

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 main content area is divided into several sections: a left sidebar with navigation links, a central area with functional blocks like 'View / Edit Data', 'Administration', 'My Profile', 'Messages', 'Requests', and 'Manage User Accounts', and a right sidebar with 'New Messages'. A red callout bubble with the text 'Click Here' points to the 'Submit a Request' link in the left sidebar. The 'Tasks' section at the bottom shows overdue returns, and the 'New Messages' section shows a message from 01-Nov-2011.

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).

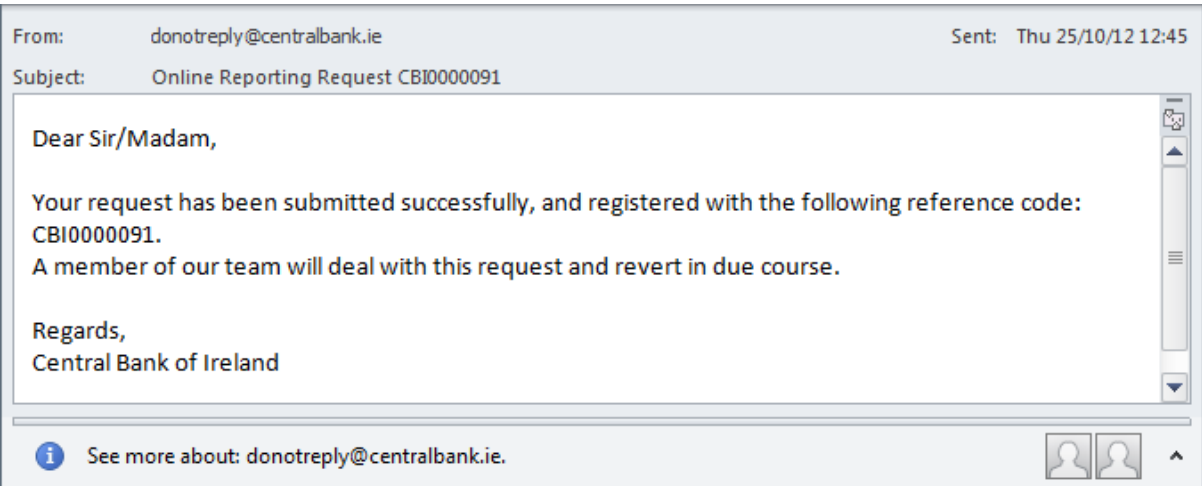


Figure 1.4