

LUAS TAX SAVER TICKET SYSTEM

User Guide

v1.5



D O V E T A I L
T E C H N O L O G I E S



LUAS



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1. INTRODUCTION



The Tax Saver Ticket computer system was set up to make it simple for you to order annual and monthly LUAS tickets on behalf of company employees.

1.1 HOW DOES IT BENEFIT THE EMPLOYEE?

The Government introduced the Tax Saver Scheme to help encourage commuters to use public transport. There is now a financial incentive for regular use of the LUAS.

- Mr. Smith has a Salary of €35,000 per annum or €673.08 per week.
- His company purchases his Annual Green Line ticket for €885.
- The price of his ticket is deducted weekly from his salary, that's €17.02 per week. This is deducted before he pays Tax or PRSI or the USC charge. Therefore he is paying for his travel from his net income.
- He is taxed on his $€673.08 - €17.02 = €656.06$ (taxable income).
- Saving €460.20 on Tax (41%), PRSI (4%) and USC (7%) payments per annum.
- The ticket ends up costing €424.80.

*Figures shown are approximations and are for illustrative purposes only. This is not to be construed as tax advice. The benefits of the scheme will vary depending on individual circumstances.

1.2 DOES THE EMPLOYER SAVE MONEY?

Yes, the employer's company receives PRSI savings of up to 10.75% of the total ticket cost for all employees.



2. FREQUENTLY ASKED QUESTIONS FOR THE EMPLOYEE

2.1 CAN I PURCHASE A COMBINED BUS-RAIL-LUAS TICKET?

Not at present. If you wish to purchase Bus and Luas combined Monthly and Annual tickets, they are available from:

Dublin Bus Head Office,
59 Upper O'Connell
Street,
Dublin 1.
Tel: 01 703 3021

Note that Dublin Bus and Iarnrod Eireann are also participants in the Tax Saver Scheme. You can get more details at the following website: www.taxsaver.ie

2.2 CAN I GET A REFUND ON MY TICKETS?

No, all tickets are non-refundable. We will only consider refunding part on an Annual ticket cost under certain conditions.

2.3 CAN I TRANSFER A TICKET?

No, all tickets are non-transferable.

2.4 I AM SELF-EMPLOYED; CAN I APPLY FOR A LUAS TAX SAVER COMMUTER TICKET?

We are advised by the tax office that unfortunately, self-employed people are not entitled to claim for benefit in kind under the Luas Tax Saver Commuter scheme. Should you have any queries about benefit in kind taxation for the self-employed, please contact your local tax office.



3. SYSTEM OVERVIEW

Before going on to the details of how to use the system, we will give a brief overview of what it does.

3.1 CONSENT FORMS

The Revenue has advised that all employees who take part in the Tax Saver Scheme must consent to their participation in writing. A sample form is available from the system's main menu and this form – or one like it – should be printed out, filled in by each participating employee, and kept on file in your offices. Once you have gathered these forms, you should enter the employee information off them. You only enter each employee's information once.

3.2 HOW DO I REORDER?

You will go into the system once every month and order for the following month. You must have your order in by the 20th of each month. In December, due to Christmas, you'll have to have your January order in earlier than the 20th. You'll be notified about this at the time.

3.3 WHAT IF I FORGET?

When you register you will be asked if you want to **Receive System Notifications**. If you agree to this the system will email you every month, 5 days before the cut-off date and again 1 day before the cut-off date, reminding you to make your order. It will only send this mail if you have not ordered.

3.4 IS IT MUCH WORK EVERY MONTH?

No, it's very easy. The system has been built to make it all as quick as possible for you to administer. For example, if you order an annual ticket for an employee, the system will automatically remind you twelve months later when that ticket is due for renewal. If you are ordering a monthly ticket for an employee, then the employee will have specified a "consent start month" and "consent end month" on the form. So this employee will automatically appear on your order for each month to which they have consented.

3.5 HOW DO I MAKE PAYMENTS?

You have four options – Standing Order, Direct Debit, EFT or Credit Card. Credit Card payments are taken online. All other payment methods will have to be set up with your bank. Freefone 1800 300 604 for further details.

