



16 July 2024

[Redacted]

Dear [Redacted]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 18 June 2024. You requested the following:

Please provide all internal communications around the reason not to put a reply feature on web messages.

Please advise when the reply feature was removed from production.

The "Reply to web message" function is currently unavailable to the general public. However, starting in May 2024, this feature became accessible to tax intermediaries through myIR.

In the early stages of Inland Revenue's Business Transformation programme in 2017, a decision was made to disable the reply function for the wider customer base. This measure addressed various risks and issues, such as the possibility of customers replying to employees who might no longer be available due to departure, illness, or vacation. Additionally, this change was implemented to ensure more effective work management.

On April 12, 2017, internal communication was disseminated to staff through Snapshot, Inland Revenue's internal messaging tool. Attached is the communication sent to staff, detailing the reasons behind the removal of the reply feature for web messages.

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, may be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you again for your request.

Yours sincerely

[Redacted signature]

Sam Rodgers
Domain Lead
Planning Design & Delivery - Planning & Performance



Snapshot

Wednesday 12 April 2017

Not in scope

Reply function in GST myIR

Kim King

Ext. 84068

Currently there is an option for our customers to reply to any communication sent to them via their myIR GST accounts; this includes notifications or reminders to our customers. Analysis shows this function is creating little value and increases correspondence tasks unnecessarily.

As a result, the reply function will be disabled. This change will take effect from 13 April 2017 and will be reviewed over time.

Customers will still be able to communicate to send us secure e-correspondence through myIR.

Not in scope