INTERNET FILING
2006/2007

SUPERPAY

SUPERPAY Internet Filing 2006/2007

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1 Introduction

1.1 Overview

This 2007 FBI (Filing by Internet) guide describes SUPERPAY's e-filing process for the 2006/7 tax year. Unlike SUPERPAY, the FBI module is **not** multi-year; i.e. a separate program is required for each tax year.

If you have already downloaded Version 1 of the 2007 FBI module for in-year cessations, you should download Version 2 now and use this later version for the remainder of your 2007 returns, since Version 2 is the version that will be supported at year end.

1.2 Your responsibility for FBI filing

SUPERPAY's FBI software is only a small part of the End of Year (EOY) Internet filing process and it is important that you recognise the many steps which **you** need to get right if you are to get e-filing incentives and/or avoid filing penalties. The filing process is the same as last year; i.e.

1. Bureaus need to de-register 'old' clients and register new clients with the Revenue. Individual companies do not need to re-register.
2. You need to download the latest 2007 FBI program from SUPERPAY's website.
3. You need the correct hardware, software and Internet connection. If you have not changed your computer since last year, you already have compatible hardware. If you have updated your firewall or re-organised your server, you need to re-TEST your connection to the Gateway. (On hot-line support we often hear from payroll departments who are initially unaware that IT personnel have, for example, changed their firewall.)
4. You need to close down your EOY files and balance your EOY records. This part of the EOY process is the same whether you file on-line or on paper. This is described in the FAQ (8.) which is on the SUPPORT page of SUPERPAY's website or in the paper booklet we have already sent you.
5. You need to VALIDATE your data and correct any errors before filing.
6. Bureaus need to print paper P35's for clients to sign.
7. You then SEND your VALIDATED data to the Inland Revenue Gateway before the filing deadline.
8. You print and file your e-filing HISTORY and confirmation e-mails so that you have a record of each company successfully filed on-line.

1.3 FBI Program overview

SUPERPAY's FBI module can:

- ❑ TEST your Internet connection to the Inland Revenue Gateway.
- ❑ IMPORT SUPERPAY P14 and P35 data and store it in FBI data files.
- ❑ VALIDATE these FBI files against the Inland Revenue 2006/7 Quality Standard. You then correct any errors in SUPERPAY and IMPORT the data again.
- ❑ Display your P35 for you to complete, ready for sending on-line.
- ❑ SEND 'Test' and 'Live' submissions to the Gateway.
- ❑ Receive confirmation of a successful submission or the reason given by the Inland Revenue for a rejected submission.

1.4 FBI program changes since 2006

The main changes are:

1. The MAIN SCREEN display has changed.

   For example, when you highlight a company, the P35 totals for that company are automatically displayed. (If you select a range of companies the fields are left blank.) In addition, more options are now accessed directly from this screen. In particular, the IMPORT, SEND and QUERY options are displayed at the top of the screen and the VALIDATE and HISTORY options are displayed in the lower section. Last year these options were accessed via the FILE and COMPANY drop down menus, and some users did not make full use of all the options available.

2. The MAIN SCREEN now has an ERRORS column.

   The ERRORS column shows if you have any validation errors which need to be corrected. This column is automatically updated if you change your data and consequently introduce VALIDATION errors which were not initially present.

1.5 How this guide is organised

Since most SUPERPAY users filed on-line last year, this guide is primarily written for companies who are already familiar with SUPERPAY's FBI module. There is a separate 'New users' chapter at the back of this guide so that experienced users can read through this guide in sequence without having to constantly skip over sections which apply only to new users.

- ❑ Chapter 1 is this INTRODUCTION.
- ❑ Chapter 2 tells you how to INSTALL the FBI module, set up your FBI passwords and TEST your CONNECTION to the Gateway.
- ❑ Chapter 3 tells you how to IMPORT your payroll data into the FBI module.
- ❑ Chapter 4 explains how to view and correct VALIDATION errors.
- ❑ Chapter 5 explains how to complete your P35 so that it can be filed on-line. It also explains how you can confirm what employees will be filed.

- ❑ Chapter 6 explains how to SEND your data to the Revenue and find out what's happened to your submission.
- ❑ Chapter 7 covers the remaining FBI options.
- ❑ Chapter 8 is for New Users.

1.6 Inland Revenue registration - user ID

If you filed by Internet last year, use the same Inland Revenue User ID and password as last year. If you have lost last year's password and need a new PIN, it takes up to 7 working days to get a new one from the Revenue.

1.7 Bureaus - client registration

If you filed by Internet last year, you do not need to re-register on-going clients. You need to de-register 'old' clients who may have ceased trading or who are now with different Agents. You should also 'register' new clients (see below).

New clients

Our experience of how the system works in practice is that client registration has no effect on the e-filing Incentive; i.e. **you** need to be registered as an Agent but if your clients are small and their EOY data passes the Revenue's validation checks they will receive the Incentive even if you have not pre-registered them. (For the past two years, EOY data for 'unregistered' clients has been accepted by the Revenue and 'passed full validation' in exactly the same way as data from 'registered' clients.)

However, if you want to both send **and receive** PAYE information on-line you need to register clients with, for example, signed paper FBI (2) forms. When you take on a new client, forward a signed FBI (2) to the Revenue and the new client will then be added to your list of 'Authorised' clients.

As an alternative to paper FBI (2) forms, you can register clients on-line. However, this on-line registration is no easier than paper FBI (2)'s and we don't recommend this method.

Our advice on registration

We advise bureaus to register, where possible, new clients before filing their EOY data. There is nothing in the FBI module which prevents you from filing 'unregistered' clients on-line. However, when you register a client, the Revenue checks the PAYE reference. Since incorrect PAYE references are a major source of on-line filing errors, this is a useful service.

In addition, from April 2008, you will not have the choice of whether to register medium and large companies since you will need to be able to both send **and receive** all in-year P45's etc. on-line for such clients.

In-year forms

When you register a client for on-line filing, the Revenue will send all future in-year forms for that client to your mail-box. Many SUPERPAY users do not want this, and have changed the setting on the Inland Revenue's website back to paper in-year forms. If you change the setting, you will continue to receive all tax code changes etc. on paper rather than on-line. This is acceptable to the Inland Revenue **until** April 2008, when all medium and large companies will need to handle in-year forms on-line.

1.8 Mailing list

The FBI program and instructions are regularly updated on SUPERPAY's website. To ensure that you know when updates are available 'SUBSCRIBE' to SUPERPAY's email list. Go to:

www.superpay.co.uk

and click on DOWNLOADS. Then click on SUBSCRIBE and SEND us a blank email (with the default email 'subject' of subscribe). We will then email a confirmation reply to you. On this email, click REPLY to confirm. There is no charge for our mailing service.

We do not send attachments with our emails; we simply inform you when the program or manual has been updated. It is then up to you to download an update. If you received emails last year, you do not need to SUBSCRIBE again unless you have changed your email address.

We cannot add you to SUPERPAY's email list; this is something that you need to do. If you have a separate IT department, it is good practice for both the IT and payroll departments to 'subscribe' independently so that the IT department will know **when** to update your software, and you will know **what** changes have been made to the program.

At any time you can remove your email address from our mailing list. To do this, go to SUPERPAY's website, click on DOWNLOADS and click on SUBSCRIBE as described above. Change the email subject from SUBSCRIBE to UNSUBSCRIBE and send a blank email to us.

1.9 Updates

Each year there are usually several changes to the FBI program after the initial release. It is essential that you use up to date versions of both SUPERPAY and FBI module when you access the Inland Revenue Gateway. New versions are posted on our website *www.superpay.co.uk* as soon as they are released. With our main SUPERPAY program we send CD's several times a year in addition to updating our website. The FBI module is different; we notify you of program changes **by email only**.

It is up to you to download updates as soon as you are informed of a software change.

1.10 Version 1 of the FBI 2007 module

If you have already downloaded Version 1 of the FBI 2007 module you still need to download Version 2. The file format of the data submitted is exactly the same for both Versions, but the screens on Version 2 have changed. In addition, you can **not** access Version 1 submissions from the Version 2 module. Version 2 is the **only** version which will be supported at year end.

1.11 Subcontractors

1. You do **not** e-file CIS36 forms. If you have subcontractors, for the 2006/7 year end print a paper CIS36 just as you have always done, and enter the total subcontractor tax deducted in line 23 of your P35 totals.
2. Enter any CIS25 deductions which can be offset against your PAYE payments in the P35 totals (line 28).

From 6th April 2007, there will be a new CIS system with no CIS36 (or equivalent). There is a separate 2007 CIS module for the new CIS system.

1.12 Split companies

In accordance with Inland Revenue rules, you can only e-file **one** P35 for each PAYE reference. There is **no** exception to this. There is nothing new in merging 'split' companies between last year and this year. See 5.5 and 7.8 for more details.

1.13 Amendments

You cannot 'undo' a submission. Once you have e-filed a complete submission for a company, the Gateway rejects any subsequent submission(s). If you realise that you have made a mistake on a company that has already been filed, e-filing amendments are not straightforward, and you cannot use SUPERPAY's FBI module to file any changes.

So, you need to VALIDATE your data as much as possible to minimise the need for amendments. Sometimes amendments can't be avoided but you should not submit a file as a 'live' submission if you know that you will need to amend it later - e.g. if there is an outstanding year end bonus.

See 6.21 below for more details of amendments.

1.14 Screen shots

Software changes regularly and some screen shots in this manual may not agree with the screens that you see on your computer. If the differences are significant, a separate manual update will be posted to our website in a downloadable PDF format. However, Inland Revenue EOY messages may change without prior notice, and so may not be documented on our website. In addition, since software developers do not have access to the 'live' site prior to

6th April it is not possible to show you in this manual the successful SEND, HISTORY, and ERROR screens which you will see when you send your data to the 'live' Inland Revenue site.

1.15 Licence Agreement and copyright

SUPERPAY's FBI module and instructions are copyright Computastore Ltd. When you download the module you are asked to confirm acceptance of the terms in the Licence and are asked to confirm again when the module is first used.

1.16 Inland Revenue standards

Quality Standard

For e-filing incentives and to avoid e-filing penalties, your data must satisfy the Quality Standard. This specifies the format of your data and what combination of data is acceptable; e.g. you can't have a male receiving SMP. To successfully file on line, **all** your data needs to meet the Quality Standard. SUPERPAY's FBI module VALIDATES your data. You then correct any errors in SUPERPAY, import the data again and only file when there are no errors; i.e. when your data passes the Quality Standard.

Payroll Standard

This is not the same as the Quality Standard. The Payroll Standard covers:

1. the IR computer specification for calculating tax, NI, SSP etc.
2. how the operator should interact with a payroll program to achieve correct results.

SUPERPAY has always conformed with the Inland Revenue specification for calculating tax, NI, SSP, etc. However, the Payroll Standard requires more standardization at the point of input than SUPERPAY insists on. As long as the program calculates the right answers (which SUPERPAY does) it is acceptable to the Inland Revenue for you to enter NI numbers etc. later, even though this does not conform with the Payroll Standard.

2 Installation

2.1 Overview

This chapter tells you how to install SUPERPAY's 2007 Version 2 FBI module. If you have IT support personnel, they should carry out this installation and TEST your connection to the Inland Revenue Gateway. If you don't have an in-house IT specialist, this chapter guides you through the Installation process. You may need to be logged on as an Administrator to install the module.

If you are a bureau and major system changes to your computer system are planned, it would be better for your on-line filing process to bring any changes forward to before 6th April or leave them until after you have filed all your companies.

Version 1 of the FBI 2007 module was released in June 2006 to allow bureaus to file in-year cessations. However, Version 2 is the only version which will be supported at year end. If you have already downloaded Version 1, you need to download Version 2 now.

2.2 System requirements

1. You need:
   - ❑ Microsoft Windows Vista™ **or**
   - ❑ Microsoft Windows® XP with Service Pack 2 (Professional or Home edition) **or**
   - ❑ Microsoft Windows® 2000 with Service Pack 4.

   SUPERPAY's FBI module does **not** work with Windows ME or Windows 98. If you have either of these, you need to upgrade your computer if you want to use SUPERPAY's FBI module. Alternatively, if you have a small payroll you could log on to the Inland Revenue's website and use the Revenue's on-line software to file your return and claim your e-filing incentive.
2. You need Microsoft's .NET Framework 2.0 or 3.0 on your SUPERPAY computer. (If you have Windows Vista on your PC, .NET is already installed.)
3. SQL SERVER EXPRESS is not used with the 2007 FBI Version 2 module so you do not need to install it as a separate program on your PC.

Internet Connection

You need an Internet connection on your SUPERPAY PC so that you can download the FBI module and any required system software to that same PC.

Broadband is preferable for large companies or multiple company submissions. If you do not have Broadband, a dial-up connection should work. However, bureaus on a dial-up connection should only file small numbers of companies at a time rather than file large batches which risk a 'web-exception' time out if the Inland Revenue site is very busy.

Networks

If your SUPERPAY PC is part of a network see 2.8 below.

2.3 Confirm which version of Windows you are using

Before proceeding, you need to confirm your PC has a compatible version of Windows (as described in 2.2 above) and find out how much memory you have.

Hold down the Windows key (i.e. the flying window key between CTRL and ALT) and press the PAUSE/BREAK key (top right of your keyboard) to display a System Properties window. (On a laptop you may also have to press the FN (function) key.)

Diagram 1: System properties window

Check your version of Windows and memory. If you have a compatible version of Windows but don't have the correct Service Pack, download the software you need from Microsoft's website before proceeding. Service Pack downloads are free but can take a long time to download.

2.4 Microsoft downloads

If you successfully used SUPERPAY's FBI module to file on-line last year and **have not changed your computer setup** you already have all the required systems software, and can now proceed to 2.5 below. If you have changed your computer system in the past year, follow the instructions in Chapter 8 for New Users.

New Users should skip now to Chapter 8 for details of what free Microsoft software you may need to download before you can run SUPERPAY's FBI module.

2.5 Download FBI module

At this point, it is assumed that you have on your PC:

1. a compatible version of Windows (including Service pack).
2. Microsoft's .NET Framework 2.0 or 3.0.

If not, go to Chapter 8 for details of how to download what you need. When you have these software requirements in place, follow the instructions below to install the FBI module on the computer of the operator who will run Internet Filing.

Go to our website *www.superpay.co.uk* and click on the DOWNLOADS tab at the top of the screen. In the:

DOWNLOAD INTERNET FILING for 2006/2007

section, left-click on:

DOWNLOAD INTERNET FILING 2.x

where 2.x is the current version number. (You may need to scroll down to see this link.) This is a standard Windows download. For those of you unfamiliar with the process we have included detailed instructions. If you already know how to download Windows programs from a website, follow the on-screen instructions. When complete, skip to 2.7 below.

2.6 Download FBI module - detailed instructions

When you left-click on DOWNLOAD INTERNET FILING 2.x a standard Security window is displayed. The format depends on your browser and will probably look like this.

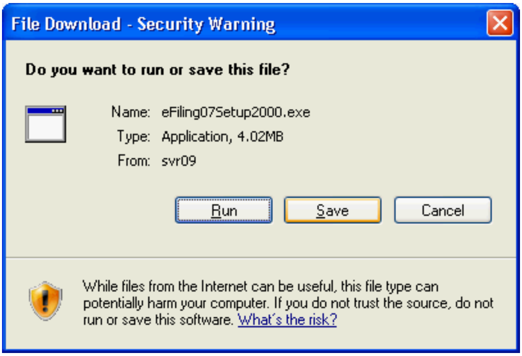


Diagram 2: Standard Security Window

To proceed, click on RUN or OPEN - whichever option is displayed. You are then asked if you want to run this software (the exact screen format depends on your browser).

Diagram 3: Security Warning

Check that Computastore Ltd is the publisher and click on RUN.

The Setup Wizard is then displayed.

Diagram 4: FBI Setup Wizard

Click NEXT and the Licence Agreement screen is displayed.

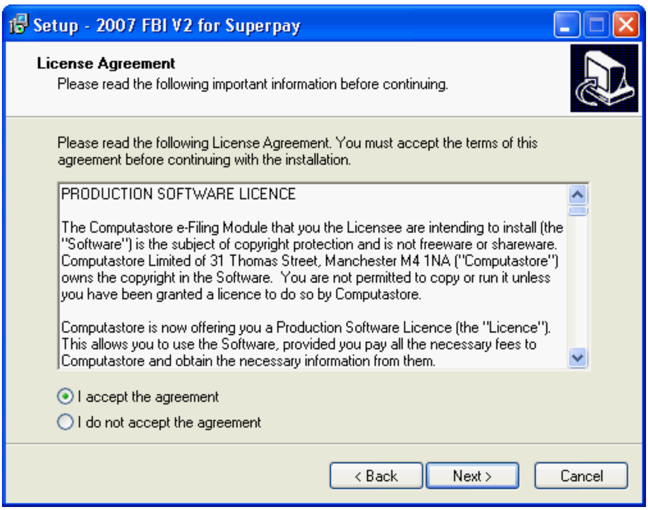


Diagram 5: Licence Agreement

When you have read the Agreement, tick 'I ACCEPT THE AGREEMENT' and click on NEXT. You are then asked where you want to install the FBI module.

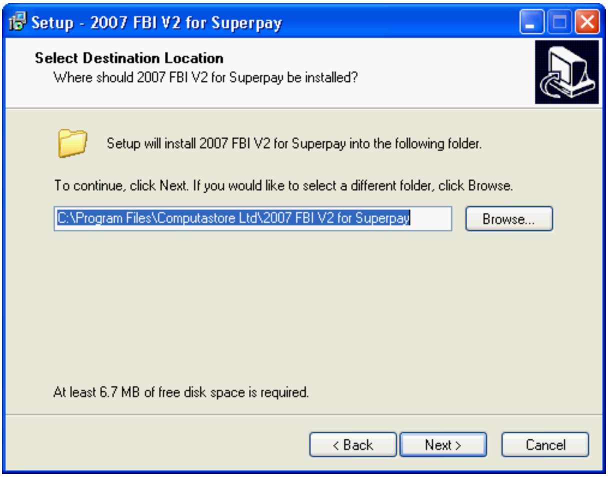


Diagram 6: Choose install location

Install the 2007 FBI module on the PC of the operator who will run Internet Filing. Install it in the default directory rather than the C:\SUPERPAY directory. (You may have to be an Administrator to access or update this directory.) Click NEXT to continue. A confirmation window is then displayed.

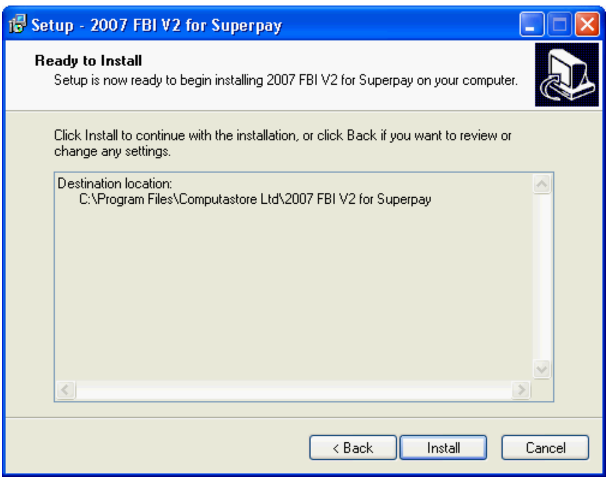


Diagram 7: Confirm installation details

Click INSTALL to start the installation. A progress bar is displayed.