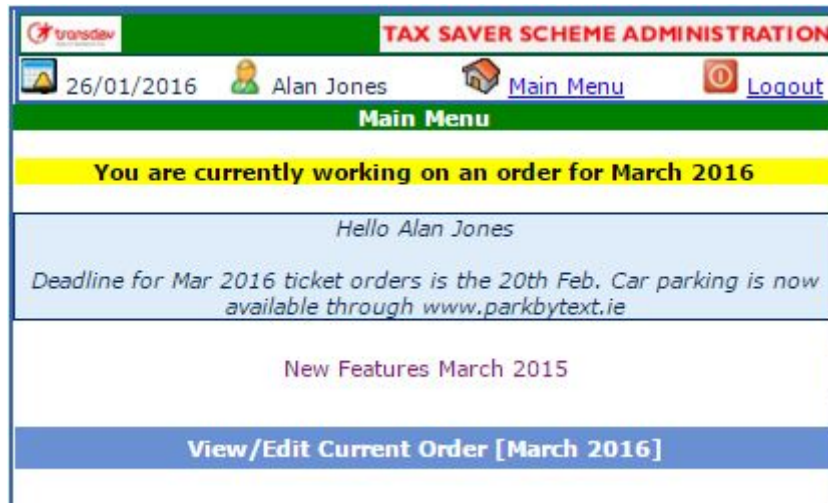
NOTE: FOR SECURITY PURPOSES, WE DO NOT STORE ANY CREDIT CARD INFORMATION.



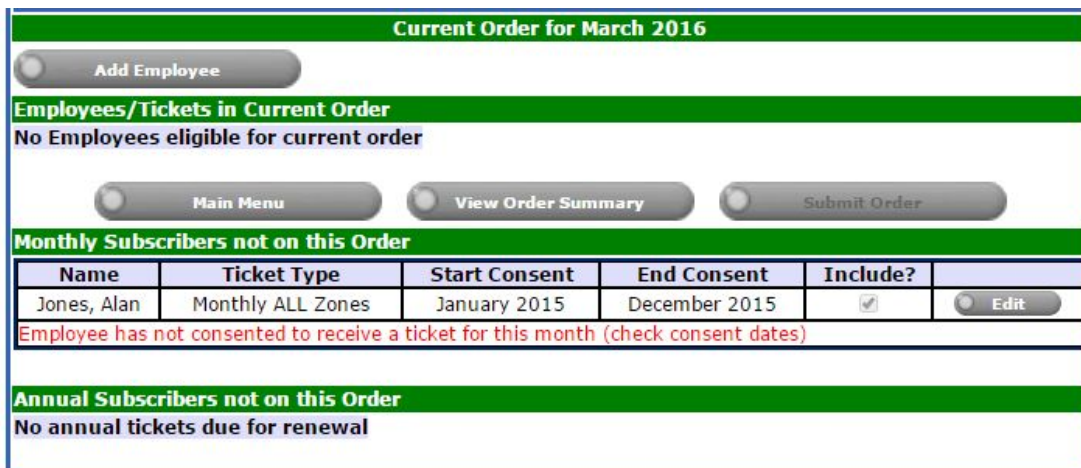
3.6 SHOW ME HOW AN ORDER IS MADE

We will quickly step through the order process now, with screenshots showing you what to expect. Section 4 goes through this sequence in more detail so don't worry if you don't understand it all now.

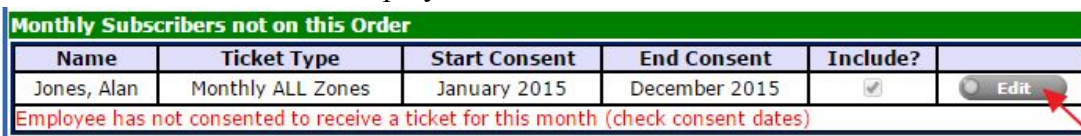
From the Main Menu, choose **View/Edit Current Order**



In the example below, there is nobody on the current order, but there is an employee on the system who has not asked for a ticket.



We click EDIT beside that employee so we can alter their consent dates:



Then change the consent dates and save the employee:

Employee Ticket Information

Ticket Type (inc VAT)*: [more info](#) Monthly ALL Zones (€91.00)

Car Park: [more info](#) <-- select carpark -->

Car Registration:

Consent Start Date*: February 2016 ?

