

When Payroll Software Fails, Corient Delivers HMRC Compliance with Basic PAYE Tools

Highlights

- 1 **Successfully submitted NIL EPS covering four years using Basic PAYE Tools**
- 2 **Overcame software access limitations** through direct collaboration with HMRC
- 3 **Resolved technical setup issues in HMRC's reporting system**
- 4 **Ensured accurate compliance for a newly registered employer**



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Introduction

When it comes to payroll reporting, timely submissions are critical for maintaining HMRC compliance. A client's Project Manager approached **Corient** with an urgent task: complete a **company registration and submit NIL EPS (Employer Payment Summary)** for the registered period. Although the registration was completed swiftly, the EPS submission proved more challenging, especially without access to payroll software. This case study shows how **Corient navigated the roadblocks** to deliver a fully compliant outcome.

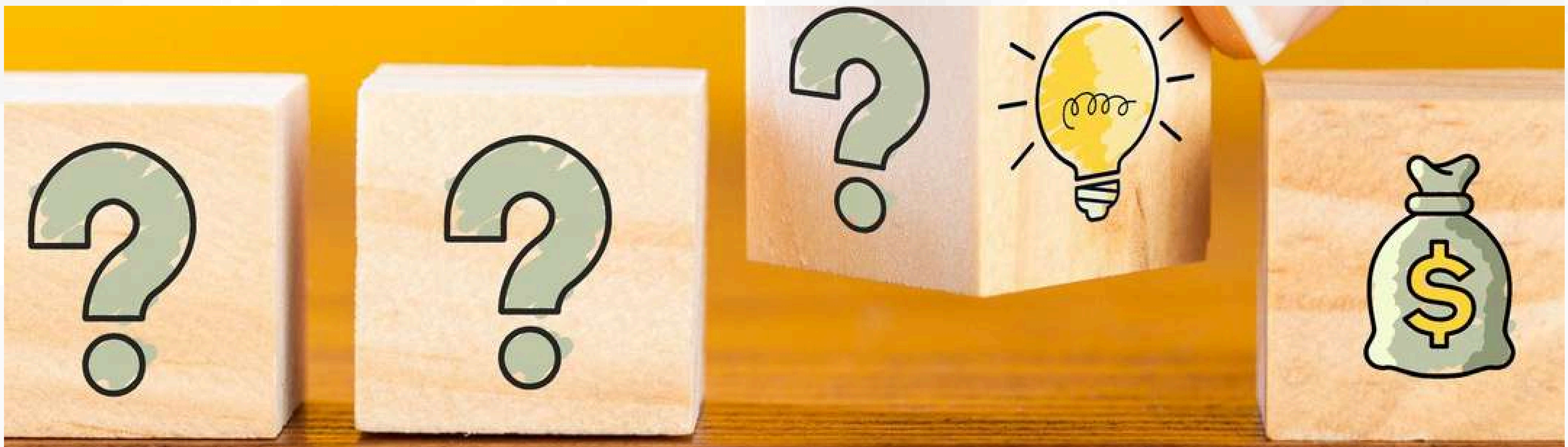


The Initial Problem: What Went Wrong?

Once the company was registered, the client requested Corient to **submit NIL EPS filings**. However, Corient **lacked access to commercial payroll software**, which meant the standard submission method was unavailable. With the deadline approaching, an alternative method was urgently required to avoid compliance issues.

Corient's First Solution: The Fix

Corient promptly **contacted HMRC** for guidance. An HMRC advisor recommended using the **Basic PAYE Tools**—a free payroll software provided by HMRC. This tool would allow Corient to complete the NIL EPS submission even without traditional payroll platforms. This quick thinking aligned with Corient's broader expertise in statutory compliance services, which emphasises flexible, client-specific solutions.



The New Problem: A Surprise Roadblock

However, a new issue surfaced during the setup. While attempting to register the employer in Basic PAYE Tools, **technical errors prevented a successful configuration from being completed**. The tool failed to complete the employer setup, which delayed the EPS submission and risked regulatory non-compliance.

Corient's Second Solution: Fixing the New Problem

Refusing to let a software glitch derail compliance, Corient took a methodical approach:

Step 1: Re-engaged HMRC for Support

Corient contacted HMRC again and explained the technical issues encountered during setup in the Basic PAYE Tool.

Step 2: Followed HMRC's Technical Guidance

HMRC's advisor provided clear instructions to resolve the setup error and complete the employer registration within the tool.

