

Revenue National Employer Lo-Call Service

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1. National Employer LoCall Service

1.1 Background

Revenue's Employer Information and Customer Service Unit deals with employer queries and is located in the Collector-General's Office, Nenagh, Co. Tipperary. This service provides a single point of contact for employer enquiries and can be contacted at:

LoCall 1890 25 45 65 - callers from outside Republic of Ireland should use +353 67 63400.

Details of the information and support service provided are summarised in Appendix I and can also be viewed under [Revenue Support for Employers](#) on Revenue's website.

1.2 What the service offers

The Employer LoCall Service, together with ROS, delivers an integrated range of services to employers relating to PAYE/PRSI. This service concentrates on general queries from Employers.¹ Requests for Employee Tax Credit Certificates are transferred seamlessly to the PAYE Employee 1890 service, as are requests for P45 stationery transferred to Forms & Leaflets Section.

Exceptionally, for **registration and cancellation** of employer numbers, employers must still contact the District in which their business is managed and controlled. Contact details are as per Appendix II and can also be viewed on our website by using the [Contact Locator](#).

The Employer Information and Customer Service Unit also provides prompt responses to written queries received via

- My Enquiries
- Correspondence generated from telephone & fax contacts
- General correspondence received through an Post

¹ Revenue Technical Service (RTS) deals with complex technical queries from practitioners and business taxpayers.

1.3 Regional PAYE 1890 Role

Employers who call the Employer 1890 number in Nenagh seeking Employee Tax Credit Certificates can select this option from a menu and be seamlessly transferred to the PAYE 1890 service. The calls are transferred directly to the PAYE 1890 queue or to an operator if there is no queue.

Calls from employers seeking employee Tax Credit Certificates are routed to the PAYE 1890 service in the **Region in which the Employer is registered**. All calls are dealt with on this basis even though the relevant employee(s) may reside outside the particular Region/District. Emails relating to Employee Tax Credit Certificates are referred to the District of the Employer on the same basis.

Regional policies in respect of large volume lists continue to apply.

The Employer calls are identifiable by the “Customer not on record” message that alerts 1890 operators that the PPSN entered is not a valid employee number. The possibility of providing a more specific identifier is being examined.

If, after the completion of the request for Employee Tax Credit Certificates, the Employer has another query proper to the Employer Helpline there is a facility for the PAYE 1890 Operator to transfer the call directly to the Employer 1890 queue by using **Extension 78123**.

2 ROS Developments

All 1890 operators are to actively promote and inform any employer who has contacted the office by telephone of the advantages of the ROS Options outlined below. All 1890 Operators are also to outline to the Employer how these services can be availed of.

Commencing new employees

Employers and their agents can file the following forms online through ROS:

- P45 (Part 1) - ceases an employment,
- P45 (Part 3) - commences an employment for a new employee where the employee has provided a P45 (Part 3) from the previous employer, and
- P 46 - commences an employment for a new employee where the employee has not provided a P45 (Part 3) from the previous employer.

ROS provides the most efficient service for the commencement and cessation of employments and faster processing and turnaround times than submission of paper versions of these forms.

The table below includes more information on the ROS forms that are particularly relevant for employers.

If an employer is not registered on ROS, the instructions on how to get a digital certificate are on the Revenue website www.revenue.ie.

If an employer is already registered on ROS and wants further information on the P45(1), P45(3), P46 or on how to get P2Cs online, he/she should be referred to the Employer Helpline:

LoCall 1890 25 45 65 - callers from outside Republic of Ireland should use +353 67 63400.

The Table below includes more information on the ROS forms that are particularly relevant for employers.

ROS forms for employers	Requirements	Location
<ul style="list-style-type: none"> • P30 • P35 • P35L • P45(1) • P45(3) • P46 • P2C sent online to employer <p>Employers and /or their agents can also:</p> <ul style="list-style-type: none"> • File returns online/offline • make Payments by debit/credit card, debit instructon; • Calculate tax liability • View Returns filed and due; • register information • request a Statement of Account • use the template on the ROS online and offline application to print P60s for employees • Manage tax registrations • Apply for e-tax clearance • Register bank account details to facilitate refunds 	Employer No.	Available from correspondence issued from tax office
	Digital Certificate	<ol style="list-style-type: none"> 1. Go to www.revenue.ie 2. Select “Register for ROS” at the bottom of the homepage. 3. Follow the 3 Steps to Register for ROS - Self-Employed Individuals, Business and Practitioners.

Please note that the ROS website also has contact details for [ROS Liaison Officers and the ROS Marketing Team](#).

3. Approach to dealing with telephone calls/callers

Consistent with Revenue’s Customer Service Charter and Customer Service Standards, staff on phone duties have a responsibility to provide a good service to all of our customers. In this regard all staff on telephone duties are reminded that it is important to take ownership of a call. Situations can arise where:

- The answer to a query is unknown
- The query is proper to some other area in the Revenue organisation, the location or contact details of which are unknown

In situations such as these every effort should be made to seek an answer from expertise available locally and provide it to the customer. Where it takes time to establish relevant information, the officer receiving the call should take the customer's phone number and advise the customer that they will be contacted shortly with relevant information. The query should be passed to a colleague or line manager to ascertain the information and to ring the customer back in the shortest timeframe possible.

