

Feedback on the Returns Preparation Facility (RPF)

Revenue appreciates your involvement in this pilot to test the planned new Returns Preparation Facility (RPF).

The ROS Offline facility needs to be upgraded and replaced, and it is intended that the RPF will be the replacement. Over time, the RPF will contain the full range of forms which are currently available in the ROS offline. However, in this pilot phase the only return available is the 2020 Form 11.

Your feedback is requested on the RPF tool, and we appreciate if you could share your views and suggestions with us. In particular we are interested in your views about

i) Ease of access

In the pilot phase the access is to a selected pilot group based on a supplied weblink but the RPF will be accessible from the ROS homepage at end-June (when it released in Live and made generally available).

ii) Ease of use

Were you able to create a new return easily from the dropdown menus and is the messaging clear?

Were you able to access a previously saved draft return easily and is the messaging clear?

Were the Validate, Save, Save As buttons clearly identified and accessible and working?

iii) Screen readability and usability

Was the messaging on screen clear or do you have suggestions for additional help content to help other filers?

Was the messaging on screen about the time-out after 30 minutes of inactivity sufficiently clear and obvious to draw attention to it?

Any other feedback?

iv) Instructions and Help

Was the guidance in the draft TDM sufficiently clear or are there issues you encountered that should be referenced in any guidance?

Was the helptext on the landing page useful?

Any suggestions

v) Saving, Sign & Submit, Printing

Were you able to save and access returns for upload to ROS easily?

Were you able to print the sections of the Form 11 2020 that you usually need?

Any other feedback?

Please send your feedback to ros-help@revenue.ie (as per paragraph 3 of the draft TDM).

Please put "RPF Pilot" in the subject bar of the email.