PAYE Modernisation
Service User Group
09th January 2020
Agenda

• Live Update
• PIT Update
• Data Integrity Project Update
• Pre-Christmas 2019 Lessons Learned
• 2019 RPNs
• Week 53 - 2020
• Director payments in 2020 with respect to 2019
• Actions
• AOB
Live Update
Live Update (as at 08/01/20)

- Total Submissions to date - > 6,461,531
- Total Submissions 2020 - > 128,773
  - Direct Payroll Reporting 88%
  - ROS Payroll Reporting 1%
  - ROS Manual Input 11%
- Submitting Employers to date - > 182,025
- Submitting Employers 2020 - > 68,656
- Submitting Employers for January - > 68,656
Breakdown of line items received via ROS

• Total payslips received: 90,450,388
  – Number received via OPA: 874,487 – 0.9%
  – Number received via payroll software: 89,575,901 – 99.9%

• Total Correction Count: 1,409,957
  – OPA Correction Count: 106,180 – 7.5%
  – Payroll Software correction count: 1,303,777 – 92.5%
Breakdown of Submitting Employers via ROS

- Total Submitting Employers: 181,844
  - Number submitting via OPA: 34,583 – 19%
  - Number submitting via payroll software: 147,261 – 81%
Employment Detail Summary

- Total Number of Employment Detail Summary documents generated -> 32,318
Issue with ‘missing’ Submissions

- Technical issues during some of the service outages during 2019 have resulted in completed submissions dropping out of our submission store. This means that if an employer subsequently tries to amend/correct one of these submissions it appears like it was never submitted.

- We are in the process of cleaning up these issues and in any instance where the lability for a period with a ‘missing’ submission is impacted Revenue will contact the employer.

<table>
<thead>
<tr>
<th>Payroll Software</th>
<th>Submissions impacted</th>
</tr>
</thead>
<tbody>
<tr>
<td>ODB Payroll</td>
<td>1</td>
</tr>
<tr>
<td>EUROPAYX</td>
<td>1</td>
</tr>
<tr>
<td>Quantum Software</td>
<td>1</td>
</tr>
<tr>
<td>Sage Business Cloud Payroll</td>
<td>1</td>
</tr>
<tr>
<td>Payback Payroll</td>
<td>2</td>
</tr>
<tr>
<td>Infopay</td>
<td>3</td>
</tr>
<tr>
<td>Big Red Book</td>
<td>4</td>
</tr>
<tr>
<td>Jefferson Pay</td>
<td>8</td>
</tr>
<tr>
<td>Sage Payroll</td>
<td>17</td>
</tr>
<tr>
<td>Bright Pay</td>
<td>19</td>
</tr>
<tr>
<td>CollSoft</td>
<td>43</td>
</tr>
<tr>
<td>Thesaurus Payroll Manager</td>
<td>47</td>
</tr>
<tr>
<td>OPA</td>
<td>382</td>
</tr>
</tbody>
</table>
Example

- In the majority of cases there is no impact on employers liability and post clean-up the ‘missing’ submissions are available to view.
- For 16 employers lability has been impacted and the national employers helpline are contacting these employers individually commencing 07th January. contact the employer.

<- Liability impacted

<- Liability not impacted
Example - Json

Before:

```json
{
    "timestamp": 1507272408333,
    "employerRegistrationId": "",
    "taxYear": 2019,
    "payrollRunReference": "BP-Month-9",
    "status": "PROGRESS",
    "submittedLineItems": [
        "M9-37527630-1-20190917-133350",
        "M9-71406676-1-20190917-133356"
    ],
    "taxOnIncome": 271.42,
    "prsi": 664.08,
    "usc": 87.05,
    "ipt": 0,
    "submissions": []
}
```

After:

```json
{
    "timestamp": 1576234204949,
    "employerRegistrationId": "",
    "taxYear": 2019,
    "payrollRunReference": "BP-Month-9",
    "status": "PROGRESS",
    "submittedLineItems": [
        "M9-37527630-1-20190917-133350",
        "M9-71406676-1-20190917-133356"
    ],
    "taxOnIncome": 13221.72,
    "prsi": 7628.16,
    "usc": 2669.16,
    "ipt": 87.5,
    "submissions": []
}
```
Issue with ‘delete’ Submissions

- Technical issues during the service outages on the 17th and 18th of December have resulted in a number of delete submission request not processing correctly.
- We have identified the impacted employers and are currently working through the process of cleaning up these issues.
- 220 submissions have been impacted by this issue. The majority of payroll software provides have 10 impacted submissions or less.
PIT Update
PIT Activity

• Open tickets -> 18

• Closed tickets -> 1723

• Users -> 275

• Companies -> 107

• PIT environments upgraded on 08/01/2020
Data Integrity Project Update
Data Integrity Project Update

- Verbal update
Pre-Christmas 2019 Lessons Learned
Performance Capacity

• End of year activity, particularly the week commencing 16th of December was a 250% increase in activity over the same period the previous month.

• This combined with unexpected large scale payslip deletion activity resulted in a degradation in the performance of Revenue services.
  – Additional was added to services to enhance performance on the 18th of December and this will remain in place.
  – A further in-depth capacity review is scheduled and relevant remedial action will be taken if necessary.
Processing Improvements

- **RPNs** – Delays were experience during the pre-Christmas period with the generation and availability of new RPNs for both 2019 & 2020.
  - Tasks have been scheduled to refactor the RPN process to increase performance and promptly alleviate backlog if/when created.

- **Delete payslip** – Unexpected user behaviour and volumes of delete payslip requests resulted in significant backlogs and performance delays.
  - Tasks have been scheduled to refactor the deletion process to cater for larger volumes and create a separate process for handling deletion request from large employers.

- **Large Employers submissions** – Some large employers have experience longer than normal delays in processing submissions.
  - Investigation in ongoing to determine the cause of this issue and relevant remedial action will be taken.
2019 RPNs
2019 RPNs

- Verbal update
Week 53 - 2020
Week 53 - 2020

- Verbal update
Director Payments in 2020 with respect to 2019
Director Payments in 2020 with respect to 2019

- Verbal update
Actions
# Actions Update

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsibility</th>
<th>Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update the metrics to include the % of employers submitting into ROS</td>
<td>Revenue</td>
<td>Covered in slides</td>
</tr>
<tr>
<td>Provide an anonymised example to SUG of the issue and resolution for missing submissions</td>
<td>Revenue</td>
<td>Covered in slides</td>
</tr>
<tr>
<td>Confirm does PIT still truncate data at 90 days.</td>
<td>Revenue</td>
<td>Return Data is truncated in PIT environments after 90 days.</td>
</tr>
<tr>
<td>Amend documentation regarding resetting RPN to 1 at the start of the year</td>
<td>Revenue</td>
<td>In progress</td>
</tr>
<tr>
<td>Provide stats on the number of views/access to EDS</td>
<td>Revenue</td>
<td>Covered in slides</td>
</tr>
<tr>
<td>Update the slides with further explanation on ‘exercise’.</td>
<td>Revenue</td>
<td>Covered in slide pack from 12/12/2019</td>
</tr>
<tr>
<td>Confirm if there is a form employers can use to acknowledge 2019 pay in 2020</td>
<td>Revenue</td>
<td>In progress</td>
</tr>
</tbody>
</table>
AOB

• Next meeting: 13th February 10am

• Meeting schedule for 2020
  – February – 13th
  – March – 12th
  – April – 9th
  – May – 14th
  – June – 11th
  – July – 9th
  – August – 13th
  – September – 10th
  – October – 8th
  – November – 12th
  – December – 10th