PAYE Modernisation
Service User Group Summary Findings 17th January 2019
Agenda

• Live Update
• PIT Update
• AOB
Live Update
Live Update

- Stats as per slides
- Contacting Employers who have yet to make a submission to ensure they know that if they are paying in January they must report the pay and deductions.
- Some may not make a submission in January as they might not have employees until later in the year (Seasonal Employment)

ROS Issues – 16th January

- Acknowledgement message not received by software but if employer checked ROS the payroll was processed. Currently looking at this.
- Some acknowledgement messages were directing to a webpage that didn’t exist – Members of service user group to forward screenshots
Slowness on ROS and services 16th Jan

- People who were not getting a response were getting a HTML error
- There is meant to be a REST response when system is down – redirect was put in place – Conor to talk with his team to diagnose issue
Duplicate RPNs (employee set up employment 2018 and employer request RPN Jan 2019)

- Need to make sure the duplicates match so we can merge them into one employment
- There are about 1000 cases that we are going to clean up after February when most of the payroll submissions have been made
Duplicate RPNs (Request new RPN after PSR)

• Code fix on the Revenue side required
• There are circa 500 cases

**Q:** What are the keys used that cause this?

**A:** Internal keys are different to external keys. However, this is a timing issue which will be fixed
Duplicate RPNs (W number no longer valid - changed to new PPSN)

• Only 4/5 cases
• We are currently working on a fix for this

Q: Will there be a different validation reply?
A: No. It is an invalid PPSN as the W number is no longer active

Q: If it is on the submission will there be a validation error?
A: Yes. It is an invalid PPSN and the W number is no longer active.
Duplicate RPNs (Request RPN with Employment ID & make PSR with different Employment ID)

• This is a payroll issue
• Details on how to correct is on Hot Topics
Duplicate RPNs (Request RPN with Employment ID & make PSR with different Employment ID)

Q: In this instance, can Revenue issue an RPN stating that the employment has ceased?
A: No. If required, this is a schema change and PSDA should bring it to CAB

Q: How can we cease these employments?
A: They can be ceased through ROS by making a NIL submission with a cessation date
Duplicate RPNs (2 P2Cs rec’d for employee in 2018 but no Employment ID on 2 RPNs rec’d)

- There are circa 3,000 cases
- Details on how to fix these are in HOT Topics
Multi Agent Permissions

• 70 agents who fall into the category.
• Treating this with a matter of urgency – No timeline on the fix.
• Advise to ring Helpdesk for workaround
Live Update

• Issue: In relation to deleting a previous submission, the deletion has been delayed. This was done through PIT

• Response: We will look into this

Q: Are there many cases with late submissions

A: These stats have yet to be analysed - We are looking to support people in getting there submissions in.
Emergency Tax

• Nil RPN’s are being issued and employers are putting employees on emergency tax instead
• Some users may override a nil RPN and be put on emergency tax
• Information available on Hot Topics
New RPN Request

• RPN’s are not being created for people who had no employment when the bulk RPN’s were issued last year, a 500 error is being returned
• Fix to go out tomorrow
• This differs to people who are starting their first employment, they are getting RPN’s as normal
Pay Date Post 31/1/19

- As per slide
Live Update - AOB

Issue: Employment ID is Case sensitive – would the Service User Group want this changed?
Response: No

Issue: Payroll reconciliations are not available
Response: We will re-enable it and will let you know when we intend to do this
Live Update - AOB

Q: Any plans to have a test in live facility
   A: There are currently no plans to have a test in live facility

• Exclusion orders – RPN’s will not issue for exclusion order
PIT Update
PIT Update

• See slides
AOB

• Hot Topics – Short URL
• Reference used for software – companies not telling what the software is
• Used SOAP as communication method – no response from webservice if there’s a fault
  – Example of submission ID and we will investigate
• Payroll run reference – use the original reference when correcting week 1 in week 3