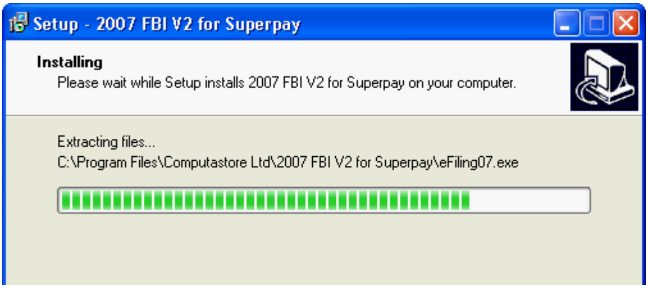


Diagram 8: Installation in progress

When the installation is complete, the following screen is displayed.

Diagram 9: Installation complete

Click on FINISH to close this window, and then click X on the top right of the SUPERPAY website screen to go back to your desktop.

2.7 FBI icon(s)

You will now see the 2007 FBI icon on your desktop.

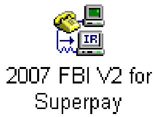


Diagram 10: FBI Icon

Unlike SUPERPAY, there is a separate FBI module (and icon) for each tax year. We suggest you always keep the current and previous years' FBI icons on your desktop so that you can easily access your most recent FBI data.

Delete oldest icon

If you filed by Internet for 2005 and 2006 you now have three FBI icons. If your desktop is crowded, you may wish to DELETE the 2005 icon (i.e. right click on the icon, and left click on DELETE). DELETING an icon does not remove the previous year's FBI program or files. You will still be able to access these by clicking on START/All Programs/ Computastore Ltd and selecting the required program; e.g. Internet Filing 2005 for SUPERPAY.

2007 icon for in-year cessations

If you have already downloaded Version 1 of the FBI module, you now have two 2007 icons. However, Version 2 can not read Version 1 data. Since any companies you have already filed with Version 1 have ceased trading, rather than have two 2007 icons on your desktop you can delete the Version 1 icon. (If you need to go back to view a Version 1 submission, you can click on START/All Programs/ Computastore Ltd etc. rather than click on an icon.)

2.8 FBI module and networks

Each operator installs and runs the FBI module on their own PC. The 2007 FBI Version 2 module can IMPORT SUPERPAY data from anywhere on a Network, but the files it creates for Internet filing are stored on each operator's local PC. This means that even if your operators share SUPERPAY directories, they can **not** share 2007 FBI files across the network. (This differs from last year when you could share files if you already had SQL Server installed on your server.)

Example

You have one SUPERPAY directory on your server shared by three operators A,B and C. Install the FBI module on each operator's PC and each operator will then be responsible for those companies that they IMPORT from SUPERPAY into their own FBI module.

Operator A will **not** be able to access operator B or C's FBI files, and operator B will **not** be able to access operator A or C's FBI files etc.

Comparison with SUPERPAY

On a network, when an operator opens a SUPERPAY company, SUPERPAY locks that company, and a different operator can access any other company in the directory. The FBI module is different. Each operator can work only on those companies displayed on their own FBI MAIN SCREEN.

Set up networked PC's

1. You enter the same Agent details in each operator's FBI module (on their own PC).
2. Each operator is responsible for sending their own FBI files to the Revenue.
3. You need an internet connection on each operator's PC.
4. If SUPERPAY data is on a PC with no Internet connection, install the FBI module on the 'Internet' PC and import the SUPERPAY files across the Network to the FBI module. (Some users have SUPERPAY on a PC with no Internet connection, or which is still on Windows 98.)

2.9 Run FBI program

Double click the 2007 Version 2 FBI icon which is now on your desktop. The first time you do this, the FBI Licence Agreement is displayed. Click YES if you agree to the terms and wish to proceed.

If an 'APPLICATION INITIALISE' error is displayed, you do not have .NET 2.0 or 3.0 installed on your computer. If this error is displayed you need to download this software - see Chapter 8. When the download is complete, click on the 2007 FBI icon again and see if it runs. If you still get an 'APPLICATION INITIALISE' error, you probably haven't downloaded .NET 2.0 or 3.0 correctly - in which case, try again. (Some users are initially confused by the Windows downloads screens and a second attempt is often successful.)

2.10 Administrator

The **first time** you run the FBI module, you need to set up your FBI Administrator details.

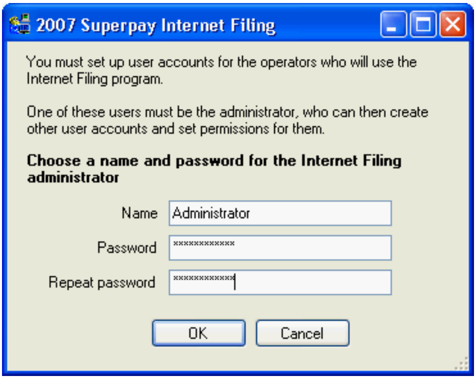


Diagram 11: FBI module - Administrator Screen

(Even if you only have one operator running one payroll, you still need to set up this FBI Administrator screen.) Now, enter a name and password and click OK to proceed.

2.11 General notes on passwords and security

The password system has not changed since last year. However, even if you filed on-line last year you need to set up 2007 FBI password(s) since the 2007 FBI module is completely separate from the 2006 module. (The password(s) can be the same as last year.)

The three types of password in the FBI module

1. FBI password(s)

   The FBI module stores confidential data that is not included in your SUPERPAY files and so needs separate password protection. You need to set up at least one FBI password - known as the FBI Administrator's password.

   You will be asked for this password each time you go into the FBI module. You then rely on the passwords **already** set up in SUPERPAY to protect the data for individual companies.

   If you want to use **only** SUPERPAY passwords, choose the AUTO LOG-IN option (see below).
2. SUPERPAY password(s)

   At various points, the FBI module asks for a Level 2 SUPERPAY password. If you don't use passwords in SUPERPAY, the FBI module will not ask this question.

   - If you have only one SUPERPAY password, enter that password when the FBI module asks for a Level 2 password.

- ❑ If you have two passwords in SUPERPAY; e.g. a weekly and monthly password, enter the monthly password when the FBI module asks for the level 2 password.
- ❑ Payroll bureaus sometimes have no SUPERPAY passwords for their clients' data and a password for their own 'private' payroll. In this case, the FBI module asks for a SUPERPAY password **only** when you want to access the 'private' payroll.

3. Inland Revenue User password

   This is the password chosen by you when you first registered for on-line filing. Before sending data to the Revenue, you will need to enter this password on the FBI module - see 4.2.

Entering passwords

Passwords are case sensitive, and you need to use the same combination of upper and lower case letters each time you log in. (Make sure that you do not have your CAPS LOCK key inadvertently on when you first set up your password.)

2.12 Main screen

If this is the first time you are running the FBI module, the MAIN SCREEN is then displayed.

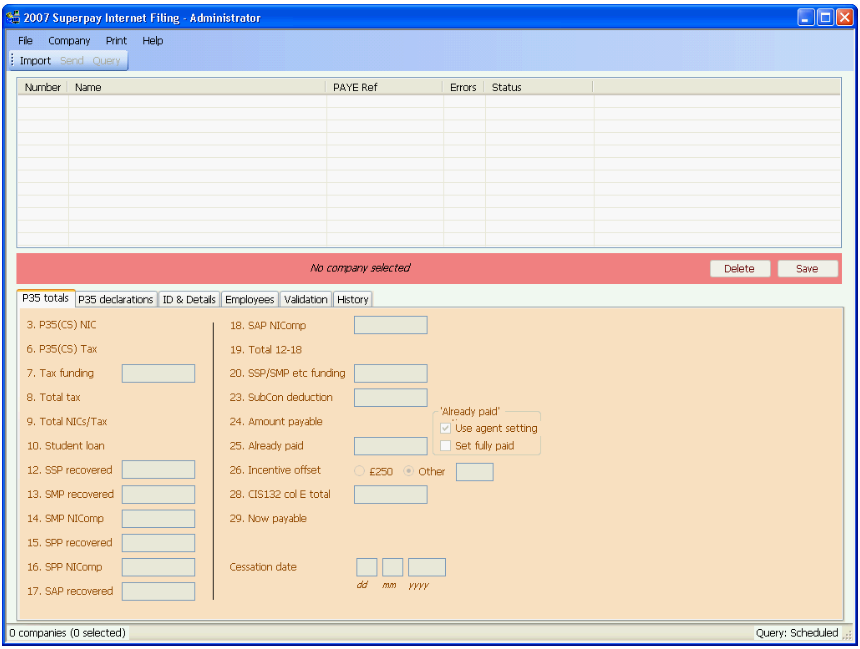


Diagram 12: FBI module - Main Screen

This MAIN SCREEN normally lists the companies you have IMPORTED from SUPERPAY into the FBI module. Since you have not yet IMPORTED any data, the list is currently empty.

Log in

If you have already run the FBI module, you will asked to log in **before** the MAIN SCREEN is displayed.

Diagram 13: Login Screen

If this screen is displayed, enter your Administrator/User name and password and click OK.

Lost Administrator name and password

If you lose your FBI Administrator's password, you can remove that password altogether by entering a code which we can provide as follows.

1. Telephone our hot-line to explain that you have lost your password.
2. Post or fax us a note asking for the FBI Administrator password RESET number. This note needs to be on letterheaded paper and signed by an official of your company.

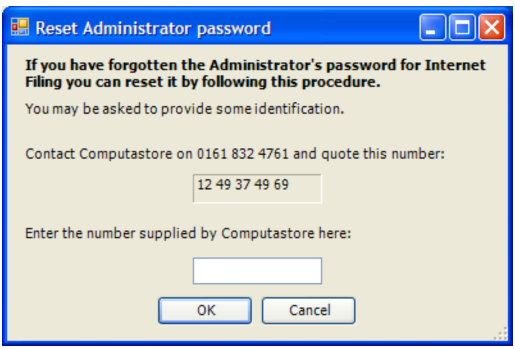


Diagram 14: Password re-set screen

3. Telephone our hot-line again, quoting the number displayed when you click on RESET on the Log-in screen.
4. We will provide a computer generated number for you to enter on this RESET screen.
5. You then start again; i.e. this procedure lets you set up a new FBI Administrator password rather than informing you what your existing password is.

This procedure ensures that we do not inadvertently allow an unauthorised individual to remove a password set up by an Administrator.

(Last year we found that most users requiring this RESET service had simply forgotten what they had entered the first time they loaded the FBI module **or** IT personnel had installed the FBI module and had not passed on the FBI Administrator's password to the payroll department.)

2.13 Auto log-in

The next step is to select AUTO LOG-IN if required. If this option is not needed, skip now to 2.14 below.

Q1. Why would I want Auto log-in?

If you choose this option, in future no-one will need a password to log-in to your FBI 2007 Version 2 module; i.e. the log-in details that you have just entered will be automatically used and the log-in screen will not be displayed. This is useful if you are the only operator or if all operators have equal access to the FBI files and you are not concerned about outsiders accessing the data.

Select Auto login

On the MAIN SCREEN, click on FILE (at the top left of the screen). Click on the AUTO LOGIN option in the drop down menu. The drop down menu disappears and the option becomes active. (You can confirm this by clicking on FILE again. The AUTO LOGIN option now has a tick next to it.).

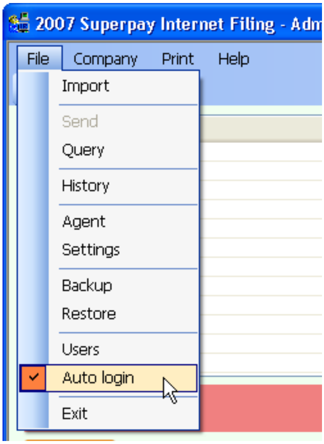


Diagram 15: Auto-Login option active (i.e. ticked)

However, just because the log-in screen will no longer be displayed does not mean that there is no password. It is just that you are not asked for it. If you choose AUTO LOGIN, you still need to make a note of the FBI Administrator's details.

Revert to no Auto login

If you want to reverse your choice, on the MAIN SCREEN click on FILE and then click on the AUTO LOGIN option again to deactivate the option and go back to the MAIN SCREEN. (You can confirm this by clicking FILE again. There is no longer a tick next to AUTO LOGIN.)

2.14 Test connection

Why you need to run this now

The TEST CONNECTION option confirms your FBI program's ability to successfully interact with the Inland Revenue Gateway. This is not the same as your ability to log on to the Revenue website. Some users have firewalls and network permissions which inadvertently stop their FBI module from interacting properly with the Gateway. This option identifies if there is a problem with your setup which needs to be resolved before year end. (If you filed by Internet last year and have not changed your computer setup or firewall, your TEST CONNECTION **should** work OK but it is important to confirm this.)

If you have a network and installed the FBI module on several PC's, you need to TEST the CONNECTION on each PC.

What you do

First make sure you are connected to the Internet. Then click on HELP/TEST CONNECTION.

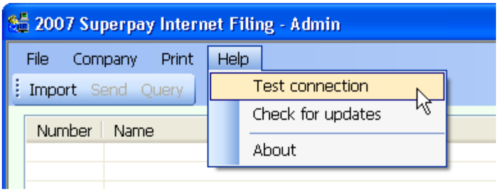


Diagram 16: Help/Test Connection option

The following screen is then displayed.

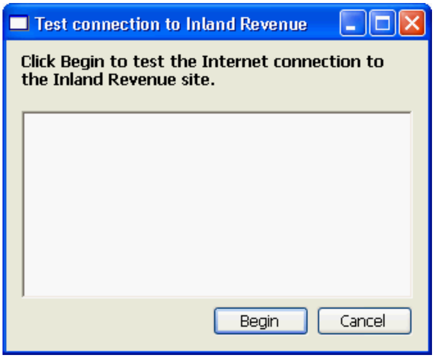


Diagram 17: Run Test Connection

Click on Begin. You should soon see a SUCCESS response. (The test is usually very quick.)

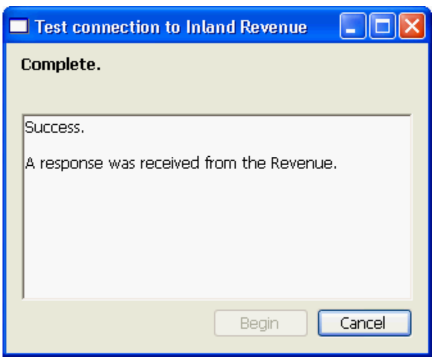


Diagram 18: Successful Test Connection

Click CANCEL to close this window. As long as you do not change your network settings or firewalls in the meantime, your computer should be able to log on the Gateway for 'live' submissions.

Failed TEST

If you do **not** get a SUCCESS message, try again a few minutes later since the FAILURE could be caused by the Inland Revenue site being temporarily off-line.

If you still get a FAILED message, check whether you can access other websites. If you can connect to other websites, contact our hotline and we will do the TEST from our office. If we can't get a SUCCESS message we know that the FAILURE is caused by the Inland Revenue's site being off-line and you should try the TEST again a few days later. If, on the other hand, we can successfully connect at the same time as your TEST fails, then you need to investigate why your setup fails - e.g. do you have you an unusual firewall? You may need to call in your IT expert to resolve such a failure if it occurs.

Timing of TEST

You should run this TEST CONNECTION **before** year end so that you have time to sort things out if the TEST fails. If you filed on-line last year, the TEST may still fail if you have changed your system in the past year e.g. you may have new firewalls. Everyone should carry out this TEST each year.

2.15 Enter settings

You now need to enter your email address(es) and printer details on the FILE/SETTINGS screen. On the MAIN SCREEN, click on FILE.

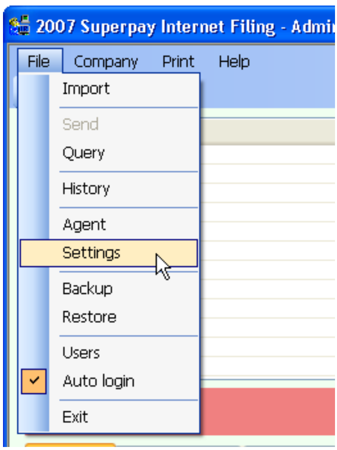


Diagram 19: File/Settings option

Click on SETTINGS to display the following screen.

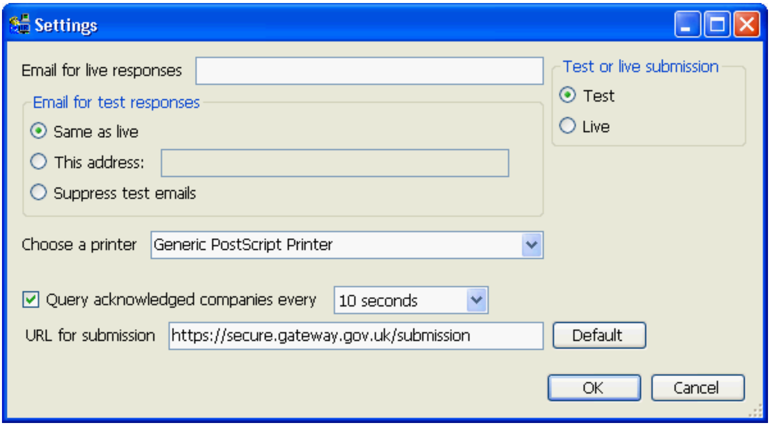


Diagram 20: Settings screen

Email addresses for Inland Revenue confirmation emails

1. Reason for these fields

   When your LIVE **or** TEST submission has been successful, the Inland Revenue sends you the following confirmation e-mail:

   Successful Receipt of Online Submission for Reference 999/XX999.

   You get the **same email** whether your submission is a TEST or a LIVE submission; i.e. this email is **not** a confirmation of a successful LIVE submission. It simply informs you that your computer has successfully sent End of Year data to the Revenue.

   The Revenue is aware that this causes confusion and this year they may change the wording, but until they do, we recommend that you enter different email addresses for your LIVE and TEST confirmation emails. This will help you differentiate between LIVE and TEST submission results.

   You can also discard TEST emails altogether (i.e. select the SUPPRESS TEST EMAILS option).

   Note: These emails, whilst useful for documentation, do **not** prove that you have successfully filed on line. Your submission HISTORY gives you that.

2. What you do

   Enter the relevant email addresses. If you leave all the fields blank, the Revenue will send responses to the email address you entered when you first registered for Internet filing. (This address could be very out of date - e.g. from 2004/5 - if you have been filing on-line for several years.)

Select a printer

The FBI module prompts a printer from your Windows setup. If you want to use a different printer from the one prompted, click on the printer you want from the drop down list.

Dial up connection and Query

SUPERPAY's FBI module does work on dial-up connections. However, on a dial-up system, the background QUERY function needs to be disabled so that the FBI module is not trying to access the Inland Revenue site when there is no internet connection.

If you do **not** have broadband, untick the QUERY ACKNOWLEDGED COMPANIES EVERY XX SECONDS box at the bottom of the SETTINGS screen now.

Note: It does not matter if you do not understand what this box is for at this stage (the QUERY function is explained in Chapter 6). The important point is to untick this box if you have a dial-up connection.

Close window

At this stage, do **not** enter any other fields on this screen. Click OK and the MAIN SCREEN is re-displayed.

2.16 End this session

You can now close the FBI module and go into SUPERPAY to export your payroll data. Both the FBI module and SUPERPAY can be open at the same time and you can simply minimise the FBI module when you load up SUPERPAY. However, if you are running the module in full-screen mode, you should close the module to end the session, and move now to Chapter 3.

2.17 FBI updates

The Inland Revenue provides each software supplier with statistics of how many companies have been filed with each version of their e-filing software. From these statistics we can tell that some large bureaus did not update their FBI module at all during the filing period.

