



Error

Resolving a PAYE Liability Error for the Client

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Introduction

The client is using SAGE 50 Payroll and it encountered an alarming PAYE liability of approximately £40,000 displayed on the HMRC portal due to a software glitch. Concerned by this unexpected liability, the client sought our expertise to address and rectify the issue.

The Problem?

The client approached us because they had failed to submit the March 24 pay run in XERO Payroll before the year-end deadline of April 19. This oversight prevented them from processing and submitting the subsequent April 24 pay run. Compounding the issue, the client's accountant was unaware of the solution to rectify this situation, prompting them to seek our expertise.

Corient Solution

Challenges in Identifying the Solution

Initially, we were also unfamiliar with the specific resolution to the problem. The main challenge was twofold:

- Lack of Knowledge on Backdated Pay Runs: Neither the client's accountant nor our team knew how to process backdated pay runs in XERO.
- XERO's Limitations: XERO does not permit the submission of pay runs from the previous year once the deadline has passed, making it impossible to directly submit the missed pay run using standard procedures.

Solution Exploration

To address these challenges, we took proactive steps:

- Consulting XERO Support: We reached out to XERO Support to understand potential solutions.
- Contacting HMRC Support: Simultaneously, we sought guidance from HMRC Support to ensure compliance with payroll regulations.

**In the world of finance,
students are the pioneers
of numerical literacy.**

– Melissa Davis

Implementation of the Solution

Overcoming the Challenges

Following the advice from XERO Support, we executed the following steps:

- **Creation of an Unscheduled Pay Run:** We generated an unscheduled pay run in XERO to enter the missed payroll data for March 24.
- **Submission of Data:** We then submitted this unscheduled pay run, which allowed us to proceed with the regular submission of the April 24 pay run.
- **This approach effectively circumvented the issue of the missed deadline, enabling the client to fulfill their payroll obligations.**

What Results Were Achieved?

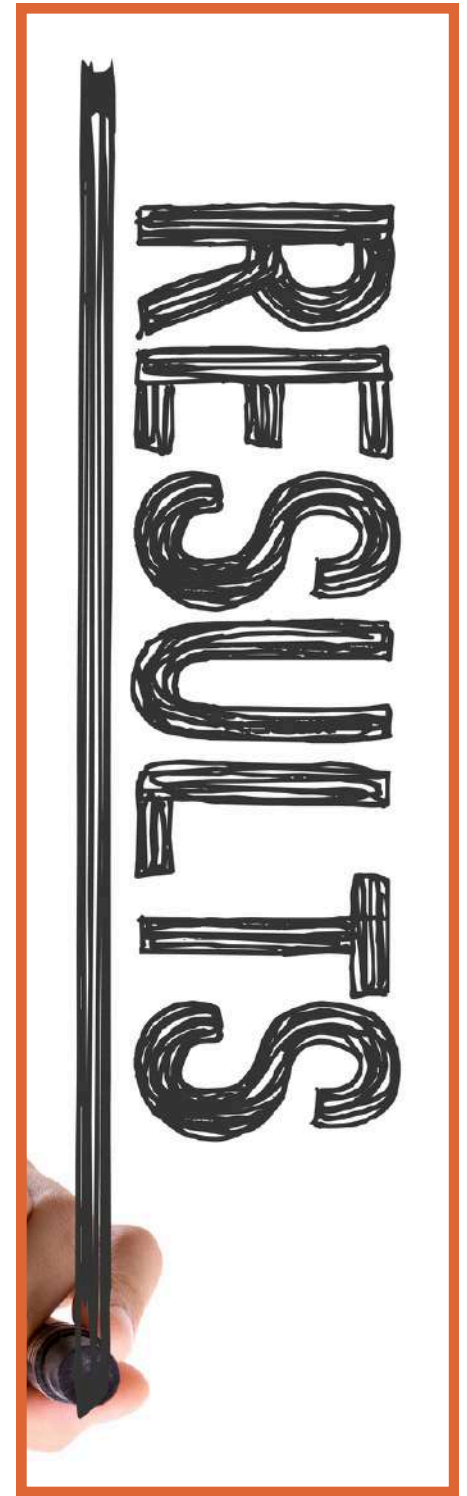
- **Successful Submission:** The client successfully submitted the missed March 24 pay run and the subsequent April 24 pay run.
- **Client Satisfaction:** The client expressed satisfaction with the resolution and appreciated our diligence in addressing their payroll issue.

Long-Term Benefits

This experience significantly enhanced our understanding of XERO's capabilities and the functionality of unscheduled pay runs. This newfound knowledge equips us to handle similar situations more efficiently in the future, ultimately improving our service delivery.

Conclusion

This case study underscores the importance of adaptability and proactive problem-solving in payroll management. By leveraging support resources and exploring alternative solutions, we were able to assist our client in overcoming a significant payroll challenge. Our experience not only resolved the immediate issue but also enriched our expertise, enabling us to provide more informed support to our clients moving forward.



“
Accounting education is not just about passing exams; it's about embracing the language of prosperity.

– Brian Clark
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