

## Payroll Cleanse

This factsheet tells you what Payroll Cleanse is, the benefits to you as an employer and how to use this service.

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### What is Payroll Cleanse?

Payroll Cleanse is a free service offered by HM Revenue & Customs. It is the systematic checking of employee details from your payroll against National Insurance contributions (NICs) records. National Insurance numbers for employer and pension payrolls and personal details differences for employer payrolls only, are identified and corrected before end of year filing.

We will:

- identify any National Insurance numbers that are wrong or missing
- provide you with a list of correct National Insurance numbers
- tell you of any National Insurance number problems we have not been able to put right
- for employer payrolls only - check and update your employees' personal details on their National Insurance records.

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### What are the benefits?

- More accurate National Insurance numbers meaning fewer enquiries from us.
- Fewer rejections when you file online.
- Employees' NICs can be allocated to the right account without delay.
- For employer payrolls only, employees' identity details are kept up to date on their National Insurance records (vital when people claim Social Security benefits or State Pension).

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### Employer payroll – what to tell employees

For an employer payroll we recommend that you tell your employees that:

- we will be checking their details
- we may contact them by letter to resolve any differences
- part of the check is to identify any claims to state benefits which overlap with a period of employment. (Details of any employees who fall into this category are passed to the Department for Work and Pensions who may need to contact you for more information.)

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### What payroll data will we need from you?

You will need to provide us with the following employee information. It is important that you provide us with all the details for each employee and, if possible, in the order below.

1. National Insurance number.
2. Surname.
3. First forename.
4. Second forename (or initial).
5. Date of birth (DD/MMM/YYYY, DD/MM/YYYY or DD/MM/YY).
6. Address (supply the details you use).
7. Postcode.
8. Staff number.
9. Start date of employment.
10. End date of employment (where appropriate).

## Help

For more help on this service please:

- phone **0191 225 3133**
- email  
[payrollcleanseunit@hmrc.gsi.gov.uk](mailto:payrollcleanseunit@hmrc.gsi.gov.uk)  
(see *email warning* below)
- write to  
Payroll Cleanse Unit  
MDTS  
Room BP2102  
Bamburgh House  
Benton Park View  
Longbenton  
Newcastle upon Tyne  
NE98 1ZZ

### Email warning

We cannot guarantee the security of emails you send to us or we send to you over the Internet. Information sent by email over the Internet is not secure and is at risk of being intercepted and read by people other than those it was intended for. Any information you send to us by email is at your own risk. If you would like us to reply by email, please confirm in your message that you understand and accept the risk involved. However, if our response to you contains any personal or confidential information we will only reply to you by letter or phone.

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## Accepted software and file formats for payroll data

The payroll data needs to be in one of the following file formats.

- Excel workbook (.xls) - this is our preferred method.
- Lotus (.wk).
- dBase (.dbf).
- Comma Separated Value (.csv).
- Text (.txt).
- Data Interchange Format (.dif).
- Formatted Text (.prn).

For electronic submissions of any format we suggest that they are zipped with Winzip 9 or better and password protected.

The maximum number of records we can accept in a single file is 64,000. If you want to submit more records than this, please split the submission into two or more files.

If you use software that will not allow you to export a report file into one of the file formats listed above, or if you keep paper records, please contact us to discuss the submission of your data.

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## How to submit payroll data

Please complete the submission form on page 3 and send it with your data to the address shown on the form.

We can accept your payroll data on one of the following:

- CD-ROM
- DVD
- memory stick, or
- floppy disk.

For smaller schemes (fewer than 100 employees) we can accept the data on paper.

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## What happens once we have the data?

We will tell you of any National Insurance numbers that we have been able to trace, as well as incorrect numbers that we have amended. We will also tell you of any National Insurance number problems we have identified but have not been able to put right.

We aim to provide this feedback within 10 weeks and it will be sent by either secure courier or post. Once this has been sent we will then destroy the original data you sent us.

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## How we use your information

HM Revenue & Customs is a Data Controller under the Data Protection Act 1998. We hold information for the purposes specified in our notification to the Information Commissioner, including the assessment and collection of tax and duties, the payment of benefits and the prevention and detection of crime, and may use this information for any of them. We may get information about you from others, or we may give information to them.

If we do, it will only be as the law permits to:

- check the accuracy of information
- prevent or detect crime
- protect public funds.

We may check information we receive about you with what is already in our records. This can include information provided by you, as well as by others, such as other government departments or agencies and overseas tax and customs authorities. We will not give information to anyone outside HM Revenue & Customs unless the law permits us to do so. For more information go to [www.hmrc.gov.uk](http://www.hmrc.gov.uk) and look for *Data Protection Act* within the *Search* facility.

## Disclaimer

Reference to a commercial product in this document is not an endorsement of that product by HM Revenue & Customs.

## Your rights and obligations

*Your Charter* explains what you can expect from us and what we can expect from you. For more information go to [www.hmrc.gov.uk/charter](http://www.hmrc.gov.uk/charter)

## Customer service

### Customers with particular needs

We have a range of services for people with disabilities, including guidance in Braille, audio and large print.

Most of our forms and guidance are also available in large print.

Please contact our helpline on the number shown in **Help** on page 1 if you need these services.

These notes are for guidance only and reflect the position at the time of writing.  
Customer Information Team  
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Please complete and send us this form with your payroll data

### About you

Employer name

Trading name

Address

  
  
  
  

Postcode

Phone number (including area code)

Contact name

Is this form for an employer payroll or pension payroll?

Employer payroll

Pension payroll

Number of employees on payroll

### What to do now

Please send this form with your data to:

Payroll Cleanse Unit  
MDTS  
Room BP2102  
Bamburgh House  
Benton Park View  
Longbenton  
Newcastle upon Tyne  
NE98 1ZZ