



ERRORS

# Case Study: Resolving Payroll Submission Errors for Accurate HMRC Reporting

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## The Problem?

In April 2024, our client encountered a significant payroll issue. During the processing and submission of their March 2024 pay run, they mistakenly reported the pay date as April 30th, 2024, instead of the correct date in March. This error led to inaccuracies in the year-to-date figures reported to HMRC. Concerned about the potential implications of this mistake, the client sought our expertise to rectify the problem and ensure accurate payroll reporting.

## Corient Solution

Faced with this unique challenge, we immediately recognised the need for external expertise and assistance. We contacted both XERO Support and HMRC Support to seek their guidance on how to correct the erroneous submission. Our objective was to identify the most effective solution to amend the error and provide our client with a seamless and accurate payroll processing experience.

## What Challenges Did We Face in Implementing the Solution?

- Lack of Familiarity with Backdated Pay Runs: We initially lacked experience in handling backdated pay runs within the XERO software, which was essential to rectify the March 2024 payroll.
- XERO's Restrictions: XERO's policy did not permit the submission of a previous financial year's pay run after the deadline had passed. This restriction complicated our ability to correct the submission within the software's standard functionalities.
- Absence of March 2024 Payroll Payslips: Due to the incorrect initial submission, we could not generate the payslips for the March 2024 payroll, adding to the complexity of the situation.

“Accounting is the key to unlocking the doors of financial wisdom for students.

– Jane Smith”

## How Did We Overcome These Challenges?

- **Research and Support:** We engaged in thorough research and sought extensive support from XERO. They recommended creating an unscheduled pay run to manually input the correct figures for March 2024. This was necessary because the system's regular process did not accommodate the correction of past submissions.
- **Creation of a DUMMY Pay Run:** Given XERO's limitations on processing backdated pay runs, we established a DUMMY pay run for the entire previous financial year. This approach allowed us to enter the correct payroll data manually. During this setup, we identified that we were dealing with a mid-year setup, necessitating additional adjustments and meticulous data entry from our end.
- **Meticulous Execution:** We meticulously set up and reprocessed the pay run up to March 2024 through the DUMMY pay run. This effort ensured that all payroll data was accurately reported, correcting the year-to-date figures and aligning with HMRC's requirements.

## What Results Were Achieved?

Our diligent efforts resulted in a successful resolution of the payroll issue. The client was highly satisfied with the outcome, appreciating our commitment to resolving the complexities involved in the payroll process. We ensured that the year-to-date figures were accurately reported to HMRC, thus avoiding potential complications for the client.

## Conclusion

Moreover, this experience enriched our understanding of handling unscheduled pay runs within XERO, equipping us with valuable knowledge for similar future cases. Our ability to effectively troubleshoot and resolve such issues has enhanced our capability to provide exceptional payroll services to our clients.



**Numbers are the language of business; students, the eloquent speakers.**

– Robert Johnson