

RTI: Initial success reported but issues persist

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The launch of Real Time Information (RTI) has encountered a number of minor issues, though payroll suppliers broadly report initial filing success.

The key outstanding issues being reported by payroll suppliers include:

- Employers not identifying a correct HMRC Accounts Office Reference or mixing it with the incorrect tax reference where there are multiple PAYE schemes.
- Rejections on the basis that the employer is reporting RTI too early, although were an agent is involved they appear for April migration on the HMRC list provided to them. This error should be dealt with by contacting HMRC directly as it appears they incorrectly set some schemes to join RTI in May not April.
- No ECON in the company setup, but the employer is operating National Insurance Contribution letters D, E & L.
- There are some issues where clients appear to be populating leave dates for employees who have not left.
- Telephone helplines appear to be inundated with calls and with waiting times of up to an hour being reported.

Supplier reports