer’ on the ‘Agent Services’ page as shown in Figure 23 below.

Figure 23: Registering a client with no Revenue record



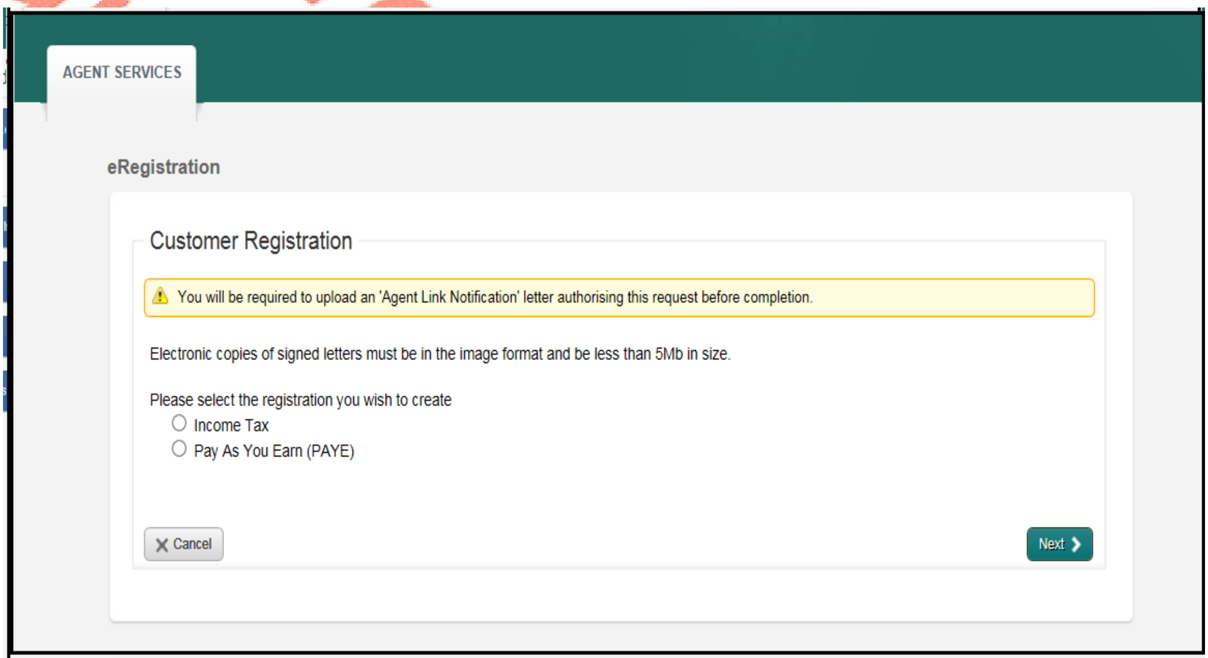
The agent then clicks “Register an individual”, as seen in Figure 24.

Figure 24: New Customer Registration



The agent then selects the PAYE option on screen as in Figure 25.

Figure 25: Agent clicks on Pay as You Earn (PAYE)



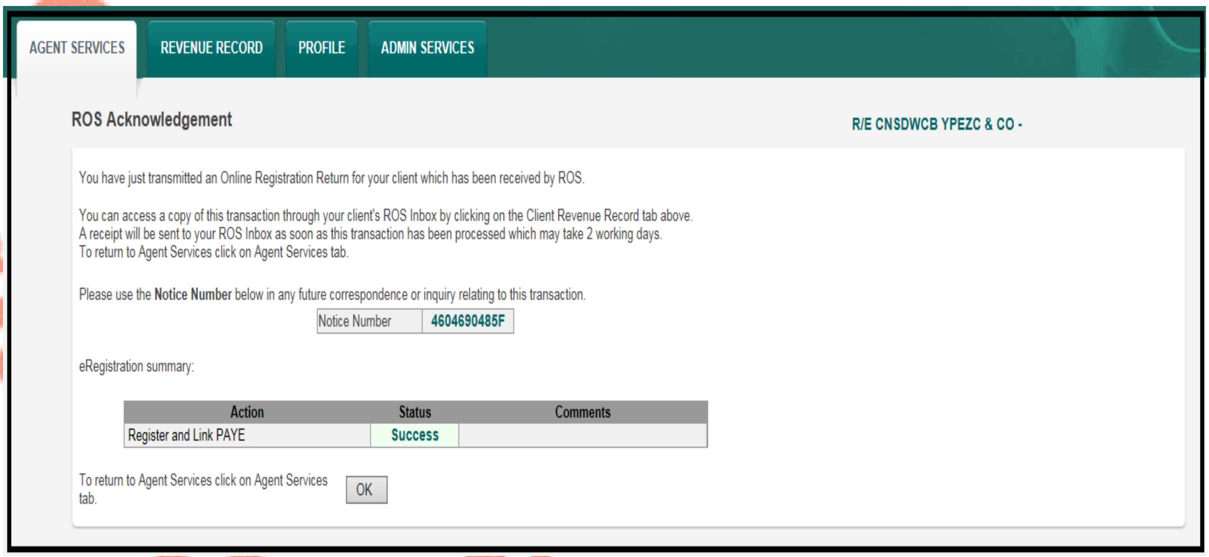
The agent will need to provide the following details to set the client up on Revenue's records:

- PPS number
- Date of birth
- Name
- Nationality

- Address
- Email
- Upload PAYE A1/A2 mandate

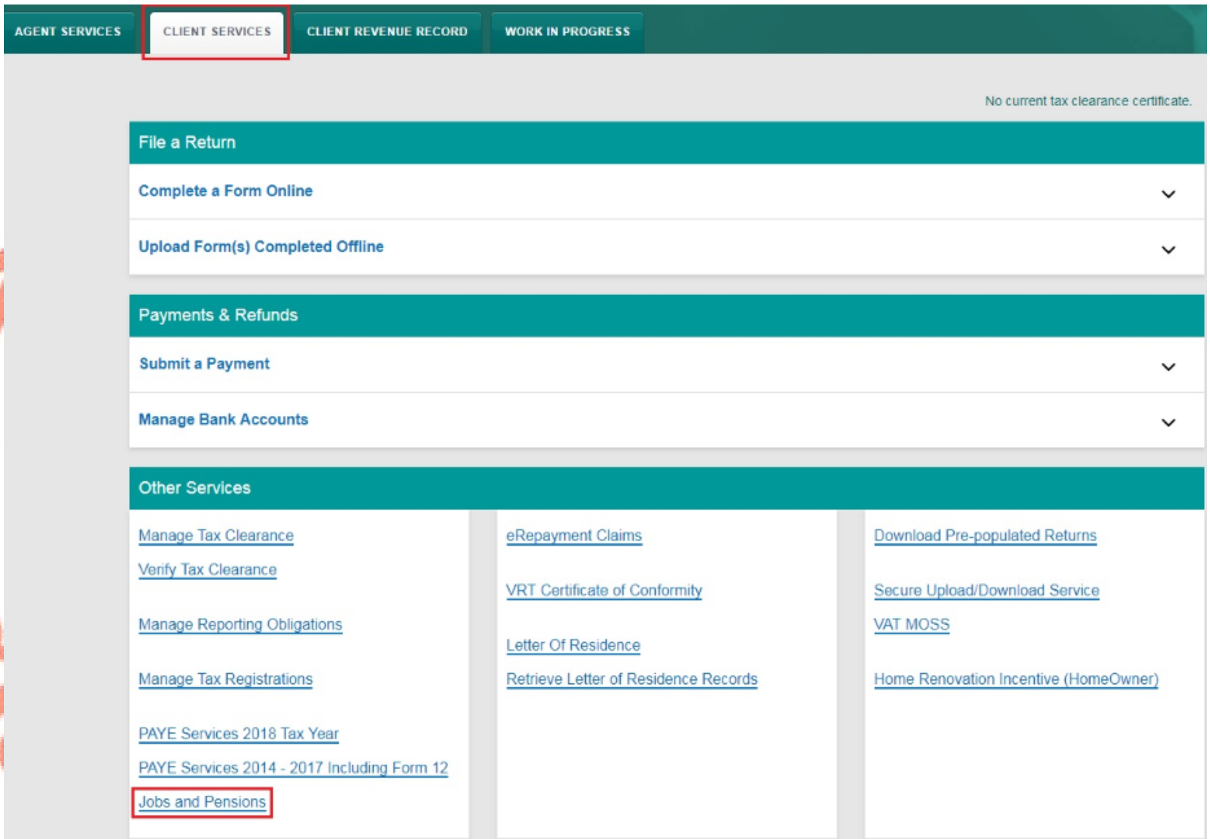
Once the agent has submitted the client's details an acknowledgement message will be sent to the agent's ROS Inbox as shown in Figure 26 below.

Figure 26: Acknowledgement message in agent's ROS Inbox



The link and/or registration will take approx. 2 working days to process, following which the agent will have access to Jobs and Pensions in Client Services as shown below.

Figure 27: Jobs and Pensions card available after 2 working days



4.5 Using the Jobs and Pensions service

When an agent clicks on the Jobs and Pensions card, they are brought through the required Jobs and Pensions screens for their client. The screens may vary slightly depending on the client's circumstances. A typical registration contains the following screens:

Figure 28: Information on who the service is for and what you need to use it

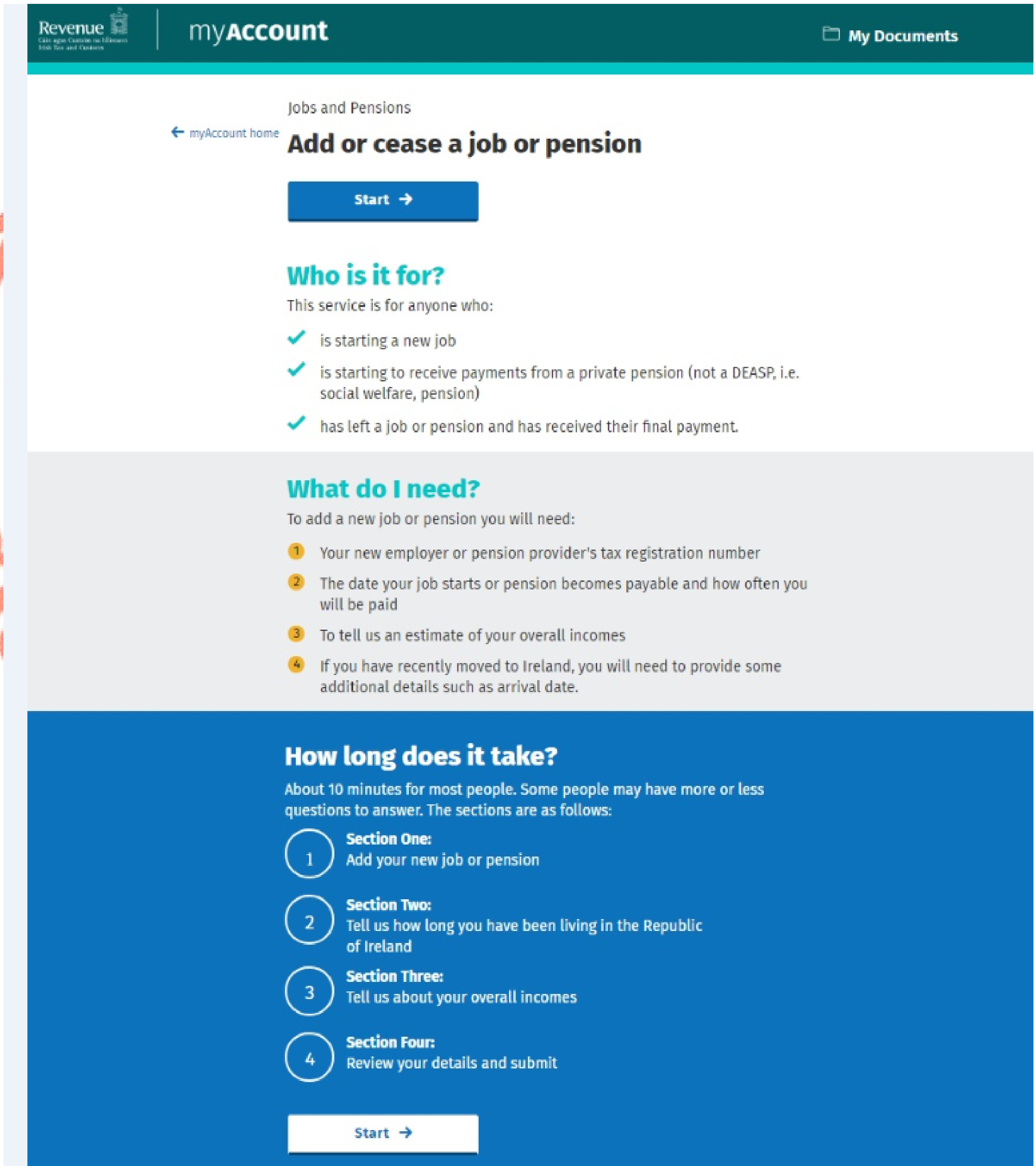


Figure 29: Choose to add either a job or pension

Figure 30: Input the employer's tax registration number

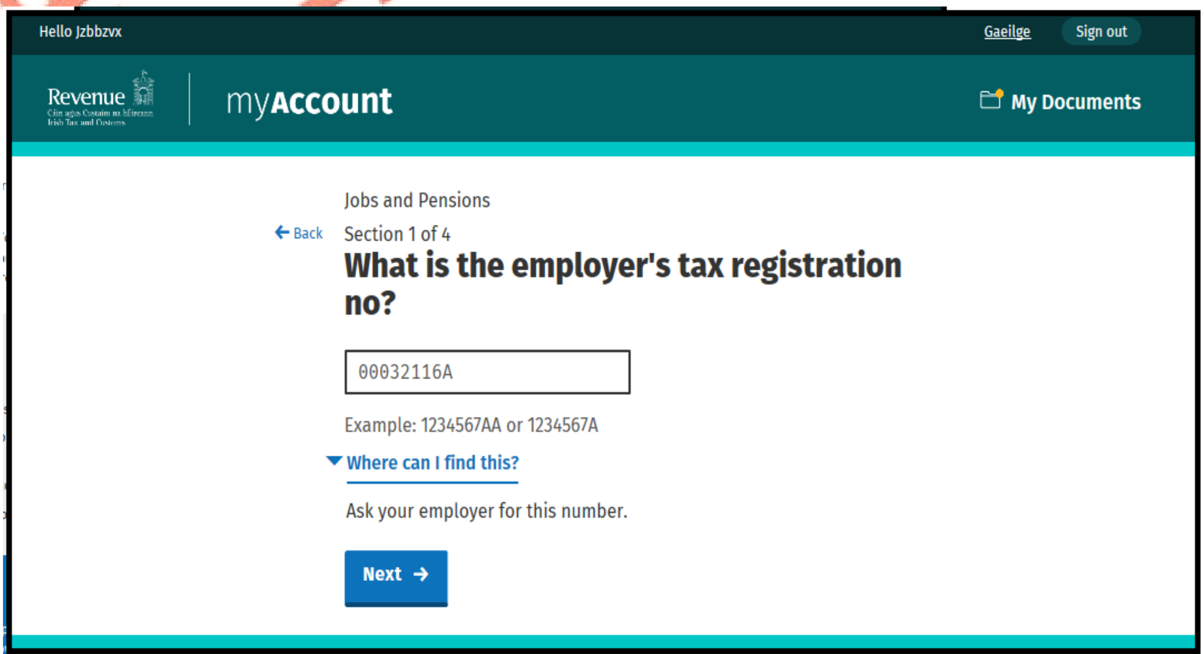


Figure 31: Input job details such as start date and pay frequency

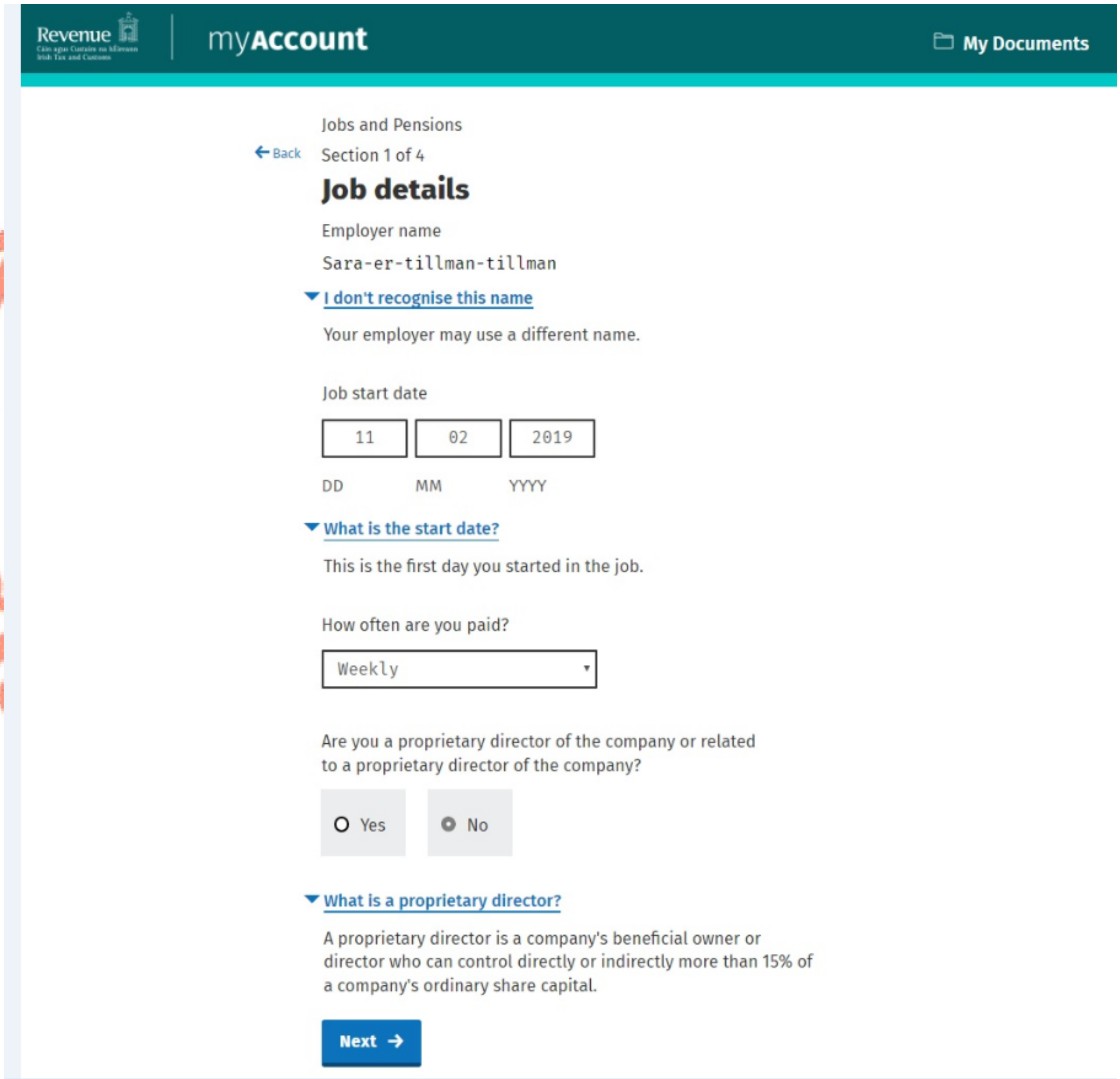


