

How to: **Submit a General Request:**

This step-by-step guidance provides information on how to submit a general request on any aspect of the Online Returns process.

To submit a general request, please complete the following steps:

- i. Queries must be submitted through the ONR using the Submit Request function. Once logged in, on the *Home Page* select the '**Submit a Request**' link on the bottom left hand corner of the page, as show in figure 1.1.

The screenshot displays the user interface of the Online Returns (ONR) system. At the top, the Central Bank of Ireland logo and name are visible, along with the user's institution name 'C99002: RTD Test Institution 2' and the user's name 'Julia O Halloran'. A 'Logout' button is in the top right corner. The page is divided into several sections:

- Home Page:** Contains instructions on how to use the system, including a red callout bubble with the text 'Click Here' pointing to the 'Submit a Request' link in the left-hand navigation menu.
- Functional Blocks:** A series of boxes with icons and titles: 'View / Edit Data' (View or edit return data), 'Administration' (Configure how your Institution uses the system), 'My Profile' (View or update the information the system stores about you), 'Messages' (View user messages), 'Requests' (View my requests), and 'Manage User Accounts' (Setup new users, reset their passwords, etc.).
- Tasks:** A section at the bottom showing overdue returns, such as 'Cover Pages (Consolidated) return for 31-Aug-2012 is late and needs to be completed. This return should have been submitted last month.'
- New Messages:** A section on the right showing a message from 01-Nov-2011: 'Guidance Notes updated [more]' with a 'Go to Message Archive >>' link.

Figure 1.1

- ii. Select the type of query you wish to request from the dropdown list. Provide further information in the '**Additional Details**' textbox if appropriate (see figure 1.2), and choose '**Submit**'.

Figure 1.2

- iii. The *Submit Request* screen will appear on the ONR with a reference code as shown in figure 1.3. Your Request will then be processed by the Central Bank of Ireland.

Figure 1.3

- iv. You will also receive a notification email with the request reference code to confirm that your query has been submitted (like the one shown in figure 1.4).

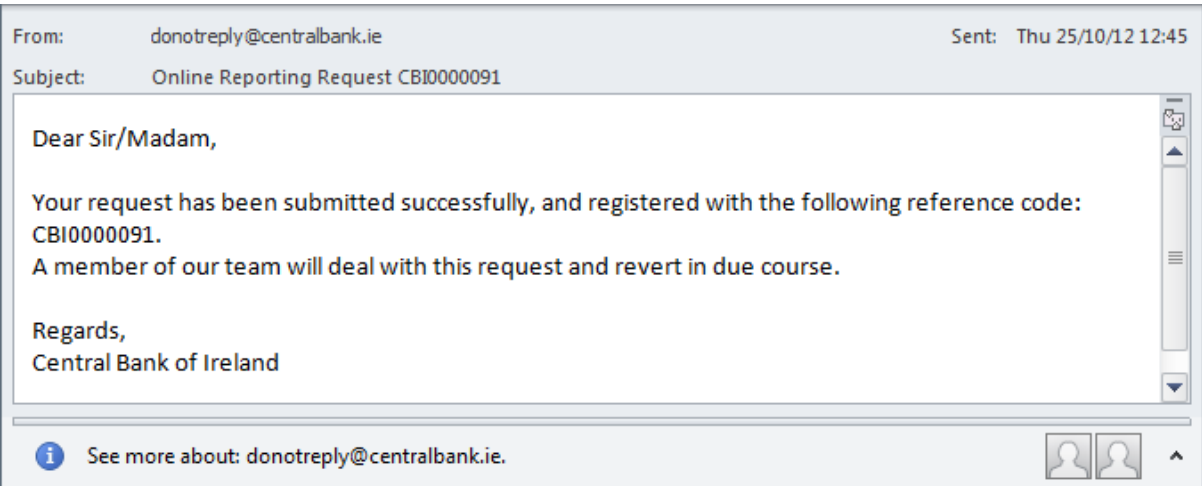


Figure 1.4