PAYE Modernisation

Service User Group Summary Findings 17th January 2019

Revenue
Cáin agus Custaim na hÉireann
Irish Tax and Customs

Agenda

- Live Update
- PIT Update
- AOB

Live Update

Live Update

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

ROS Issues – 16th January

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

Slowness on ROS and services 16th Jan

- People who were not getting a response were getting a HTML error
- There is meant to be a REST response when system is down – redirect was put in place – Conor to talk with his team to diagnose issue

Duplicate RPNs (employee set up employment 2018 and employer request RPN Jan 2019)

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

Duplicate RPNs (Request new RPN after PSR)

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

Q: What are the keys used that cause this?

A: Internal keys are different to external keys. However, this is a timing issue which will be fixed

Duplicate RPNs (W number no longer valid – changed to new PPSN)

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

Q: Will there be a different validation reply?

A: No. It is an invalid PPSN as the W number is no longer active

Q: If it is on the submission will there be a validation error?

A: Yes. It is an invalid PPSN and the W number is no longer active.

Duplicate RPNs (Request RPN with Employment ID & make PSR with different Employment ID)

- This is a payroll issue
- Details on how to correct is on Hot Topics

Duplicate RPNs (Request RPN with Employment ID & make PSR with different Employment ID)

Q: In this instance, can Revenue issue an RPN stating that the employment has ceased?

A: No. If required, this is a schema change and PSDA should bring it to CAB

Q: How can we cease these employments?

A: They can be ceased through ROS by making a NIL submission with a cessation date

Duplicate RPNs (2 P2Cs rec'd for employee in 2018 but no Employment ID on 2 RPNs rec'd)

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

Multi Agent Permissions

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

Live Update

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

- Response: We will look into this

Q: Are there many cases with late submissions

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

Emergency Tax

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

New RPN Request

- RPN's are not being created for people who had no employment when the bulk RPN's were issued last year, a 500 error is being returned

- Fix to go out tomorrow

- This differs to people who are starting their first employment, they are getting RPN's as normal

Pay Date Post 31/1/19

- As per slide

Live Update - AOB

Issue: Employment ID is Case sensitive – would the Service User Group want this changed?

Response: No

Issue: Payroll reconciliations are not available

Response: We will re-enable it and will let you know when we intend to do this

Live Update - AOB

Q: Any plans to have a test in live facility

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

- Exclusion orders – RPN's will not issue for exclusion order

PIT Update

PIT Update

- See slides

AOB

AOB

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