Figure 32: Select flat rate expenses if appropriate

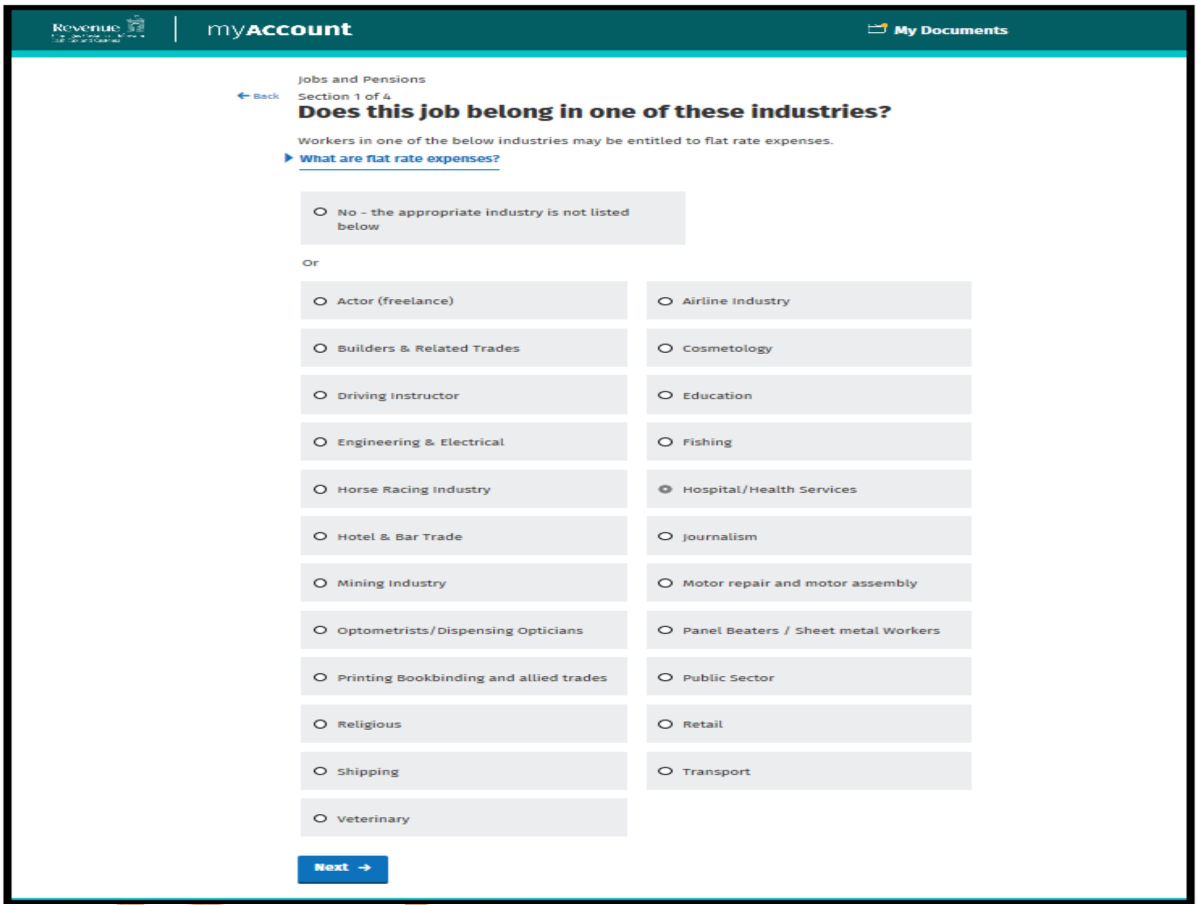


Figure 33: Select the most appropriate residency situation

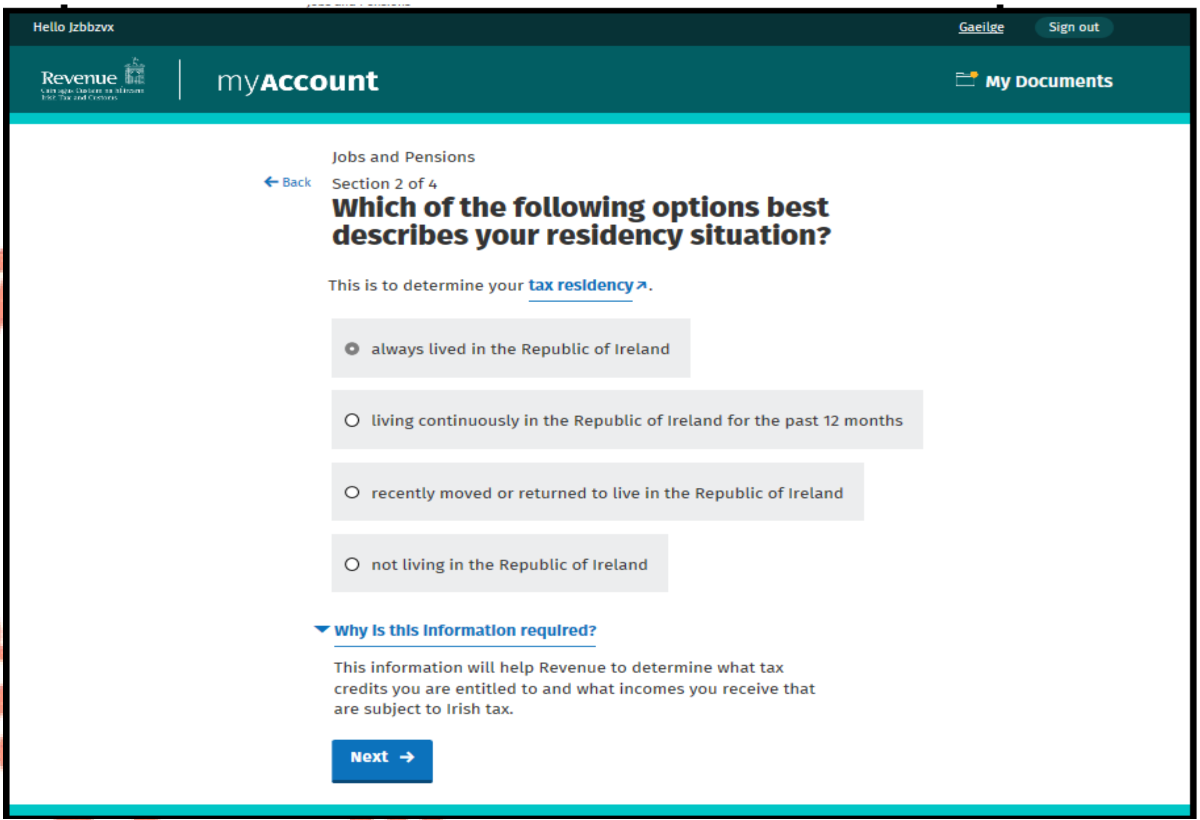


Figure 34: Answer the total income question for USC purposes

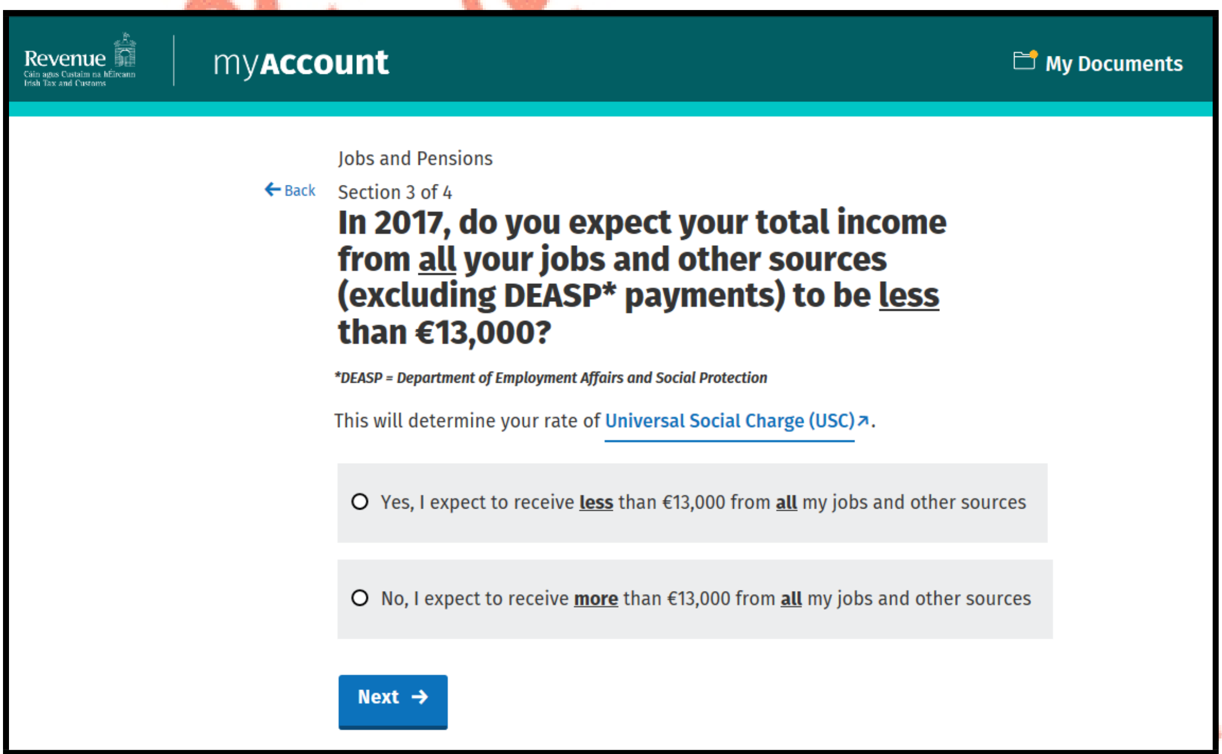


Figure 35: Review summary page and confirm if correct