This is still early days for on-line filing and you, as installer, should expect the FBI module to change during the filing period. Software developers do not have any special access to the Revenue's live site to test their products before 6th April and it is only when large scale filing commences on 6th April that some issues come to light. Last year - 2005/6 - there were 5 updates during the filing period.

Please ensure that whoever is in charge of installing your FBI software is on SUPERPAY's mailing list. They will then receive notification of updates which need to be downloaded. If you want to know more about this email service please refer back to 1.8 in this manual.

3 Import Superpay data

3.1 Overview

This process is the same as last year. Following on from Chapter 2, you should now have your 2007 FBI module on your PC. The next step is to OUTPUT your SUPERPAY data in a format which can be IMPORTED into the FBI module.

Before proceeding, you should check that you have an up to date version of SUPERPAY to OUTPUT your data.

1. Load SUPERPAY in the usual way and check that the version number on the opening Logo screen is 3.16.02, 3.17.00 or later.
2. If you have an earlier version (e.g. 3.16.00), go to *www.superpay.co.uk*, click on DOWNLOADS and follow the onscreen instructions to DOWNLOAD the latest version. The DOWNLOAD follows standard Windows conventions. If you need help with this process, follow 8.10 below in the New Users section.

3.2 Check where SUPERPAY data is stored

Following on from 3.2, on the MAIN MENU hold down the ALT key and press F10.

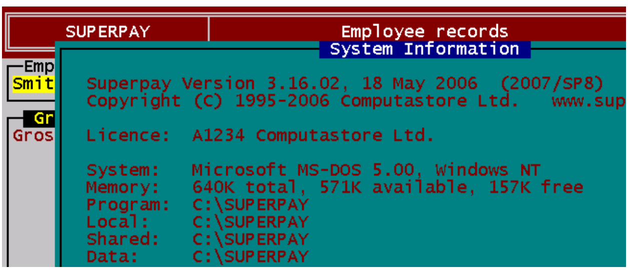


Diagram 1: Location of Superpay data

The line starting with **Data:** shows where your SUPERPAY data is - usually C:\SUPERPAY. Make a note of this location; you will need to enter this in the FBI module before you can IMPORT your SUPERPAY data. Press EXIT to re-display the MAIN MENU.

3.3 Run Internet Filing export option

Choose option 6, YEAR END.

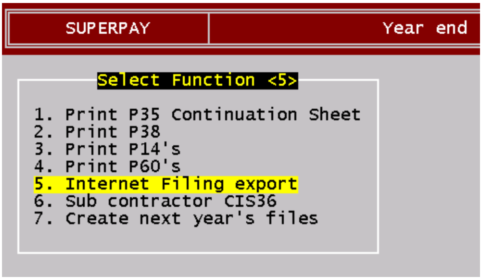


Diagram 2: Internet Filing Export option

Choose option 5, INTERNET FILING EXPORT. SUPERPAY displays your company numbers for you to OUTPUT your data to disk. For the majority of users, this option is straightforward.

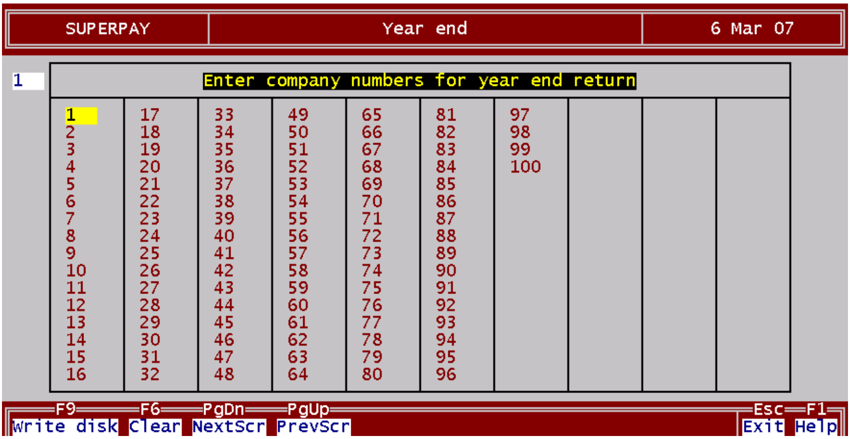


Diagram 3: Company Selection screen

The first 160 companies are shown. (If you run the single company version, only number 1 is listed.) Press F9 to output **all** companies.

- ❑ To remove a company from this list use your cursor keys to move the highlight to the company. Then use the space bar to blank out the company number. Then press F9.
- ❑ If you only want to output a few companies from a long list press F6 to CLEAR **all** the companies from the screen. Then enter the numbers you want to output.

Write disk

Press F9 (WRITE DISK) to output your data in the format required for the FBI module. When the companies have been written, EXIT back to the MAIN MENU. If you have no queries on this option, go now to 3.6 below.

3.4 FAQ on Internet Filing export

If your computer asks you unexpected questions or your list of companies is not as you expected, refer to the Questions below.

Q1. Can I run Internet Filing export even though it isn't year end?

Yes. The INTERNET FILING EXPORT option can be run at any time and does not harm your existing payroll data in any way.

Q2. When I choose Internet Filing export no menu is displayed.

If an error message is displayed instead of a menu you have not updated your SUPERPAY program to version Version 3.16.01 or later.

Q3. Some of my companies are not listed on the Company Selection screen for Internet Filing export.

INTERNET FILING EXPORT selects only those companies which have data in ADDRESS line 1 (CO. RECORD, Screen 1) and in the PAYE REFs. fields (CO. RECORD, Screen 2).

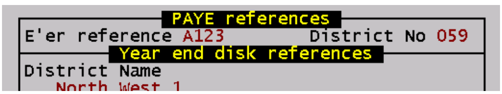


Diagram 4: PAYE references on Company Record Screen 2

Complete these fields for the missing companies and re-run INTERNET FILING EXPORT.

Is there a quick way to see what fields are missing?

Print sample report 924 which lists the PAYE references for all your companies. If there are no missing references, then it must be Address line1 which is missing. Complete the missing fields and then go back to INTERNET FILING EXPORT.

How do I print sample report 924?

You need to copy report 924 into your USER REPORTS menu where you can PRINT it or view it on SCREEN. (We suggest you copy to User Report number 324). If you have not yet copied this report (or you can't get into the USER REPORTS option):

1.Go to UTILITIES, option 3, REPORT DESIGN.
2. Press F7 and tell SUPERPAY to copy layout 924 to layout 324.
3. Press SPACE to copy the layout.

4. When the prompt is re-displayed, EXIT back to the MAIN MENU.

Now go to USER REPORTS, enter 324 and press F10 to print.

If Internet Filing Export only requires Company address line 1, do I need to complete the full address for each of my clients?

No. Only Address Line 1 is mandatory for on-line filing. The remaining Company address lines are optional, but must have a valid format if they are not blank. However, since you need to print paper P60's for your clients' employees, you may want complete addresses anyway.

Q4. Some demo/obsolete companies are displayed on the Co Selection screen. Do I have to remove them from the list each time I run Write disk?

No. You can stop a company appearing on the list either by deleting it or by removing company address line 1 from the Co Record, Screen 1.

How do I delete a company?

Go to UTILITIES, FILE MAINTENANCE and choose DELETE. However, DELETE erases all historic data for a company and if you want to keep data from previous years in case of queries from the Inland Revenue etc. you should instead remove company address line 1 as described above.

Q5. I have more than 160 companies. How do I see the remaining companies on the Year End Company Selection screen?

Press PAGEDOWN to move to the next screen. As you move between screens, the screen number (1 to 7) is displayed in the top left of the screen. When you are on screen 7, PAGEDOWN redisplays Screen 1. You can output up to 999 companies in total (the maximum number of SUPERPAY companies you can have in any one directory).

Q6. Why does WRITE DISK stop and ask for the SSP reclaimed by a company?

SSP reclaim is calculated on a month by month basis. If you run SUPERPAY for the whole year for a client, SUPERPAY calculates the SSP reclaim for you, and will not ask this question. However, SUPERPAY cannot do the calculation for you if there is an e'ee with SSP in the SICKNESS BEFORE DIARY so the screen waits for you to enter the **total** value of SSP reclaimed by the company for the year. You can enter the value here or press EXIT to ignore the question and enter the value later in the P35 tab in the FBI module.

3.5 Import SUPERPAY data

Now that you have run INTERNET FILING EXPORT and completed your setup procedures, run the FBI module again (or maximise it).

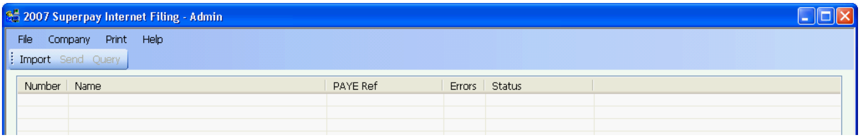


Diagram 5: Import SUPERPAY data

On the MAIN SCREEN, click on IMPORT to display the IMPORT screen.

Import screen

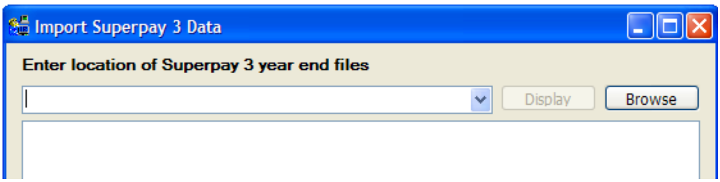


Diagram 6: Import Screen

At this stage, the location box is blank. Enter the location where your SUPERPAY data is stored. Either type in a location; e.g. C:\SUPERPAY or click on BROWSE and select a location which then appears in the location box. (If you don't know what to enter here, go back to 3.2 above to find out where your SUPERPAY data is stored.)

When you next use this IMPORT option, the previously selected location is displayed. You can then leave this location field unchanged, select another location from the drop down list of previously selected locations, or BROWSE to select another location.

Display option

As soon as you enter a location, you can click on DISPLAY to list the companies in that directory which are waiting to be IMPORTED.

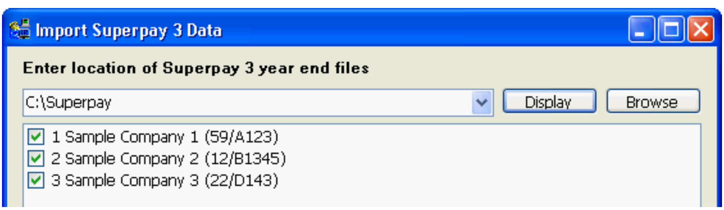


Diagram 7: Import Screen - Display company list

No companies displayed

If no companies are displayed, either you have not correctly exported your companies from SUPERPAY **or** you have the entered the wrong data file location - see 3.3 or 3.4 above.

Select which companies to Import from list of companies

The ticks show which companies will be IMPORTED. The default is all companies ticked.

Select all/Clear all options

Diagram 8: Import Screen - Select/Clear All

For an individual company, these options (at the bottom of the screen) have limited value but for a bureau, it is really useful to select or clear ALL companies without having to tick or untick each company. To select only a small number of companies, click on the CLEAR ALL option and then tick those companies that you want to IMPORT at this time.

Company Count

The count at the bottom of the screen tells you how many companies are on the list, and how many you have selected for IMPORTING. This count is very useful if you have more than one screen of information.

Click on Import

A progress bar is displayed during the IMPORT. If you only have a small number of companies, the IMPORT function is very quick. When complete, the word COMPLETED is displayed at the bottom of the screen. Click on CLOSE to return to the MAIN SCREEN where you will now see a list of your IMPORTED companies.

Re-import

If for any reason, you wish to IMPORT a company again, you need first to go back to SUPERPAY and OUTPUT the company again using the INTERNET FILING EXPORT option.

3.6 Next step

The next step is to enter your ID and list any errors using the VALIDATION option described in Chapter 4. If there are no errors - i.e. the Errors column is blank - go to Chapter 5.

4 Validate your data

4.1 Overview

Following on from Chapter 3, you now have your imported SUPERPAY company(s) displayed on the MAIN SCREEN.

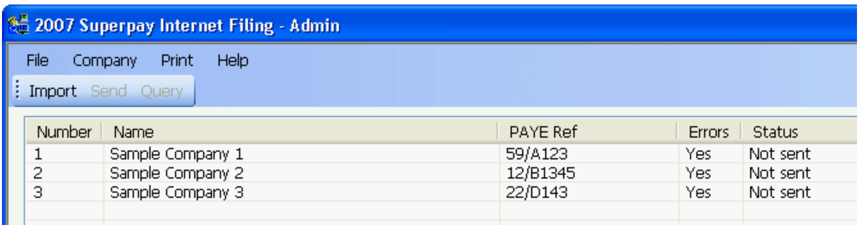


Diagram 1: Main Screen - with Imported Companies

4.2 Set up ID

You now need to set up your ID. What you do next depends on whether you are an Agent - i.e. filing on behalf of clients - or filing your own company.

Agent ID

Click on FILE and then click on AGENT from the drop down list.

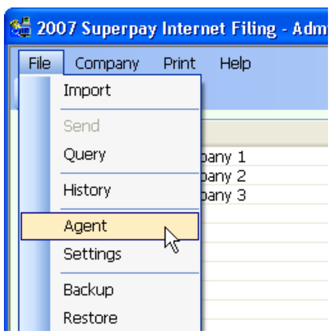


Diagram 2: File Menu - Agent selected

The following screen is then displayed for you to enter your Agent details.

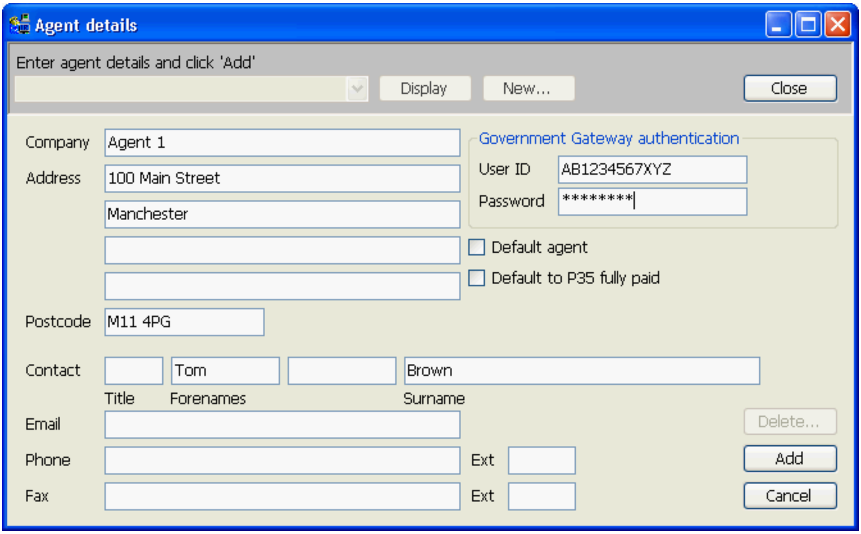


Diagram 3: Agent ID screen

1. The company name, address etc. fields are self explanatory.
2. You don't have to enter a title in the contact name but you need to enter at least one contact forename and the surname.
3. You can leave this email address blank if you have set up at least one email address in your FILE/SETTINGS tab (See 2.15 above).
4. In the User ID field enter the User ID allocated by the Inland Revenue when you registered for on-line filing. This is **not** your Gateway Agent Identifier which you use on FBI 2 forms; the User ID is personal to your company and is not disclosed to your clients.

   In previous years, the FBI Agent screen included both User and Gateway Agent Identifier ID's. However, the Gateway Identifier is not sent with your clients' EOY e-filing data and it has been omitted from this year's AGENT DETAILS screen since it is not needed.
5. Enter the password you use for accessing the Gateway. You should enter a maximum of 12 characters here. Even though you can access your mail-box on the Inland Revenue website with a password of more than 12 characters, the Gateway rejects any password of 13 or more characters.
6. Leave the DEFAULT TO P35 FULLY PAID box for now, until this concept has been explained in the P35 section of this manual - see 5.8 (point 8) below.
7. There is a DEFAULT AGENT box which is greyed out. This is for those bureaus who have registered with the Revenue under more than one name. This box is greyed out here because there is only one Agent. If you want to set up another Agent, click on NEW.
8. Click on ADD and then CLOSE to return to the MAIN SCREEN.

Individual companies

If you are filing one company's data - i.e. you are not a bureau - on the MAIN SCREEN click on the ID & DETAILS tab.

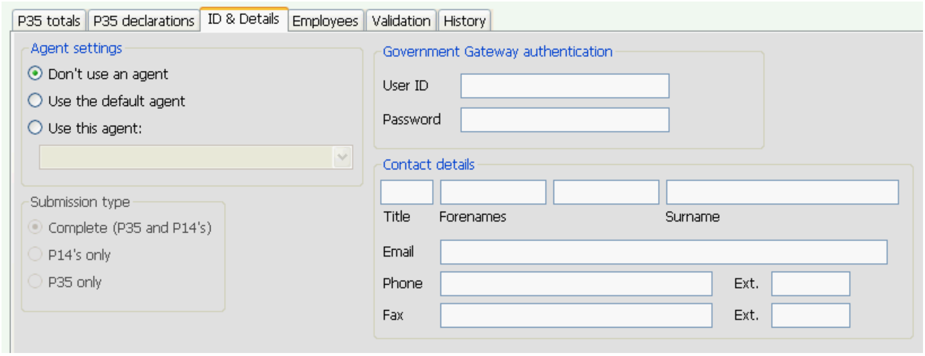


Diagram 4: Company ID tab

Agents do **not** enter any details on this ID & DETAILS tab; this tab is for individual companies who are filing their own data.

1. Agent settings - click on the DON'T USE AN AGENT setting. (This field is new for 2007.)
2. In the USER ID field, enter the User ID allocated by the Inland Revenue when you Registered for on-line filing.
3. Enter the password you use for accessing the Gateway. Enter a maximum of 12 characters. Even though you can access your mailbox on the Inland Revenue website with a password of more than 12 characters, the Gateway rejects passwords with 13 or more characters.
4. You don't have to enter a title in the contact name but you need to enter at least one contact forename and the surname.
5. You can leave this email address blank. The important email address(es) are the addresses you entered on the FILE/SETTINGS screen (see 2.15).
6. Do not change the SUBMISSION TYPE tick box at this stage. This is for future enhancements. The current Version of the 2007 FBI module does complete submissions only.
7. Click on SAVE. The screen display doesn't change until you choose another tab - see 4.5 below.

4.3 No errors

If you have no errors - i.e. the ERRORS column is blank for all the companies listed on the MAIN SCREEN - skip the remainder of this chapter and move onto Chapter 5.

4.4 Why you need to view and correct your validation errors

When you file on-line, **all** your data must satisfy the Inland Revenue 2007 Quality Standard. This Standard specifies the format of your data and what combination of data is acceptable; e.g. a male can't have SMP. If you send invalid data to the Revenue, it will be rejected. Unlike the paper system, even an insignificant error such as an apostrophe in the wrong place causes a company's whole submission to fail.

The FBI module does **not** force you to view and correct all your VALIDATION errors before SENDING your submission, and calls to our hotline show that some users submit their data without VALIDATING it beforehand. However, it is a waste of time sending data which could have been corrected **before** submission. In addition, even though the Revenue lets you know the reason for a failed submission, the Revenue's error messages are not always in a user friendly format. For example, a Revenue message might refer to a 'parsing' error or an error in the 'body tag'.

The VALIDATION tab lists your errors so that you can correct error(s) before submitting your data. You should only file a company when the ERRORS column is blank for that company.

