

## eCustoms Helpdesk Notification

Number:	Ref: 41/2021
Subject:	VRT On-Line payments in ROS or myAccount
Who should read:	All those involved in the payment of VRT.
Related Notification:	<a href="#">eCustoms Helpdesk Notification Ref: 021/2020</a>
Issued by:	eCustoms Helpdesk
Queries to:	<a href="#">Collector General's Division</a> at 01 738 3663
Issue Date:	22 June 2021

### 1. Introduction:

Revenue's online portal facilitates taxpayers in making electronic payments. Customers can access this secure online application through ROS or My Account, to make a range of tax-related payments.

VRT payments can be made online by Credit Card, Debit Card, or transfer from the payer's bank account by Single Debit Instruction (SDI). The card payment option is only available to Customers whose tax affairs are managed by Revenue's Personal and Business Divisions. Online payments allow instant access to the payment on the TAN or VRT account without having to contact the relevant cash office. Where a customer is not registered for VRT and wishes to make a payment, the customer will be automatically be registered for VRT on submission of the payment. An agent who is linked to a customer will also be able to make VRT payments on their behalf via ROS.

The Electronic Fund Transfer (EFT) payment facility is being maintained for the moment.

### 2. Enhancement:

Traders who have a registration for VRT under a Trader Account Number (TAN) in addition to a customer Registration number, now have the option to use the TAN or the Customer Registration number (including a ceased registration number) on the payment screen. This ensures the payment is allocated to the correct registration number. See link to full guide. [vrt-online-payments-in-ros-and-myaccount](#)

### **3. Further information:**

For assistance with making payments via ROS or MyAccount, please forward your query through [MyEnquiries](#), following these steps:

- Click 'Add a new Enquiry'
- From 'My Enquiry relates to' menu, choose 'Other Than the Above'
- From 'And More Specifically' menu, choose 'ROS Online Services/ROS Payments'
- Enquiry Details: Enter details of your enquiry

Alternatively, you can contact the Collector General's Division on 01 738 3663 with your payment query.

### **4. ROS Technical Helpdesk**

For assistance with logging into ROS or MyAccount, or any issues of a technical nature, please forward your query through [MyEnquiries](#), following these steps:

- Click 'Add a new Enquiry'
- From 'My Enquiry relates to' menu, choose 'Other Than the Above'
- Select Revenue Online Service (ROS) Technical Support" from the dropdown options available.

Alternatively, you can contact the ROS Technical Helpdesk on 01 73 83 699.