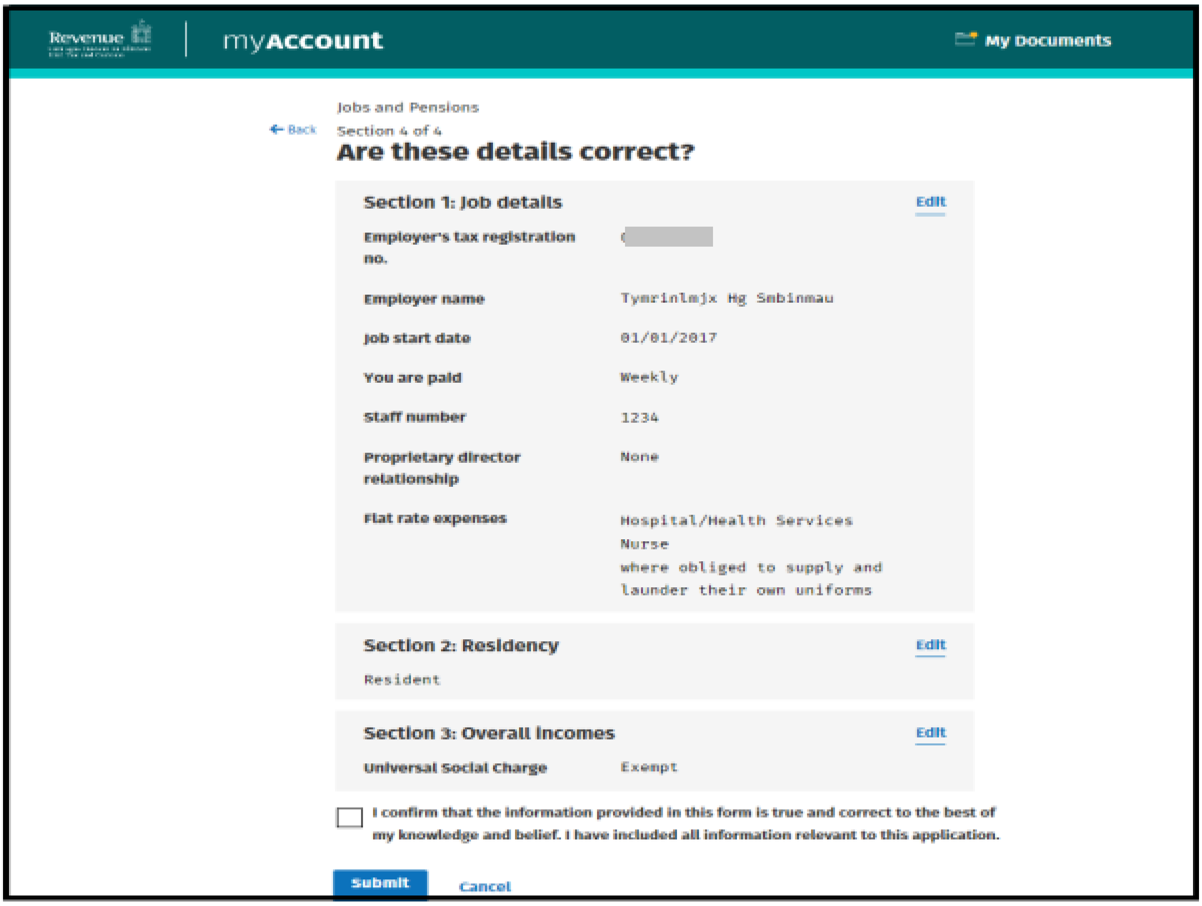


Figure 36: Enter password on the sign and submit screen

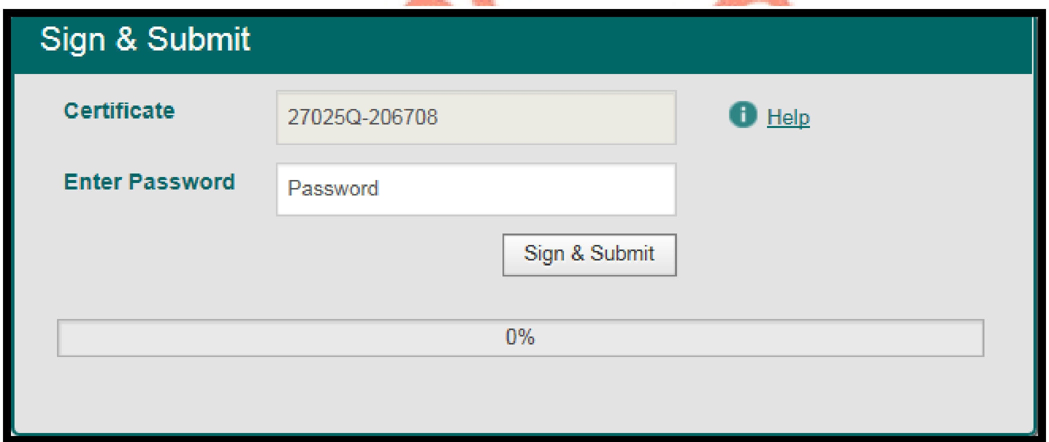
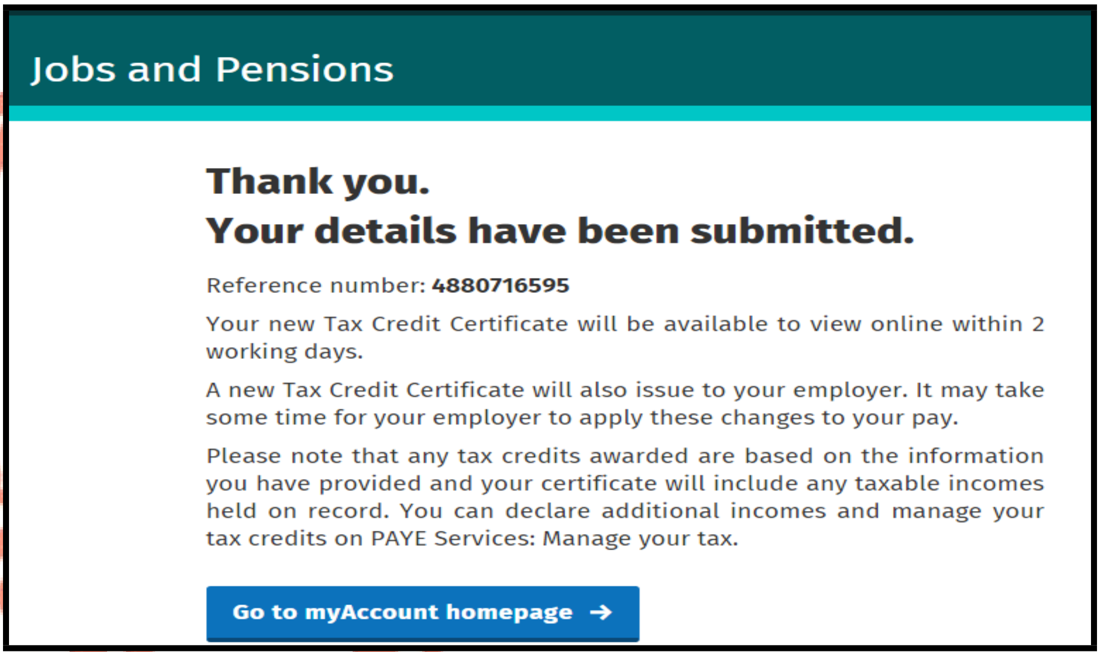


Figure 37: An acknowledgement screen will display confirming the successful submission and providing information tailored to the customer's submission details



5. Revenue Payroll Notification (RPN)

After the job is registered on the Jobs and Pensions service, a Revenue Payroll Notification will be made available to the new employer. A copy of the RPN will be available to view in My Documents in myAccount usually within 2 working days of the submission being made.

TCCs set out a customer's tax credits and rate bands for the current tax year.