When you IMPORT a company, the FBI module automatically validates your data and displays YES or NO in the ERRORS column. This validation process continues in the background. Each time you make a change to a company's data, the FBI module checks for VALIDATION errors and updates the ERRORS column if required.

Note: There are some errors VALIDATE can't pick up - e.g. errors in your PAYE reference - so there is no guarantee that your data will be accepted by the Revenue even when the ERRORS column is blank.

4.5 View validation errors

The next step is to display your Validation errors. When you have entered your ID, most companies on the list should show NO in the ERRORS column. If all the companies show YES in the ERRORS column, you have probably not set up your ID details as described above since it is highly unlikely that **all** your companies have errors.

If you have ERRORS, select the VALIDATION tab and click on one of the companies which has YES in the ERRORS column. Click on the first company to highlight it (in blue). Then click the VALIDATION tab.

If the company is protected by a SUPERPAY password, the FBI module asks you to enter it now.

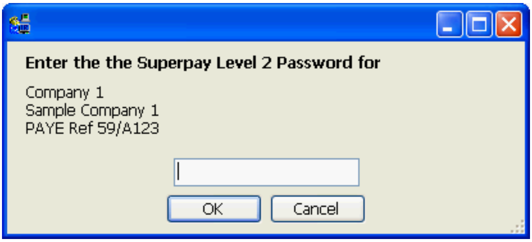
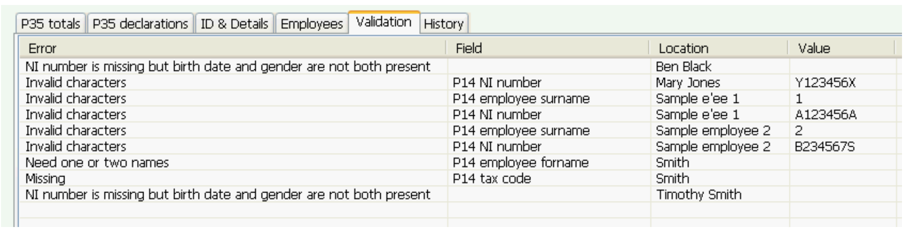


Diagram 5: Enter Company's SUPERPAY password

If this password screen is displayed and you don't know what to enter, refer back to 2.11 above. Enter your password if required and your Validation errors are listed.


P35 totals | P35 declarations | ID & Details | Employees | Validation | History

Error	Field	Location	Value
NI number is missing but birth date and gender are not both present		Ben Black	
Invalid characters	P14 NI number	Mary Jones	Y123456X
Invalid characters	P14 employee surname	Sample e'ee 1	1
Invalid characters	P14 NI number	Sample e'ee 1	A123456A
Invalid characters	P14 employee surname	Sample employee 2	2
Invalid characters	P14 NI number	Sample employee 2	B234567S
Need one or two names	P14 employee forname	Smith	
Missing	P14 tax code	Smith	
NI number is missing but birth date and gender are not both present		Timothy Smith	

Diagram 6: Validation error list

The four column headings are self explanatory. VALUE shows the contents of the field which needs correcting. (If the field is needed but missing, the value is blank).

4.6 Common validation errors

1. Sender ID Missing etc.

You have not yet entered your ID as described in 4.2 above.

2. NI number - wrong format

If there is an NI number in the employee's record, it must be in the format:

XX 99 99 99 X (i.e. 2 letters, 6 numbers, 1 letter)

If a number is not in this format, an 'Invalid character' or 'Invalid prefix' error is listed and you need to correct the number or remove it. If you do not know what number you should use, you are then in the situation where you have no NI number, so see below.

Inland Revenue Personal Reference (IRPR's)

The Inland Revenue issued some IRPR's which start with two numbers e.g. 66N12345. These references are **not** NI numbers and fail the Quality Standard even though they have been issued by the Revenue.

When SUPERPAY's INTERNET FILING EXPORT option comes across an IRPR, it outputs a blank NI number (i.e. the IRPR stays in the employee's SUPERPAY record but is not included in your e-filing data). So, if you have an IRPR, for e-filing it is as if you have no NI number and you must have a valid DOB and gender field.

3. NI number - wrong prefix or suffix

There is a list of approved NI prefix combinations e.g. in 2006 WA was acceptable, WG was not. This list is updated each year. If a pre-fix is not approved, the error may show up as 'Invalid character' or 'Invalid prefix'. Similarly, there is a list of acceptable suffixes; e.g. D is acceptable, H is not. You need to correct an incorrect prefix or suffix.

TN temporary NI numbers

Some users still have temporary NI numbers in the format TN DD MM YY X where DDMMYY is the employee's DOB, and X represents the gender. These TN numbers fail the Quality Standard. The way the FBI module deals with these numbers is exactly the same as 2006 and 2005, and so is not repeated here.

4. NI number missing

You do **not** need an NI number to satisfy the Quality Standard if the DOB and Gender fields are both filled in. However, you cannot leave all **3** fields blank.

If there is no NI number and no DOB, SUPERPAY's INTERNET FILING EXPORT slots 01/01/01 in the DOB field for e-filing. **You** still need to enter the employee's gender in the MALE/FEMALE indicator field on SUPERPAY.

If you have no NI number and no DOB, but have entered the gender, no Validation error is shown since the FBI module uses a DOB of 01/01/01 for e-filing. (Note: The employee's SUPERPAY record remains unchanged.)

5. NI number missing and no gender

This error is self explanatory. You either need a valid NI number, **or** a DOB and MALE/FEMALE indicator field. You cannot leave all three fields blank.

6. A and H suffix or leading zeros in tax codes

A and H tax code suffixes have not been valid for some time. Similarly, apart from 0T, leading zeros in a tax code are invalid. (E.g. K089 and 0503L both fail, K89 and 503L are valid.) You can run payrolls for such codes, but SUPERPAY's INTERNET FILING EXPORT option does not recognise the code as valid and does not pass it to the FBI module. Such invalid codes then show up on your error list as:

Error: Missing; **Message:** P14 tax code

and it is not immediately obvious what is wrong (e.g. you go back to the employee's record and can see that the tax code is not missing). You need to change the suffix or remove the leading zero.

If the code has the wrong suffix, it is not just a question of changing the suffix to T. You need to check with your local tax office what the employee's code should be. The numeric part of the code may be wrong since it will not have been uplifted when all valid codes were last increased (e.g. in April 2006 all L suffix codes increased by 14). Last year a few users still had some H suffix codes in their SUPERPAY records.

7. **Missing forename**

   An employee's name field must include at least one character for the forename (e.g. an Initial). You cannot just have a surname (e.g. Jones). This error shows up on your error list as, for example:

   Error: Need one or two names; **Field:** P14 employee forename; **Location:** Jones

8. **Invalid characters in name fields**

   The most common error is using zero instead of O, but numbers, *, brackets, hyphens with spaces either side, and other unusual characters are all invalid. You have to remove such characters. (Note: You can have hyphens with no spaces either side; e.g. Smith-Jones is acceptable, Smith - Jones is not.)

9. **Missing ECON or SCON numbers or used with wrong NI codes**

   If you have been using a contracted out NI code (e.g. D code) you need an ECON or SCON number to identify the pension scheme. If the ECON or SCON number is missing, you need to correct the employee's or company's record.

   Checksum failure

   A checksum failure error is caused by an incorrect ECON or SCON number.

10. **Other errors**

    There are also errors caused by incorrect totals in an employee's record; e.g. a total in NI gross with no corresponding NI. These errors are usually self explanatory, and usually apply to companies which have been set up with incorrect totals mid-year.

4.7 Fix errors

If there are errors you need to fix them in SUPERPAY and then IMPORT the company again.

1. Go back to SUPERPAY

   If there are errors you need to fix them in SUPERPAY. By having SUPERPAY in a window (rather than running it full screen), you should be able to have both SUPERPAY and this FBI Error list displayed at the same time and can use the display to identify what needs correcting in SUPERPAY.

   If you run SUPERPAY in full screen mode, you can still have both the FBI module and SUPERPAY open at the same time, and minimise the FBI module as you make each correction in SUPERPAY and then bring it back again to see the next error etc.

   Then re-run the INTERNET FILING EXPORT option to output the revised data.

2. Import the data into the FBI module

Go back to FILE/IMPORT and tick the company or group of companies you want to IMPORT again - see 3.5. The IMPORT re-sets the P35 so it is important to correct any SUPERPAY VALIDATION errors before completing your P35 tabs.

3. Check Errors column

   If YES is still displayed in the ERRORS column, either you have not successfully IMPORTED the company again or you have not successfully corrected your errors. Highlight the company, click on the VALIDATION tab and see what still needs correcting.

4. Repeat as often as needed

   Repeat this process as often as required until there are **no** errors for that company.

4.8 Select next company which has errors

Once you have opened the VALIDATION tab, you move through the companies with errors simply by clicking on a company listed on the MAIN SCREEN display.

5 Finalise data for filing

5.1 Overview

Following on from the previous chapters, you now have VALIDATED data in your FBI module and TESTED YOUR CONNECTION to the Inland Revenue Gateway. This chapter explains how to complete a P35 and check your list of employees ready for submitting your EOY return on-line. The SENDING of data to the Revenue is covered in Chapter 6.

5.2 Year end procedures

Question 8 in the FAQ 2007 booklet summarises SUPERPAY's Year End procedures which apply to all payrolls, whether you file on-line or on paper. The FAQ booklet is also available in a PDF format on the SUPPORT page of SUPERPAY's website *www.superpay.co.uk*. There are four points which are worth stating here:

1. SUPERPAY is a multi-year program so you do not need to close down and file your 2006-7 data before you run Week 1/Month 1 payrolls.
2. You must reconcile the total paid to the Revenue with your payroll totals before finalising your P35. If there is a difference, you need to persevere and find and correct any errors before filing your data on-line.
3. You print the P60's which you give to your employee's in SUPERPAY, using the free forms supplied by the Revenue.
4. If you are filing on-line, do not send paper P14's or a paper P35 to the Revenue.

If you have any other queries about year end, refer to Question 8 in the FAQ booklet.

5.3 P38A employees

P38A employees can be filed on a paper P38A even if you file other employees' data on-line.

- ❑ If your P38A e'ees have been set up on SUPERPAY, SUPERPAY automatically files them with your P14 data. In this case, do **not** complete a paper P38A for these e'ees.
- ❑ If you have not entered your P38A e'ees on SUPERPAY - e.g you process their wages manually - you can complete a paper P38A rather than set them up.

Paper P38A's do not affect the £150 e-filing incentive.

5.4 Check your FBI version

Before proceeding, check now that you are using the most up to date version of the FBI program. (The program may have been updated since you last downloaded it.) Click on HELP and then CHECK FOR UPDATES.

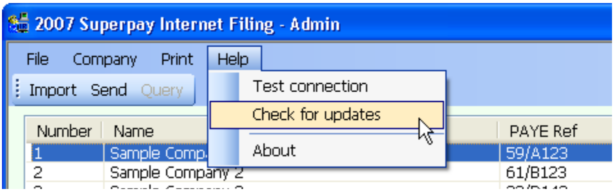


Diagram 1: Check for updates menu option

The CHECK FOR UPDATES screen is then displayed.

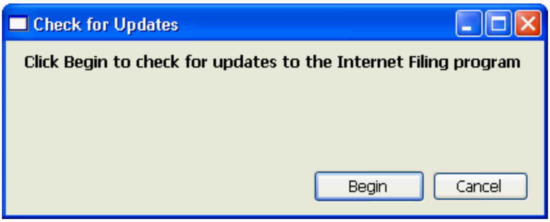


Diagram 2: Check for Updates

Click on BEGIN. The FBI module will tell you if there is a more up to date version on SUPERPAY's website. If there is, download the FBI module again (as described in Chapter 2). Make sure that you close the FBI module first; i.e. you can not update a program while it is still open.

If SUPERPAY's website indicates that there is an also an on-line update for this FBI manual, download and print the notes in PDF format.

5.5 Do you need to import your data again?

In Chapter 4, you IMPORTED your data and corrected any errors. Have you since made any changes to your 2006/7 data in SUPERPAY? Changes in SUPERPAY are **not** automatically incorporated in your FBI data.

Key Point:

When you change something in SUPERPAY, you have to output the changed data to the FBI module.

5.6 Have you checked there are no validation errors

You should only proceed to the next step when the ERRORS column shows that there are no Validation errors.

5.7 Merge 'split' companies

You can file only one 'complete' submission for each PAYE reference. When a 'complete' submission has been received by the Revenue, the Gateway rejects any further 'complete' **or** 'part submissions' for that PAYE reference.

If your employees are 'split' into separate SUPERPAY companies for administrative reasons but all the companies have the same PAYE reference, you need to MERGE the companies' year end data so that you can file the companies as **one** complete submission.

If your organisation does not need to MERGE any files, skip now to 5.8 below.

What you do

Those companies which have the same PAYE references and need to be MERGED are shown as bold on the Company List on the MAIN SCREEN.

Number	Name	PAYE Ref	Errors	Status
1	Sample Company 1	59/A123	Yes	Not sent
2	**Sample Company 2**	**61/B123**		**Not sent**
3	Sample Company 3	22/D143	Yes	Not sent
4	**Sample Co 4**	**61/B123**		**Not sent**

Diagram 3: Split companies shown in bold (same PAYE ref)

1. Choose which company will be the main company. In the above list, is Company 2 or Company 4 the main company? What will be the group name for on-line filing?
   - ❑ If necessary, change the name and address on the main company's SUPERPAY record to be the 'group' name and address. E.g. You have two hotels, Lake View Hotel and Rowanside, both with the same PAYE reference. The PAYE Group Name registered with the Revenue is ABC Hotels Ltd, based at the registered office. **Before** IMPORTING your data, change the name and address of the main company to ABC Hotels Ltd etc.
   - ❑ Similarly, the Surname first (y/n) flag is taken from the main company so you need to set up your surnames consistently for all the companies you want to combine.

2. Highlight the main company, click on COMPANY, and then click on MERGE.

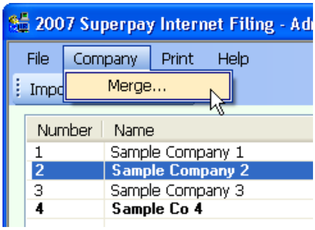


Diagram 4: Select Merge menu option

3. A pop up screen displays all the companies which have the same PAYE reference as that company.

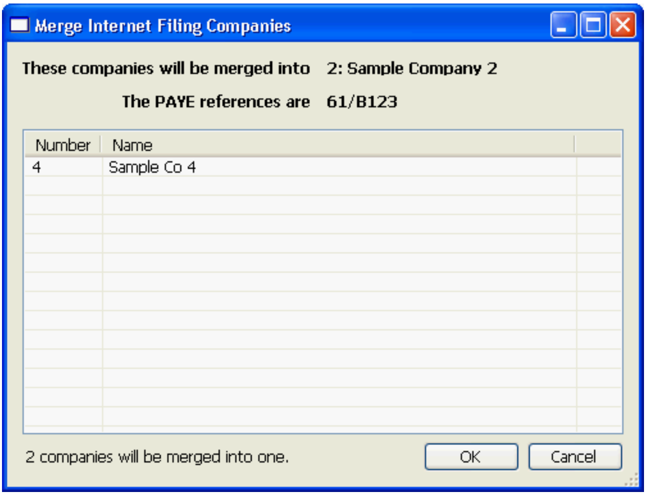


Diagram 5: MERGE option

Click OK to MERGE these companies into one 'group' company.

What the MERGE option does

1. MERGE combines the companies and only the Group company is now displayed on the MAIN SCREEN.
2. MERGE allocates the first SUPERPAY password that it comes across to the combined company. It will then only ask you to enter a password for a company if it differs from this.

Employee numbers

It does not matter if you have duplicate employee numbers when you combine data for on-line filing.

'Split' companies at different sites

Some bureaus run only part of a client's payroll; e.g the bureau does the directors' payroll and the remaining wages are done in-house by the client. Do **not** file your 'part' as a complete submission; you may need to MERGE the different 'parts' together before filing.

5.8 P35 totals tab

When the ERRORS column shows no errors, you can finalise your P35(s). On the MAIN SCREEN highlight the company you wish to process. The P35 totals IMPORTED from SUPERPAY for that company are then displayed in the P35 tab. (If you are in another tab - e.g. VALIDATION - you may need to click on the P35 tab first.)

This tab corresponds to Pages 2 and 3 on the Inland Revenue paper P35 form.

Change fields

Diagram 6: Saving P35 details

When you change one of the fields on this P35 tab, you need to click on SAVE to apply the change and update the totals - e.g. if you enter some SSP, the total payable only changes when you click on SAVE.

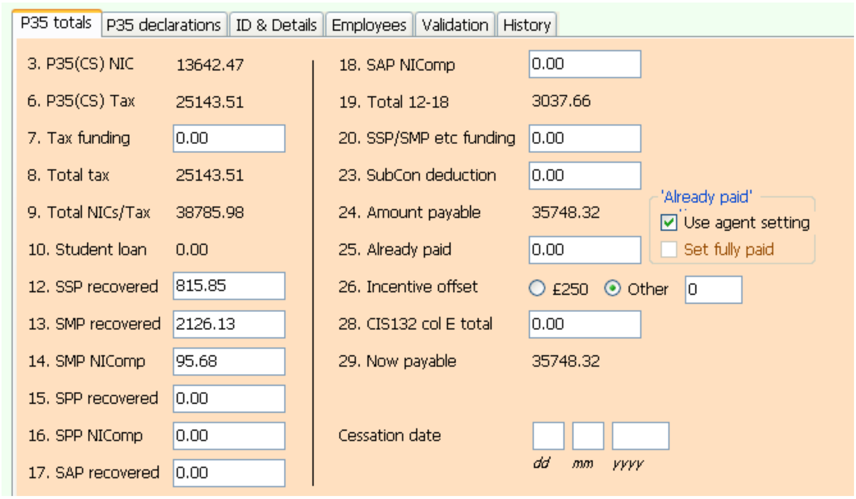


Diagram 7: P35 totals tab

1. Check what you will be filing

Check that the displayed P35 figures agree with your MONTHLY SUMMARY report printed in SUPERPAY. This visual check confirms that the data that you are about to file is up-to-date. This is essential because the FBI module and SUPERPAY use different files. When you change some data in SUPERPAY, it is not automatically changed in the FBI module. If you do **not** carry out this visual P35 check for **each** company just before you file your data, you may inadvertently e-file data which is VALID but is not up to date.

If you are a small company with a straightforward payroll, you may not need to enter anything other than tick last year's Incentive on this screen, but you should still visually check this screen rather than assume that the figures are correct.

2. Totals which can't be changed on this screen

On this P35 tab you can only type into the white boxes. If you do not agree with a total in one of the fixed fields, go back to SUPERPAY and change your payroll records as appropriate. Run INTERNET FILING EXPORT again to OUTPUT the revised data from SUPERPAY, and then IMPORT the company again. When you return to this P35 tab you will see the revised total(s).

3. Recovered SSP/Parental Pay

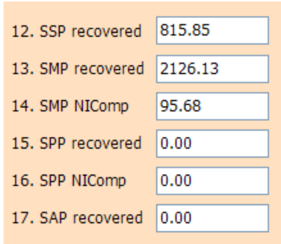


Diagram 8: SSP and Parental Pay Details

If you've reclaimed SSP or PARENTAL PAY during the tax year check the SSP and PARENTAL PAY RECOVERED fields now. If you have no reclaim, go to 4. below.

