

SUPERPAY
Internet Filing
2008 and 2009

March 2008

SUPERPAY Internet Filing 2008 and 2009

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1.1 Overview

This 2008 & 2009 FBI (Filing by Internet) guide describes SUPERPAY's e-filing process. Unlike SUPERPAY, the FBI module is **not** multi-year; i.e. you need to create a new data file each tax year.

The Inland Revenue End of Year (EOY) filing process has settled down and the operating instructions are the same as last year. This manual covers both 2007/2008 and 2008/2009 tax years.

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 the e-filing incentive 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 this year's FBI module 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.
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 online or on paper. This is described in the 2007 FAQ booklet (Question 8) and the same information is available in Question 7 on the SUPPORT page of SUPERPAY's website.
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 emails so that you have a record of each company successfully filed online.

1.3 FBI Program overview

You use SUPERPAY's FBI module to:

- TEST your Internet connection to the Inland Revenue Gateway.
- IMPORT SUPERPAY EOY data and store it in FBI data files.
- VALIDATE these FBI files against this year's Inland Revenue Quality Standard. You then correct any errors in SUPERPAY and IMPORT the data again.
- Display your P35 for you to complete, ready for sending online.
- 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 2007

The format of the files sent to the Revenue changes each year, but apart from changes in the wording of the P35 declarations there are no changes to the user interface.

1.5 How this guide is organised

Since most SUPERPAY users have already filed online in previous years, this guide is written for companies who are already familiar with SUPERPAY's FBI module. There is a separate 'New users' chapter so that experienced users can read through this guide in sequence without having to skip over sections which apply only to new users.

- Chapter 1* is this INTRODUCTION.
- Chapter 2* tells you how to INSTALL this year's 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 online. 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. (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 online 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 online. However, this online registration is no easier than paper FBI (2)'s and we do not 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 online. However, when you register a client, the Revenue checks the PAYE reference. Since incorrect PAYE references are a major source of online filing errors, this is a useful service.

In addition, from April 2009, you will not have the choice of whether to register medium or large companies since you will need to be able to both send **and receive** all in-year P45's etc. online for such clients.

In-year forms

When you register a client for online filing, the Revenue will send all future in-year forms for that client to your mail-box. Some 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 online. This is acceptable to the Inland Revenue **until** April 2009, when all medium and large companies will need to handle in-year forms online.

1.8 Mailing list

In the past, the FBI module and instructions were regularly updated on SUPERPAY's website during the filing period (March to May). The Inland Revenue's online EOY filing process has now settled down, and this year we do not anticipate any program or manual changes during the filing period. However, to ensure that you know if an update is needed, 'SUBSCRIBE' to SUPERPAY's email list. Go to www.superpay.co.uk and click on DOWNLOADS. Then click on SUBSCRIBE and SEND a blank email (with the default email 'subject' of subscribe). We will then email you a confirmation reply. 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

It is essential that you use up to date versions of both SUPERPAY and the 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 if you are informed of a software change.

1.10 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 are no changes to the process of merging 'split' companies between last year and this year. See [5.7](#) and [7.7](#) for more details.

1.11 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 cannot 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 [6.18](#) below for more details of amendments.

1.12 Screen shots

Even though we do not anticipate any changes to the FBI module this year, if the program changes, 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.

In addition, software developers do not have prior access to the 'live' Inland Revenue site so it is not possible to know exactly what SEND, HISTORY, and ERROR messages you will receive. We understand that the 2008 messages will be the same as last year. However, Inland Revenue EOY messages can change without prior notice, and so may not be documented in this manual.

1.13 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.

1.14 Inland Revenue standards

Quality Standard

For e-filing incentives and to avoid e-filing penalties, your data must satisfy this year's Quality Standard. This Standard specifies the format of your data and what combination of data is acceptable; e.g. you cannot 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 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 do not have an in-house IT specialist, this chapter guides you through the Installation process. You may need to log 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 online filing process to bring any changes forward to before 6th April or leave them until after you have filed all your companies.

The FBI module was released mid-year to allow bureaus to file in-year cessations. If you have already downloaded this year's module, you do not need to download it again to do End Of Year filing.

2.2 System requirements

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

If you have earlier versions of Windows you will need to upgrade your system. Alternatively, if you have a small payroll, you could log on to the Inland Revenue's website and use the Revenue's online 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, .NET is already installed.

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.

Networks

If your SUPERPAY PC is part of a network see [2.8](#) below.

2.3 Confirm Windows version

Before proceeding, you need to confirm your PC has a compatible version of Windows, as described in [2.2](#) above.

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.)

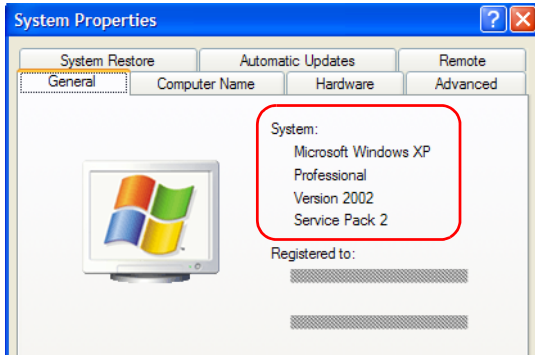


Diagram 1: System properties window

Check your version of Windows. If you have a compatible version of Windows but do not 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 online 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. For 2008 EOY filing, in the DOWNLOAD INTERNET FILING section, left-click on:

DOWNLOAD 2008 INTERNET FILING v2.0.0

(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 below. If you already know how to download Windows programs from a website, follow the on-screen instructions. When complete, skip to [2.7](#) below.

In 2009, you will need to download the 2009 INTERNET FILING vX.X.X; i.e. you need a new FBI module for each tax year.

2.6 Download FBI module – detailed instructions

When you left-click on DOWNLOAD INTERNET FILING 2.0.0 a standard Security window is displayed. The format depends on your browser and will probably look like this.

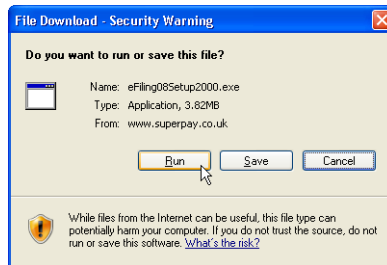


Diagram 2: Standard Security Window

To proceed, click on RUN or OPEN – whichever option is displayed. A progress bar is displayed and 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 on NEXT. The Licence Agreement screen is displayed.

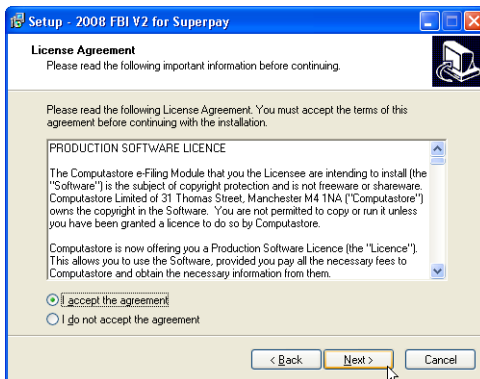


Diagram 5: Licence Agreement

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.

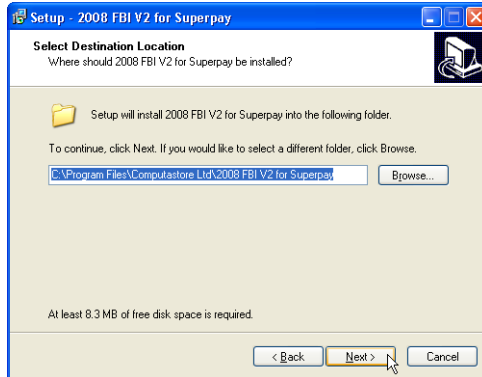


Diagram 6: Choose install location

Install the FBI module on the PC of the operator who will run Internet Filing. Install it in the default directory – you may have to be an Administrator to access or update this directory. (You do not normally install it in the C:\SUPERPAY directory). Click NEXT to continue. A confirmation window is then displayed.

