

## From Mismatch to Compliance: Corient's Step-by-Step Fix for HMRC Employer Name Errors

### Highlights

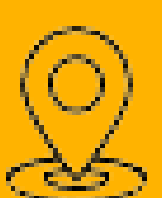
- 1** **Corrected employer name discrepancies** in payroll reporting
- 2** **Resubmitted EPS reports for 15 months** to restore compliance
- 3** **Collaborated with HMRC and used the Basic PAYE Tool** for retroactive corrections
- 4** **Ensured a smooth transition from the previous accountants' setup**



+44 24 7610 3333



[www.corientbs.co.uk](http://www.corientbs.co.uk)



The Techno Centre, Puma Way, Coventry, CV1 2TT, United Kingdom



## Introduction

During a transitional period from a previous accounting provider, a client encountered a significant compliance issue—their **employer name was incorrectly registered** in payroll filings. The error, which surfaced during a routine EPS (Employer Payment Summary) submission, raised immediate concerns about **the accuracy of reporting and compliance with legal requirements**. Seeking urgent help, the client turned to **Corient**.



## The Initial Problem: What Went Wrong?

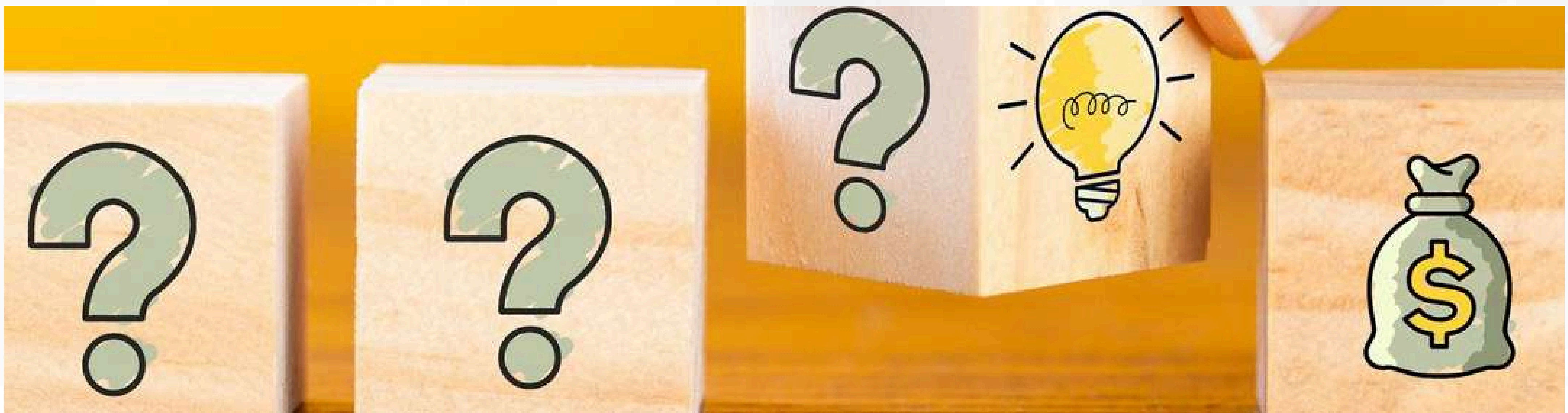
The client received an EPS report with an **incorrect employer name**, which had been carried over from an erroneous setup by their previous accountants. The mistake originated during a **mid-year backup transition**, where proper registration protocols were overlooked. As a result, the employer's name on file with HMRC did not match their legal identity, **jeopardising payroll records and statutory compliance**.

## Corient's First Solution: The Fix

Corient promptly investigated and recognised that the only way to correct the issue was to **retroactively update the employer name** starting from the beginning of the financial year. This would involve:

- **Re-submitting 15 months of EPS reports** to HMRC
- Coordinating closely with HMRC to ensure proper resolution

This strategic approach aimed to correct the employer's identity in the system without disrupting payment records or creating audit red flags.



## The New Problem: A Surprise Roadblock

Corient soon hit a technical barrier: **the payroll software used by the previous accountant was inaccessible**, making direct modifications impossible. The employer name field was locked within that system, creating a new obstacle in the resolution process.

## Corient's Second Solution: Fixing the New Problem

With the original payroll software locked under the previous accountant's system, Corient needed an alternative route to correct the employer name across HMRC records. Here's how they did it:

### Step 1: Contacted HMRC for Guidance

Corient promptly contacted HMRC and explained the situation in detail. An HMRC advisor recommended using the **Basic PAYE Tool** to make retroactive changes for earlier periods.



## **Step 2: Configured the Basic PAYE Tool**

Corient set up the client's employer profile within the Basic PAYE Tool to gain control over the payroll records for the first five months of the year.

## **Step 3: Submitted Corrected EPS Reports**

Using the Basic PAYE Tool, Corient submitted revised **Employer Payment Summary (EPS)** reports for the first five months, ensuring that the correct employer name was recorded in HMRC systems.

## **Step 4: Switched to Corient's Payroll Software**


For the remaining 10 months of the year, Corient used its payroll software to complete and submit the EPS filings with the correct employer information.

## **Step 5: Verified HMRC Compliance**

Once all corrections were submitted, Corient reviewed HMRC acknowledgements to confirm that the employer name was consistently updated across all records, ensuring full compliance.

This dual-software strategy enabled a seamless resolution, maintaining payroll accuracy and restoring the client's peace of mind. For similar precision-driven corrections, explore Corient's [payroll error resolution services](#).

# OUTCOME



## **The Final Outcome: A Success Story**

Corient's hybrid approach successfully **rectified the employer name error** and ensured that **all EPS filings were accurate and compliant**. The client avoided potential fines, reputational damage, and payroll discrepancies. Trust was restored—and strengthened.

## What the Client Said



“Corient responded faster than we hoped. Their team didn’t just fix the problem—they explained everything clearly and gave us complete confidence in the resolution.”

## Key Takeaways: Why This Matters for Businesses

- **Accuracy in payroll setup is crucial** to ongoing compliance
- When systems are inaccessible, expert knowledge and **HMRC coordination are essential**
- **Outsourcing partners like Corient** bring solutions that internal teams may not consider

**A small payroll error today can snowball—unless the right experts back you.**