You should pay particular attention to the pence. The Recovered figures on this screen are calculated on the totals for the year while your MONTHLY SUMMARY figures were calculated month by month. So, any rounded figures shown on this P35 TOTALS tab could differ by a few pence from the total of 12 rounded amounts. Enter what you have actually reclaimed. If there is more than a few pence difference, you need to find out why and change your SUPERPAY records accordingly.

4. SSP in the 'Before Diary'

If you set up an employee **mid-year** who had SSP before you took over the payroll, you may have Sickness in the SICKNESS BEFORE DIARY. (If you haven't entered anything in the SICKNESS BEFORE DIARY, go on to 5. below.)

If INTERNET FILING EXPORT found an e'ee with SSP in the BEFORE DIARY, the screen waited for you to enter the total value of SSP reclaimed by the company. If there is any reclaim and you pressed ESC for SUPERPAY to insert zero and move on to the next company, you now have to enter the reclaim on this tab.

5. Optional fields

The remaining white boxes are optional fields which you now enter if needed.

6. Subcontractors (line 23)

Enter the total tax deducted from subcontractors as shown on the CIS36 report produced in SUPERPAY. This total is **not** automatically transferred from SUPERPAY to the FBI module.

7. Already paid (line 25)

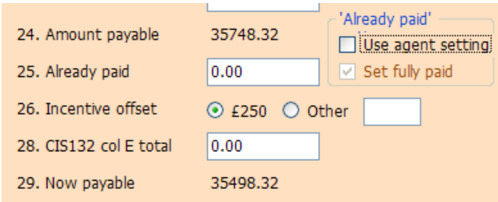


Diagram 9: Amount Paid Details

❑ What to enter

You need to tell the Revenue the total amount paid during the year (e.g. from your yellow payments booklet). With paper returns, many companies completed their P35 at the same time as they calculated their final payment to the Revenue. Thus, it was not uncommon to show 11 months' payments as ALREADY PAID and enter March's PAYE instalment as NOW PAYABLE. With on-line filing, it is best to enter the total of all 12 months' payments as ALREADY PAID even if you are filing before 19th April when March's payment is due.

❑ How to enter this amount

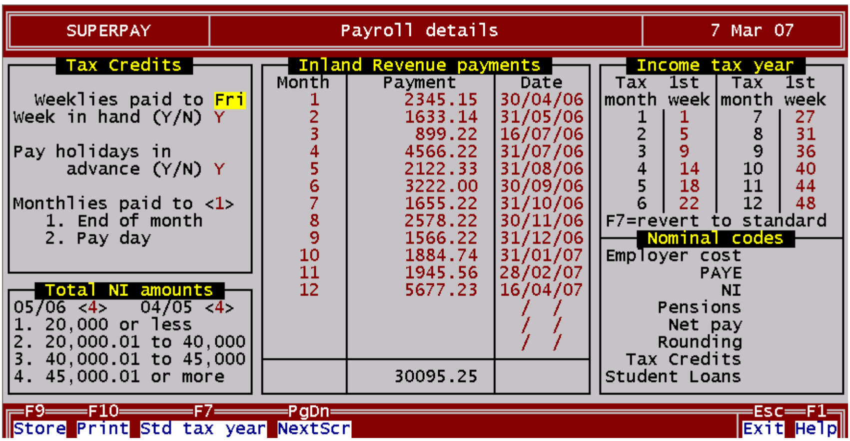


Diagram 10: Co Record - Screen 3, Total paid

1. If you enter the amount paid each month on Screen 3 of your SUPERPAY Company Record, the FBI module automatically shows the total here. In the above example, £30,095.25 will be transferred from SUPERPAY into this box.

2. You can type in the total paid. If line 25 is greyed out, untick whatever is ticked in the ALREADY PAID options box, click on SAVE to apply the change and then enter the amount.

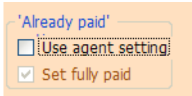


Diagram 11: Clear Already paid settings

3. You can tick the SET FULLY PAID option (you may need to untick the USE AGENT SETTING and click on SAVE first). Then click on SAVE. This tells the FBI module to enter whatever figure is required to ensure that zero is shown in the NOW PAYABLE box 29.

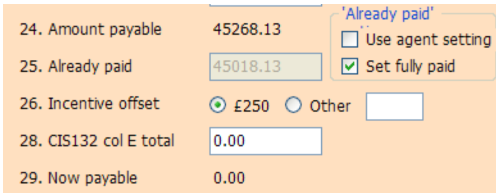


Diagram 12: Already paid example

In the above example the amount already paid will be set to £45,018.13. This saves you having to type the amount. In addition, the FBI module will change this figure if any other figure(s) on this P35 TOTALS tab changes (e.g. if you tick the Incentive offset box.) Do not tick this setting if you need a refund from the Revenue because of a 2006/7 overpayment.

The options box is particularly useful for Agents who should now go to 8. below for more details of how to set up a global setting for this total for all their clients.

8. Agent setting for amount paid (line 25)

In section 4.2 above, you set up your Agent ID, apart from the DEFAULT TO P35 FULLY PAID box. Now that you have seen the effect this option has on the P35 totals, you should be able to decide whether you want the tick on or off. So, you now need to return to the FILE/ AGENT option.

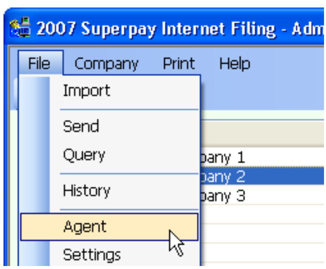


Diagram 13: Select Agent menu option

Tick this box if required.

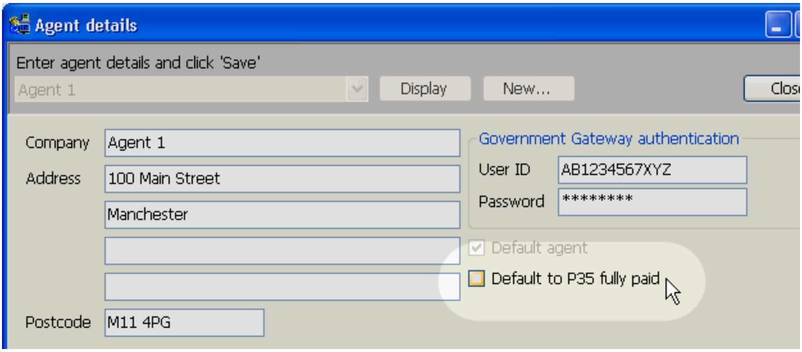


Diagram 14: P35 fully paid Agent setting

This box allows you to choose a global setting for all your clients. A tick here saves time if most or all of your clients will have fully paid their PAYE by the time the P35 is processed by the Revenue. If you leave it unticked, you need to enter the amount paid on each individual P35.

<u>Example 1, box ticked</u> - If the USE AGENT SETTING box is ticked on the client's P35, the FBI module assumes that your client has paid the amount due in full (less any offset Incentive) and the NOW PAYABLE box on the P35 will show zero.

<u>Example 2, box ticked</u> - If you untick the USE AGENT SETTING on the client's P35, enter the amount actually paid on line 25 of the client's P35. You would do this if your client has not paid the exact amount due to the Revenue, i.e. they owe the Revenue some PAYE or they are due a refund.

<u>Example 3, box unticked</u> - If the USE AGENT SETTING box is ticked on the client's P35, the FBI module makes no assumption about how much PAYE has been paid. The Already paid box on all your clients P35's will show zero (the boxes cannot be blank) and your clients will have to tell you what they have paid, so that you can enter that amount.

<u>Example 4, box unticked</u> - You can untick the USE AGENT SETTING box and tick the SET FULLY PAID option on an individual client's P35, if you know that they have fully paid their PAYE.

9. Incentive offset fields (line 26)

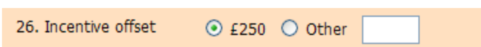


Diagram 15: Incentive Details

This box shows how much of the 2005/6 e-filing Incentive payment you have **offset** against your 2006/7 PAYE totals. Tick the £250 box **only** if you allocated the whole amount against your 2006/7 totals. If you received a £250 cheque from the Revenue £250, do **not** enter the cheque amount. (i.e. you did not offset the cheque amount).

Example 1: Offset whole of the £250 Incentive

If you used your 2005/6 e-filing incentive to reduce a 2006/7 payment to the Revenue by £250 tick £250 in the INCENTIVE OFFSET box.

Example 2: £250 Cheque received

If you received a £250 2005/6 e-filing cheque from the Revenue do **not** tick the Incentive offset box at all. (i.e. do **not** enter the £250 anywhere on the P35.)

Example 3: Part of the Incentive received as a cheque

If you **part** offset the 2005/6 Incentive against your 2006/7 payments enter the amount offset. (Note you **never** enter the amount of an Incentive cheque received).

10. Now payable (line 29)

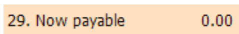


Diagram 16: Amount now payable

You cannot enter this figure yourself; the FBI module updates it for you. (Remember to click on SAVE if you have changed any figures on the P35 tab or ticked the INCENTIVE OFFSET option.) Most users have zero in this box. If your company is in a Rebate situation at the end of the year - i.e. the Inland Revenue owes you money - the NOW PAYABLE box is negative.

Negative amounts and SET FULLY PAID option ticked

In this case, the FBI module puts zero in the ALREADY PAID field. If you have paid the Inland Revenue some money (i.e. you paid them more than is due), untick the SET FULLY PAID or USE AGENT SETTING option (line 25) and enter the amount paid in the ALREADY PAID field (box 25).

11. CIS deductions suffered

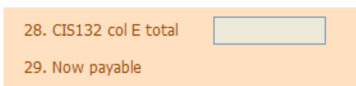


Diagram 17: CIS deductions

On line 28, enter any CIS tax which has been deducted from payments **to** you.

12. Previous year's overpayments

There is no space on the P35 for entering previous years' overpayments. Any such overpayments have to be claimed separately from the Revenue; they cannot be automatically offset against this year's PAYE liability.

13. Cessation date

If a company ceased trading during the year, enter the date they ceased trading. They will later receive a 2006/7 e-filing Incentive, if appropriate.

14. Apply changes

Click SAVE to accept the screen as displayed, and then click on the DECLARATIONS tab.

5.9 P35 declarations tab

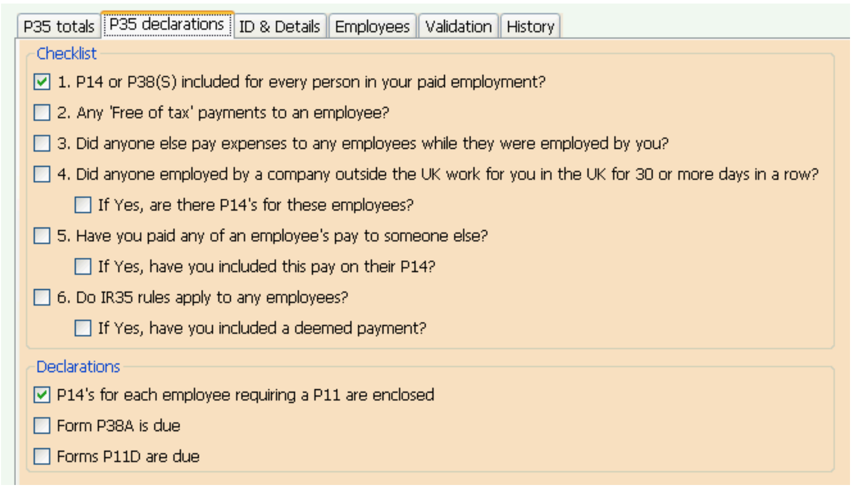


Diagram 18: P35 declarations

This tab corresponds to Page 4 of the Inland Revenue paper P35 form. Last year some users submitted files which had incompatible answers on this tab. So confirm your answers on the printed P35 (see 5.10 below) before you file your return.

1. Checklist

The screen displays a tick in the first box. Untick this **only** if you have some P38A employees who have **not** been set up on SUPERPAY. (The FBI module files a P14 for all employees set up on SUPERPAY.)

Most users do not tick any of the other boxes in the Checklist. However, you need to read and check that none of the boxes apply to your employees.

2. Declarations

1. P14's for everyone who should have one

Leave the first box ticked. (It is very unusual to untick this box since there is a legal requirement to file a P14 for each e'ee requiring a P11.) The FBI module files P14 data for all e'ees set up on SUPERPAY (see 5.11 below).

2. Split companies

The FBI module files P35's for complete returns only. Unticking Box one does **not** make the return a part submission; there is a completely different specification for part returns.

3. P38A is due

Last year some users had difficulty with the P38A DUE box. If you're not sure whether any of your low paid employees needs a paper P38A return, print your P35(CS) report (see 5.10 below). If all your employees are listed on the P35(CS), do **not** complete a paper P38A.

> **If the P14 for every person etc. box 1 in the Checklist is ticked, then Declarations box 2, Form P38A Is due should NOT be ticked.**

4. P11D'S

If you have employees or directors who need P11D's tick the FORMS P11D ARE DUE box. If no employees or directors receive P11D emoluments, leave the box blank.

5. SAVE entries

When you've finished entering the DECLARATIONS tab, click SAVE.

5.10 Print P35

With the company selected print the P35 from the PRINT menu at the top of the screen.

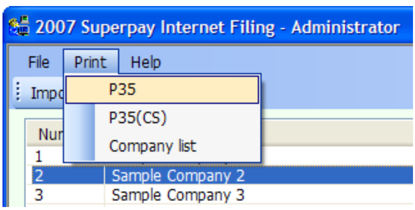


Diagram 19: Print P35 and P35 (CS) options

Format of P35 report

The printout corresponds to the paper P35 for completion by hand. There are 3 pages:

1. Page no's - The totals page is numbered Pages 2 and 3 (down the left margin) to correspond to the Inland Revenue paper P35 which prints the boxes in a larger format for completion by hand.

2. Company name and number - Since the pages are printed separately, the FBI module prints the company name and number at the bottom of the TOTALS and DECLARATIONS pages. You can thus ensure that you correctly match up the pages when you print multiple P35's.
3. On page 1 the company address and Accounts office reference fields are left blank since they are not required for e-filing.
4. The list of employees (Page 2) is shown on the P35(CS) report which can be printed from the PRINT menu - see below.
5. The ticks on the DECLARATIONS tab are translated into X's in YES/NO boxes on the paper report. Ignore the P11D's ARE ENCLOSED box. A tick on the DECLARATIONS tab translates into WILL BE SENT LATER (even if you have already sent them).

Print menu and P35 printouts

If you are an Agent you can print batches of P35's and P35 (CS)'s for your clients. On the MAIN SCREEN highlight those companies you want to print. Then click on the PRINT tab and click on P35's and subsequently P35 (CS)'s. Remember, you still need to **process** each client's P35 in the individual P35 tabs, but printing can be done from here in batches.

P35 (CS)

This report lists all employees whose year end details will be filed on-line, including those who could be on a P38A (i.e. no earnings above the LEL throughout the year).

The report lists the tax and NI for each employee and is similar to the P35 continuation sheets produced within SUPERPAY. However, SUPERPAY's P35 report also prints the SMP and SSP for each employee and identifies directors with an *. These extra fields are not printed on the FBI report.

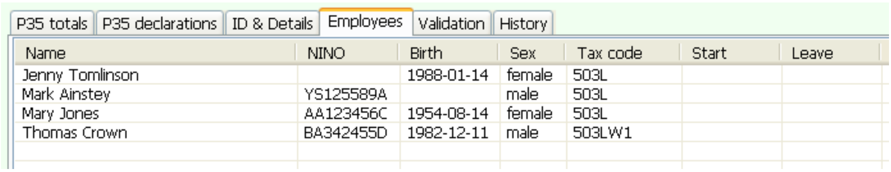
What you do with these reports

The P35 printouts are for in-house use only. Do **NOT** send them to the Inland Revenue if you are filing on-line. This would constitute a paper return and you would not get your e-filing incentive (and/or you might face filing penalties).

If you are an Agent, send the P35 and P35(CS) report to each client for them to sign as authorisation for you to file EOY data on their behalf. Either you or your client needs to keep the signed P35 to show that you have complied with this legal requirement.

5.11 View employees' P14 data

Click on the Company to highlight it and then click on the EMPLOYEES tab to list the employees whose P14 data will be filed with your P35.



Name	NINO	Birth	Sex	Tax code	Start	Leave
Jenny Tomlinson		1988-01-14	female	503L		
Mark Ainstey	YS125589A		male	503L		
Mary Jones	AA123456C	1954-08-14	female	503L		
Thomas Crown	BA342455D	1982-12-11	male	503LW1		

Diagram 20: Employees tab

No monetary totals are shown. All the P14 data is IMPORTED from SUPERPAY and you do not amend or add to it in the FBI module. If you want to change anything on this screen, you need to change the data in SUPERPAY and IMPORT the company again.

The screen display is not intended for printing. If you want a printout of which employees will be filed, print a P35 (CS) (see 5.10 above). If you want a printout of the P14 values which will be filed, go back to SUPERPAY and print individual P14's (on free Inland Revenue P14 forms). Do **not** send these paper forms to the Revenue.

5.12 What's next?

You are now ready to send your data on-line as described in Chapter 6. If you are a bureau we suggest you print a Company List.

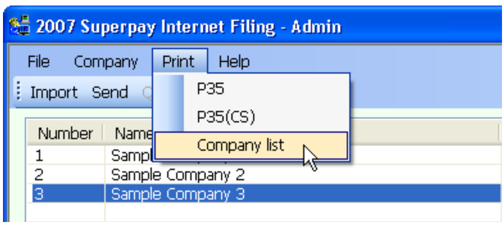


Diagram 21: Company List Print option

You can then use this list to note the dates you send the P35 and P35 (CS) reports to your clients for their confirmation that you can SEND their EOY data to the Revenue.

6 Send data to the Revenue

6.1 Overview

This chapter assumes that you have followed each of the previous chapters in sequence and that you are now ready to file on-line; i.e. you are at the stage where:

- ❑ the Errors column is blank for those companies you wish to file on line.
- ❑ you have finalised the P35('s) for those companies you wish to file.

This chapter tells you how to:

1. SEND TEST and LIVE End of Year (EOY) returns to the Inland Revenue.
2. Obtain a HISTORY of your submission(s) to confirm a successful submission or to determine the reason for a failure.
3. QUERY the status of your submission if you don't get a response within a reasonable time (e.g. within 5 minutes).

6.2 Results of 2005/6 FBI filing

The Inland Revenue provides statistics (not individual data) to software suppliers letting them know what errors their users had in their on-line filing data. We are happy to report that our users' filing success rate was very good. The main points of note are listed below.

1. Some users submitted 'failed' submissions many times hoping that a subsequent submission would succeed even though a FAILED status was shown on the SEND screen.

   There is no point re-submitting 'failed' submissions without first determining the reason for the failure and then correcting the error. If a submission fails, you need to look at the HISTORY (6.7) to find out what caused the failure. You then correct the error and re-submit the file. This HISTORY function was available last year, but many users did not use it, so it is now a tab on the MAIN SCREEN.

2. The most common reason for a failed submission was:

   Authentication Failure. The supplied user credentials failed …

   This is an Inland Revenue message which means that the Gateway doesn't recognise your ID.

The FBI module does not have access to the Revenue's records to determine exactly which part of your ID is incorrect. **You** need to find out what is wrong with your ID. The most common reasons are incorrect passwords and invalid Employer PAYE references. Sending the file again and again without changing the ID will not make the Gateway accept the submission.

