

PAYE Modernisation

PSDA Meeting 3rd October

Agenda

- PIT Update
- Parallel Update
- Readiness
- Legislation Update
- Employer Helpdesk
- Operational Engagement Model
- Exclusion Order Update
- PSDA Actions
- AOB

PIT Update

Service Desk Update

- Tickets (PIT3)
 - Open : 58
 - Closed : 614
 - 147 closed since last workshop
- Last PIT3 release Friday (28th)
 - Resolved most known issues
 - Included date validation as part of REST digital signature verification

Document Updates

- Parallel Test ROS payroll reporting guide
- Clarifications added to
 - Compression guide
 - SOAP Webservice integration guide
 - Validation rules spreadsheet
- REST documents updated with details on date validation requirements
 - We use a specific date format mentioned in ISO 8601

Known Error List

Issue Reference	Protocol	Service	Category	Summary	Resolution	Scheduled Fix	Status
2886	SOAP	RPN	Schema Validation	Create New RPN request with invalid Employment Start date Actual Result: RPN is created.	Create New RPN request with invalid Employment Start date. Expected Result: Schema validation Error	N/A	Rejected Item marked as invalid is actually a valid start date for SOAP in accordance with w3.
2953	REST	RPN	Validation	When validation error 1015 is returned other business validation errors are also returned.	When permissions/auth orisation error occurs no additional business validation errors should be returned.	TBC	TO BE RESOLVED This is will be covered by the new 'Cert is not active' rule.
2970	REST & SOAP	Returns Reconciliation / Payroll Submission	Corrections	Returns Service Fails to retrieve the return(s) for a requested period when the payroll submission(s) had more invalid payslips than valid payslips.	Returns service should respond with the returns for that period for the valid payslips.	N/A	Rejected Cannot Reproduce
1952	PIT Self Service App	TDM	Browser compatibility	Internet Explorer is unable to create a mock employer and redirects to the dashboard.	IE should be able to create employer.	N/A	Rejected Works in IE11

SOAP

- Workshop held on 20/9
 - Presented SOAP digital signature requirements
 - Round table discussion on common issue encountered
 - Focus on .net issues

Parallel Test

Parallel Test - Update

- Testing Period
 - Testing commenced Monday Sept 17th , running until Monday Nov 19th
- Usage Statistics
 - Certs issued for 120 employers. 115 have not yet requested certs.
 - 44 certs have been used to log in to ROS
 - Customers from 12 different providers are active in the environment
 - 37 payroll submissions successfully processed
 - Largest payroll submission had ~15,000 payslips
 - Most Common Errors:

Number of Errors	Error Description
555	A valid PRSI Class or SubClass must be entered
400	PRSI Class details are mandatory when PRSI Exempt is false
48	Invalid previous line item
47	For Irish addresses the County is mandatory & for non-Irish addresses the Country is mandatory
3	Pay Date must be within the tax year specified in the header of the payroll submission

Parallel Test - Update

- Customer Support
 - 11 phone calls, 88 MyEnquiries – Mostly login/ cert-related issues
 - To ensure most efficient resolution of issues, customers should:
 - » Dial 1890 25 45 65 and say “Parallel” as per instructions issued
 - » Submit written queries through MyEnquiries, with category of “PAYE MOD PSDA Parallel”
 - To reduce callbacks for further info, enquiries should include:
 - » Completed questionnaire where appropriate
 - » Supporting screenshots (ensure URL is visible)

Readiness

Readiness

- Revenue Software – 1 low priority known issues outstanding (2953)
- Payroll Software
 - 16 software providers successfully submitted 20+ submissions in PIT3
 - 11 software providers successfully submitted >20 submissions in PIT3
 - 6 payroll software providers successfully submitting payroll in parallel test
- Employer Readiness
 - Approx. 110 employers with dual employments uploaded list of employees
 - 2,849 employers with >20 employees successfully uploaded list of employees

List of Employees

- 20,147 employers have uploaded – 18,201 (90%) passed all tolerances
- Covers 500,000 employees
- Employers in the first tranche released in June will receive ROS Inbox notification this week (68k employers)
- All employers with dual employments will receive a letter early next week (1,400 employers)
- Letter will also issue to employers >20 employees who have yet to upload their list in the second half of October

Legislation Update

Employer Helpdesk

National Employer Helpline - Functions

- Employers single point of contact for:
 - Obligations in relation to employing staff.
 - Queries and assistance on returns such as P45/P46/P60 also PMOD submissions and returns.
 - General Employer related queries such as lump sum payments, BLK, Expenses, taxation of Social Welfare payments etc.
 - Annual support of filings such as P35.

National Employer Helpline - Resources

- Team based in Nenagh.

For PAYE Modernisation

- Additional 60 staff in Nenagh.
- Augmented, as needed in response to demand, by additional Revenue resources.
- Extensive training programme.
- Robust case escalation procedures.

National Employer Helpline - Contacts

- Phone number 01-7383638 or 1890-254565.
- MyEnquiries - especially for complex queries.
- PIT service desk for PSDA.
- Introducing targeted WebChat facility within ROS.

National Employer Helpline – Contacts - others

- ROS Technical Helpdesk 01-7383699 or 1890-201106
 - Difficulties with ROS certificates
- National PAYE service 01-7383636 or 1890 333425
 - Employee tax credits etc

National Employer Helpline – Operating Hours

- Existing service 9:30 – 17:00 Mon-Fri.