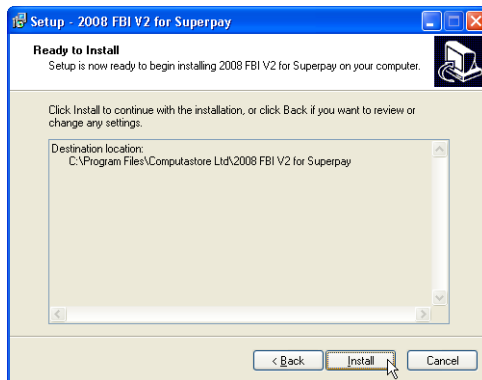


Diagram 7: Confirm installation details

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

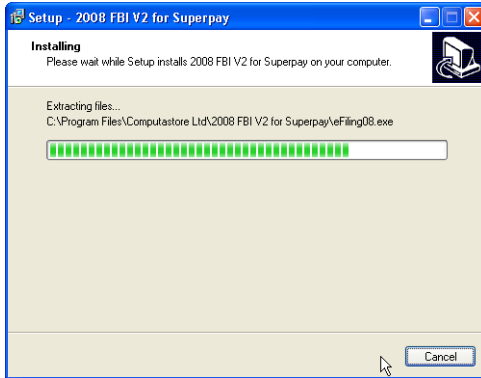


Diagram 8: Installation in progress

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 this year's 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, 2006 and 2007 you may now have four FBI icons. If your desktop is crowded, you may wish to DELETE the 2005 and 2006 icons (i.e. right click on the icon, and left click on DELETE). DELETING the FBI 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/ Computas-tore Ltd and selecting the required program; e.g. Internet Filing 2005 for SUPERPAY.

2.8 FBI module and networks

Each operator installs and runs the FBI module on their own PC. The FBI 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 FBI files across the network.

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.

2.9 Run FBI program

Double click the 2008 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 this year’s FBI icon again and see if it runs. If you still get an ‘APPLICATION INITIALISE’ error, you probably have not 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.

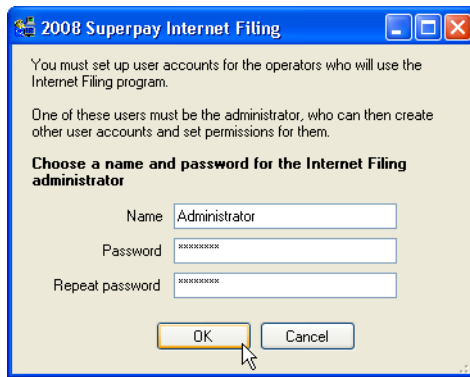


Diagram 11: FBI module – Administrator Screen

(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 online last year you still need to set up this year's FBI password(s) since this year's module is completely separate from last year's 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 LOGIN option (see below).

2. SUPERPAY password(s)

At various points, the FBI module asks for a Level 2 SUPERPAY password. If you do not 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 online 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.

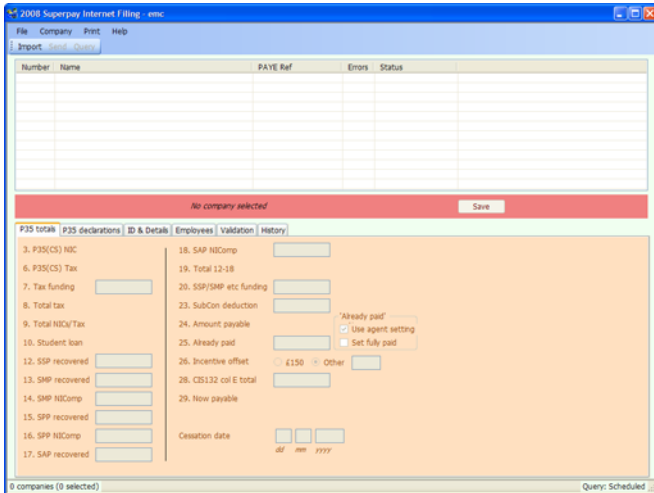


Diagram 12: FBI module – Main Screen

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 are asked to log in **before** the MAIN SCREEN is displayed.

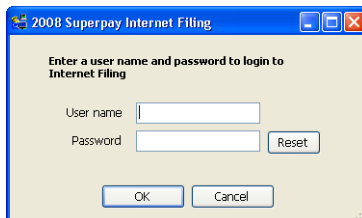


Diagram 13: Login Screen

If this log-in 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 hotline 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.

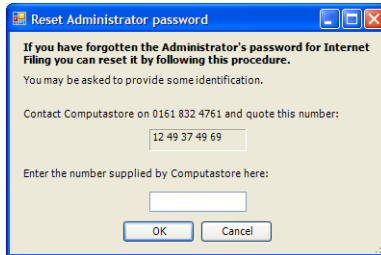


Diagram 14: Password re-set screen

3. Telephone our hotline 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 login

The next step is to select AUTO LOGIN if required. If this option is not needed, skip now to [2.14](#) below.

Why would I want Auto login?

If you choose this option, in future no-one will need a password to log in to this year's FBI 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.)

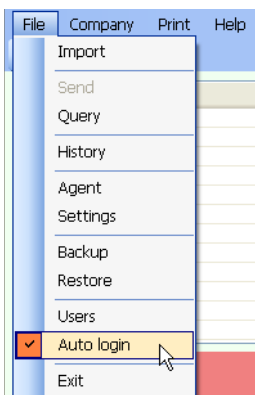


Diagram 15: Auto login option active (i.e. ticked)

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 prevent the 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 fire-wall, your connection **should** work 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.

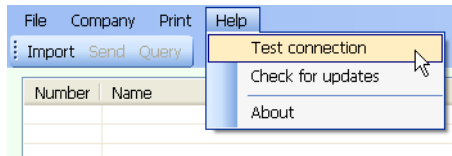


Diagram 16: Help/Test Connection option

The following screen is then displayed.

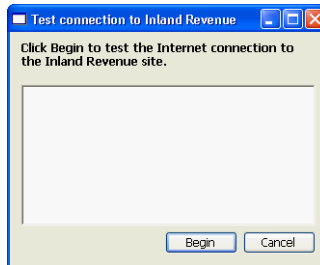


Diagram 17: Run Test Connection

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

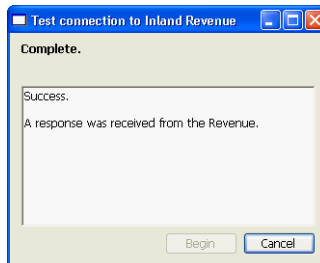


Diagram 18: Successful Test Connection

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

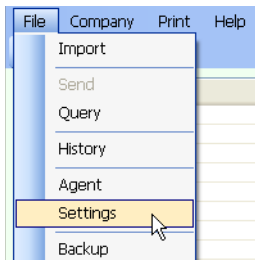


Diagram 19: File/Settings option

Click on SETTINGS to display the following screen.

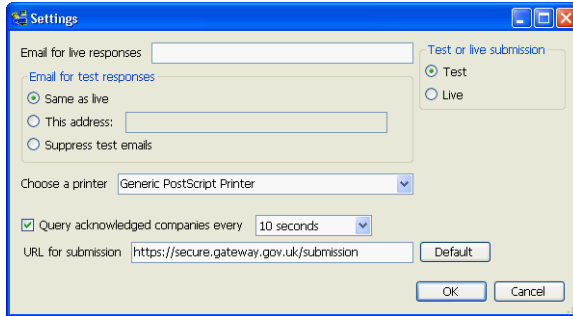


Diagram 20: Settings screen

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 a confirmation email in the following format:

Successful Receipt of Online Submission for Reference 123/A456

gateway.confirmation@cabinet-office.x.gsi.gov.uk

Thank you for sending the PAYE End of Year submission online.

The submission for reference 123/A456 was successfully received on 21-04-2008. If this was a test transmission, remember you still need to send your actual Employer Annual Return using the live transmission in order for it to be processed.

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 EOY 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** is the real confirmation.

2. What you do

Enter the relevant email addresses. If you do not have two different email addresses, choose the TEST EMAIL default setting 'SAME AS LIVE'. If you leave all the email 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 online 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 works 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](#).

3

Import Superpay data

3.1 Overview

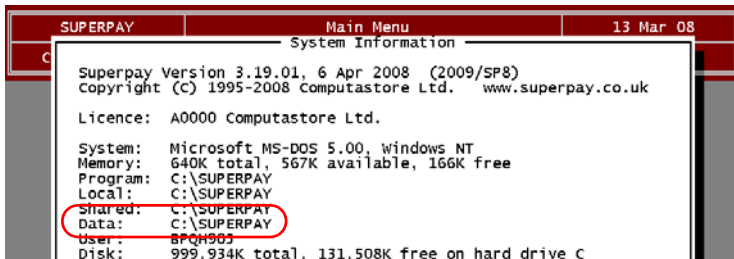
This process is the same as previous years. Following on from [Chapter 2](#), you should now have this year's FBI module on your PC. The next step is to OUTPUT your EOY SUPERPAY data in a format which can be IMPORTED into this year's FBI module.