3. Once a successful complete submission has been received, the Gateway rejects subsequent submissions for that PAYE reference. Unfortunately, when the site was too busy to respond immediately, some users sent their files more than once and received the 'failed' email before the 'success' email and this caused some confusion.

4. Re-submitting a file when it is was at the 'Acknowledged' stage gave rise to an error. The **message** for the original 'successful' submission was overwritten by a subsequent failed message when the Revenue rejected the duplicated submission. Later versions of the 2006 FBI module prevented the re-submission of Acknowledged files but many users did not update their software during the filing period and some users lost their original 'Success' message. This affected only the HISTORY and STATUS, and the actual data was properly filed and recorded on the Inland Revenue's database.

   However, this error demonstrates how important it is to update your FBI module if we email you to let you know there is an update. As software developers, we cannot test in advance for scenarios that only happen when the 'live' Inland Revenue site is very busy. We can only respond to such issues as they occur.

5. Some users who sent data on a 'test' basis were misled by the Revenue's 'success' email and believed that their data had been sent as 'live' when in fact it had only been sent as a 'test'. The error only came to light when the Revenue informed some users that they had not filed their End of Year data. We now give you the option to enter two email addresses - one for the results of your 'live' submissions and the other for your 'test' submissions (see 2.15 above). In addition, the HISTORY option shows the actual message that has come to your PC from the Revenue, and the wording on these HISTORY messages shows if the submission is TEST or LIVE.

6. Finally, despite our recommendation to limit TESTING to a single batch of 3 companies, some bureaus TESTED all their submissions before filing them as LIVE. There is nothing to be gained from users carrying out such large scale testing. You need to run **one** test, but once you have confirmed your Agent ID is correct, and you have run through the filing process for a small batch, we recommend you change the filing status to 'live' for all future submissions.

6.3 When to file

The End of Year (EOY) PAYE filing period runs from 6th April to 19th May.

In 2005 and 2006 the Gateway was very busy during the first few working days of the new tax year. So, you should take advantage of SUPERPAY's multi-year facility to move on to 2007/8 and file your 2006/7 data when things have calmed down. However, do not leave filing until the last minute; if you have errors in your data, you need enough time to correct the error(s) and re-file successfully before the deadline. If you do not file on time, your company will be fined.

Apart from a few busy days, you should be able to access the Inland Revenue Gateway at the time(s) you want and your submission will only take a few minutes. If the site is very busy, you can leave the QUERY scheduled to run in the background and return to the FBI module later to find out the results.

There should be no need to send data out of hours or at the weekends. If you run a bureau and have a few clients who are always late confirming their EOY data, you should file all your other companies as soon as they are ready so that you file as few companies as possible close to the filing deadline.

Sending returns before 6th April

Some agents have been using Version 1 of the 2007 FBI module to file the 2006/7 returns for clients which have ceased trading. Do **not** continue with Version 1.

Instead you should download and use Version 2 to file your remaining 2006/07 returns as soon as they are ready. The Inland Revenue site will close from 6 a.m. on 4th April until 6 a.m. on 6th April for the Revenue's annual upgrade, when no submissions can be sent. In addition, any submissions sent on 7th and 8th April (Easter Saturday and Sunday) will not be acknowledged by the Revenue until Monday 9th April. **DO NOT SEND** any data during this period. There is a very real chance that the FBI module will not be able to track your submission.

6.4 Check for updates

Before finalising your P35, you checked that you had the most up to date versions of SUPERPAY and FBI module (see 5.4). If there has been a delay between finalising your P35 and sending your data, you should check that the FBI module has not been updated in the meantime as follows:

> In the FBI module, click on HELP/CHECK FOR UPDATES to see if you are using the most recent version of the FBI module. If not, download the latest FBI update from SUPERPAY's website. (This option saves you having to check the website directly.)

6.5 Superpay passwords

At various points in the filing process, you may be asked for level 2 SUPERPAY passwords (if they have been set up), in which case you will need to enter the correct password before you can proceed.

6.6 Test step 1 - send submission

We suggest that before sending a LIVE submission, you should send **one** TEST submission. This will confirm your ID and provide reassurance that the e-filing process is working as you expect.

1. Check submission setting set to test.

Click on FILE/SETTINGS to check your filing status is set to TEST. This is the default setting, so it should still be set for TEST.

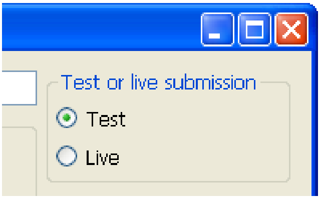


Diagram 1: Submission status (on File/Settings screen)

The TEST button is at the top right of the screen. If the submission status has been inadvertently set to LIVE, change it back to TEST. Now click OK to close the SETTINGS screen.

2. Select the company(s) you want to TEST.

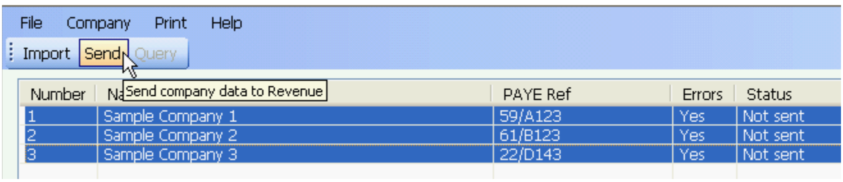


Diagram 2: Highlight companies to be sent on-line

On the MAIN SCREEN, highlight the company(s) you want to TEST.

If you are an Agent, we suggest you TEST three companies in one batch. Most failed submissions are caused by an incorrect ID. If a bureau TESTS only one company and the submission has an ID error, it could be the Agent **or** Client ID which is wrong, and both will need to be checked. If you TEST three companies in one batch, and all fail, you can be fairly confident that it is your Agent ID which is invalid and needs to be changed.

Click on the SEND tab.

3. Send screen.

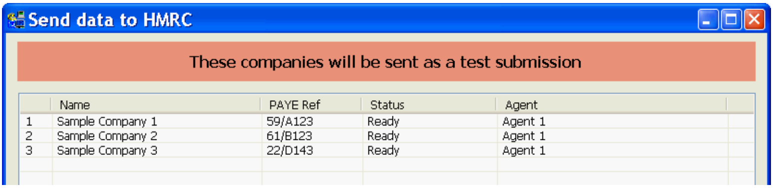


Diagram 3: Send screen

The SEND screen lists the companies that you are about to SEND with a Status of READY. The screen clearly shows that this is a TEST.

4. SEND data.

Click on SEND to start the submission. The first message in the Status column is *Sending*. The Status column then changes to either *Acknowledged* or *Finished* for each company.

The progress bar at the bottom of the screen lets you know how your submission is progressing through your list of companies. When complete, click on CLOSE to return to the MAIN SCREEN.

5. Return to Main Screen.

On the MAIN SCREEN the status column tells you the preliminary results of your submission.

Successful test

The Status column shows ACCEPTED TEST for those companies which have passed.

Failed test

If the Status shows ERROR TEST your submission has failed and you now need to find out why.

Acknowledged test

If the Status shows ACKNOWLEDGED TEST, your submission has been accepted by the Gateway and is at the Revenue waiting to be processed.

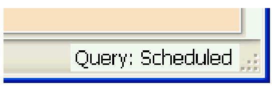


Diagram 4: Automatic query function

As long as QUERY SCHEDULED is shown in the bottom right of the MAIN SCREEN, the FBI module will keep contacting the Gateway to find out whether your submission has passed or failed. This QUERY function goes on in the background. However, if the Revenue site is busy (or of-line) the QUERY may take more than 24 hours to get a result.

When there are results to report, the FBI module will automatically update the Status column as appropriate. In the meantime, do **not** re-send the TEST and do **not** proceed to LIVE submissions. You do not need to leave your PC running overnight if you haven't get a result before you close for business. When you come back the next day, open up the FBI module again, and the QUERY function will continue without any operator intervention. If there is now a result, the FBI module will update the Status column automatically - i.e. without any operator intervention.

Incomplete test

If the Status shows NOT SENT, your submission has, for some reason, not been received by the Gateway, and you need to send the TEST again later. This error could arise if your Internet connection failed. (This can happen even if you have broadband.) The important point is that your submission has **not** been tested by the Gateway or Revenue and the submission needs to be repeated.

Sent test

If the Status column shows SENT TEST, the FBI module has been unable to track what has happened to your submission. For a TEST, this is not important, and you need to SEND your submission as TEST again, and you should get a result on this second TEST.

Do **not** proceed until you see either ACCEPTED TEST or ERROR TEST in the Status column.

6.7 Test step 2 - history

Whether your TEST passes or fails, your next step is to confirm the results using the HISTORY tab.

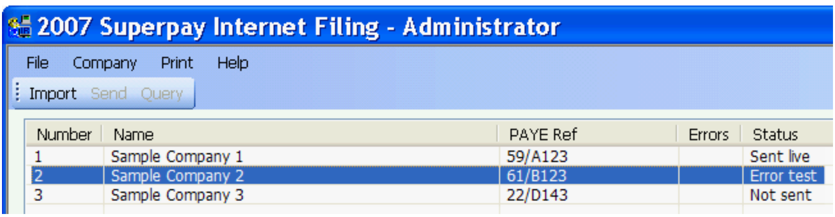


Diagram 5: Failed Test

Click on the company to highlight it and click on the HISTORY tab. The timed and dated submissions for that company are then displayed.

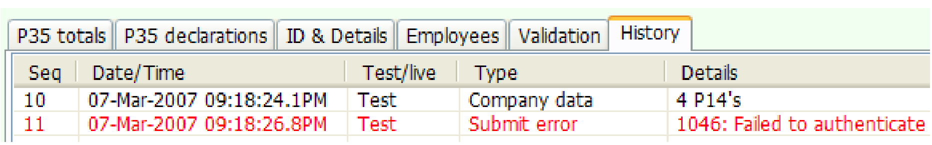


Diagram 6: Company filing History tab

There should be two lines for each complete submission - COMPANY DATA and then SUBMIT RESPONSE for a successful test or SUBMIT ERROR for a failed test.

If the latest line is COMPANY DATA without a matching SUBMIT RESPONSE or SUBMIT ERROR line, the FBI module is still waiting for the results of the submission to come back from the Revenue. As long as *Query scheduled* is displayed in the bottom right of the MAIN SCREEN, the results will eventually come back.

Do not proceed until you have the results of your test submission.

Successful test

Click on the latest SUBMIT RESPONSE line to see the detailed message from the Inland Revenue. You should see the message (Code 9001):

> *The submission would have been successfully processed if sent under non test conditions.*

listed before Message code 9004 (which you should ignore).

Failed test

Click on the latest SUBMIT ERROR. There are many reasons why your test might have failed. The Details column on the History tab is likely to be more meaningful that the Inland Revenue message. The most common reason for failure is FAILED TO AUTHENTICATE which means that the Gateway did not recognise your ID - see Diagram 7 below for an example of a History Message for a failed submission.

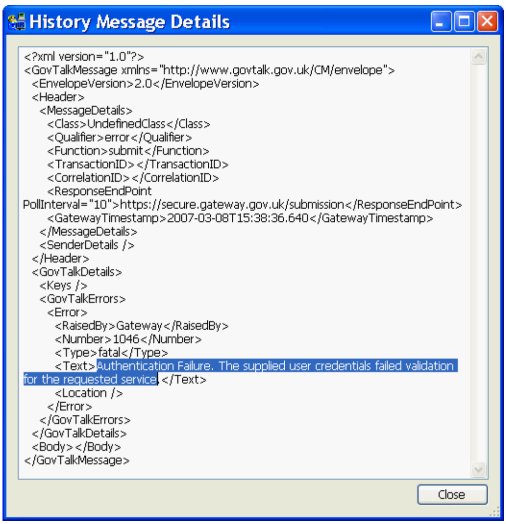


Diagram 7: Submission history - detailed message

As you can see, the Error on this submission is an Authentication error; i.e. the Gateway did not recognise the ID.

6.8 Test step 3 - successful test

If your company (or batch of 3 companies if you are a bureau) has been successfully tested, you now need to go to FILE/SETTINGS and change your submission status from TEST to LIVE - in which case skip now to 6.10 and 6.11. If you have any errors, proceed to 6.9.

6.9 Test step 4 - correct errors

You now need to correct any errors. When you have corrected the error, you can re-do the TEST.

The Inland Revenue error messages received by your computer (as shown on the HISTORY message screen) are more technical than the FBI error messages shown on your HISTORY tab. For example, a ‘parsing’ error (Inland Revenue message) means that there is some invalid data in your submission. This could be, for example, a backslash or semicolon in a name field.

How to correct your errors

Your submission consists of data passed over from your SUPERPAY program, and data that you have entered in your FBI module. You cannot change SUPERPAY data in the FBI module; e.g. you cannot change a company’s PAYE reference in the FBI module. If the error is in the SUPERPAY data, then you need to:

1. Go back to SUPERPAY and correct the error
2. IMPORT the SUPERPAY data again.
3. Check that the Errors column on the MAIN SCREEN is still blank for that company.
4. Check the P35 totals again. Reprint the P35 in the FBI module so that you know exactly what you are about to send to the Revenue.
5. Re-send the data.

If the error is in the FBI module - e.g. an error in the ‘body tag’ - change the ID in the FBI module, re-print the P35 (if appropriate) and re-send the data.

ID errors

Authentication errors are the most common reason for SUPERPAY submissions failing. If you have the following error:

> *Authentication Failure. The supplied user credentials failed validation for the requested service.*

(or something similar) your Agent or Company ID has not been recognised by the Inland Revenue Gateway.

ID errors - Tax office reference

The company's TAX OFFICE REFERENCE is part of your ID. You need to check that it is correct and does not contain invalid characters such as /, a space, a full stop, or a zero entered as the letter O.

To see if this is why the ID failed, visually check the PAYE reference on the MAIN SCREEN. If there are no obvious invalid characters, check the displayed reference against the yellow payment booklet or some other official document from the Revenue to see if there are any errors. (Note: On the cover of the yellow booklet, this is shown as *Employer PAYE reference*. It is **not** the *Accounts Office reference*.)

If the reference needs changing, go back to SUPERPAY, make the changes, re-IMPORT the company and re-print the P35 before SENDING the data again.

ID errors - user ID and password

If the Tax office reference appears to be OK, you need to check your User ID and password.

- ❑ Individual companies enter User ID and password on the ID & DETAILS tab.
- ❑ Agents enter their ID once only on the FILE/AGENT tab.

1. Length of password

   If you have a password of more than 12 characters, only enter the first 12 characters in the password field. It does not matter that you can enter more than 12 characters on the Inland Revenue site (e.g. to view your Mailbox), only 12 characters are allowed for on-line filing.

2. Have the ID and password been entered correctly?

   Check the fields against your Gateway ID records. If they look OK, log on to the Inland Revenue site and enter your ID and password exactly as you have set them up on the FBI module. If you can view your details (or your clients' details), then try re-entering your password on the FBI module, and re-try your submission. If that re-submission also fails then it is probably the Tax office reference which is wrong.

ID errors - conclusion

The Inland Revenue AUTHENTICATION error does not give sufficient detail to pinpoint the cause of the error. However, there are only three fields which give rise to this error. It is frustrating when your submission fails with an Authentication error and these three fields look OK. If you get such an error and you feel there is nothing wrong with your ID, **you** need to telephone the Inland Revenue hotline to pursue the matter. They may refer you back to your third party software supplier (i.e. Computastore), but there is no other reason than these three fields for such errors and we cannot help you resolve this.

Last year we found that the majority of such errors were caused by incorrect PAYE REFERENCES. In addition, the IT department in some large bureaus had updated their Gateway password without informing the person who was filing their own 'private' payroll.

6.10 Test step 5 - confirmation email

When your TEST is successful, the Gateway sends a confirmation e-mail with a subject of:

Successful Receipt of Online Submission for Reference 999/XX999

The email is sent to the email address which you entered on the FILE/SETTINGS screen. If you left this field blank, the email is sent to the email address you entered when you Registered for on-line filing.

This email confuses many users. It is **not** a confirmation of a successful 'live' submission; it simply informs you that you have successfully sent End of Year data to the Revenue.

Key Point:

You get the same email whether your successful submission is a test or a live submission.

You will **not** get an email when there is an ID error. However, if your data passes ID and other preliminary checks by the Gateway, you **may** get an email if your submission fails for some other reason. This email has a subject of:

Unsuccessful submission for Reference 999/XX999

The email may not identify the exact reason for the failure; e.g. you may simply be told that your submission

'… could not be accepted as it failed Inland Revenue data checks …'.

In this case you need to check the HISTORY (as described above) for that company to determine the reason for the failure. You then correct the error(s) and can re-send the TEST.

6.11 Start a 'live' submission

When you are happy with your TEST you now proceed to LIVE filing. The Inland Revenue checks a LIVE submission in exactly the same way as a TEST except that if a LIVE submission has no errors, the data is stored by the Inland Revenue.

1. Go to FILE/SETTTINGS and change your status to LIVE.

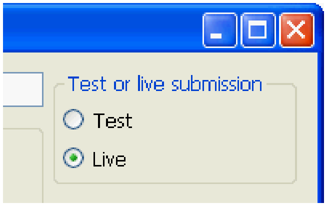


Diagram 8: Change status to 'Live'

2. Click OK to return to the MAIN SCREEN.
3. On the MAIN SCREEN, highlight the companies you want to submit.
4. Check that the ERRORS column is blank for all the companies you want to file. Also check that you have printed a completed P35 for the company(s) you are about to file.
5. If you are a bureau, you don't have to submit all your companies in one go, and you don't have to file them one at a time.
6. If you have 'split' companies, remember to MERGE the companies **before** trying to SEND the submission.
7. Click on the SEND tab.

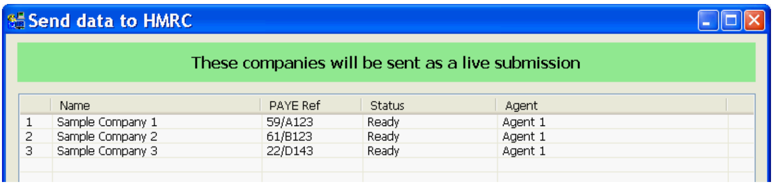


Diagram 9: Send screen for a 'Live' submission

The screen clearly shows that this is a LIVE submission, and the Status shows Ready (i.e. ready to submit).

8. Click on SEND.
9. When the progress bar is 100%, click on CLOSE to return to the MAIN SCREEN.

6.12 Status column on Main Screen

Successful 'live' submission

If the status on the MAIN SCREEN shows ACCEPTED LIVE (and the company is now green) your LIVE submission has been successful.

Acknowledged 'live' submission

If the status on the MAIN SCREEN shows ACKNOWLEDGED LIVE your LIVE submission has been sent to the Revenue but has not yet been processed. You can not retrieve, or re-send data which is at the ACKNOWLEDGED stage.

As long as QUERY SCHEDULED is shown in the bottom right of the MAIN SCREEN, the FBI module will keep contacting the Gateway to find out if your submission has passed or failed. The QUERY may take more than 24 hours. When there are results to report, the FBI module will automatically update the Status column as appropriate. In the meantime, do **not** re-send the LIVE submission. The QUERY function has been described in more detail in 6.6 above.

Failed 'live' submission

If the Status column shows ERROR LIVE, you need to view the HISTORY tab to determine why it failed. You can then correct the underlying error, and re-submit the file. This process has already been described in 6.7 above.

Incomplete 'live' submission

If, after sending LIVE data to the Revenue, the Status is unchanged, the LIVE submission has not been processed and you need to SEND the LIVE submission again.

