

# LUAS TAX SAVER TICKET SYSTEM

User Guide

v1.3



**D O V E T A I L**  
TECHNOLOGIES



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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 Department of Finance 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 €650.
- The price of his ticket is deducted weekly from his salary, that's €12.50 a week. This is deducted before he pays Tax or PRSI. Therefore he is paying for his travel from his net income.
- He is taxed on his  $€673.08 - €12.50 = €660.58$  (taxable income).
- Saving €305.50 on Tax (41%) and PRSI (6%) payments.
- The ticket is really costing him €344.50 of his own money and €305.50 from the tax man.

\*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 DO YOU NEED AN I.D. CARD TO USE THESE TICKETS?

Yes. A Luas Photo Identity Card is required when using Monthly or Annual Tickets. The Photo ID Card is available free of charge from Veolia. Please visit [www.luas.ie](http://www.luas.ie) to download a Luas Photo ID Card Application Form, and send it with a passport size photograph to

Luas Customer Care,  
Veolia Transport Ireland,  
Red Cow Roundabout,  
Clondalkin,  
Dublin 22.

For information please call Freefone 1800 300 604.

The Identity Card number must always be written on your ticket.

Adult CIE Photo Identity Cards (from Dublin Bus or Iarnrod Eireann) are also valid to accompany these Luas tickets.

### 2.2 IS THERE A CHARGE FOR A LUAS ADULT PHOTO IDENTITY CARD?

There is no charge for a Luas Adult Photo Identity Card.

### 2.3 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](http://www.taxsaver.ie)

### 2.4 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.



## **2.5 CAN I TRANSFER A TICKET?**

No, all tickets are non-transferable.

## **2.6 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 20<sup>th</sup> of each month (as packing and shipping tickets can take a while). In December, due to Christmas, you'll have to have your January order in earlier than the 20<sup>th</sup>. You'll be notified about this at the time anyway.

### 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.

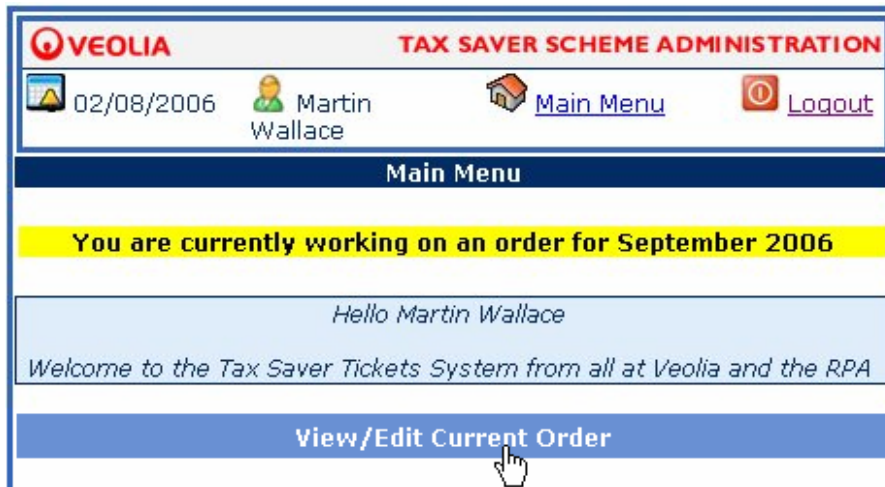
***NOTE: WE DO NOT STORE YOUR CREDIT CARD INFORMATION. THIS IS FOR SECURITY PURPOSES.***