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 3.19.00 or later.
2. If you have an earlier version (e.g. 3.18.00), 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.

3.2 Check where SUPERPAY data is stored

On the MAIN MENU, hold down the ALT key and press F10.



```
SUPERPAY Main Menu 13 Mar 08
----- System Information -----
Superpay Version 3.19.01, 6 Apr 2008 (2009/SP8)
Copyright (C) 1995-2008 Computastore Ltd. www.superpay.co.uk

Licence: A0000 Computastore Ltd.

System: Microsoft MS-DOS 5.00, windows NT
Memory: 640K total, 567K available, 166K free
Program: C:\SUPERPAY
Local: C:\SUPERPAY
Shared: C:\SUPERPAY
Data: C:\SUPERPAY
User: SPOH969
Disk: 999,934K total, 131,508K free on hard drive c
```

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

On the MAIN MENU choose option 6, YEAR END.

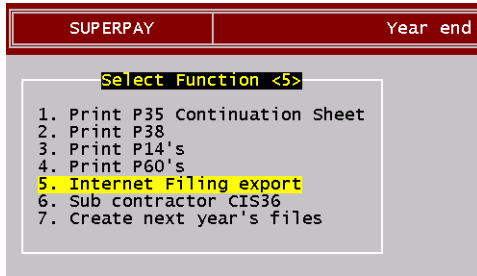


Diagram 2: Internet Filing Export option

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.

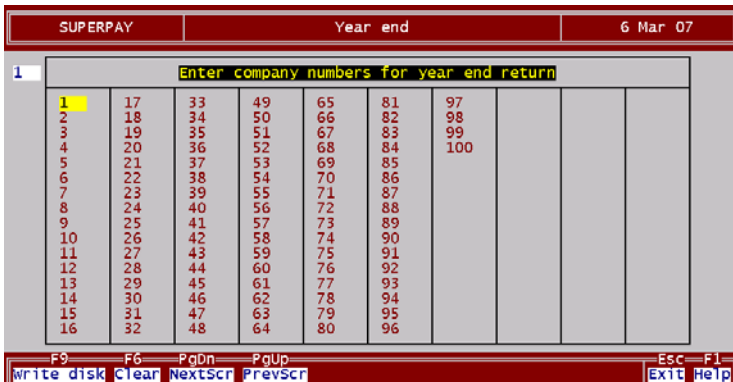


Diagram 3: Company Selection screen

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 [3.5](#) 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 3.19.00 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 (COMPANY RECORD, Screen 1) and in the PAYE REFS. fields (COMPANY RECORD, Screen 2).

	PAYE references	
E'er reference	A123	District No 059
	Year end disk references	
District Name		

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 cannot 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?

Only Address Line 1 is mandatory for online 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 Company 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 Company 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 redisplay 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 employee 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 – see *Chapter 5*.

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).

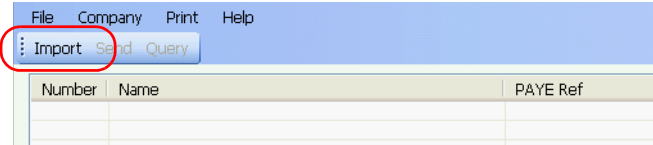


Diagram 5: Import SUPERPAY data

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

Import screen

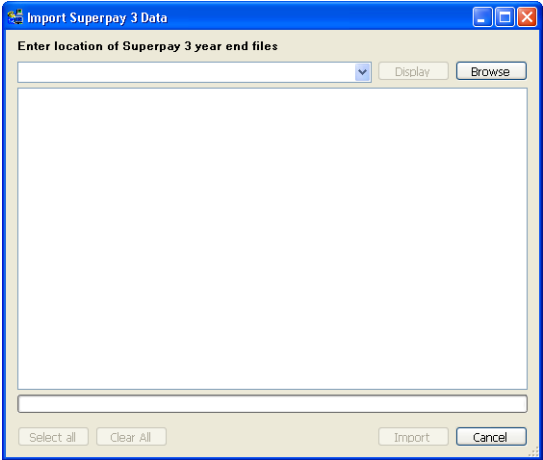


Diagram 6: Import Screen

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 do not 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, click on DISPLAY to list the companies in that directory which are waiting to be IMPORTED.

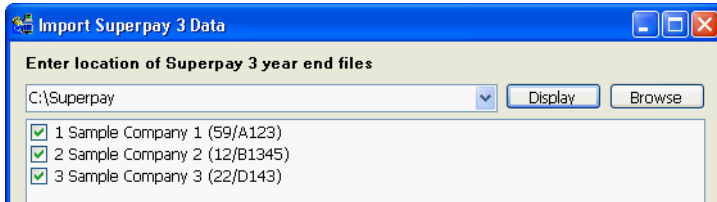


Diagram 7: Import Screen – Display company list

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 3.2 or 3.3 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

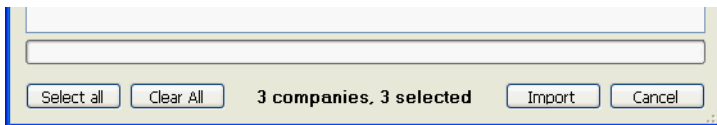


Diagram 8: Import Screen – Select/Clear All

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 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

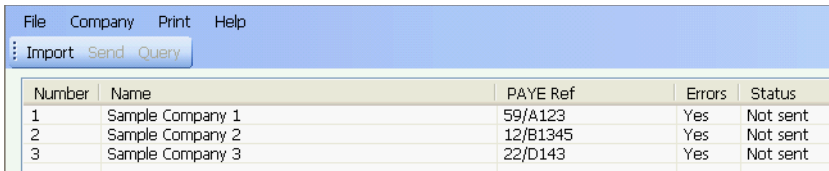
The next step is to enter your ID and list any errors using the VALIDATION option described in [Chapter 4](#). If there are no errors – i.e. the ERRORS column is blank – go to [Chapter 5](#).

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.



The screenshot shows a software interface with a menu bar (File, Company, Print, Help) and a toolbar (Import, Send, Query). Below is a table with the following data:

Number	Name	PAYE Ref	Errors	Status
1	Sample Company 1	59/A123	Yes	Not sent
2	Sample Company 2	12/B1345	Yes	Not sent
3	Sample Company 3	22/D143	Yes	Not sent

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.

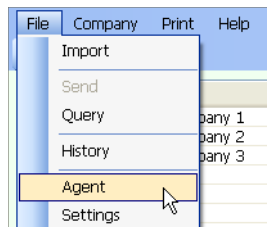


Diagram 2: File Menu – Agent selected

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 do not 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 online 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.
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 bureaux 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 – select the company on the MAIN SCREEN (i.e. click anywhere on the line for that company). Then click on the ID & DETAILS tab (in the middle of the screen).

The screenshot shows a web interface for 'Bureau Co 1 (5/S150X)'. At the top right is a 'Save' button. Below the header is a navigation bar with tabs: 'P35 totals', 'P35 declarations', 'ID & Details' (selected), 'Employees', 'Validation', and 'History'. The main content area is divided into three sections:

- Agent settings:** Contains three radio buttons: 'Don't use an agent' (selected), 'Use the default agent', and 'Use this agent:'. Below is a dropdown menu.
- Government Gateway authentication:** Contains two input fields: 'User ID' (with value 'CD1234567XYZ') and 'Password' (with masked characters '*****').
- Contact details:** Contains several input fields: 'Title', 'Forenames' (with value 'John'), 'Surname' (with value 'Smith'), 'Email', 'Phone', 'Ext.', 'Fax', and another 'Ext.' field.

At the bottom left, there is a 'Submission type' section with three radio buttons: 'Complete (P35 and P14's)' (selected), 'P14's only', and 'P35 only'.

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.
2. In the USER ID field, enter the User ID allocated by the Inland Revenue when you Registered for online 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 do not 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. This is for future enhancements only. The current FBI module does complete submissions only.
7. Click on SAVE.