Sent 'live'

If the Status column shows SENT LIVE, the FBI module has been unable to track your submission. In a day or two **you** need to telephone the Inland Revenue to find out what has happened to your submission - has it been successfully received? What you do next depends on the Revenue's response and we can give no general guidance about the best course of action, without first knowing the Revenue's response. Do **not** SEND the LIVE file again until you know if the Revenue already has your file.

6.13 History tab

As with the TEST submission, you need to click on the HISTORY tab and **confirm** the success of your submission. Do not rely solely on the STATUS column as confirmation that your submission has been successful. The messages have already been explained in 6.7 above. The submissions are timed and dated. You should have two lines for each submission:

- ❑ COMPANY DATA, and
- ❑ SUBMIT RESPONSE or SUBMIT ERROR.

If the HISTORY has an odd number of lines, one of the submissions is still at the ACKNOWLEDGED stage and you first need to wait for the QUERY option to complete the submission.

6.14 Inland Revenue confirmation email

Remember, the Revenue's email is **not** a confirmation of a successful 'live' submission; it simply informs you that your computer has successfully sent End of Year data to the Revenue. Do **not** rely on this email for confirmation that you have successfully e-filed. Instead, the STATUS column **and** HISTORY tab **and** confirmation email are all needed to be 100% sure that your submission has been successful.

Match e-mails to your Company List

The Revenue email identifies only the Tax Reference for a company. If you are filing only one or two companies, it is easy to match these references back to your Company List. If you have filed many companies, on the MAIN SCREEN click on the PAYE Ref column header to sort your companies into PAYE reference order. Check that the Status column shows ACCEPTED LIVE for each successful 'live' submission email received.

SENT submissions - no email

If the FBI module shows the file as ACCEPTED LIVE and you do not receive an email within 48 hours, contact the Revenue hotline. You may have entered the wrong sender's email address on the FBI module. Do **not** assume that your file has been successfully sent.

6.15 Send a submission more than once

The FBI module will not let you SEND a **successful** LIVE submission more than once. However, if you delete a company and re-import it there is nothing to tell the FBI module that it has already been sent.

If you attempt to re-send a successful submission, the Gateway rejects the second submission and sends an error message to your computer. This Inland Revenue check means that you cannot send a revised submission if you realise that you made a mistake on an earlier submission which has already been accepted by the Revenue - see 6.18 Amendments below.

You **cannot** STOP the Revenue processing a company's submission once they have accepted it and you have received an ACCEPTED or ACKNOWLEDGED message.

6.16 Dial up connection and Query

On a dial-up system, the automatic QUERY function needs to be disabled so that the FBI module is not trying to access the Inland Revenue site when there is no Internet connection. If you do **not** have broadband, untick the:

QUERY ACKNOWLEDGED COMPANIES EVERY XX SECONDS

box at the bottom of the SETTINGS screen. This was described in 2.15 above. Instead of the automatic QUERY, you can instead click on the QUERY button (on the MAIN SCREEN) when you are connected to the Internet. If there are ACKNOWLEDGED submissions waiting for results, the FBI module will contact the Gateway and update the Status column with the results. (On a dial-up connection, before using the QUERY function, you should to leave enough time for the Revenue to process your submission(s) - e.g. 24 hours.)

Operator Instructions - dial up connection

1. Click on QUERY. If you have **no** interrupted submissions for the company(s) selected the screen displays: *Nothing to query*.
2. Assuming you have some ACKNOWLEDGED files, click on START. The screen then runs through your Acknowledged files. When the screen shows *Completed*, click on CLOSE.
3. You then go to the HISTORY tab to check the results - see 6.7 and 6.13 above.

6.17 Company List

Click on PRINT/COMPANY LIST. The printout gives you a print-out of the History of your submissions. This list is in Company number order.

6.18 Amendments

With paper returns, the Inland Revenue had a fairly relaxed view about amendments to Returns which had already been filed. If you had a good enough reason for an amendment, the Inland Revenue would apply any necessary changes. With e-filing the emphasis has changed, and amendments are actively discouraged.

You cannot use SUPERPAY's FBI module to e-file amendments. The following is a quote from a 2005 email from the Inland Revenue to software developers which still applies:

> *… there is no provision in law for a second or amended Return. Where the employer recognises that a full Return wasn't made we need*:
>
> - ❑ *amended P14 and P35 details showing only the value of the changes.*
> - ❑ *a letter to their Inland Revenue office setting out the reason the Return was not full and complete in the first place.*
>
> *In line with Inland Revenue practice over many years, each incidence of amended information will be considered and where appropriate, a penalty will be considered …*
>
> *We recommend that amendment information is not sent until the end of May … Our systems will however be capable of accepting amended details from the outset.*
>
> *Amended information does not have to be sent in the same way as the original Return. Amendments can be made on paper or by using the Inland Revenue's free Online Return and Forms service …*

So, if you need to change data that you have already e-filed, you need to use the Inland Revenue's own software to enter the amendment(s), and write a letter to your local tax office.

This on-line software is available on the Inland Revenue's website and their help-line can provide advice on how you use it.

6.19 What happens next

You will receive a letter if you are entitled to the 2006/7 e-filing incentive. You can then offset this amount against your 2007/8 PAYE liability. If you have any queries about the incentive, contact the Revenue hotline for more information.

Hold onto your data

Last year some companies were sent filing penalty notices in December and January and others were asked to re-file their data as late as February 2007 even though they had successfully filed within the filing period.

Fortunately, these users were able to use their FBI history to show when the original submission was sent and the penalty notices were withdrawn (they still had to re-file because the Revenue had lost the submission). So, even though you have confirmation of a successful submission, you should keep your 2006/2007 FBI data on your computer for some time; you may need to answer queries or re-submit it later.

6.20 Missing ID

If, when you try to SEND your data, either as a TEST or LIVE submission, there is no Agent or Company ID set up, the FBI module displays the following error message.

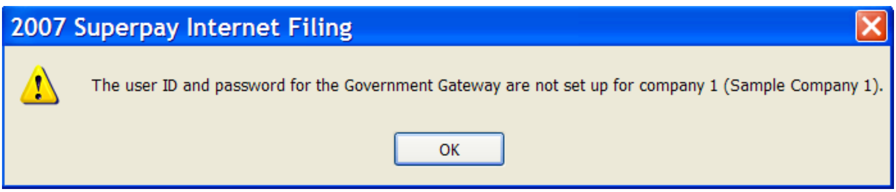


Diagram 10: No User ID warning

If this message is displayed, you need to set up the Agent ID, **or** enter the ID on the individual company's ID tab **or** tick the Agent setting in the ID & DETAILS tab.

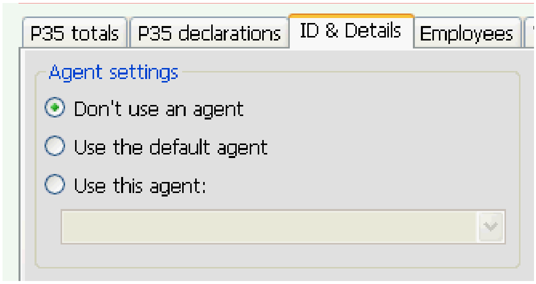


Diagram 11: Set up ID and details for individual companies

6.21 Merge companies

If you have 'split' companies, remember to MERGE the companies **before** sending either a TEST or LIVE submission - see 5.7. (If you try to SEND a company which has the same PAYE reference as another company on your MAIN SCREEN the following message is displayed.)

Diagram 12: Merge Company message.

However, if you have not yet IMPORTED all the split companies, the FBI module will not be able to warn you that you are filing only 'part' of a company.

7 Loose ends

7.1 Overview

Unlike the previous Chapters 1 to 6 which are intended to be read in sequence, this chapter is a collection of sundry items which are not covered elsewhere in the manual.

7.2 Backup/restore

The FILE/BACKUP option allows you to take a backup of your Internet Filing data. When you choose either option, enter the location to backup to/restore from.

These options are for disaster recovery only. The FBI module keeps track of your submissions, and if you go back to an earlier backup of your FBI files, the program will not know the status of your submissions to the Inland Revenue.

Key Point:

If you intend to replace or re-organise your FBI PC (or server), it is essential that you take an FBI backup **before** *proceeding. Otherwise, you may lose your 2007 FBI files.*

7.3 How to select an option

The FBI module follows standard Windows conventions. For those users who are not familiar with these conventions, this section explains how to choose an option. Point your mouse to the required option, and then:

1. **Left-click** activates the option selected. In this manual, CLICK means **Left** click.
2. Clicking **EXIT** on the FILE menu's list of options is the same as clicking X at the top right of the screen.
3. Click on a **tick box** to turn the tick on or off.
4. Left click on the Down arrow of a **drop down box** to display a list for you to choose from (This is similar to clicking on BROWSE.)
5. **Click** a company to select it. If you have lots of companies on screen, see 7.4 below.
6. Click on **SAVE** to apply any changes you have entered. This does not close the tab.

7.4 Select companies on displayed list

If you already know how to select items from a list in Windows, skip this section.

Select one company - Click on the required company.

Select multiple companies - What you do depends on how many companies you want selected.

To select **all** companies, you have 3 options.

1. Hold down the CTRL key and press **a.**
2. Click on the first company and then SHIFT click on the last company in the list (you may need to scroll down the list to do this).
3. Click on the first company and then hold down the SHIFT key and press the down arrow to highlight the next company. Keep moving down the list with the down arrow until all the companies are highlighted, then let go of the SHIFT key.

To select **several** companies, you have 2 options.

1. Hold down the CTRL key and then, one at a time, click on each company you want to process.
2. Click on a company. Then SHIFT-click on another company. This selects all the companies in the block (e.g. click on the first company and then SHIFT-click on the 5th company and the first five companies in the list are highlighted).

Example where deselection is useful: You select **all** companies. You then move through the highlighted list and CTRL-click on individual companies to de-select them. This is useful for bureaus who want to VALIDATE or SEND all companies **except** for a few (e.g. which are known to have errors which need further investigation before filing).

7.5 Delete a company

DELETE allows you to remove a company from your MAIN SCREEN. If you are sure that you want to DELETE a company, highlight it in the list, click on DELETE and click YES.

7.6 File/History - display sequence

By default, the FILE/HISTORY screen is in submission order with the most recent submission displayed first. For a single company with few submissions, the display sequence is not important since you will use the HISTORY tab on the MAIN SCREEN. You can skip this section.

If you run a bureau, you may wish to view the latest submissions in a list, rather than one company at a time. In this case, click on the FILE/HISTORY option.

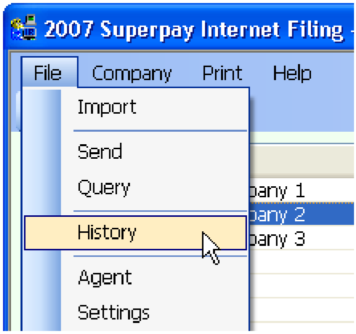
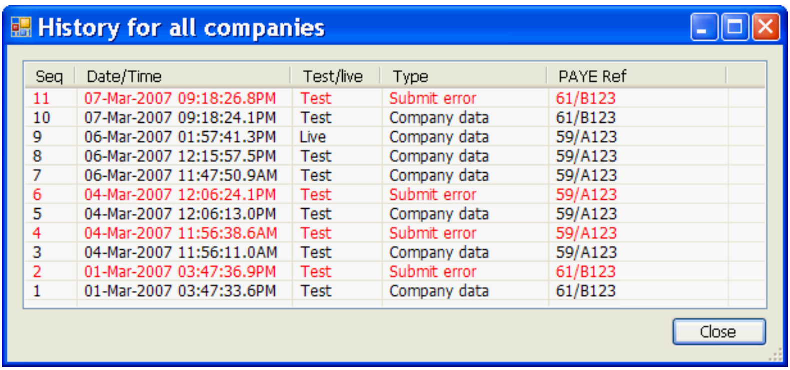


Diagram 1: File/History option

The HISTORY list is then displayed.



Seq	Date/Time	Test/live	Type	PAYE Ref
11	07-Mar-2007 09:18:26.8PM	Test	Submit error	61/B123
10	07-Mar-2007 09:18:24.1PM	Test	Company data	61/B123
9	06-Mar-2007 01:57:41.3PM	Live	Company data	59/A123
8	06-Mar-2007 12:15:57.5PM	Test	Company data	59/A123
7	06-Mar-2007 11:47:50.9AM	Test	Company data	59/A123
6	04-Mar-2007 12:06:24.1PM	Test	Submit error	59/A123
5	04-Mar-2007 12:06:13.0PM	Test	Company data	59/A123
4	04-Mar-2007 11:56:38.6AM	Test	Submit error	59/A123
3	04-Mar-2007 11:56:11.0AM	Test	Company data	59/A123
2	01-Mar-2007 03:47:36.9PM	Test	Submit error	61/B123
1	01-Mar-2007 03:47:33.6PM	Test	Company data	61/B123

Diagram 2: Summary of submission History

The above list is not typical for most bureaus, who may have many screens full of data by the end of the Filing Period. Also, it is not typical to see so many SUBMIT ERROR lines. Most of the responses will be successful and each COMPANY DATA line will be accompanied by a matching green SUBMIT RESPONSE line.

If you have more than one screen of information, you can to use the vertical scroll bar to scroll down to the 'oldest' messages at the end of the list., or you could instead change the display sequence by clicking on the Seq (sequence) heading so that the list is displayed in reverse order, and the 'oldest' submissions are first in the list.

Similarly, if you prefer to see the list in company PAYE reference order, so that you can match up the emails received from the Revenue, or view all the submissions for a particular company (though you can see these in the HISTORY tab on the MAIN SCREEN) click on the PAYE Ref column heading to change the display sequence.

7.7 Split companies at different sites

The Inland Revenue accepts only one P35 for each PAYE reference. When a 'complete' submission has been successfully sent, the Gateway rejects any further 'complete' or 'part submissions' for that PAYE reference.

If you have several SUPERPAY 'companies' with the same PAYE reference, you need to MERGE the 'split' companies **before** producing a P35 for the 'group' company and submitting the return on-line. MERGE is covered in 5.5 above.

The FBI module prevents you from filing multiple P35's for the same PAYE reference. If you want to rely on this check you need to IMPORT **all** your 'split' companies together.

'Split' companies all on SUPERPAY - different sites

If your 'split' companies are run at different sites, you need to collate the data at one site and then MERGE that data. If each site runs the single company version of SUPERPAY, telephone our hotline for advice about how to IMPORT the data (you can't have more than one company 1 in the same directory).

Some bureaus run part of a client's payroll - e.g the directors' payroll - and the remaining wages are done in-house by the client. For these 'part' payrolls, your client needs to send you their year end data for you to MERGE the companies together prior to you, the bureau, filing the 'complete' return. If your client runs a single company version, you need to renumber your existing company number 1 before copying your client's data onto your computer (you can't have two company 1's in the same directory.)

Setting up new PAYE schemes

Because filing 'split' companies requires special handling, for 2007/2008 you could consider setting up different PAYE schemes for each 'split' company. You complete and send an 'Election End of Year Return' form (P350) to your local tax office.

7.8 Registration and in-year forms

When you register for year end on-line filing the Revenue starts sending all in-year notices to a secure mail-box which you access from the Inland Revenue's website. If you want to continue receiving paper P6's, P9's and Student Loan notifications on paper, you can change the appropriate settings for your company on the Inland Revenue website. (Contact the Inland Revenue helpline for information on this.) From **April 2008**, medium and large companies will need to file and receive in-year forms on-line.

8 New users

8.1 Overview

This chapter describes:

1. the Inland Revenue registration process for new users.
2. how to download the Microsoft updates which new users may need.
3. how to download SUPERPAY from our website.
4. how employee names and addresses need to be entered on SUPERPAY to ensure your data is filed correctly.

Existing SUPERPAY users who filed on-line last year do not usually need to read this chapter.

8.2 Inland Revenue registration

First year for e-filing

The Registration process takes at least 7 days. Register on the Inland Revenue's website:

www.hmrc.gov.uk

When you have registered, print your User ID so that you do not forget it. The Inland Revenue will then send you an activation PIN. You need to activate this and can then choose your own password. Do not choose a password with more than 12 characters. Though you can use a 'long' password to access the Inland Revenue's website (e.g. to view your mailbox), you cannot send data to the Gateway with a password of more than 12 characters.

If you are a bureau it is important to register as an Agent rather than as an Organisation so that you are allocated an Agent Gateway ID and a User ID.

> To register as an Agent you need an Agent Reference before you can access the Agent On-line Registration screen. (Search for 'Agent reference service' and enter your details. Make a note of this Agent Reference and then wait at least 4 working days before Registering for PAYE filing. This gives the Revenue time to 'activate' your Reference.)

Already filed on-line with different software

If you filed on-line last year using another software program, you do not need to re-register now that you have transferred to SUPERPAY. Your Gateway and User ID and passwords are still valid. If you are an Agent, you do not need to re-register your FBI (2)'s. Instead you should refer now to 1.6 above for more information on client registration.

8.3 Microsoft downloads - general

To run SUPERPAY's FBI module you need:

1. Windows Vista (any edition), or Windows XP (Home or Professional) with Service Pack 2 or Windows 2000 with Service Pack 4. (If you don't know which version of Windows you are using, refer back to 2.3 above.)
2. Microsoft's .NET Framework 2.0 (unless you have Windows Vista which includes it).
3. If needed, you can update your system to meet these requirements with free updates from Microsoft's website. When you have this system software in place, you can then download the FBI module as described in 2.5 above, and run the module as described in Chapters 2 to 7 above.

Screen displays

This booklet cannot guide you through the Service Pack updates since each Windows update depends on what updates are available from Microsoft at the time of the download, and what system software is already on your PC.

In addition, if you have not updated your PC recently (or not at all) you may have a backlog of High Priority updates which you need to download **before** you can download a Service pack. There is no way round this. To file on-line, you need up-to-date Windows software. If you need to download a Service pack etc., please telephone our hot-line and we will fax/post some general guidelines to help you through the DOWNLOAD process.

Downloads on a dial up Internet connection

Even if there is no updates backlog, the Service Packs are large downloads which take a while even on a high speed Broadband connection. If you only have a dial up service, Service Pack 2 is such a big download that you may prefer to move your computer to a location with a Broadband connection to do the download.

8.4 Download .NET Framework 2.0

If you've bought your computer recently, you may already have .NET FRAMEWORK 2.0 installed on your computer. The easiest way to check if .NET 2.0 is on your PC is to click on the 2007 FBI icon (when you have downloaded it). If the module loads OK, .NET is on your computer. If an 'APPLICATION INITIALISE' error is displayed, you need .NET. .NET is a free download from Microsoft.

Step 1 - Go to Microsoft's website

Diagram 1: Microsoft's website

Use Internet Explorer to go to the Microsoft website at *www.microsoft.com*. This web page changes frequently, so your screen may look quite different.

Step 2 - Click on Downloads & Trials

Now click on DOWNLOADS & TRIALS in the 'Microsoft Sites' list (at the top right of the above screen), as show below.

Diagram 2: List of Microsoft sites accessible from the Home page

Step 3 - Click on Download Center

On the Downloads & Trials screen, click on DOWNLOAD CENTER (first on list).