### 3.6 SHOW ME HOW AN ORDER IS MADE

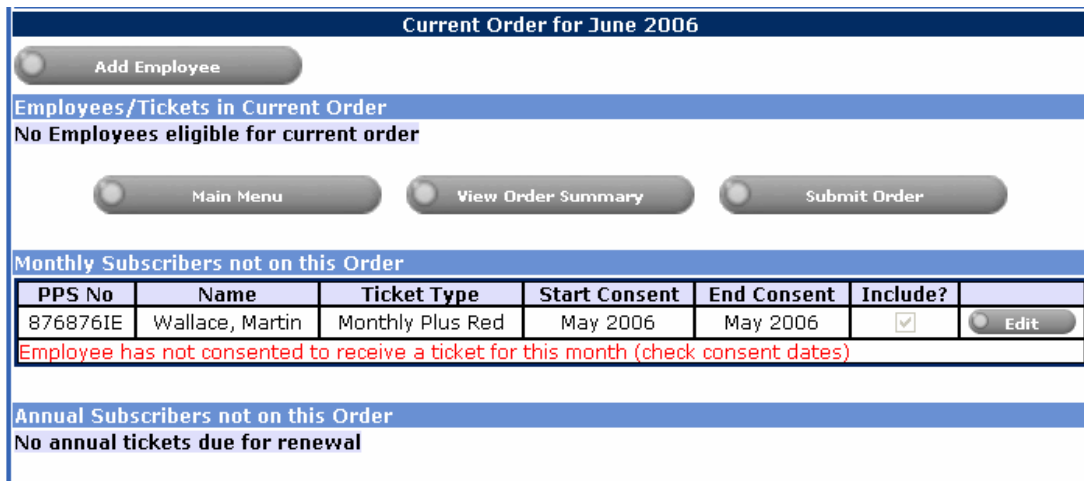
We will quickly step through the order process now, with screenshots showing you what to expect. Section 4 goes through this sequence in more detail so don't worry if you don't understand it all now.



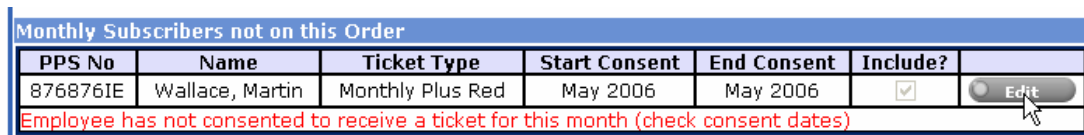
From the Main Menu, choose **View/Edit Current Order**



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**

ID Card Number\*:  ?

Ticket Type\* (Price inc VAT): [more info](#)

Car Park: [more info](#)

Car Registration:

Consent Start Date\*:   ?

Consent End Date\* (Inclusive):   ?

Include in Order?  ?

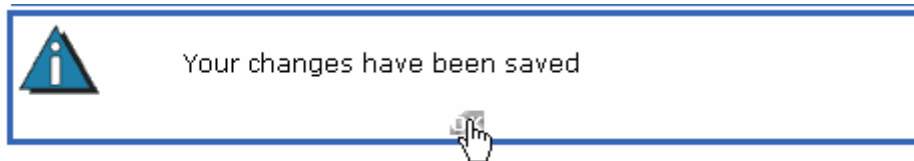
Notes:

---

**Order Status**

**Employee has not consented to receive tickets for this month (check consent dates)**

The system will tell us the changes have been saved:



And the Current Order for June now contains this employee:

**Current Order for June 2006**

**Employees/Tickets in Current Order**

PPS No	Name	Ticket Type	Start Consent	End Consent	Include?	
876876IE	Wallace, Martin	Monthly Plus Red	June 2006	June 2006	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>

**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:

**You can only submit one order per month. If you continue submitting this order you will not be able to make another one for <this month>. If you wish to continue with this order click “OK” otherwise click “CANCEL”**

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)  
Enter EFT (Electronic Funds Transfer) reference

**EFT Details:**

**Bank Account Name:** Ticket Revenue Account

**Bank Account Number:** 02449405

**Bank sort code:** 93-35-70

**Bank name and address:** AIB, Stillorgan, Co Dublin

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



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

**VEOLIA TRANSPORT**

To: Martin Wallace  
Admin  
Dovetail  
Guinness Enterprise Centre  
Taylors Lane  
Dublin 6

