



Correcting Payroll Errors: How Corient Resolved Employer Name Discrepancies and Ensured Compliance

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Introduction

This case study details a significant issue faced by Corient concerning a client's incorrectly registered employer name, which arose during a transitional period with previous accountants. The oversight led to complications in payroll reporting, prompting the client to seek assistance. Corient's prompt action and effective communication with HMRC were crucial in resolving the matter and ensuring accurate compliance.

The Problem?

- The client contacted Corient after receiving an EPS report that displayed an incorrect company name.
- This error occurred during the transition period when the previous accountants failed to correctly set up the client's name.
- As a result, the client's name was improperly registered during the backup transition mid-year, causing confusion and compliance issues.



**The best accountants
are the architects of
financial legacies.**

– Laura Anderson



Corient Solution

- Corient identified the need to change the employer name retroactively from the start of the year.
- A plan was developed to re-submit the EPS for the past 15 months to HMRC to correct the records.

Challenges Faced

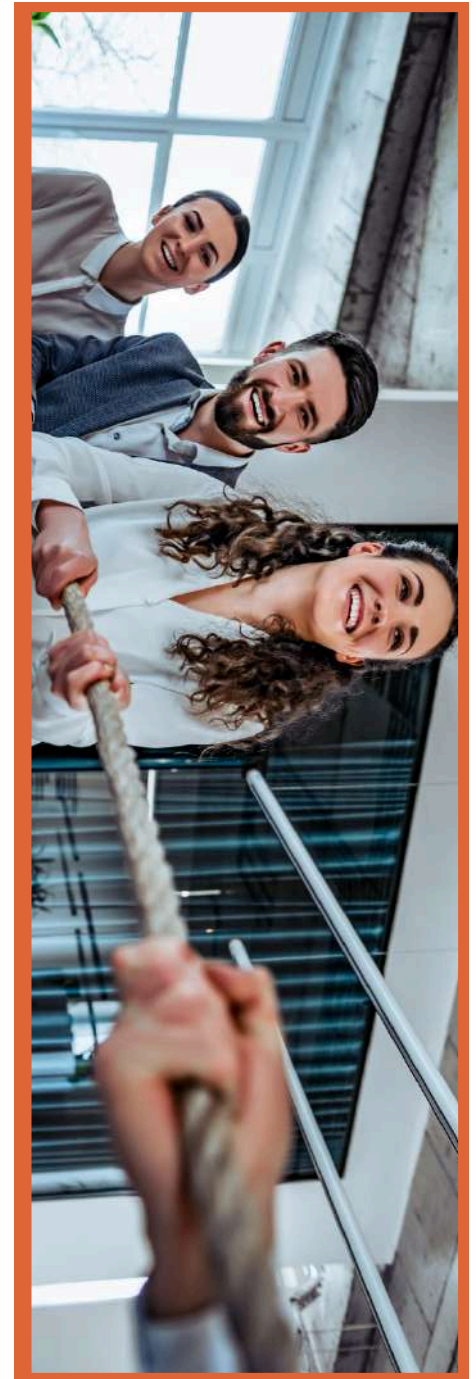
- More access was needed to the necessary software to change the employer name, as it had been configured on the previous accountant's software, creating a barrier to resolution.

Overcoming the Challenges

- The corient contacted HMRC and explained the situation to an advisor.
- The advisor recommended using the Basic PAYE Tool for the first five months to address the employer name correction.

Result Achieved

- Corient successfully set up the employer name in the Basic PAYE Tool for the first five months.



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**Behind every good
business is a great
accountant.**

– Anonymous

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Result Achieved

- The name was corrected, and the EPS for that period was submitted appropriately.
- Corient utilised its payroll software for the remaining months to submit the necessary reports to HMRC.

Conclusion

Through diligent efforts and strategic problem-solving, Corient not only successfully corrected the employer's name but also submitted the necessary EPS reports. This experience underscores the importance of attention to detail in accounting practices and demonstrates Corient's commitment to delivering reliable solutions for its clients. The resolution not only restored compliance but also strengthened the client's trust in Corient's services.



**The road to success and the road to failure
are almost exactly the same.**

– Colin R. Davis