Consent End Date* (Inclusive): January 2017 ?

Include in Order? ?

Notes:

Leap Card Details

Has Photo Leap Card? ?

New Card Charge: €0.00 ?

Click Save:

Order Status

Employee will be added to this order

Back Ticket History Save

The system will tell us the changes have been saved:

 Your changes have been saved

And the Current Order for March now contains this employee:

Current Order for March 2016

Add Employee

Employees/Tickets in Current Order

Name	Ticket Type	Start Consent	End Consent	Include?	
Jones, Alan	Monthly ALL Zones	February 2016	February 2017	<input checked="" type="checkbox"/>	Edit

Main Menu **View Order Summary** **Submit Order**

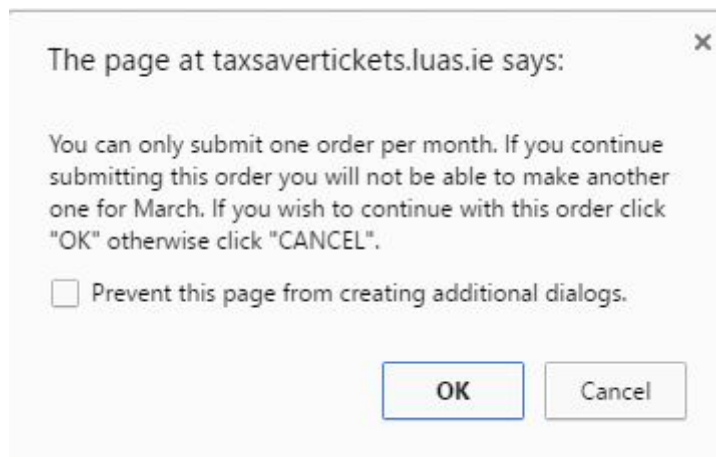
Monthly Subscribers not on this Order
No employees in this section

Annual Subscribers not on this Order
No annual tickets due for renewal

Next, we will **Submit Order**.



On clicking Submit Order you will see the following message pop-up:



This message is to remind you that you can only submit one order per month. If you think there will be additions to the order for this month you should wait before submitting. If on the other hand you are sure that this is the complete order for that month you should continue on.

If you click “Cancel” you will remain on the Current Order screen (your order will not be submitted).

If you click “OK” we will continue to pay and view the invoice.

Next, choose your payment method (see section 3.5):

Payment Details

How do you wish to pay?

Standing Order
Enter Standing Order reference

Credit Card
If you choose to pay by credit card then you will continue on to the online credit card payment facility

EFT (Electronic Funds Transfer)
If you choose to pay by electronic funds transfer please note the details below

Pay Later
If you select this option, you can pay later from the Main Menu. **Please note that your order will not be dispatched until it is paid.**

EFT Details:

Bank name and address:	AIB, Stillorgan, Co Dublin
Bank Account Name:	Ticket Revenue Account
Bank Account Number:	02449405
Bank sort code	93-35-70
IBAN	IE79AIBK93357002449405
BIC	AIBKIE2D

[I have read and agree to the Terms and Conditions](#)

LUAS

Secure Payment

Payment Details Secured By 256bit SSL Cert

Card Number

Expiry(mm/yy) **Security Code ⓘ**

/

Cardholder Name

Pay Now

Securely Processed by



Processing payment:

Expiry(mm/yy) **Security Code ⓘ**

/


Cardholder Name

Processing...

Securely Processed by



The invoice will then appear – you should print this for your records.



