PAYE Modernisation
Service User Group 17th January 2019
Agenda

- Live Update
- PIT Update
Live Update
Live Update

Stats from 9am 17/1

• **Payroll Submissions**
  – Completed submissions – >190,000
    • 91% Direct Payroll Reporting
    • 1% ROS Payroll Reporting
    • 8% ROS Manual Reporting
  – Unique number of employers - >79,000
  – Unique number of employees – >1,600,000
  – Employment commencement from payroll events - >80,000
  – Employment cessation events from payroll events - >20,000

• **RPNs**
  – Lookup RPN Requests – >733,000
  – Number of unique employers – >125,000
Slowness on ROS and services 16th Jan

• Issues with slowness on ROS and services on the 16th Jan
  – Successful Lookup RPN - >45,000
  – Successful Payroll Submissions - >19,000
    • Non 200 response – 1,400
    • On the 15th there were 15,000 successful submissions and 500 non 200 response.
    • On 14th there were 14,000 successful submissions and 700 non 200 response
Duplicate RPNs

- Total impacted: ~4,000 employees. Created by a number of scenarios.
Duplicate RPNs

- Request new RPN with employment ID by employer with start date in January 2019 and employee set up employment in 2018 via Jobs and Pensions with no employment ID. 2 RPNs one with an employment ID and one without.
- Revenue working on removing Jobs and Pensions employment. Details on how employer can correct in Hot Topics document.
- ~ 1000 employees
Duplicate RPNs

• Payroll Submission followed directly by a request new RPN. Created 2 employment records, and 2 RPNs, with same employment ID.
• Fix under investigation and Revenue removing the duplicate employment and RPN.
• ~500 employees
Duplicate RPNs

• Employer requested a new RPN for an employee with a ‘W’ PPSN which has been changed to a new PPSN and RPN already created with new PPSN.

• Revenue working on fix to block a new RPN request for a W PPSN that is on longer active. Details on how employer can correct in Hot Topics document.
Duplicate RPNs

• Employer requested a new RPN via ROS with an employment ID and then submitted payroll through software with a different Employment ID. 2 RPNs, one for each Employment ID. Or employer requested multiple new RPNs with different employment IDs.

• Details on how employer can correct in Hot Topics document.
Duplicate RPNs

- Employer received 2 P2Cs in previous years for an employee and received 2 RPNs neither with an employment ID.
- Details on how employer can correct in Hot Topics document.
- ~3,000 employees
Multi Agent Permissions

• If an Employer has 2 agents linked to their Employer Registration number (e.g. a payroll agent and a financial agent), an issue has been identified that results in one of the 2 agents not be able to request RPNs or submit payroll.

• Fix under investigation
Live Update

- Potential Duplicate Submissions
  - where employer, employee, pay date, pay and deductions the same.
  - ~200 employers
  - ~8,000 employees

- If not corrected the employer statement will be overstated if these are really duplicates.
Live Update

• Invalid Line Items (will not be included in statement)
  – ~8,000 line items – excludes line items where another payroll submission for the same employer, employee and pay period combination that didn’t have an error associated with it.
  – Main Errors:
    • Pay date must be in tax year specified in header
    • Duplicate line item ID
    • Employment ID required
    • Employer Reference required where no PPSN
Emergency Tax

• ~25,000 (1.5%)
  – ~1,500 no PPSN
  – ~13,000 first job in the state.
  – ~400 new employment employer did not request new RPN
  – ~10,000 RPN was available and employer did not apply
New RPN Request

• New RPN request and employee did not have any active employment in December 2018.
• 500 error being returned
• Fix underway
Pay Date Post 31/1/19

- Reviewing submissions with pay date > 3/1/19
  - ~1,000 line items
  - Contacting employers as corrections may be required.
PIT Update
PIT Update

• PIT Statistics as of 15/01
  – 30 open tickets
  – 1259 closed tickets
  – 208 Users
  – 86 Companies

• New Known issues
  – Incorrect USC rate for 3rd band. Is currently 4.75, should be 4.5.
AOB
• Next Meeting
  – Service User Group February 14\textsuperscript{th}