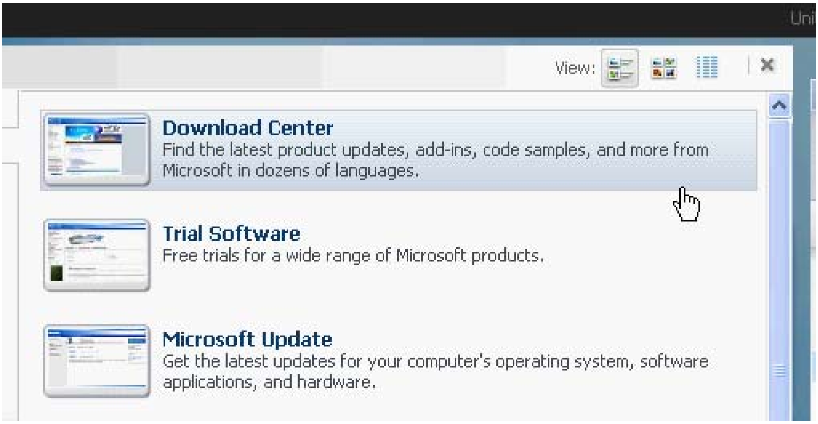


Diagram 3: Microsoft's Downloads & Trials

Step 4 - Click on .NET option in list of popular downloads

In the Download Centre, you can see:

.NET Framework Version 2.0 Redistributable Package (x86)

is option 4 in Popular Downloads. (If, when **you** view this screen, this option is not displayed, you will then need to choose More Popular Downloads.)

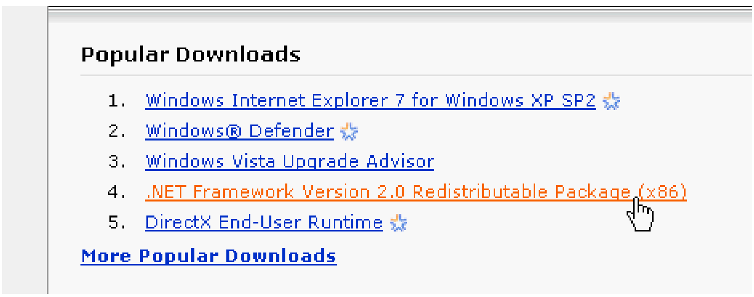


Diagram 4: Microsoft Download Center

Step 5 - Click on Download

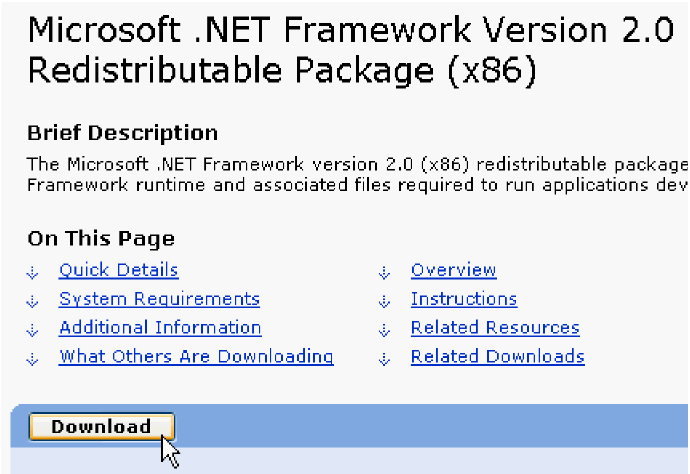


Diagram 5: Microsoft .NET Framework 2.0 download screen

Click on the Download button (in centre of screen). There is no need to read the description.

Step 6 - Click on the DOWNLOAD button (in the middle of the screen).

The DOWNLOAD follows standard Windows conventions.

1. click Run or Open (whichever is displayed).

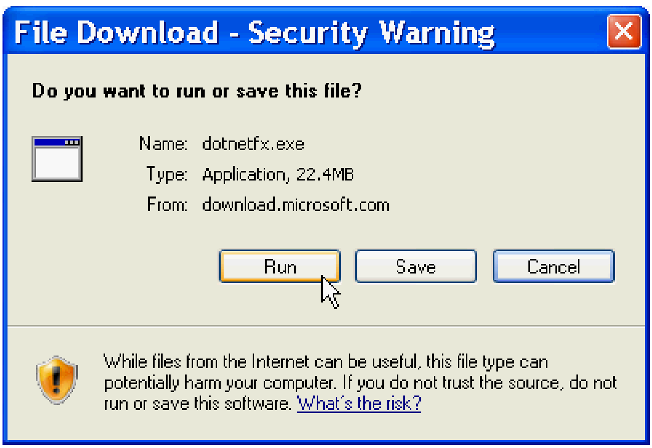


Diagram 6: Standard file download security warning

2. The DOWNLOAD takes quite a while and a progress window is displayed.

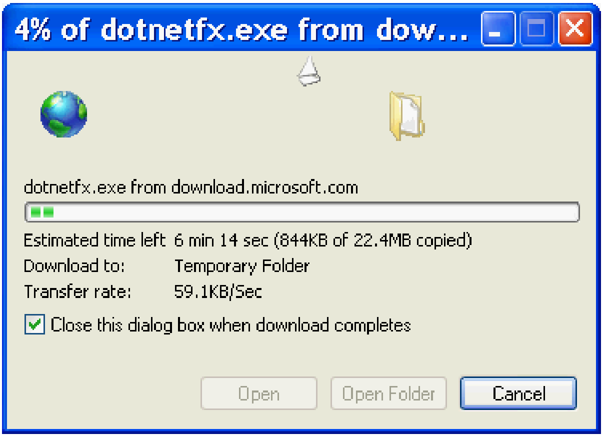


Diagram 7: File download progress

3. You are then asked if you want to run this software. Click on RUN.

Diagram 8: Security warning before Run

4. The Installation program then checks whether this is a new Installation of .NET, or an update.

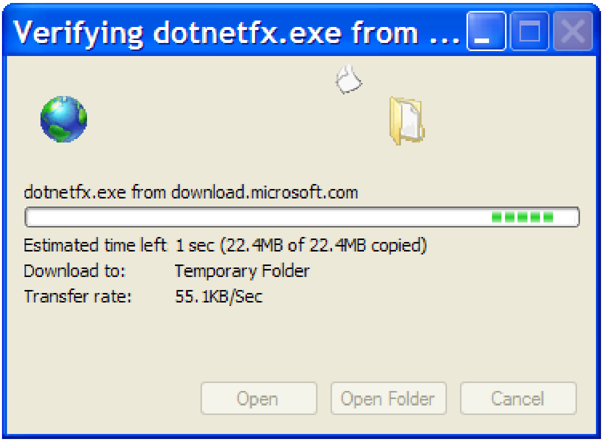


Diagram 9: Verifying the downloaded file

If this is a new installation, follow the installation instructions until the program is successfully downloaded.

5. If, on the other hand, .NET is already installed, you are asked if you want to Repair or Uninstall the software.

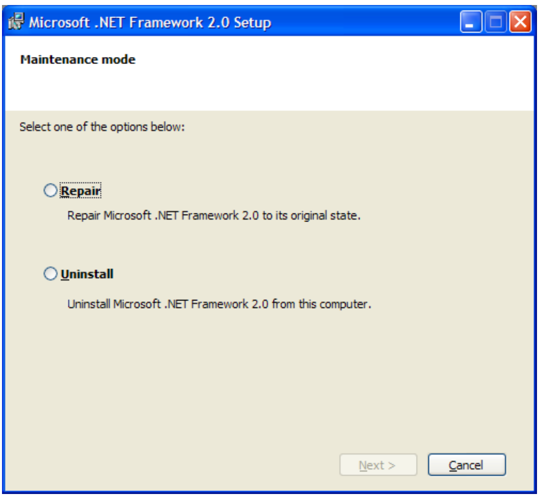


Diagram 10: .NET Framework Version 2.0 already installed

If you are asked this question, click CANCEL (at the bottom of the screen) to end the download because you already have .NET Framework 2.0 on your computer. You then confirm the CANCEL and click on FINISH.

8.5 Download the latest version of Superpay

You don't always need to update SUPERPAY before you run the FBI module. However, it is important to ensure that you have the most recent version of SUPERPAY when you are preparing your year end data and/or exporting your SUPERPAY files into FBI module. So, the following section has been included for new users who may not be familiar with the process.

Step 1 - Determine if you need to update SUPERPAY.

Click on your SUPERPAY icon on your desktop. On the opening logo screen, the Version number is displayed at the bottom of your screen; e.g. 3.17.00 or 3.18.00. Now go to SUPERPAY's website:

www.superpay.co.uk

and click on the DOWNLOADS page to see what version of SUPERPAY is on the website e.g. 3.18.01. If the website has a more recent version, you should download it as described below. The download follows standard Windows conventions.

Step 2 - Where is your SUPERPAY program stored?

Go back to your desktop and click on the SUPERPAY icon to load SUPERPAY. On the MAIN MENU press ALT-F10 to display a window of SYSTEM INFORMATION. The line which starts with Program: is where your SUPERPAY program is currently installed. Make a note of this location. The default is C:\SUPERPAY. Press ESC to end SUPERPAY and check that there is no minimised version of SUPERPAY on your task bar. If you use a network, you must **not** update SUPERPAY on the server if someone else is using SUPERPAY.

Step 3 - Download and install update

1. Now go back to SUPERPAY's website **www.superpay.co.uk** and click on DOWNLOADS. Click on **Download version x.x.x** where x is the latest update number (e.g. 3.17.01 or 3.18.01).

2. A standard Security window is then displayed. The format depends on your browser.

Diagram 11: Standard Security Window

Click RUN or OPEN, whichever option is displayed. (A warning may be displayed if your computer does not recognise Computastore Ltd as a ‘trusted’ software supplier.)

3. A progress window is then displayed. You are then asked if you want to run this software. Check that the name Computastore Ltd is displayed in the message and click on RUN to continue. A progress bar is displayed.
4. The Setup Wizard is then displayed.

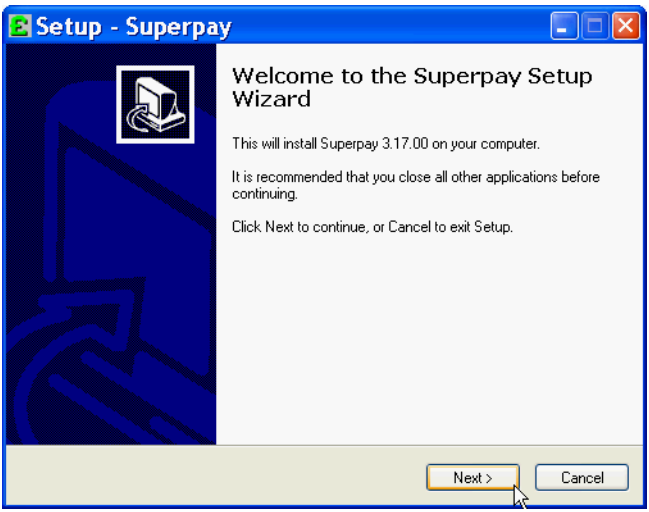


Diagram 12: Superpay setup wizard

Click on NEXT.

5. You are then asked to enter the name of the destination folder for SUPERPAY. You are prompted with what you last entered in this download box **or** c:\superpay.

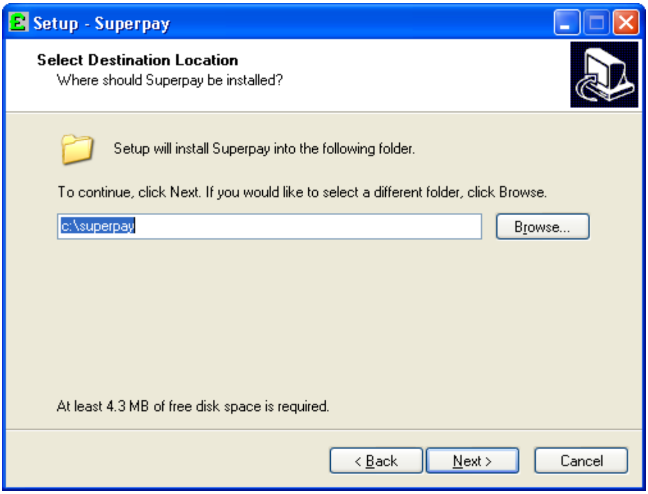


Diagram 13: Choose install location

Many users accept the default c:\superpay. If you want a different directory, either key in the directory name **or** click on BROWSE to find the directory. When you click on your choice, that directory name is automatically inserted in the location field.

6. Click on NEXT to continue. If the directory does not exist, SETUP asks if you want to create a new directory. As an existing user, if SETUP asks this question you have obviously mis-typed the directory name so click on NO and re-enter the destination folder.

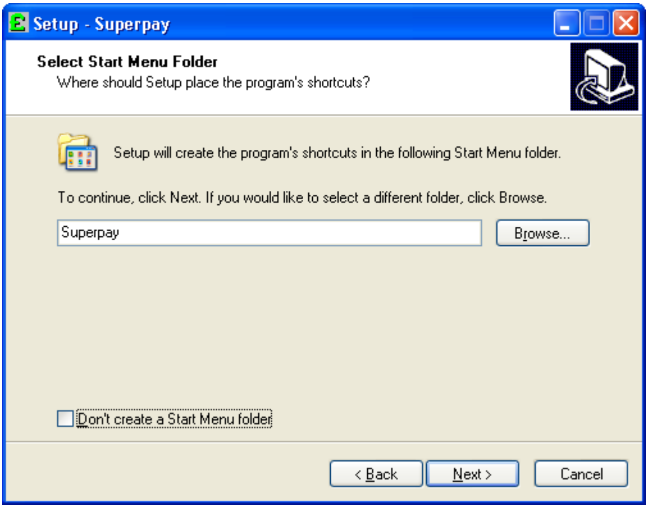


Diagram 14: Create shortcut in Start menu

At the bottom of the screen, SETUP displays a DON'T CREATE A START MENU FOLDER tick box. If you're not sure what this means, leave the box ticked and click on NEXT. If you want SUPERPAY in your START menu, untick the box and either accept the default folder (which follows standard Windows conventions) or enter another folder name. Then click on NEXT.

7. SETUP then asks if you want to create some icons.

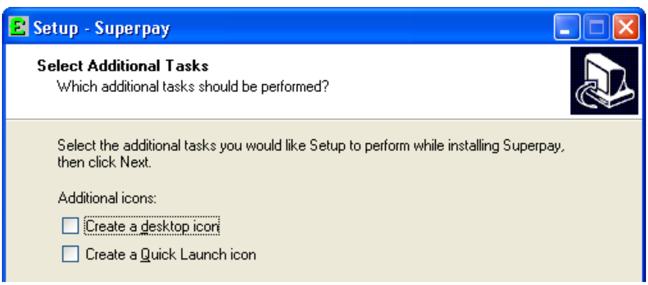


Diagram 15: Create icons if required

Since you are updating SUPERPAY (rather than setting up a new installation) un-tick the CREATE A DESKTOP ICON box. Leave the other box unticked. Then click on NEXT.

8. SETUP then confirms the INSTALL details. Click INSTALL to proceed. A progress bar is displayed.
9. When the installation is complete, the following screen is displayed.

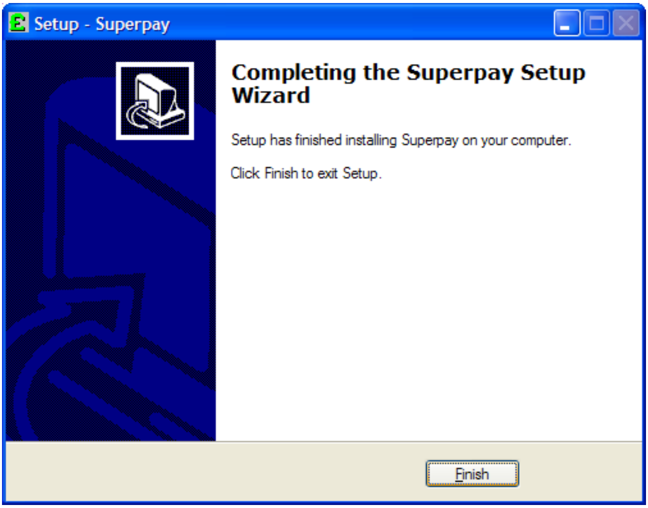


Diagram 16: Installation complete

10. Click on FINISH to close this window, and then click X on the top right of your Internet browser to go back to your desktop.

Step 4 - Confirm update successful

Double-click your SUPERPAY icon to run SUPERPAY. On the Logo screen check that the Version has changed to the version you just downloaded (e.g. 3.18.01).

Q1. At the end of the download when I check the SUPERPAY logo screen, SUPERPAY asks for my Licence number.

If this happens, you have inadvertently created a new shortcut and have not downloaded to the correct location - see Q3 below.

Q2. At the end of the download, when I load SUPERPAY in the normal way, the version number has not been updated.

If this happens, you have not downloaded to the correct location.

Q3. I have not downloaded to the correct location.

Go into SUPERPAY. Press ALT-F10 and write down **exactly** what is displayed on the line beginning ‘Program:’. Then redo the download as described above paying particular attention to the location - see Diagram 8 above.

8.6 E’ee names and addresses

SUPERPAY’s Employee Record has one field for each employee’s name and e-filing requires the field split into parts: Title (if there is one), Surname and Forenames. New users need to confirm if their employees’ names and addresses have been set up in the correct format for e-filing.

How the name field is split for e-filing

Title You do not need a title but if one is in the name field, Mr, Mrs, Miss, Ms, and Dr are put in the Title field. Snr, Sr, Jnr, and Jr are dropped. Any other titles are added either to the forenames or surname depending on how you enter them. Do **not** put brackets round titles.

Surname To know which part of the employee’s name field is the surname, SUPERPAY looks at the setting in the ARE SURNAMES FIRST IN E’EE RECORDS (Y/N) field on your COMPANY RECORD, SCREEN 2. The default setting is N, and most users leave this default unchanged.

Example 1: If you enter names in the format John Smith, don’t change the default.

Example 2: If you enter names in the format Smith John, change this field to Y.

You must be consistent across your whole payroll; i.e. you can’t have some employees with surnames first and others with forenames first.

Double barrelled surnames

If an employee has a double barrelled surname, join the two surnames with a hyphen (**no** spaces) to keep them together.

Forenames SUPERPAY separates the title (if there is one) and surname from the employee name field as described above. Whatever is left goes in the forenames field.

Check your name ‘splits’ on sample report 926

We suggest new users print sample report 926 to see how your employee names will be filed. You can then make any necessary changes before outputing your year end data.

(To print this report, in SUPERPAY choose REPORT DESIGN and copy layout 926 to 326. Then return to the MAIN MENU and choose option 4, USER REPORTS. Enter 326 as the layout number and press F10 to print. The report prints the mandatory e-filing fields.)

Format of e'ee addresses

Employee address fields are optional for e-filing. However, if an address is present, it will be filed and it needs to be in a valid format. You can print sample report 901 to list employee names and addresses which you can then check against your personnel records.

(To print this report, in SUPERPAY choose REPORT DESIGN and copy layout 901 to 301. Then return to the MAIN MENU and choose option 4, USER REPORTS. Enter 301 as the layout number and press F10 to print.)

From the report, it will be immediately obvious if an address is missing and if the information is available you can update the employee's record. Bureaus can forward this report to clients for them to confirm the accuracy of their employees' addresses.

Maximum lines in an employee's address

If you use one or more lines of the employee's address box for remarks or telephone numbers, go to COMPANY RECORD, Screen 2 and check the NUMBER OF ADDRESS LINES TO PRINT ON FORMS field. The default is 5; i.e. the address box is used solely for the address. If you use some lines for other things, amend this field accordingly e.g. if you enter employee telephone numbers on address line 5, enter 4 here to output the first 4 lines only.

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