To: Alan Jones
Martin Test
Dovetail Test
0987098712121

Invoice Date: 26/01/2016
Tickets for: March 2016

Taxsaver Order Invoice No: 41582 PO #:1234
Payment status: UNPAID Order status: SUBMITTED

Description	Qty	Unit Ticket Price		Total Price				
		Tram	Car Park	Total (ex-VAT)	Tickets (Incl. Carpark Ticket, ex-VAT)	Leap Card Deposits	VAT on Car Park Tickets	Total (inc-VAT)
Monthly ALL Zones	1	€91.00	€0.00	€91.00	€91.00	€0.00	€0.00	€91.00
Subtotal					€91.00	€0.00	€0.00	€91.00
					Total (ex-VAT)	Total VAT on Delivery	Total (inc-VAT)	
Delivery Charge					€6.10	€0.00	€6.10	
					Total (ex-VAT)	Total VAT on Invoice	Total (inc-VAT)	
Total					€97.10	€0.00	€97.10	

VAT Summary
Total VAT on invoice charged @ 23% : **€0.00**

If you have any queries, please call 01 4614915

This invoice is due for payment by bank transfer, Internet banking, Credit Card or credit lodgement by **25/02/2016** please see covering letter for bank details.
Early payment of Invoices ensures early dispatch of tickets.
Please note that payment must be received before tickets can be delivered
We do not accept cheque payment directly to the company

Bank name and address: AIB, Stillorgan, Co Dublin
Bank Account: Ticket Revenue Account 02449405
Sort code: 93-35-70
IBAN: IE79AIBK93357002449405
BIC: AIBKIE2D

Transdev Dublin Light Rail Ltd
VAT Registration no. IE6374252T
Luas Depot, Red Cow Roundabout, Clondalkin Dublin 22

Luas Tax Saver Commuter Tickets - Telephone 01 461 4915 - Fax 01 461 49 92 - email taxsavers@luas.ie

Print

Continue

And the order is made!



Thank you for submitting your order. You will shortly receive an email acknowledging receipt of this order.



Once payment is received, the order will be dispatched. New Leap Cards will be posted to you. If an employee already has a Leap Card, and you have provided its number on the order form, then the employee will be able to pick up the ticket automatically when they tag on. (It may take up to seven days from your order submission for the electronic ticket to become available at the ticket validator machines.)

4. USING THE ORDERING SYSTEM

This section explains the system in more detail. It shows how to register your company, add employees and order tickets.

4.1 REGISTRATION AND LOGIN

Before you can use the system you must register your company. To do this, go to the following website:

<http://taxsavertickets.luas.ie>


(We recommend you bookmark this site as you may want to order tickets every month.)

Once you are on this site you can register if you are new user or login if you already registered:

The screenshot shows two main sections. The top section is titled 'Login' and contains a form with two input fields: 'Email Address' with the value 'alan.jones@dovetail.ie' and 'Password' with a masked password '.....'. Below the password field are two buttons: 'Login' and 'Forgot Password'. The bottom section is titled 'Register' and contains the text 'Click on the Register button to register your company with the Luas Tax Saver Ticket Scheme.' and a large blue 'Register' button.

If you forget your password, you can get it emailed to you.

You only need to register your company once. To do that, click the **Register** button and you'll be brought to a new screen. In order to register you will have to know your company's registration number (CRO number). You will also need to have the email addresses for two people in your company who will act as administrators for the system.

The registration screen is self-explanatory. If you do need help on any of the items, simply hover the mouse-pointer over the  symbol beside the field and help text will appear:



Once registered, you and your colleague will receive an email confirming your login details. You may now login using your email address and password.

*NOTE: The password is shared between **both** login email addresses.*

4.2 MAIN MENU

The main menu contains all the options you'll need to make your orders. Most of the time you'll just need to use the second option on the menu, View/Edit Current Order:



All the parts of the screen are explained below:

4.2.1 Menu Bar

The bar at the top of the screen will tell you the current date and who you are logged in as. It also has quick links to get you back to the Main Menu and to Logout. This bar is present on every page of the system, so these quick links will always be available to you:



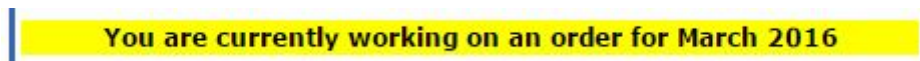
4.2.2 Greeting

The greeting at the top of the menu will occasionally contain system announcements.



4.2.3 Current Order Month

The yellow bar at the foot of the screen is very important as it tells you the month that the order will be submitted for:



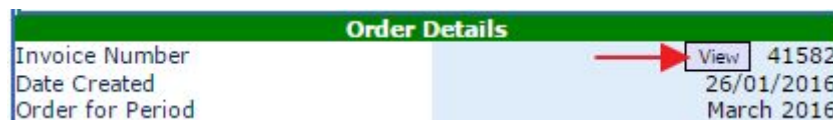
4.2.4 View/Edit Current Order

This is the most important option and the one you will use most. It is explained in depth in section 4.3.

