



Fixing a Software Glitch in Directors' Pay: A Real-World Case Study

Highlights

- 1 Discovered and corrected a payroll software glitch affecting **directors' pay**
- 2 Collaborated with software support and HMRC to restore accurate records
- 3 Demonstrated Corient's commitment to **accuracy, compliance,** and **client trust**



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Introduction

In early 2025, a long-standing client approached us with a pressing issue: a **payroll software error** had caused miscalculations in their directors' pay. While seemingly minor, the glitch affected **year-to-date (YTD) payroll figures**, resulting in incorrect data being submitted to HMRC.

What followed was a complex but successful resolution—led by a team of experts committed to restoring both compliance and confidence.



The Initial Problem: What Went Wrong?

The issue came to light when the client noticed inconsistencies in the directors' pay reports. Upon review, we identified a **software glitch** that had impacted **YTD values** across multiple payroll entries.

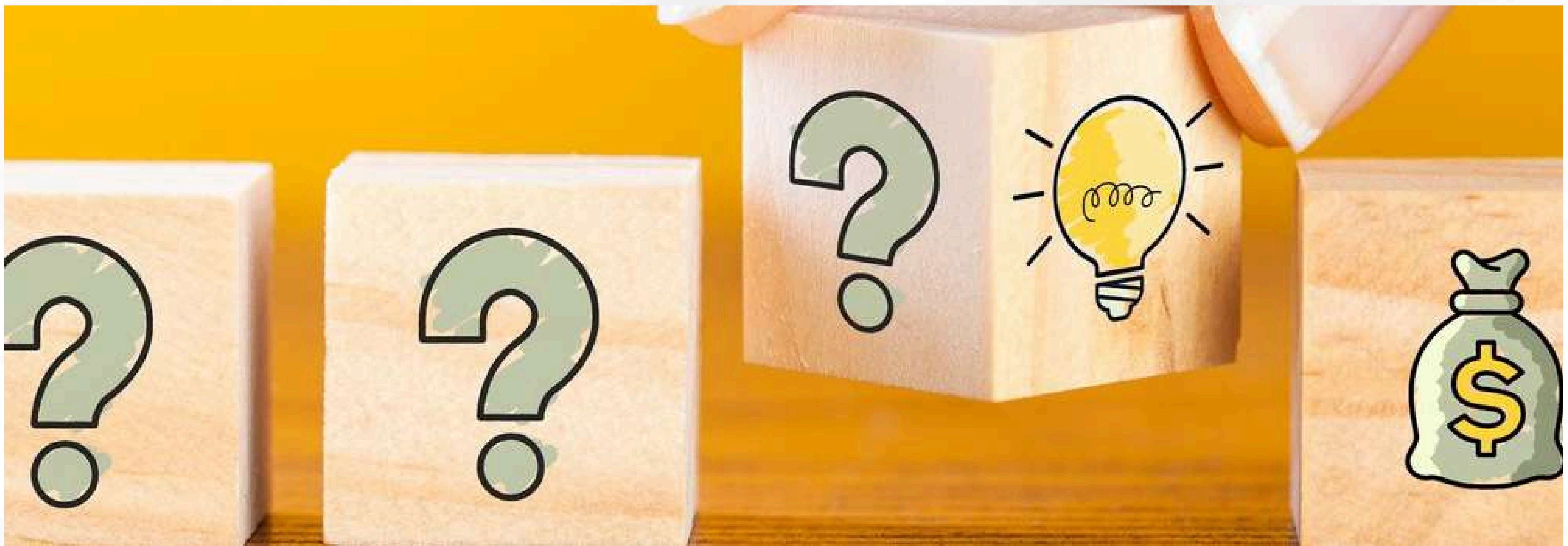
This meant the client's internal records didn't match submitted reports, posing serious implications for **tax reporting and employee accuracy**.

Corient's First Solution: The Fix

We began by taking immediate action:

- Conducted a full audit of payroll entries
- Manually cross-checked **YTD figures** for all directors and employees
- Flagged every discrepancy for documentation and correction
- Contacted the software support team and coordinated a prompt resolution

Once the bug was resolved, we **re-processed payroll** data and restored correct values internally—ensuring no errors remained in current reports.



The New Problem: A Surprise Roadblock

Just when we thought the issue was fixed, a bigger challenge appeared: the **incorrect data had already been submitted to HMRC**.

Even though our internal records were now accurate, the HMRC portal still reflected outdated and incorrect information. Updating it would require **direct correction submissions**, and reaching HMRC for such updates proved time-consuming and complex.

Corient's Second Solution: Fixing the New Problem

Here's how we tackled it step by step:

Step 1: Revalidated All Internal Entries

Ensured every correction from the previous step had been accurately applied.

Step 2: Assigned a Dedicated HMRC Liaison

Our team took responsibility for contacting HMRC, submitting forms, and following up on corrections.

Step 3: Filed Revised FPS and EPS Submissions

Submitted corrected Full Payment Submission (FPS) and, where needed, Employer Payment Summary (EPS) files through payroll software.

Step 4: Monitored Updates

Continuously monitored HMRC's portal to confirm that updates were accepted and processed.

Step 5: Reported Back to Client

Provided the client with a full reconciliation report and confirmation that all discrepancies had been resolved.

OUTCOME



The Final Outcome: A Success Story

Through persistent effort and transparent communication, we resolved the issue in full—both internally and with HMRC. The client's payroll was now **accurate, compliant**, and back on track.

What the Client Said



"Corient took control of the situation and guided us through every step. Their attention to detail and persistence with HMRC made all the difference."

Key Takeaways: Why This Matters for Businesses

- **Payroll software isn't foolproof**—errors can affect compliance, taxes, and staff trust.
- A reliable accounting partner can act quickly to **identify and correct financial discrepancies**
- Communication with HMRC is often complex, but crucial to fixing payroll issues properly.
- Outsourcing gives you access to professionals ready to handle both routine tasks and urgent problems.

Looking for reliable support with payroll or finance operations? Our full suite of accounting outsourcing services helps businesses stay compliant, accurate, and scalable. And when it comes to tax compliance, our step-by-step guidance on VAT returns and payments ensures no deadlines are missed. **Glitches are temporary—trust and accuracy are lasting. Corient makes sure your payroll reflects both.**