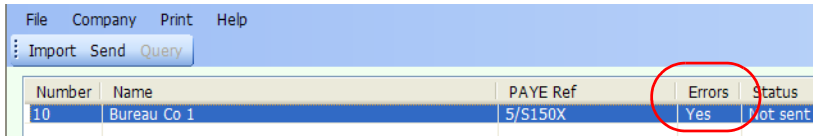
This is a close-up screenshot of the top right corner of the interface. It shows the header 'Bureau Co 1 (5/S150X)' in a red bar and a 'Save' button in a grey box.

Diagram 5: Save button

4.3 Errors column

When you file online, **all** your data must satisfy the current year's Inland Revenue Quality Standard. This Standard specifies the format of your data and what combination of data is acceptable; e.g. a male cannot 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.

When you IMPORT a company, the FBI module automatically validates your data and updates the ERRORS column. If your data contains errors, YES is displayed in the ERRORS column.



Number	Name	PAYE Ref	Errors	Status
10	Bureau Co 1	5/S150X	Yes	Not sent

Diagram 6: Errors column

This VALIDATION 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.

There are some errors VALIDATION cannot 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.

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 now to [Chapter 5](#).

4.4 Why you need to view and correct validation errors

The FBI module does **not** force you to view and correct all your VALIDATION errors before SENDING a 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 FBI module's error messages are much more user friendly.)

If you have YES in the ERRORS column, the VALIDATION tab lists the errors so that you can correct them before submitting your data. You should only file a company when the ERRORS column is blank for that company.

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 have a blank ERRORS column. If all your 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, click on one of the companies which has YES in the ERRORS column. This highlights 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.

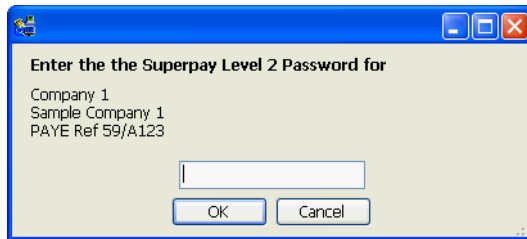


Diagram 7: Enter Company's SUPERPAY password

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

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 8: 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. This list is updated each year. If a prefix 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 current FBI module deals with these numbers in exactly the same way as previous years.

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 three 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

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

6. Leading zeros in tax codes and H codes

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). Remove the leading zero or if the code has a H suffix, change the suffix.

7. Missing forename

An employee's name field must include at least one character for the forename (e.g. an Initial). You cannot have just 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

You need to fix errors in SUPERPAY. By having SUPERPAY in a window (rather than running it full screen), you can have both SUPERPAY and your 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 IMPORT and tick the company or group of companies you want to IMPORT again – see 3.5. 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 the company has no errors.

4.8 Select next company which has errors

Once you have opened the VALIDATION tab, move through the companies with errors by clicking on the 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 online. 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 online or on paper. The same information is also available in a PDF format as Question 7 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 EOY 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 online.
3. When you file online, you do not send paper P14's or a paper P35 to the Revenue.
4. You print single part P60's to give to your employees in SUPERPAY; i.e. not in the FBI module. The P60 forms are supplied free of charge by the Revenue.

5.3 P38A employees

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

- ❑ If your P38A employees 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 employees.
- ❑ If you have not entered your P38A employees 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 Small Employer's e-filing incentive.

5.4 Check your FBI version

Even though no program changes are anticipated during the filing period, you should always check that you are using the most up to date version of the FBI module before processing your P35 and again, before SENDING your data to the Revenue.

Click on HELP and then CHECK FOR UPDATES.

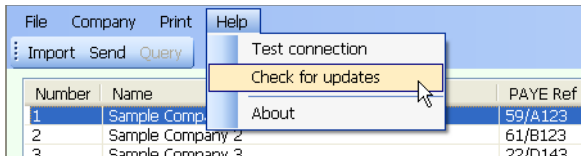


Diagram 1: Check for updates menu option

The CHECK FOR UPDATES screen is then displayed.

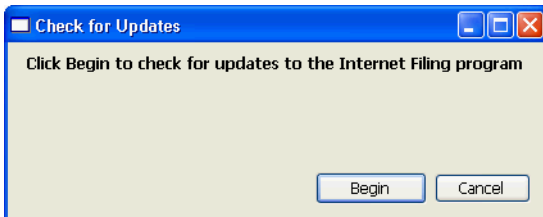


Diagram 2: Check for updates

Click on BEGIN. The FBI module tells you if you using the most recent version.

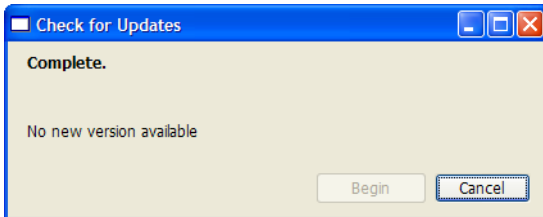


Diagram 3: No update required

If you need a new version, download the FBI module again from SUPERPAY's website 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 open.

If SUPERPAY's website indicates that there is an also an online update for the 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 EOY 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 P35 when the ERRORS column shows that there are no Validation errors.

5.7 Merge 'split' companies

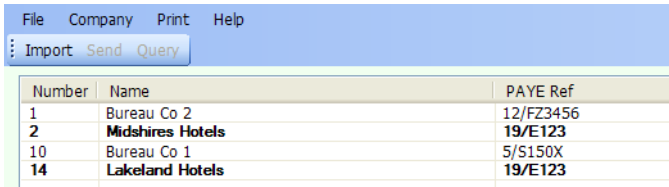
You can file only one 'complete' submission for each PAYE reference. When a 'complete' submission has been received by the Revenue, the Gateway rejects any further 'complete' **or** 'part submissions' for that PAYE reference.

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
1	Bureau Co 2	12/FZ3456
2	Midshires Hotels	19/E123
10	Bureau Co 1	5/S150X
14	Lakeland Hotels	19/E123

Diagram 4: Split companies shown in bold (same PAYE ref)

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

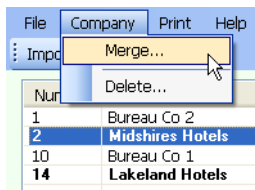


Diagram 5: Select 'Merge' option

'Split' companies at different sites

Some bureaux 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

Make sure that the ERRORS column is blank for the company you are working on before proceeding.

On the MAIN SCREEN highlight the company. 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 of the Inland Revenue paper P35.

Number	Name	PAYE Ref	Errors	Status
1	Bureau Co 2	17/22456	Yes	Not sent
2	Bureau Co 1	5/5150K	Yes	Not sent

Bureau Co 2 (12/FZ3456)			
3. P35(CS) NIC	98255.97	18. SAP NICComp	0.00
6. P35(CS) Tax	97445.40	19. Total 12-18	5765.64
7. Tax funding	0.00	20. SSP/SMP etc funding	0.00
8. Total tax	97445.40	23. SubCon deduction	0.00
9. Total NICU/Tax	195791.37	24. Amount payable	189935.73
10. Student loan	0.00	25. Already paid	189785.73
12. SSP recovered	0.00	26. Incentive offset	<input type="radio"/> £150 <input type="radio"/> Other 0
13. SMP recovered	5538.18	28. CS132 col E total	0.00
14. SMP NICComp	0.00	29. Now payable	150.00
15. SPP recovered	207.46		
16. SPP NICComp	0.00		
17. SAP recovered	0.00		

Diagram 8: 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.

Change fields

Diagram 9: Apply changes

If 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 tick the Incentive offset field, the total now payable only changes when you click on SAVE.

2. Totals which cannot 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 grey boxes, 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

12. SSP recovered	0.00
13. SMP recovered	5558.18
14. SMP NIComp	0.00
15. SPP recovered	207.46
16. SPP NIComp	0.00
17. SAP recovered	0.00

Diagram 10: SSP and Parental Pay Details

If you have 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 have not entered anything in the SICKNESS BEFORE DIARY, go on to 5. below.)

If INTERNET FILING EXPORT found an employee with SSP in the BEFORE DIARY, the screen (in SUPERPAY) 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

You now enter the remaining white boxes if needed.

6. Subcontractors (line 23)

Enter the total tax deducted from subcontractors.

If you use SUPERPAY's CIS module, this total is produced by the Monthly Summary report for Months 1 to 12. However, amendments are not shown on the CIS module and you may need to manually alter the totals from the Monthly Summary report before completing this box.