Appendix I

Single Point of Contact for employers seeking general information and support

Employer Service 1890 25 45 65	
Provides assistance to employers in:	<ul style="list-style-type: none"> • Completing the P35 and P60 forms • Completing TDCs • Completing P45s • Completing the P11D
Provides general information to employers on:	<ul style="list-style-type: none"> • PAYE regulations and system • PRSI system including PRSI rates and classes • Operation of Benefit-in-Kind • ROS – employer registration and filing • Taxation of social welfare benefits • Tax credits / standard rate cut off points • Schedule E expenses • Motor expenses and subsistence allowances • Emergency Tax • Bonuses • Lump sum payments • Share options • PRSAs • P45 issues • Redundancy payments • Pension Contributions • Permanent Health Insurance Contributions • Medical Insurance • E-Working • Registration procedures • Cancellation procedures • Registering for MY Enquiries
Deals with specific queries from employers on:	<ul style="list-style-type: none"> • P30 and P35 payments made • Demands and estimates • P35 amendments and supplementaries • P35 overpayments • Changing payroll systems • Change of address • Change of agent
Deals with requests from employers for:	<ul style="list-style-type: none"> • P35 records • P35 stationery • P60 Template on Revenue website • Statements of account • Re-issue of TDCs or TCCs • Confirmation of details submitted

MyEnquiries was launched in June 2015 and replaced Secure eMail. MyEnquiries is a structured online contact facility that allows customers to securely send and receive correspondence to and from Revenue instead of using email. PAYE customers can access MyEnquiries through MyAccount. Business customers can access MyEnquiries through ROS. Agents must access MyEnquiries via ROS if they wish to enquire about their clients tax affairs. Employers should submit their enquiries through MyEnquiries selecting the option “Employer – PAYE” in the drop down box” My Enquiry relates to”

Contact Details:

Employer Information and Customer Service Unit,
Revenue Commissioners,
Government Offices,
Nenagh, Co. Tipperary.

Telephone: **1890 25 45 65**

MyEnquiries: Employers’ PAYE

Appendix II

Contact Details for Districts where Employers are managed and controlled

GCD/ District No.	Region	Revenue District	Contact Number	Email
01	Dublin	City Centre	01 865 5000	cityreg@revenue.ie
02	Dublin	South City	01 647 4000	dublinsouthcityreg@revenue.ie
03	Dublin	North City	01 865 5000	dublinnorthcityreg@revenue.ie
04	Dublin	South County	01 4274200	southcountyreg@revenue.ie
05	Dublin	Fingal	1890 678 456 01 827 7000	fingalreg@revenue.ie
06	Dublin	Dun Laoghaire /Rathdown	01 6329400	dunlrcus@revenue.ie
20	BMW	Galway (City)/ Roscommon	091 547700	galwayroscommon@revenue.ie
21	BMW	Galway County	091 547700	galwaycounty@revenue.ie
22	BMW	Mayo	094 903 7000	mayo@revenue.ie
23	BMW	Sligo (incl. Leitrim and Longford)	071 914 8600	sligo@revenue.ie
24	BMW	Donegal	074 916 9400	donegal@revenue.ie
25	BMW	Westmeath /Offaly	090 642 1800	westmeathoffaly@revenue.ie
26	BMW	Louth	042 935 3700	louth@revenue.ie
27	BMW	Cavan /Monaghan	042 935 3700	cavanmonaghan@revenue.ie

40	E&SE	Tipperary (excl. South Tipperary)	0504 59500	thurles@revenue.ie
41	E&SE	Kilkenny (excl. South Kilkenny, incl. Carlow & Laois)	056 778 3700	kilkenny@revenue.ie
42	E&SE	Waterford (incl. South Tipperary & South Kilkenny)	051 862 100	waterford@revenue.ie
43	E&SE	Wexford	053 914 9300	wexford@revenue.ie
44	E&SE	Wicklow	01 631 6500	wicklow@revenue.ie
45	E&SE	Kildare	059 864 3200	kildarecustomerservice@revenue.ie
46	E&SE	Meath	046 903 3600	meath@revenue.ie
60	S/W	Cork East (incl. Cork County East, City North & City Centre)	021 602 7000	corkeast@revenue.ie
61	S/W	Cork North West (incl. Cork County North West & City West)	021 602 7000	corknorthwest@revenue.ie
62	S/W	Cork South West (incl. Cork County South West & City South & City East)	021 602 7000	corksouthwest@revenue.ie
63	S/W	Limerick	061 212 700	limerickdistrict@revenue.ie
64	S/W	Clare	061 212700	limerickitctcgt@revenue.ie
65	S/W	Kerry	066 716 1000	kerrydistrict@revenue.ie
80 to 89	Large Cases Division	Large Cases Division	01 6131800	largecasesdiv@revenue.ie