4.2.5 View Old Orders

To look back on old orders, take this option. You will also be shown full details of the order you are looking for – how many tickets, how much it cost, when it was ordered etc etc.

Once you find the order you are looking for you can also reprint its invoice by clicking the View button:



4.2.6 Find Employees

Take this option to find an employee, edit them, or review their ticket history.

(Occasionally an employee may enquire about their ticket history for tax purposes. You can get a full list of all the tickets they ordered here.)

4.2.7 Add/Edit Employee

This brings you straight into the screen for adding or editing employee details. When it comes up first it will be blank.

4.2.8 View/Edit My Company Details

If you want to alter any of the details that you supplied when you registered, take this option. You can also use this screen to reset your password.

4.2.9 Terms & Conditions

The LUAS terms and Conditions are available here.

4.2.10 Sample Employee Consent Form

A sample consent which you can use for distribution to participating employees.

4.2.11 Change Password

Here you can change your current password to a new password, you will be brought to the following screen:

Passwords must be at least eight characters long, contain at least one lowercase letter, one uppercase letter, and one digit.

4.2.12 Logout

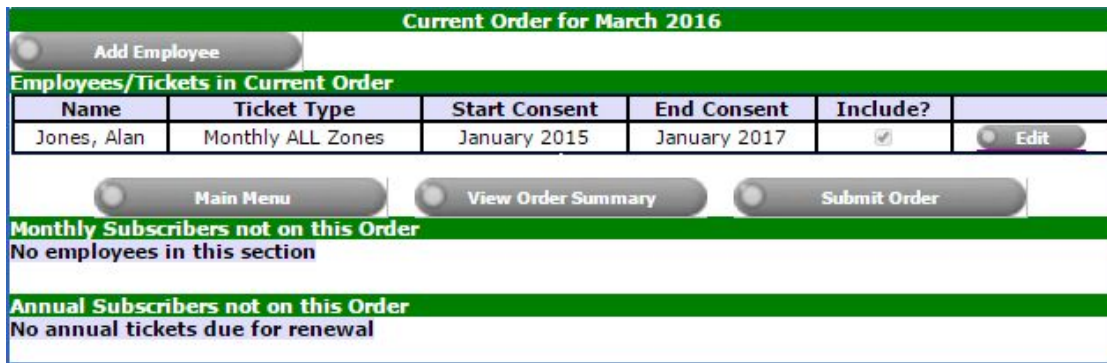
Quit the system. The system will automatically log you out after a period of inactivity, but you should always logout if you are leaving the machine unattended.

4.3 VIEW/EDIT CURRENT ORDER

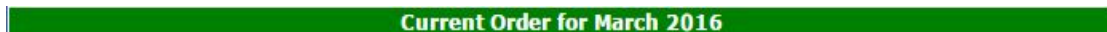
This is the main screen that you will be using and everything you need for monthly orders is available from here.

4.3.1 Screen Layout

The View/Edit Current Order screen is shown below:



The first thing to notice about the screen is that it tells you what month you are ordering for. *Make sure that the order month is right and that you haven't missed a cut-off point!*



The next thing of interest is that there is a button here for adding a new employee.



So you can add any new employees from the current order screen (i.e. you don't need to go back to the main menu.)

There are three sections to the screen. The first, **Employees/Tickets in Current Order** shows you exactly who is getting what kind of ticket. It's like your shopping cart.

The second part, **Monthly Subscribers not on this Order** shows you individuals who are entered on the system but have not consented for a monthly ticket this month.

Finally, **Annual Subscribers not on this Order** will show people who have asked for an Annual Ticket – but not for the current month. It will also show people who got an Annual Ticket one year ago (as these tickets will be due for renewal).