The information provided by the customer, in addition to the information held on Revenue's record, will determine the appropriate tax credits and rate bands.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[…]

The output of TCCs stop in early December of each year. Jobs can continue to be registered after output has stopped but no employee TCC will issue for the current tax year. The customer will be advised of this in the acknowledgment message – see Appendix 2.

Revenue will continue to make Revenue Payroll Notifications available to employers through ROS for new commencements throughout the year.

5.1 Tax credits

The Jobs and Pensions service will automatically grant the following credits if the customer meets the relevant criteria:

- Personal Tax Credit
- Employee Tax Credit
- Age Credit
- Earned Income Credit
- FRE

If a customer is entitled to other credits for the current tax year, they can be claimed in PAYE Services: Manage my tax. (Note: If you are setting up a job for the very first time you will need to sign out of myAccount and sign back in later to see the PAYE Services card).

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[…]

6. Blocking rules

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[…]

7. ITP processing

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[…]

Other information8.1 Incorrect submission by a customer

A customer/agent who submits an incorrect submission will need to contact Revenue via MyEnquiries to have it amended.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014. […]

8.2 Customer decides not to take up job

The Jobs and Pensions service allows a customer notify Revenue of the new job in advance of the start date.

A customer may, following notification to Revenue of the new job, decide not to take up this employment.

The customer will need to contact Revenue via MyEnquiries to have his/her record amended. Otherwise, the job will stay on his/her record with credits and rate bands allocated to it.

8.3 Non e-Enabled customers

The paper Form 12A will still be available for customers unable to use myAccount. The paper Form 12A will only be available on request.

The following material is either exempt from or not required to be published under the Freedom of Information Act 2014. […]

Appendix 1: Posting rules

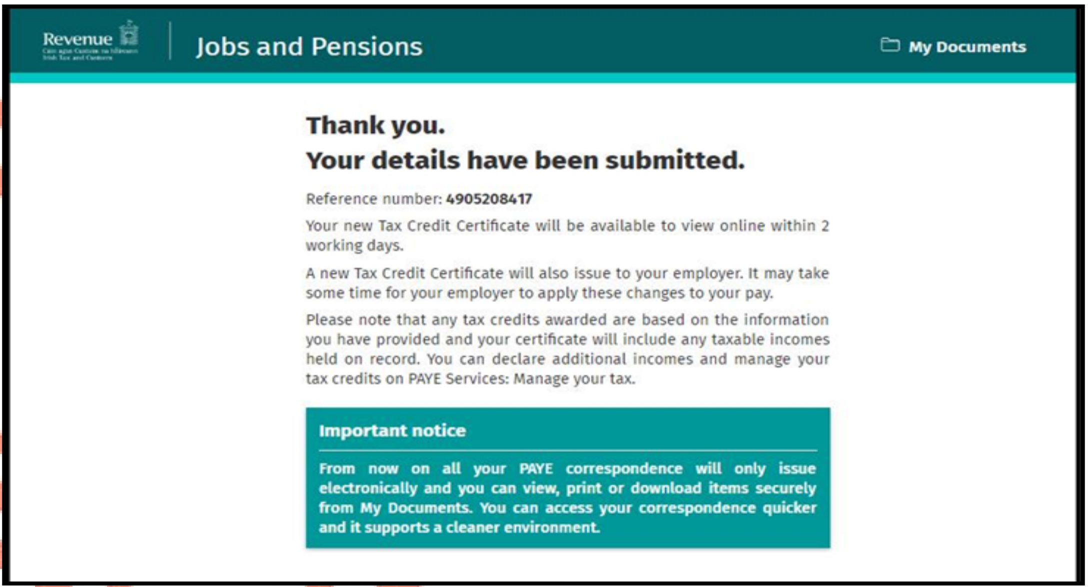
The following material is either exempt from or not required to be published under the Freedom of Information Act 2014.

[…]

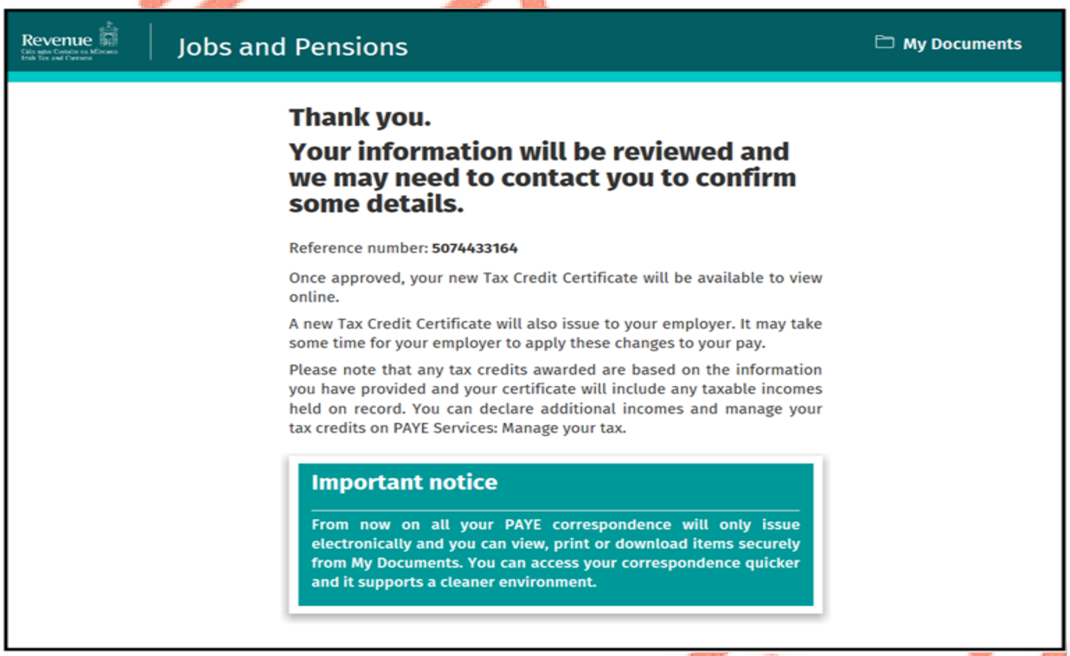
Appendix 2: Acknowledgment messages

The messages below are the possible versions that would show for a single person adding a job, depending on the details they provided.