7. Already paid (line 25)

24. Amount payable	0.00	*Already paid* <input checked="" type="checkbox"/> Use agent setting <input type="checkbox"/> Set fully paid
25. Already paid	<input type="text" value="0.00"/>	
26. Incentive offset	<input type="radio"/> £150 <input checked="" type="radio"/> Other <input type="text" value="0"/>	
28. CIS132 col E total	<input type="text" value="0.00"/>	
29. Now payable	0.00	

Diagram 11: 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 online 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

1. Enter the amount paid each month on Screen 3 of your SUPERPAY Company Record.

Payroll details		
Inland Revenue payments		
Month	Payment	Date
1	15506.24	30/04/07
2	16023.11	31/05/07
3	14997.57	30/06/07
4	15902.78	31/07/07
5	15722.11	31/08/07
6	15656.56	30/09/07
7	15123.44	31/10/07
8	15000.99	30/11/07
9	15666.22	31/12/07
10	14123.15	31/01/08
11	17225.16	29/02/08
12	18838.40	31/03/08
		/ /
		/ /
		/ /
	189785.73	

Diagram 12: Company Record – Screen 3, Total paid

When your data is imported, the FBI module automatically displays the total from your Company Record.

24. Amount payable	189935.73	<input type="checkbox"/> 'Already paid' <input checked="" type="checkbox"/> Use agent setting <input type="checkbox"/> Set fully paid
25. Already paid	189785.73	
26. Incentive offset	<input type="radio"/> £150 <input checked="" type="radio"/> Other <input type="text" value="0"/>	
28. CIS132 col E total	<input type="text" value="0.00"/>	
29. Now payable	150.00	

Diagram 13: Amount paid as per Company Record

2. In the above example, £189,785.73 was transferred from SUPERPAY into this box. You can see that the Now payable box shows £150 which is the e-filing incentive for 2006/7 which has still to be entered (box 26).
3. 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.

24. Amount payable	189935.73	<input type="checkbox"/> 'Already paid' <input type="checkbox"/> Use agent setting <input type="checkbox"/> Set fully paid
25. Already paid	<input type="text" value="0.00"/>	
26. Incentive offset	<input type="radio"/> £150 <input checked="" type="radio"/> Other <input type="text" value="0"/>	
28. CIS132 col E total	<input type="text" value="0.00"/>	
29. Now payable	189935.73	

Diagram 14: Clear Already paid settings

- 4. 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.

24. Amount payable	189935.73	'Already paid' <input type="checkbox"/> Use agent setting
25. Already paid	189935.73	<input checked="" type="checkbox"/> Set fully paid
26. Incentive offset	<input type="radio"/> £150 <input checked="" type="radio"/> Other	<input type="text" value="0"/>
28. CIS132 col E total	<input type="text" value="0.00"/>	
29. Now payable	0.00	

Diagram 15: Already paid example

In the above example, the FBI module set the already paid box to £189,935.73. 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 2007/8 overpayment.

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.

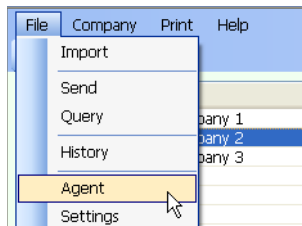


Diagram 16: Select Agent menu option

Tick this box if required.

The screenshot shows a web form titled 'Agent details' with a blue header. Below the header is a grey bar with the text 'Enter agent details and click 'Add''. Below this is a dropdown menu showing 'Computastore Ltd', a 'Display' button, and a 'New...' button. The form contains several input fields: 'Company' (Agent1), 'Address' (100 Main Stret, Manchester), 'Postcode' (M11 4PG), 'User ID' (AB123456XYZ), and 'Password' (*****). There are two checkboxes: 'Default agent' (unchecked) and 'Default to P35 fully paid' (checked). A red oval highlights the 'Default to P35 fully paid' checkbox, and a mouse cursor is pointing at it. The text 'Government Gateway authentication' is visible in blue above the User ID and Password fields.

Diagram 17: 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.

Example 1, box ticked – 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.

Example 2, box ticked – 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.

Example 3, box unticked – 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.

Example 4, box unticked – 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)

26. Incentive offset £150 Other

Diagram 18: Incentive Details

This box shows how much of the 2006/7 e-filing Incentive payment you have **offset** against your 2007/8 PAYE totals. Tick the £150 box **only** if you allocated the whole amount against your 2007/8 totals. If you received a £150 cheque from the Revenue, do **not** enter the cheque amount. (i.e. you did not offset the cheque amount).

Example 1: Offset whole of the 2006/7 £150 Incentive and SET FULLY PAID box ticked

Using the same example as in 7 above, the NOW PAYABLE amount is zero and the ALREADY PAID field is same as the AMOUNT PAID.

24. Amount payable	189935.73	'Already paid' <input type="checkbox"/> Use agent setting <input checked="" type="checkbox"/> Set fully paid
25. Already paid	189935.73	
26. Incentive offset	<input type="radio"/> £150 <input checked="" type="radio"/> Other	<input type="text" value="0"/>
28. CIS132 col E total	<input type="text" value="0.00"/>	
29. Now payable	0.00	

Diagram 19: Before incentive box ticked

Now tick the £150 INCENTIVE OFFSET box.

24. Amount payable	189935.73	'Already paid' <input type="checkbox"/> Use agent setting <input checked="" type="checkbox"/> Set fully paid
25. Already paid	189935.73	
26. Incentive offset	<input checked="" type="radio"/> £150 <input type="radio"/> Other	<input type="text" value="0"/>
28. CIS132 col E total	<input type="text" value="0.00"/>	
29. Now payable	0.00	

Diagram 20: £150 Incentive offset box ticked

You can see that even though the **£150** box has been ticked, the ALREADY PAID amount has not changed. You need to click on SAVE to apply the change.

24. Amount payable	189935.73	'Already paid'	
25. Already paid	189785.73	<input type="checkbox"/> Use agent setting	<input checked="" type="checkbox"/> Set fully paid
26. Incentive offset	<input checked="" type="radio"/> £150 <input type="radio"/> Other	0	
28. CIS132 col E total	0.00		
29. Now payable	0.00		

Diagram 21: Change applied and ALREADY PAID box updated

You can see that the ALREADY PAID field has now been reduced by £150.

Example 2: Offset whole of the 2006/7 £150 Incentive and 'Set fully paid' box **not** ticked

Using the same example as in 7 above, you enter the amount paid (£189,785.73) **or** this figure has been imported from SUPERPAY.

24. Amount payable	189935.73	'Already paid'	
25. Already paid	189785.73	<input type="checkbox"/> Use agent setting	<input type="checkbox"/> Set fully paid
26. Incentive offset	<input type="radio"/> £150 <input checked="" type="radio"/> Other	0	
28. CIS132 col E total	0.00		
29. Now payable	150.00		

Diagram 22: Before entering Incentive details

You can see the NOW PAYABLE amount is £150. Tick the £150 INCENTIVE OFFSET box, and click on SAVE to apply the change.

24. Amount payable	189935.73	'Already paid'	
25. Already paid	189785.73	<input type="checkbox"/> Use agent setting	<input type="checkbox"/> Set fully paid
26. Incentive offset	<input checked="" type="radio"/> £150 <input type="radio"/> Other	0	
28. CIS132 col E total	0.00		
29. Now payable	0.00		

Diagram 23: Incentive box changed 'saved'

You can see that the NOW PAYABLE field is now Zero.

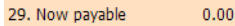
Example 2: £150 Cheque received

If you received a £150 2005/6 e-filing cheque from the Revenue do **not** tick the £150 Incentive offset box at all. (i.e. do **not** enter the £150 anywhere on the P35.)

Example 3: Part of the Incentive received as a cheque

If you **part** offset the 2006/7 Incentive against your 2007/8 payments enter the amount offset. (Note you **never** enter the amount of an Incentive cheque received).

10. Now payable (line 29)



29. Now payable 0.00


Diagram 24: 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



28. CIS132 col E total
29. Now payable

Diagram 25: 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 2007/8 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

Bureau Co 2 (12/FZ3456)

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

Checklist

- 1. P14 or P38(S) included for every person in your paid employment?
- 2. Any 'Free of tax' payments to an employee?
- 3. Did anyone else pay expenses to any employees while they were employed by you?
- 4. Did anyone employed by a company outside the UK work for you in the UK for 30 or more days in a row?
 - If Yes, are there P14's for these employees?
- 5. Have you paid any of an employee's pay to someone else?
 - If Yes, have you included this pay on their P14?
- 6. Are you a service company?
 - If Yes, have you operated IR35 or Managed Service Companies legislation?