4.3.2 Edit Employee

The **Edit** button beside each employee will allow you to change the employee's subscription details. For example, the employee above has consented between January 2015 and January 2017 (inclusive). If this consent period is changed to end in February 2016, the employee will no longer be on the order (which is for March 2016):

After clicking EDIT, we can change the consent range:


The screenshot shows the 'Employee Ticket Information' form. The 'Consent End Date*' field is open, showing a dropdown menu with months from January to December. The current selection is March 2016. The form also includes fields for Ticket Type (Monthly ALL Zones (€91.00)), Car Park (select carpark), Car Registration, Consent Start Date* (March 2016), and Consent End Date* (March 2016). Below the form is the 'Leap Card Details' section, which includes 'Has Photo Leap Card?' (checkbox), 'New Card Charge' (€0.00), and 'Renewal Load Location*' (Luas Ticket Machines).

When adding a new employee, a passport style photograph will need to be uploaded.

Click on **Choose File** to add an employee picture. Images must be at least 300 pixels wide and 400 pixels tall.


The screenshot shows the 'Leap Card Details' form. The 'New Card Photo' field has a 'Choose File' button and a text box that says 'No file chosen'. The 'Has Photo Leap Card?' checkbox is unchecked. The 'New Card Charge' is €0.00 and the 'Renewal Load Location*' is Luas Ticket Machines.


Next you will be asked to crop your photo to an appropriate size. As you adjust the inner highlighted box, the leap card preview on the right will update to show you what your leap card will look like:

 **TAX SAVER SCHEME ADMINISTRATION**

Please crop photo

Please move and resize the rectangle below until you are happy with the leap card preview. When you have finished, click "Save Photo". Please note: The photograph provided must pass inspection.



 **TAX SAVER SCHEME ADMINISTRATION**

Please crop photo

Please move and resize the rectangle below until you are happy with the leap card preview. When you have finished, click "Save Photo". Please note: The photograph provided must pass inspection.



If the employee already has a Leap Card, the option “has photo Leap Card?” can be clicked. The system will then require you to enter the first 10 digits of the serial number printed on the front of their existing Leap Card:

Saving this, we are returned automatically to the Current Order screen. Now we can see that the employee is no longer on the current order:

Name	Ticket Type	Start Consent	End Consent	Include?	
Jones, Alan	Monthly ALL Zones	January 2015	February 2016	<input checked="" type="checkbox"/>	Edit

A message (in red) explains why the employee is not on the order.

4.3.3 View Order Summary

While you are in the middle of compiling your order you might want to see the running totals. To get these, click the **View Order Summary** button in the centre of the screen:



As can be seen below, you will be shown the number of each type of ticket that you have ordered along with the total amount of the order:

Order Summary			
Ticket Type	Ticket Count	€ (incl VAT)	€ Leap Cards
Annual Red 2-Docklands	0	0	0
Monthly Red 2-Docklands	0	0	0
Monthly Plus Green 1-Green3	0	0	0
Annual Green 1-Green3	0	0	0
Monthly Green 1-Green3	0	0	0
Monthly Plus Red 3-Central 1	0	0	0
Annual Red Line Only	0	0	0
Monthly Red Line Only	0	0	0
Annual ALL Zones	0	0	0
Annual Red 3-Central 1	0	0	0
Annual Red 4-Red 2	0	0	0
Annual Green	0	0	0
Monthly Plus ALL Zones	0	0	0
Monthly Plus Red	0	0	0
Monthly Plus Green	0	0	0
Monthly ALL Zones	1	91.00	0.00
Monthly Red 3-Central 1	0	0	0
Monthly Red 4-Red 2	0	0	0
Monthly Green	0	0	0
	1	€91.00	

4.3.4 Submit Order

Submitting an order will bring you to a new screen which will ask for a PO number. When first registering your company on the system you will have specified if a PO number is required. Supply this if your company requires orders to be accompanied by an internal PO number:

PO Required for Invoice	
Please enter PO Number:	<input type="text" value="1234"/>
<input type="button" value="Continue"/>	

The next screen will ask you for payment details. Please ensure you provide a payment reference if you are using anything else except Credit Card Online payment. (Note: for security no credit credit card details are stored on the system.)

Payment Details

How do you wish to pay?

