CORIENT
Customer Oriented Company

How We Resolved a Missed XERO Payroll Deadline and Ensured HMRC Compliance

Highlights

1 Resolved a **missed payroll deadline** in XERO

2 Successfully submitted both **March 25 and April 25 pay runs**

3 Gained deep insight into **unscheduled pay runs** for future use

Introduction

In payroll management, precision and timing are everything. When a submission deadline is missed, it can disrupt entire payroll processes and invite compliance issues. One client faced just such a challenge using **XERO Payroll**—and came to us for help when their accountant couldn't offer a solution.

The Initial Problem: What Went Wrong?

The client missed submitting the **March 25 pay run** in XERO before the **April 19 year-end deadline.** As a result, the system wouldn't allow them to submit the **April 25 pay run** either. Their accountant was unfamiliar with how to resolve this issue, which led them to seek external support.

The situation was time-sensitive and required immediate action to avoid penalties or further complications.

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Corient's First Solution: The Fix

At first, we were just as puzzled. The core issues were:

- **No Prior Experience with Backdated Pay Runs:** Neither our team nor the client's accountant had previously encountered this issue.
- **System Limitation in XERO:** XERO does not allow submission of prior-year pay runs after the deadline has passed.

We initiated contact with **XERO Support** and also reached out to **HMRC Support** to ensure we were taking a compliant approach. This dual outreach ensured we had both software-based and legal perspectives covered.
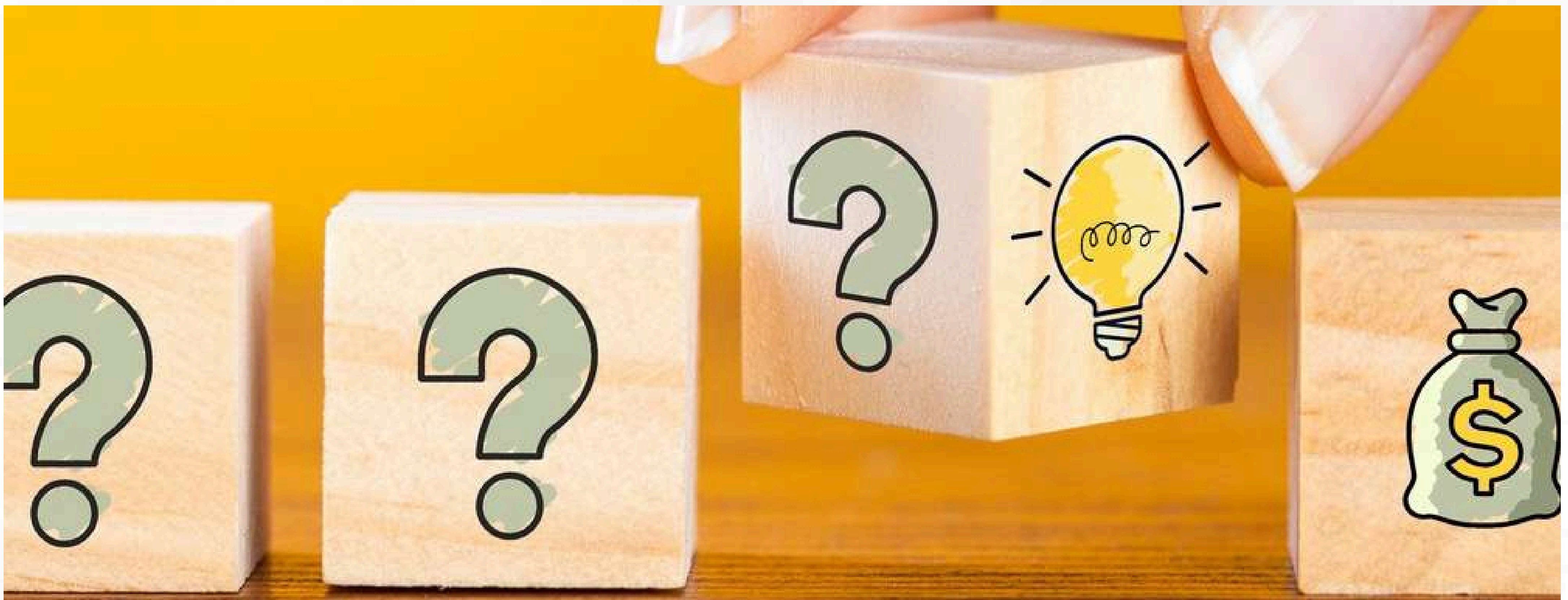
The New Problem: A Surprise Roadblock

While the support teams responded, it became clear that:

- XERO couldn't allow a traditional backdated pay run
- Any missed run had to be submitted in a **non-standard way**
- The client was growing anxious due to delays and uncertainty

This forced us to look beyond standard procedures and explore workarounds.

Corient's Second Solution: Fixing the New Problem

Based on XERO's guidance, we adopted a step-by-step workaround:
Step 1: Generated an Unscheduled Pay Run in XERO specifically for March 25, capturing all the required payroll data.

Step 2: Submitted the Data through this unscheduled run, which successfully bypassed the system's year-end lock.

Step 3: With the prior data now in place, we proceeded to **submit the regular April 25 pay run** without any further obstacles.

This process required careful alignment with HMRC compliance standards and internal review to ensure all records were accurate.

By handling the situation with diligence, we reinforced our expertise in payroll outsourcing services and XERO's functionality.

OUTCOME

The Final Outcome: A Success Story

The resolution brought instant results:
- Both the **March 25 and April 25 pay runs were successfully submitted**
- The client was extremely pleased with how swiftly the issue was resolved

This experience not only resolved an urgent issue but also enriched our knowledge base for future payroll compliance challenges.

What the Client Said

★★★★★

"We were on the verge of panic, but the team handled it calmly and effectively. We're now confident in our payroll systems."

Key Takeaways: Why This Matters for Businesses

- Missing payroll deadlines isn't the end—**creative problem-solving** can save the day.
- Always consult both **software providers and regulatory bodies** when facing technical limitations.
- Gaining internal clarity on platform capabilities leads to **stronger long-term compliance**

Even when the system says "no," expertise finds a way to say "yes."