Declarations

- P14's for each employee requiring a P11 are enclosed
- Form P38A is due
- Forms P11D are due

Diagram 26: 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 employee requiring a P11.) The

FBI module files P14 data for all employees 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 are 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 have 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.

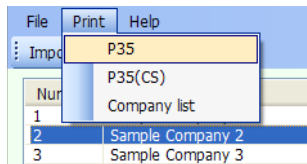


Diagram 27: Print P35 and P35 (CS) options

Format of P35 report

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

1. Page numbers – 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 this information is not filed online.
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 and blanks on the DECLARATIONS tab are translated into X's in YES/NO boxes on the paper report. A tick on the P11D's DUE DECLARATIONS tab translates into WILL BE SENT LATER or HAVE ALREADY BEEN SENT.

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 online, 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 asterisk. 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 online. 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.

Bureau Co 2 (12/FZ3456)					
P35 totals	P35 declarations	ID & Details	Employees	Validation	History
Name	NINO	Birth	Sex	Tax code	
Angela Carr	AL123556B			501L	
Anne Ainsworth	AB123458C			522L	
B King	AB885599C			462L	
Barry Smith	YR128975C			461L	
C Unsworth		1901-01-01	female	522L	
Edward Deacon	AB556677C			461L	
Fred Bloggs	JR129988C			522LW1	
Jack Gordon	YT123456C			461L	
John Browning		1901-01-01	female	522LW1	
John London	BT123456C			461L	
Joseph Mackin		1901-01-01	female	59L	
Mary Brown		1983-02-28	female	BR	
Michael Downs	BA125566C			453L	

Diagram 28: 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 online as described in Chapter 6. If you are a bureau we suggest you print a Company List.

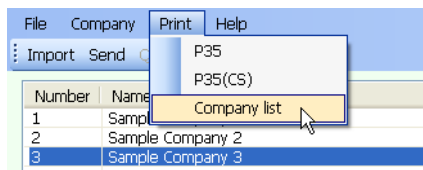


Diagram 29: Company List Print option

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 online; i.e. you are at the stage where:

- the ERRORS column is blank for those companies you wish to file.
- you have finalised the P35's for those companies you wish to file.

This chapter tells you how to:

1. SEND TEST and LIVE 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 do not get a response within a reasonable time (e.g. within 5 minutes).

6.2 Results from previous years

The Inland Revenue provides statistics (not individual data) to software suppliers letting them know what errors their users had in their online filing data. We are happy to report that our users' filing success rate has been consistently 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 an ERROR TEST or ERROR LIVE status was shown on the MAIN 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. Even though this HISTORY function was available, some users did not use it. (It is 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 does not 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 (relating to the second submission) before the 'success' email and this caused some confusion.
4. 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 many months later when the Revenue issued penalty notices to some users who had not filed their 'LIVE' End of Year data. (Most of these penalty notices were subsequently withdrawn.)

To ensure that does not happen this year you should:

- Enter two separate email addresses – one for the results of your 'live' submissions and the other for your 'test' submissions (see [2.15](#) above). (If you do not have two email addresses, you can still have test and live emails sent to the same address.)
- Limit TESTING to a single batch of 3 companies. Last year some bureaux TESTED all their submissions before filing them as LIVE. There is nothing to be gained from users carrying out such large scale testing. Bureaux need to run only **one** successful test for a small batch of companies. 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.
- Finally, the HISTORY tab 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.

6.3 When to file

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

In previous years the Gateway has been **very** busy during the first few working days of the tax year and again in the days preceding 19th May. So, you should take advantage of SUPERPAY's multi-year facility to move on to next year and file your EOY 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 them 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 any time 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 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 2008

You can file your EOY data as soon as it is ready. However, between 12 noon and 8pm on 5th April 2008, no Inland Revenue acknowledgements will be sent. Though the Revenue has stated that you will still be able to submit EOY files, you will not get any Revenue acknowledgements or emails during that period.

We strongly recommend that you do not send any data (either TEST or LIVE) between 12 noon and 8pm on 5th April. During that period, your FBI module would be left in a constant 'polling' situation as it attempted to find out what was happening to your submission.

Sending 2008/9 returns before 6th April 2009

We do not yet know how early the Gateway will open for EOY submissions. We will email you when we know more. The program for filing in-year cessations will be posted to the SUPERPAY website in the autumn.

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.

6.5 Superpay passwords

At various points in the filing process, you may be asked for level 2 SUPER-PAY 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.

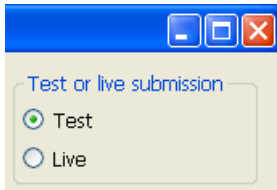


Diagram 1: Submission status (on File/Settings screen)

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.

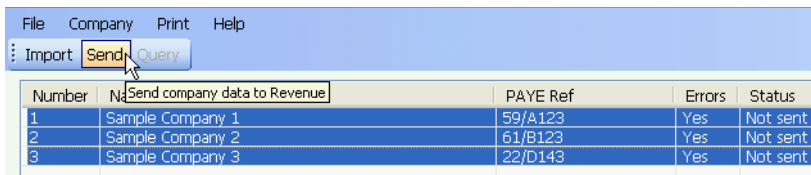


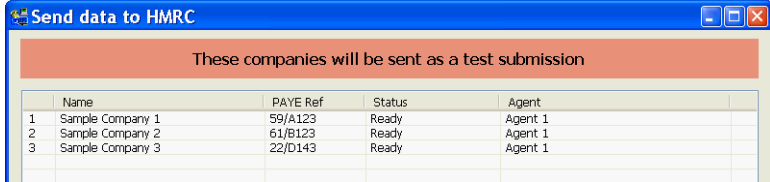
Diagram 2: Highlight companies to be sent online

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.



The screenshot shows a window titled "Send data to HMRC" with a red header bar containing the text "These companies will be sent as a test submission". Below the header is a table with the following data:

	Name	PAYE Ref	Status	Agent
1	Sample Company 1	59/A123	Ready	Agent 1
2	Sample Company 2	61/B123	Ready	Agent 1
3	Sample Company 3	22/D143	Ready	Agent 1

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.

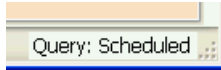


Diagram 4: Automatic query function

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 off-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 do not 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.

Number	Name	PAYE Ref	Errors	Status
1	Sample Company 1	59/A123		Sent live
2	Sample Company 2	61/B123		Error test
3	Sample Company 3	22/D143		Not sent

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.

Seq	Date/Time	Test/live	Type	Details
10	07-Mar-2007 09:18:24.1PM	Test	Company data	4 P14's
11	07-Mar-2007 09:18:26.8PM	Test	Submit error	1046: Failed to authenticate

Diagram 6: Company filing History tab – ERROR TEST

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.

32	21-May-2007 12:29:11.9PM	Test	Company data	2 P14's
33	21-May-2007 12:29:38.8PM	Test	Submit response	

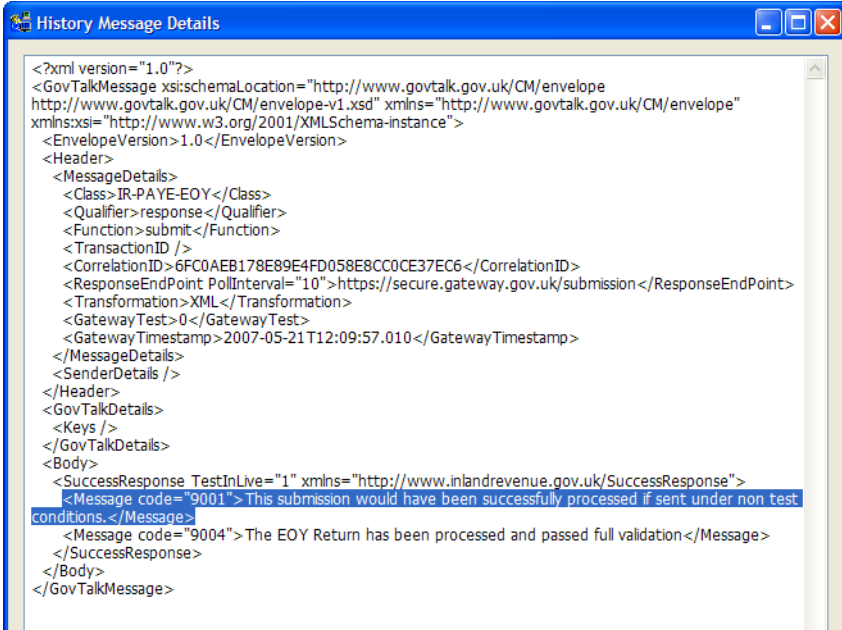
Diagram 7: Company filing History tab – ACCEPTED TEST