Invoice Date: 02/09/2006  
Tickets for: September 2006

Taxsaver Order Invoice No: 282 PO #:4100774  
Payment status: UNPAID Order status: SUBMITTED

Description	Quantity	Price (ex-VAT)	VAT	Total (inc-VAT)
Monthly Red 3-Central 1	1	€56.00	€0.00	€56.00
<b>Subtotal</b>		€56.00	€0	€56.00
<b>Delivery Charge</b>		€0	€0	€0
<b>Total</b>		€56.00	€0	<b>€56.00</b>

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 **26/09/2006** 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 Account Name:** Ticket Revenue Account  
**Bank Account Number:** 02449405  
**Bank sort code:** 93-35-70  
**Bank name and address:** AIB, Sblorgar, Co Dublin


VEOLIA TRANSPORT IRELAND 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@veolia-transport.ie](mailto:taxsavers@veolia-transport.ie)

And the order is made!! Once payment is received, the order will be dispatched.



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





## 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:

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  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:

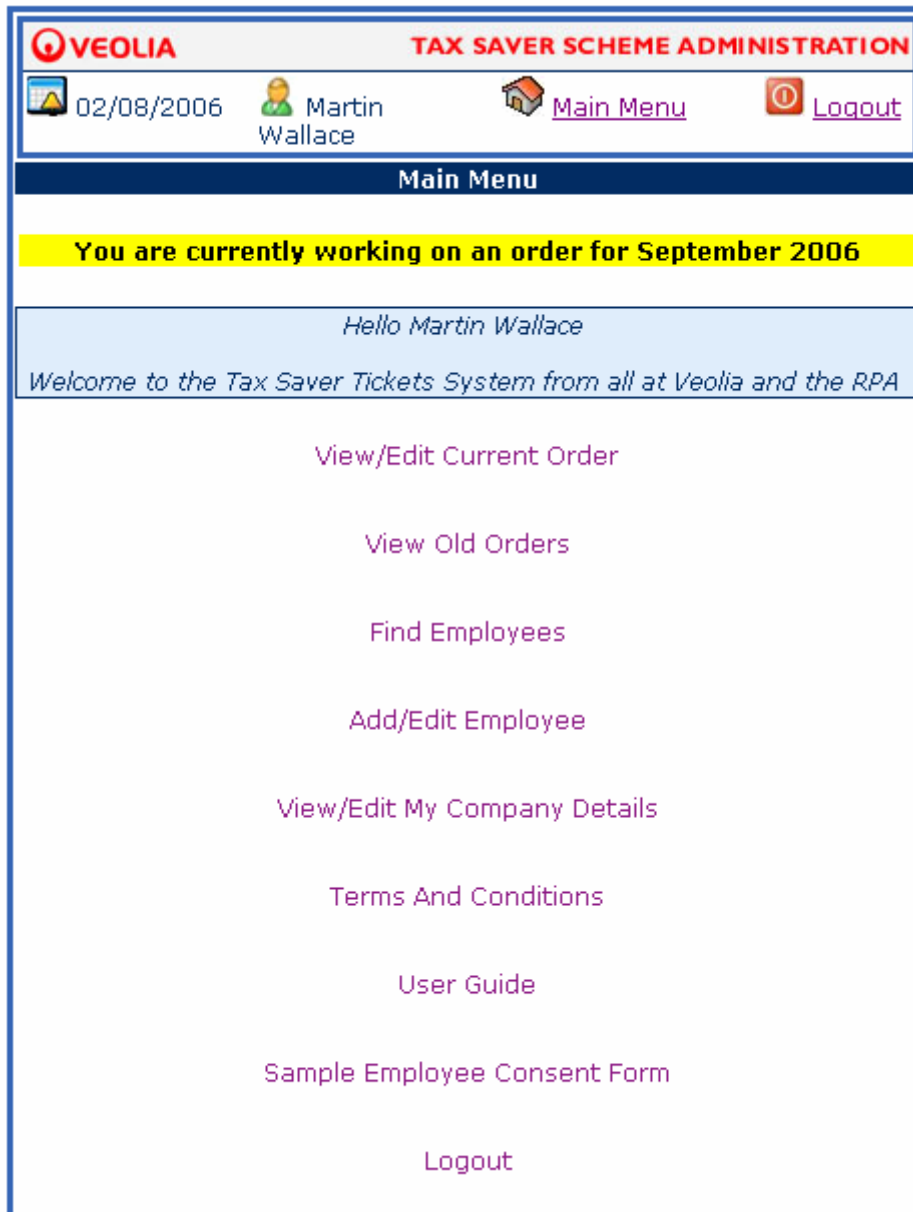
Once registered, you and your colleague will receive an email confirming your login details. You may now login using your email address and password.

