

PAYE – Software Developers Bulletin Issue 9

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Dear Developer

Polling problem in the test service. We know that some of you have experienced polling problems with the test service, and that you have concerns that the problem will recur in the live service. We apologise for the difficulty you have been experiencing with the test service, and want to assure you that we are not anticipating this problem in the live service. This is because the live service will be running in a completely different environment, and the scale will be far greater than that of the test service. Please also be assured that we will be carefully monitoring the live service from the moment it is switched on, and we will let you know if problems occur that may affect your customers.

Re-submission of End of Year Returns in live service. Some of you have expressed concerns that your customers may be required to resubmit Returns, after the Returns have passed through the front end contingency filing, and the success message has been received. We want to assure you that although we do anticipate occasions when we may ask employers to resubmit data, this is likely to be rare, and whenever possible we would look to repair data ourselves.

If you have any comments on this bulletin please contact the SDS team on the contact details below.

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