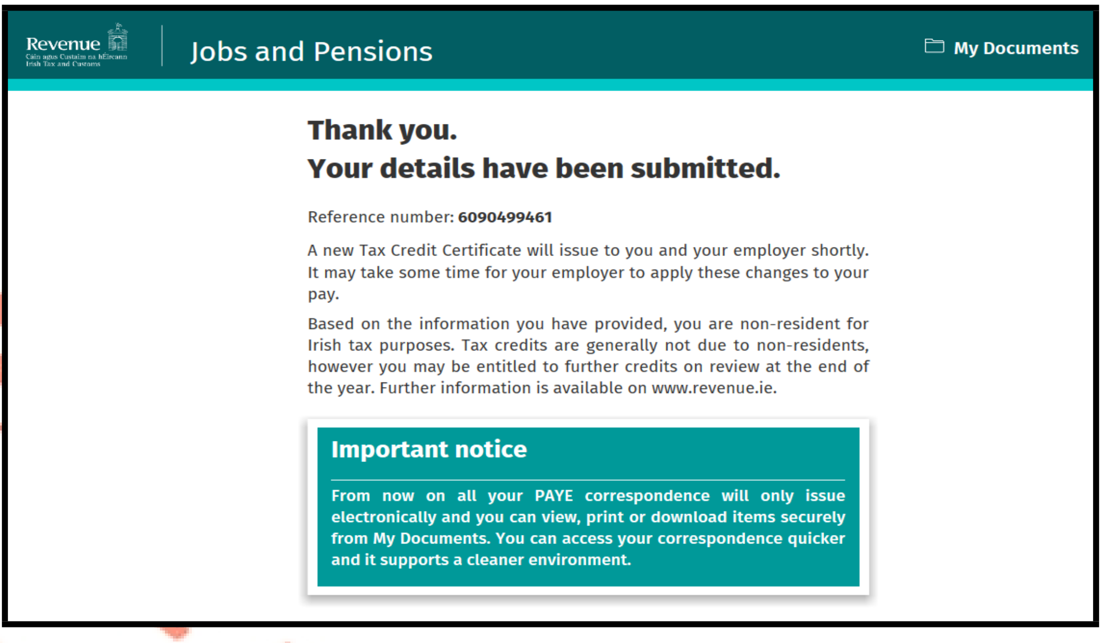
1. Standard



2. Submission to be reviewed (iC cases)



3. Non-resident customer who may be entitled to credits on review



Revenue
Jobs and Pensions
My Documents

Thank you.
Your details have been submitted.

Reference number: **6090499461**

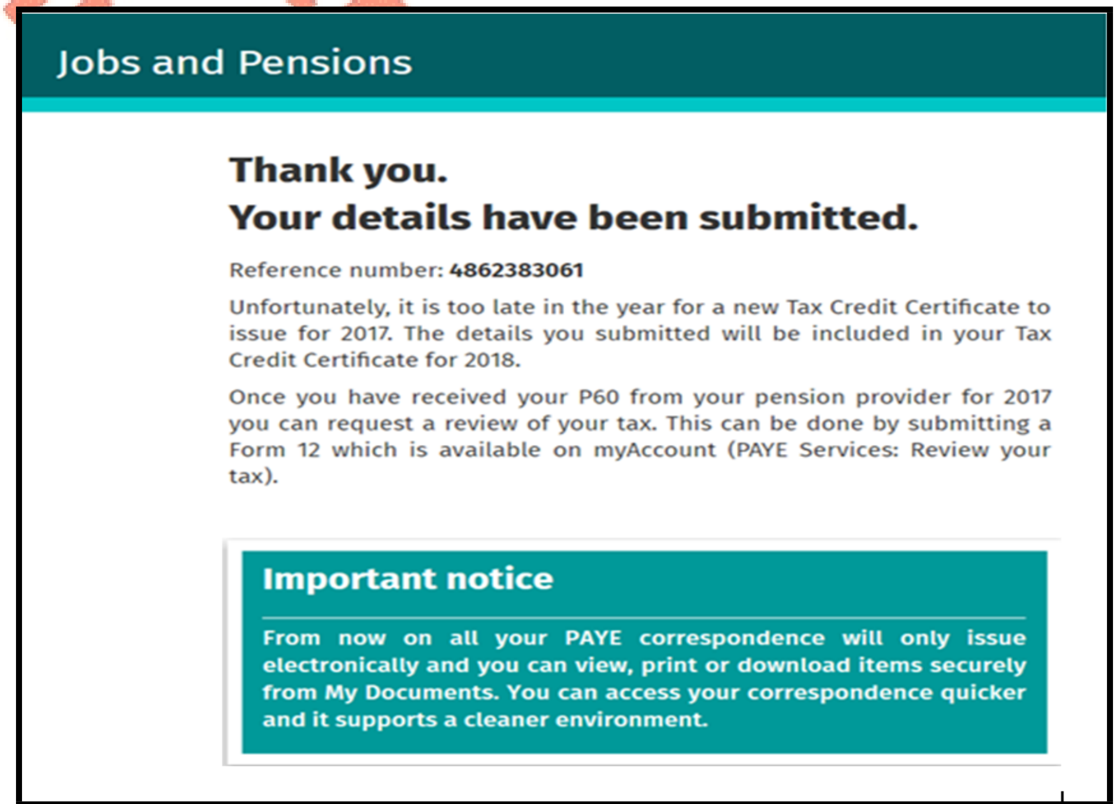
A new Tax Credit Certificate will issue to you and your employer shortly. It may take some time for your employer to apply these changes to your pay.

Based on the information you have provided, you are non-resident for Irish tax purposes. Tax credits are generally not due to non-residents, however you may be entitled to further credits on review at the end of the year. Further information is available on www.revenue.ie.

Important notice

From now on all your PAYE correspondence will only issue electronically and you can view, print or download items securely from My Documents. You can access your correspondence quicker and it supports a cleaner environment.

4. Too late in year to issue TCC



Jobs and Pensions

Thank you.
Your details have been submitted.

Reference number: **4862383061**

Unfortunately, it is too late in the year for a new Tax Credit Certificate to issue for 2017. The details you submitted will be included in your Tax Credit Certificate for 2018.

Once you have received your P60 from your pension provider for 2017 you can request a review of your tax. This can be done by submitting a Form 12 which is available on myAccount (PAYE Services: Review your tax).

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5. Non-resident customer