

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 liability for a period with a 'missing' submission is impacted Revenue will contact the employer.

Payroll Software	Submissions impacted
ODB Payroll	1
EUROPAYX	1
Quantum Software	1
Sage Business Cloud Payroll	1
Payback Payroll	2
Infopay	3
Big Red Book	4
Jefferson Pay	8
Sage Payroll	17
Bright Pay	19
CollSoft	43
Thesaurus Payroll Manager	47
OPA	382

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 liability has been impacted and the national employers helpline are contacting these employers individually commencing 07th January. contact the employer.

^ Monthly Return						
	01/09/2019	30/09/2019	14/10/2019	23,606.54	11,022.55	12,583.99
Transaction Type	Updated		Liability Effect €	Collections Effect €		
Statement	01/10/2019		1,022.55 ¹	0.00		
Return	15/10/2019		1,022.55	0.00		
From VAT: 01/09/2019-31/10/2019	25/11/2019		0.00	1,022.55		
Amended Return	13/12/2019		22,583.99	0.00		
Payment	02/01/2020		0.00	10,000.00		

<- Liability impacted

^ Monthly Return						
	01/09/2019	30/09/2019	23/10/2019	3,471.49	3,471.49	0.00
Transaction Type	Updated		Liability Effect €	Collections Effect €		
Statement	01/10/2019		3,471.49 ¹	0.00		
Accepted Return	03/10/2019		3,471.49	0.00		
Payment	23/10/2019		0.00	3,471.49		
v Monthly						

<- Liability not impacted

Example - Json

Before:

```
1 {
2   "timestamp": 1568727240833,
3   "employerRegistrationId": [REDACTED],
4   "taxYear": 2019,
5   "payrollRunReference": "BP-Month-9",
6   "status": "PROCESSED",
7   "submittedLineItems": [
8     "M9-3752763D-1-20190917-133300",
9     "M9-7140667E-1-20190917-133356"
10  ],
11  "taxOnIncome": 271.42,
12  "prsi": 664.08,
13  "usc": 87.05,
14  "lpt": 0,
15  "submissions": [
```

After:

```
1 {
2   "timestamp": 1576234304949,
3   "employerRegistrationId": [REDACTED],
4   "taxYear": 2019,
5   "payrollRunReference": "BP-Month-9",
6   "status": "PROCESSED",
7   "submittedLineItems": [
8     "M9-3752763D-1-20190917-133300",
9     "M9-7140667E-1-20190917-133356",
10    "M9-3222160M-1",
11    "M9-7680240E-1",
12    "M9-5400697R-1",
13    "M9-7140667E-1",
14    "M9-16443330A-1",
15    "M9-3626899A-1",
16    "M9-8383640W-1",
17    "M9-7180532F-1",
18    "M9-5871689B-1",
19    "M9-4163239J-1",
20    "M9-7722890B-1",
21    "M9-7247723H-1",
22    "M9-7125234J-1",
23    "M9-3752763D-1",
24    "M9-5144832U-1",
25    "M9-8448171V-1",
26    "M9-4935861F-1",
27    "M9-7402749N-1",
28    "M9-3552542T-1",
29    "M9-7366130R-1",
30    "M9-1501253H-1",
31    "M9-8077404D-1"
32  ],
33  "taxOnIncome": 13221.72,
34  "prsi": 7628.14,
35  "usc": 2669.18,
36  "lpt": 87.5,
37  "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 current 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 pervious 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 experienced 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 experienced longer than normal delays in processing submissions.
 - Investigation is 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

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

AOB

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