 Systems by Dovetail Technologies [www.dovetail.ie](http://www.dovetail.ie)

*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 first option on the menu, View/Edit Current Order:

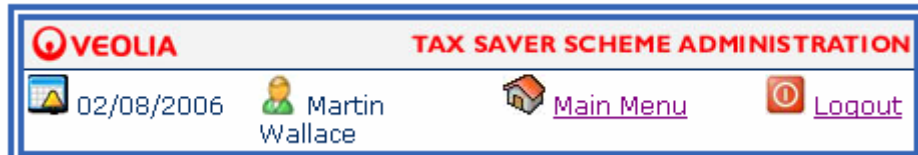


The screenshot displays the main menu of the Veolia Tax Saver Scheme Administration system. At the top, the Veolia logo and the title "TAX SAVER SCHEME ADMINISTRATION" are visible. Below this, a navigation bar shows the date "02/08/2006", the user name "Martin Wallace", and links for "Main Menu" and "Logout". The main menu itself is titled "Main Menu" and features a yellow banner stating "You are currently working on an order for September 2006". A light blue box contains a personalized greeting: "Hello Martin Wallace" and a welcome message: "Welcome to the Tax Saver Tickets System from all at Veolia and the RPA". The menu options are listed in purple text: "View/Edit Current Order", "View Old Orders", "Find Employees", "Add/Edit Employee", "View/Edit My Company Details", "Terms And Conditions", "User Guide", "Sample Employee Consent Form", and "Logout".

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:



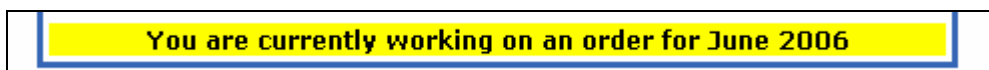
## 4.2.2 Greeting

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:



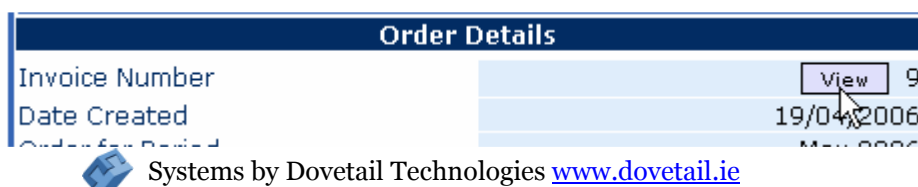
## 4.2.4 View/Edit Current Order

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 and it will ask you for a PPS number. If you supply a PPS number for an employee you already have on file, it will get that employee and allow you to edit their details. If the PPS number is not on file, it will ask you for new details for the employee.



**NOTE:** To add a new employee you must have the following ready:

- ◆ PPS Number
- ◆ ID Card Number
- ◆ Car registration (if car park ticket required)

Each employee must fill in a consent form. A sample employee consent form is available from the main menu.