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. A separate window pops up showing the full message from the Inland Revenue.



```
<?xml version="1.0"?>
<GovTalkMessage xsi:schemaLocation="http://www.govtalk.gov.uk/CM/envelope
http://www.govtalk.gov.uk/CM/envelope-v1.xsd" xmlns="http://www.govtalk.gov.uk/CM/envelope"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <EnvelopeVersion>1.0</EnvelopeVersion>
  <Header>
    <MessageDetails>
      <Class>IR-PAYE-EOY</Class>
      <Qualifier>response</Qualifier>
      <Function>submit</Function>
      <TransactionID />
      <CorrelationID>6FC0AEB178E89E4FD058E8CC0CE37EC6</CorrelationID>
      <ResponseEndPoint PollInterval="10">https://secure.gateway.gov.uk/submission</ResponseEndPoint>
      <Transformation>XML</Transformation>
      <GatewayTest>0</GatewayTest>
      <GatewayTimestamp>2007-05-21T12:09:57.010</GatewayTimestamp>
    </MessageDetails>
    <SenderDetails />
  </Header>
  <GovTalkDetails>
    <Keys />
  </GovTalkDetails>
  <Body>
    <SuccessResponse TestInLive="1" xmlns="http://www.inlandrevenue.gov.uk/SuccessResponse">
      <Message code="9001">This submission would have been successfully processed if sent under non test
conditions.</Message>
      <Message code="9004">The EOY Return has been processed and passed full validation</Message>
    </SuccessResponse>
  </Body>
</GovTalkMessage>
```

Diagram 8: History tab – ACCEPTED TEST

As you can see this screen is not in user friendly language. However, near the bottom of the screen you can see Message code 9001:

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

Ignore Message 9004.

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 than the Inland Revenue message. The most common reason for failure is FAILED TO AUTHENTICATE which means that the Gateway did not recognise your ID

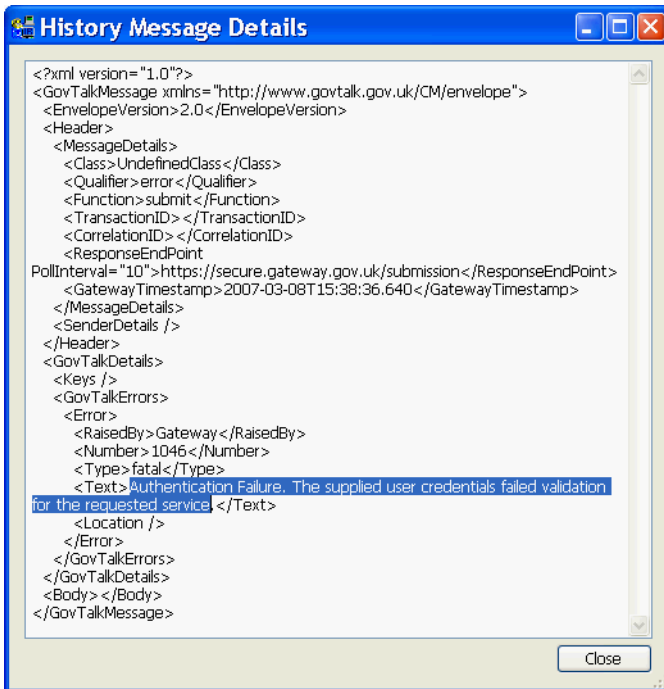


Diagram 9: History tab – ERROR TEST

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 corrected, 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 – for that company only.
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 online 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 items 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 bureaux had updated their Gateway password without informing the person who was filing their own 'private' payroll.

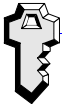
6.10 Test step 5 – confirmation email

When your TEST is successful, the Gateway sends a confirmation email with a subject of:

Successful Receipt of Online Submission for Reference 999/XX999

The email is sent to the TEST 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 online 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 tab (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/SETTINGS and change your status to LIVE.

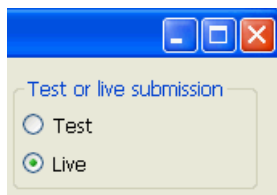


Diagram 10: Change status to 'Live'

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 do not have to submit all your companies in one go, and you do not 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.

The screenshot shows a window titled "Send data to HMRC" with a green header bar that reads "These companies will be sent as a live submission". Below the header is a table with the following data:

	Name	PAYE Ref	Status	Agent
1	Sample Company 1	59/A123	Ready	Agent 1
2	Sample Company 2	61/B123	Ready	Agent 1
3	Sample Company 3	22/D143	Ready	Agent 1

Diagram 11: 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'

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

Acknowledged 'live'

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, Step 5 (Acknowledged test) above.

Failed 'live' submission

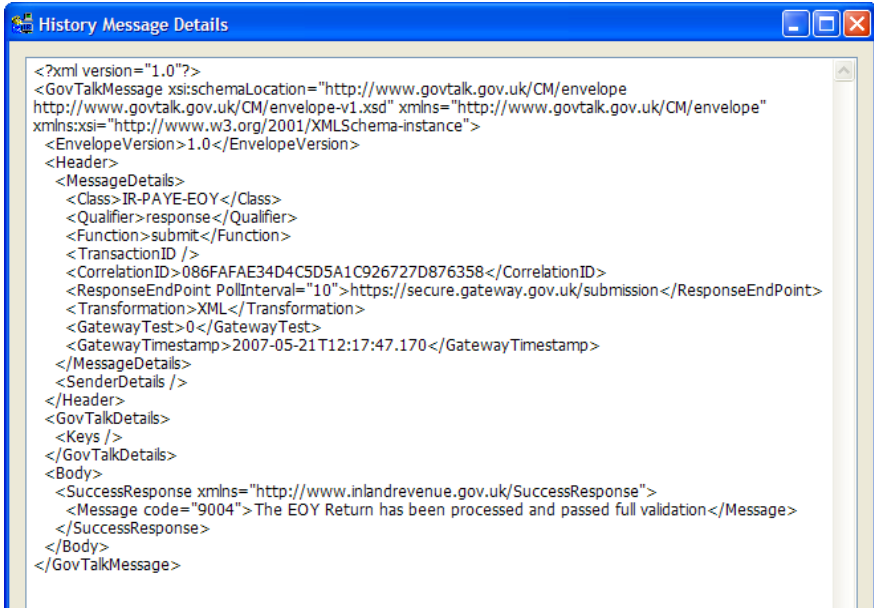
If the Status column shows ERROR LIVE, you need to view the HISTORY tab to determine why it failed. You can then correct the underlying error, and re-submit the file. T

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 submissions are timed and dated. You should have two lines for each submission:

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

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



```
<?xml version="1.0"?>
<GovTalkMessage xsi:schemaLocation="http://www.govtalk.gov.uk/CM/envelope
http://www.govtalk.gov.uk/CM/envelope-v1.xsd" xmlns="http://www.govtalk.gov.uk/CM/envelope"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <EnvelopeVersion>1.0</EnvelopeVersion>
  <Header>
    <MessageDetails>
      <Class>IR-PAYE-EOY</Class>
      <Qualifier>response</Qualifier>
      <Function>submit</Function>
      <TransactionID />
      <CorrelationID>086FAFAE34D4C5D5A1C926727D876358</CorrelationID>
      <ResponseEndPoint PollInterval="10">https://secure.gateway.gov.uk/submission</ResponseEndPoint>
      <Transformation>XML</Transformation>
      <GatewayTest>0</GatewayTest>
      <GatewayTimestamp>2007-05-21 T12:17:47.170</GatewayTimestamp>
    </MessageDetails>
    <SenderDetails />
  </Header>
  <GovTalkDetails>
    <Keys />
  </GovTalkDetails>
  <Body>
    <SuccessResponse xmlns="http://www.inlandrevenue.gov.uk/SuccessResponse">
      <Message code="9004">The EOY Return has been processed and passed full validation</Message>
    </SuccessResponse>
  </Body>
</GovTalkMessage>
```

Diagram 12: Confirmation history for ACCEPTED LIVE status

You can see that a successful 'live' submission does not have Message Code 9001 (see *Diagram 8* above) which is sent with a 'test' 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 emails 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.