Step 3: Successfully Set Up the Employer Profile

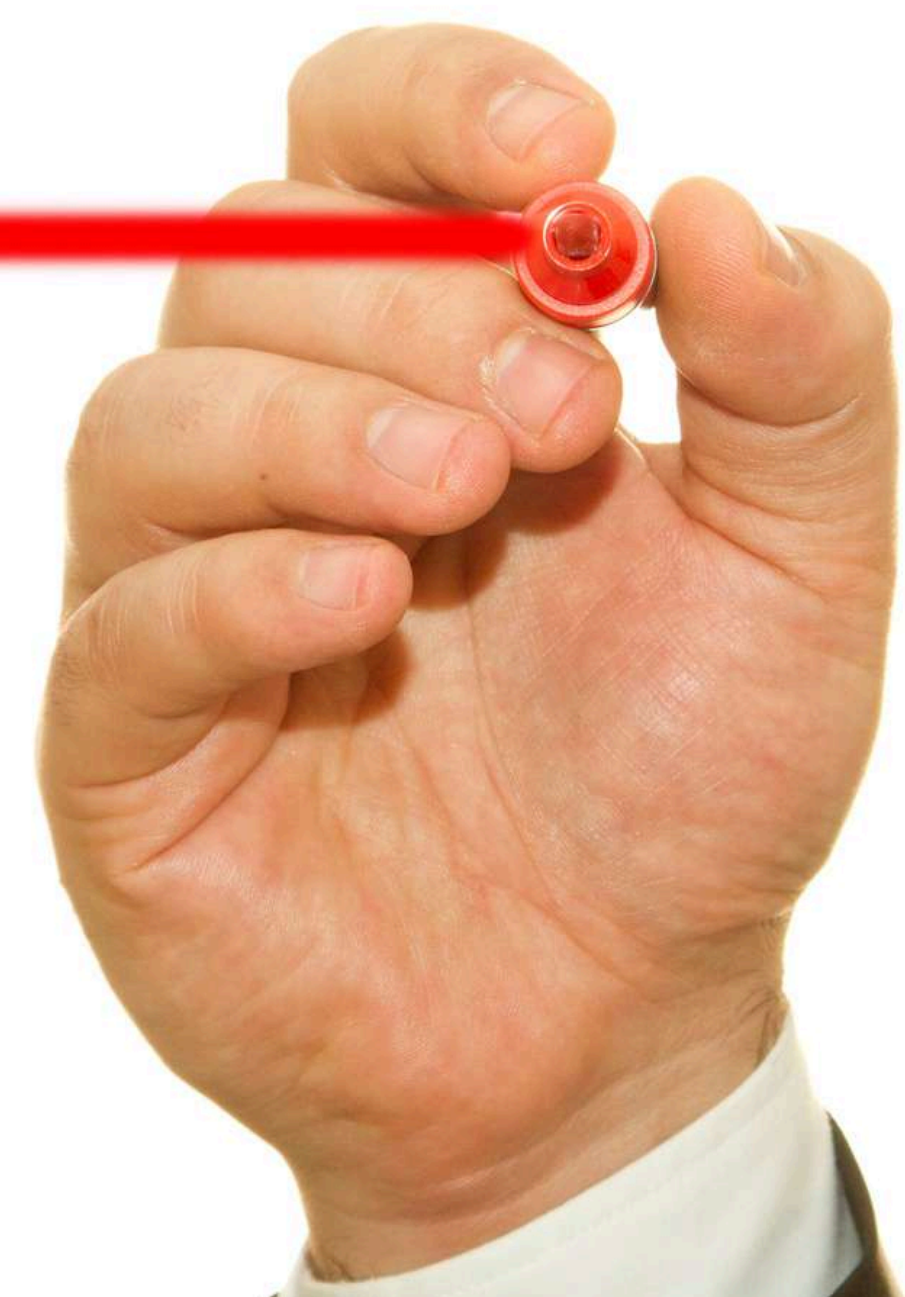
With HMRC's help, Corient overcame the technical error and successfully registered the employer in the tool.

Step 4: Submitted the Required NIL EPS Filings

Corient submitted the **NIL EPS reports covering four years**, ensuring the client's HMRC records were accurate and complete.

Corient's ability to navigate such hurdles demonstrates why it is a trusted name in payroll Outsourcing.

OUTCOME



The Final Outcome: A Success Story

The employer setup was completed, and **NIL EPS filings covering four years were successfully submitted**. The client's HMRC records were updated, and compliance was achieved without penalties or further delays.

What the Client Said



"We were impressed by Corient's problem-solving mindset. They navigated a tough situation quickly and made sure we stayed compliant with no disruption."

Key Takeaways: Why This Matters for Businesses

- **Even minor oversights in payroll setup can snowball into serious compliance risks.**
- **Corient's expertise enables businesses to remain compliant, even without the necessary tools.**
- **Direct coordination with HMRC and adaptive thinking leads to practical solutions**

When compliance can't wait, Corient delivers.