## 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 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:

PPS No	Name	Ticket Type	Start Consent	End Consent	Include?	
8768761E	Wallace, Martin	Monthly Plus Red	February 2006	February 2008	<input checked="" type="checkbox"/>	Edit

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  button beside each employee will allow you to change the employee's subscription details. For example, the employee above has consented

between February 2006 and February 2008 (inclusive). If this consent period is changed to end in March 2006, the employee will no longer be on the order (which is for June 2006):

After clicking EDIT, we can change the consent range:

**Employee Ticket Information**

ID Card Number\*: 765

Ticket Type\* (Price inc VAT): [more info](#) Monthly Plus Red (€145.54)

Car Park: [more info](#) Red Cow Park & Ride

Car Registration: 90C8879

Consent Start Date\*: February 2006

Consent End Date\* (Inclusive): March 2008

Include in Order?

Notes:

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:

**Current Order for June 2006**

**Employees/Tickets in Current Order**  
No Employees eligible for current order

**Monthly Subscribers not on this Order**

PPS No	Name	Ticket Type	Start Consent	End Consent	Include?	
876876IE	Wallace, Martin	Monthly Plus Red	February 2006	March 2006	<input checked="" type="checkbox"/>	<input type="button" value="Edit"/>

**Employee has not consented to receive a ticket for this month (check consent dates)**

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

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)
Annual ALL Zones	0	0
Annual Red 3-Central 1	0	0
Annual Red 4-Red 2	0	0
Annual Green	0	0
Monthly Plus ALL Zones	0	0
Monthly Plus Red	1	145.54
Monthly Plus Green	0	0
Monthly ALL Zones	0	0
Monthly Red 3-Central 1	0	0
Monthly Red 4-Red 2	0	0
Monthly Green	0	0
	<b>1</b>	<b>€145.54</b>

Back

### 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="12345"/>
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 card details are stored on the system.)

Payment Details	
How do you wish to pay?	
<input type="radio"/> Standing Order	Enter Standing Order reference <input type="text"/>
<input type="radio"/> Credit Card	If you choose to pay by credit card then you will continue on to the online credit card payment facility
<input checked="" type="radio"/> EFT (Electronic Funds Transfer)	Enter EFT (Electronic Funds Transfer) reference <input type="text" value="DOVETAIL0806"/>
<b>EFT Details:</b> <b>Bank Account Name:</b> Ticket Revenue Account <b>Bank Account Number:</b> 02449405 <b>Bank sort code:</b> 93-35-70 <b>Bank name and address:</b> AIB, Stillorgan, Co Dublin	
<input checked="" type="checkbox"/> I have read and agree to the Terms and Conditions	
Back      Continue	

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

**VEOLIA**  
TRANSPORT

To: Martin Wallace  
Admin  
Dovetail  
Guinness Enterprise Centre  
Taylors Lane  
Dublin 6

Invoice Date: 02/09/2006  
Tickets for: September 2006

Taxsaver Order      Invoice No: 282      PO #: 4100774  
Payment status: UNPAID      Order status: SUBMITTED

Description	Quantity	Price (ex-VAT)	VAT	Total (inc-VAT)
Monthly Red 3-Central 1	1	€56.00	€0.00	€56.00
<b>Subtotal</b>		€56.00	€0	€56.00
<b>Delivery Charge</b>		€0	€0	€0
<b>Total</b>		€56.00	€0	<b>€56.00</b>

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 **26/09/2006** 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 Account Name:** Ticket Revenue Account  
**Bank Account Number:** 02449405  
**Bank sort code:** 93-35-70  
**Bank name and address:** AIB, Sbllogan, Co Dublin

VEOLIA TRANSPORT IRELAND 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@veolia-transport.ie








    

**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:**

**You have already submitted an order for June 2006 (Submitted 08/05/2006)**  
**You are currently working on an order for July 2006**  
**You may submit the order for July after 20/05/2006**

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	CUT OFF POINT	
May 2006	20-Apr-2006	
June 2006	20-May-2006	
July 2006	20-Jun-2006	
August 2006	20-Jul-2006	
September 2006	21-Aug-2006	
October 2006	20-Sep-2006	
November 2006	20-Oct-2006	

### 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	255.00
Registered Post	5.00	0.50	0.00
To be collected	0.00	0.00	0.00
Courier Delivery	30.00	4.00	0.00

If your order goes over a certain price (€255 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