Standing Order
Enter Standing Order reference

Credit Card
If you choose to pay by credit card then you will continue on to the online credit card payment facility

EFT (Electronic Funds Transfer)
If you choose to pay by electronic funds transfer please note the details below

Pay Later
If you select this option, you can pay later from the Main Menu. **Please note that your order will not be dispatched until it is paid.**

EFT Details:

Bank name and address:	AIB, Stillorgan, Co Dublin
Bank Account Name:	Ticket Revenue Account
Bank Account Number:	02449405
Bank sort code	93-35-70
IBAN	IE79AIBK93357002449405
BIC	AIBKIE2D

[I have read and agree to the Terms and Conditions](#)

Next, an invoice will be automatically created. You should print this out for your records:



To: Alan Jones
 Martin Test
 Dovetail Test
 0987098712121

Invoice Date: 26/01/2016
 Tickets for: March 2016

Taxsaver Order Invoice No: 41582 PO #:1234
 Payment status: UNPAID Order status: SUBMITTED

		Unit Ticket Price			Total Price			
Description	Qty	Tram	Car Park	Total (ex-VAT)	Tickets (Incl. Carpark Ticket, ex-VAT)	Leap Card Deposits	VAT on Car Park Tickets	Total (inc-VAT)
Monthly ALL Zones	1	€91.00	€0.00	€91.00	€91.00	€0.00	€0.00	€91.00
Subtotal					€91.00	€0.00	€0.00	€91.00
						Total (ex-VAT)	Total VAT on Delivery	Total (inc-VAT)
Delivery Charge						€6.10	€0.00	€6.10
						Total (ex-VAT)	Total VAT on Invoice	Total (inc-VAT)
Total						€97.10	€0.00	€97.10

VAT Summary
 Total VAT on invoice charged @ 23% : **€0.00**

If you have any queries, please call 01 4614915

This invoice is due for payment by bank transfer, Internet banking, Credit Card or credit lodgement by **25/02/2016** please see covering letter for bank details.
Early payment of Invoices ensures early dispatch of tickets
 Please note that payment must be received before tickets can be delivered
 We do not accept cheque payment directly to the company

Bank name and address: AIB, Shillorgan, Co Dublin
Bank Account: Ticket Revenue Account 02449405
Sort code: 93-35-70
IBAN: IE79AIBK93357002449405
BIC: AIBKIE2D

Transdev Dublin Light Rail Ltd
 VAT Registration no. IE6374252T
 Luas Depot, Red Cow Roundabout, Clondalkin Dublin 22

Luas Tax Saver Commuter Tickets - Telephone 01 461 4915 - Fax 01 461 49 92 - email taxsavers@luas.ie

Print

Continue

That's it! The order has been submitted – you will be returned to the main menu where you will see a message like this one:

Main Menu

You have already submitted an order for March 2016 (Submitted 26/01/2016)

You are currently working on an order for April 2016

You may submit the order for April after 20/02/2016

This message is just letting you know that you have now submitted an order for the next month. You can continue to work on the following month's order but you must wait until after the cut-off point before you can submit it (see over).

Month	Closing Date
January 2016	18-Dec-2015
February 2016	20-Jan-2016
March 2016	20-Feb-2016
April 2016	20-Mar-2016
May 2016	20-Apr-2016
June 2016	20-May-2016
July 2016	20-Jun-2016
August 2016	20-Jul-2016
September 2016	20-Aug-2016
October 2016	20-Sep-2016
November 2016	20-Oct-2016
December 2016	20-Nov-2016

4.3.5 Delivery Methods

There could be a delivery cost involved in your order, depending on how you want your tickets delivered. The table below shows the delivery types and their costs at the time of writing.

Method	Old Cost € (Ex. VAT)	Old VAT €	Cut off €
Standard Post	0.00	0.00	500.00
Registered Post	6.10	0.00	0.00
To be collected	0.00	0.00	0.00
Courier Delivery	30.00	6.45	0.00
LeapCard Renewal	0.00	0.00	0.00

If your order goes over a certain price (€500 at the time of writing) then you will not be able to use Standard Post. For safety, Registered Post will be used, and you will be charged the associated fee. You will be informed of this situation before submitting your order.

If you would like to change your Delivery Method, you may do so from the **View/Edit My Company Details** screen on the main menu.

--END