For PAYE Modernisation

- Revised hours 9:00 – 17:00 Mon-Fri.
- Opening hours will be reviewed for busy periods in response to demand.

National Employer Helpline – PMOD

- For queries in relation to operation or difficulties with payroll software, caller will be referred to software supplier.
- Employers should be familiar with ROS in order to view submissions, returns, statements and payment history.
- Queries will be dealt with based on submissions and returns made to Revenue as reflected in ROS.

National Employer Helpline – PMOD

- Revenue is building its knowledge base of questions and answers from questions asked by developers, employers in parallel test, attendees at seminars, callers to helpline etc.
- As a significant employer contact point, the Helpline will monitor all contact topics and where necessary escalate service affecting issues

National Employer Helpline – Activity

- The Helpline staff are assisting with the current Employer outreach campaign to raise awareness and promote preparedness, including Employee List submission and timely registration for Digital Certs.
- Feedback from Employers is predominantly positive with a significant awareness level.
- Currently queries are of general awareness nature

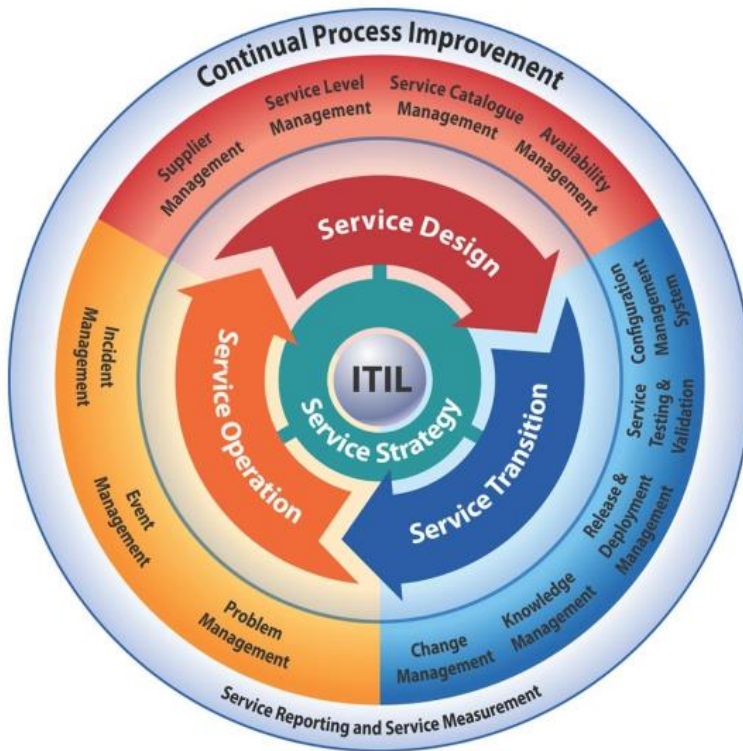
National Employer Helpline – Request

Request for Information from developers:

- Product name and version that is PAYE Modernisation ready.
- Expected date of release.
- Does the product require current tax year to be closed before opening next year.
- Estimate of the number of employers using product.
- Any comments on contact drivers.

Operational Engagement Model

Support Model



- Revenue's service delivery model is aligned with ITIL and ISO20000.
- Post go-live support for customers will be handled via the Employer Helpdesk.
- Technical issues will then be escalated to the PMod support desk here in Castlview.
- Here the PMod support desk will be expected to respond to queries, incidents and problems in a timely manner, especially where payroll runs are impacted. Revenue has a defined Major Incident Management process which also will be followed if required.
- Revenue runs a 24X7 Operations centre where all live services are monitored, therefore allowing us to respond to major service incidents in a timely manner.
- We are planning for a transition period of heightened support, given that we expect an increased number of queries as people adjust to the new system, as well as a period of live warranty support where fallout issues are investigated and addressed.

Operational engagement model

- Whilst internally a full support plan for PAYE Modernisation is in place and the support team is mobilising, it will be important to continue to ensure there are mechanisms in place that will ensure communications between Revenue and relevant stakeholders.
- Post go-live we are proposing the following engagement model:

PAYE Modernisation Service User group

This will consist of members of the PSDA, IPASS, Revenue ICTL, Revenue Employer Helpline, Revenue Planning Division. It would be proposed to meet monthly or more frequently if required post go live to discuss technical and business incidents associated with go-live.

PAYE Modernisation Service User Representative group

This would be a subset of the former group that could mobilise over conference call weekly or more frequently if required post go live to discuss service performance and live incident updates.

Exclusion Orders

Exclusion Orders are issued by the Secretary of Health and Human Services (HHS) to exclude individuals or entities from participating in federal health care programs.

Exclusion Orders are issued for various reasons, including fraud, waste, abuse, and conflicts of interest.

Exclusion Orders are issued for a period of time, typically 5 years, and can be renewed.

Exclusion Orders are issued to individuals or entities who are found to be involved in fraud, waste, abuse, or conflicts of interest.

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PAYE Exclusion Orders

- No change to application process
- Where applicable, Revenue will issue letter to employer granting Exclusion Order with the dates for which it applies.
- No RPN will issue where Exclusion Order is in effect. Employer does not have to request RPN.
- In absence of RPN, employer will operate Exclusion Order granted by Revenue.
- Payroll submission will confirm operation of Exclusion Order.
- Where an application has been made to Revenue but Exclusion Order has not yet been granted, RPN should be requested.

PSDA Actions

AOB

AOB

- Next Meeting:
 - Wednesday 24th of October 11am