It is really important that you do not DELETE files that have an ACCEPTED LIVE or ACKNOWLEDGED status. If you attempt to re-send a successful or acknowledged submission, the Gateway rejects the second submission and sends an error message to your computer. The FBI module translates this message and displays ACCEPTED LIVE on your computer. However, this ACCEPTED LIVE status refers to your first submission – not your subsequent attempt. If you amended your data since that first submission, the data that is stored on your FBI module will not agree with what has been sent.

The Gateway ensures 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 it has been accepted and you have received an ACCEPTED or ACKNOWLEDGED status.

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, 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 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 you cannot access the QUERY function.
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 online 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 EOY e-filing incentive. You can then offset the incentive against next year's 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 many months after successfully filing their EOY data 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 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 13: 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.

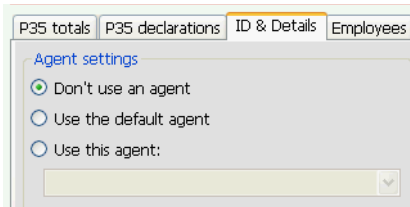


Diagram 14: Set up ID and details for individual companies

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.)

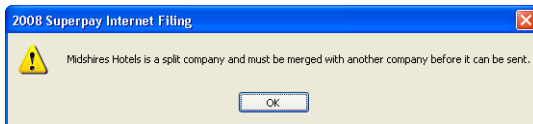


Diagram 15: Merge Company message.

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 current year's 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.

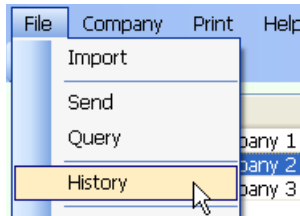


Diagram 1: File/History option

The HISTORY list is then displayed.

 A screenshot of a window titled 'History for all companies'. The window contains a table with the following data:

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

 The window has a 'Close' button at the bottom right.

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 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 online. MERGE is covered in 5.7 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 cannot have more than one company 1 in the same directory).

Some bureaux 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 cannot have two company 1's in the same directory.)

Setting up new PAYE schemes

Because filing 'split' companies requires special handling, for next year 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 online 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 2009**, medium and large companies will have to file and receive in-year forms online.

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 employee names and addresses need to be entered on SUPERPAY to ensure your data is filed correctly.

Existing SUPERPAY users who filed online 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 at 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 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 Online 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 online with different software

If you filed online 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 [1.7](#) 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 do not know which version of Windows you are using, see [2.3](#) above.)
2. Microsoft's .NET Framework 2.0 or 3.0 (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 online, you need up-to-date Windows software.

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 have bought your computer recently, you may already have .NET FRAMEWORK 2.0 or 3.0. The easiest way to check is to install and run the FBI program. If an 'APPLICATION INITIALISE' error is displayed, you need to download .NET from Microsoft's website.

Step 1 – Go to Microsoft's website

Use Internet Explorer to go to Microsoft's website at www.microsoft.com.

In the top right of the screen there is a list of Microsoft sites, similar to the one shown below. Click on DOWNLOADS & TRIALS.

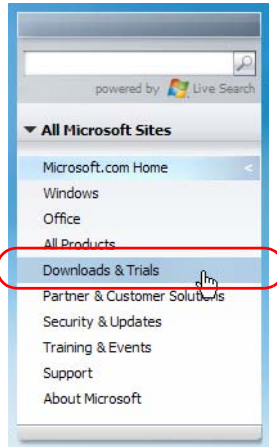


Diagram 1: List of Microsoft sites accessible from the Home page

Step 2 – Click on Download Center

On the Downloads & Trials screen, click on DOWNLOAD CENTER.



Diagram 2: Microsoft's Downloads & Trials screen

Step 3 – Click on .NET option in list of Popular Downloads

In the Popular Download Download Center, you can see the .NET Framework is currently the third most popular download. If this option is not displayed, click on MORE, circled in blue below.

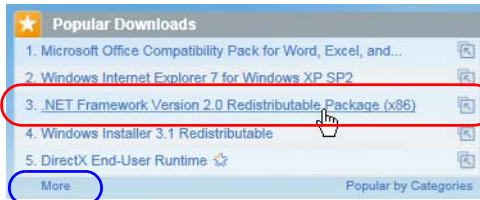


Diagram 3: Microsoft Download Center

Step 4 – Click on the DOWNLOAD button

Click on the Download button (in centre of screen).

Microsoft .NET Framework Version 2.0 Redistributable Package (x86)

Brief Description

The Microsoft .NET Framework version 2.0 (x86) redistributable package Framework runtime and associated files required to run applications dev

On This Page

- ↓ [Quick Details](#)
- ↓ [System Requirements](#)
- ↓ [Additional Information](#)
- ↓ [What Others Are Downloading](#)
- ↓ [Overview](#)
- ↓ [Instructions](#)
- ↓ [Related Resources](#)
- ↓ [Related Downloads](#)

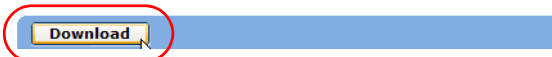


Diagram 4: Microsoft .NET Framework 2.0 download screen

Step 5 – Run and install the Download

1. Click Run or Open (whichever is displayed)

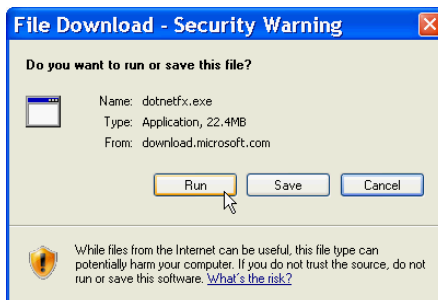


Diagram 5: Run the Download

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

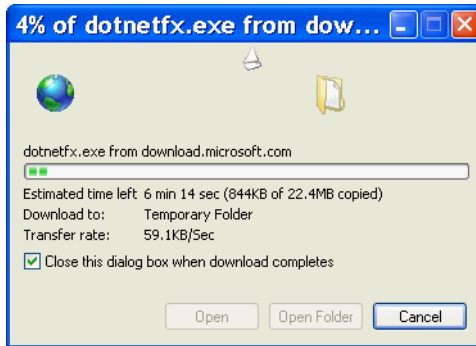


Diagram 6: File download in progress

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



Diagram 7: Security warning before Run

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

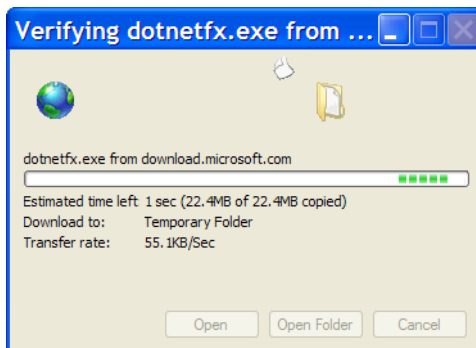


Diagram 8: Verifying the downloaded file

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.

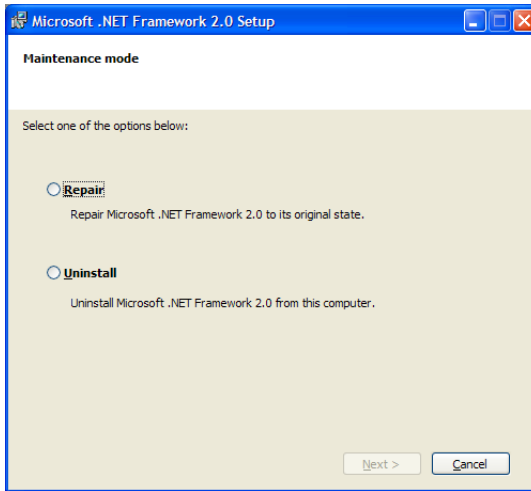


Diagram 9: .NET Framework Version 2.0 already installed

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 Employee 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, do not 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 cannot 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 outputting 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 employee 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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A

- Accepted test submission **61, 62**
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