

Common E-filing Errors

Find below some of the common e-filing errors and solutions to solve them:

Authentication errors

You will get an error message saying 'Authentication failure' when you try and send your Return if you:

- use an incorrect User ID
- use an incorrect Password
- use a Password of more than 12 characters
- have not registered to use PAYE Online for Employers
- have not activated PAYE / CIS Online for Employers
- enter the PAYE reference in lower case
- (Agent only) the client is not shown on the agent's client list (not applicable if agents are using the unauthorised client function)

Common EOY (P14/P35) Errors

Forename field – incorrect character

When entering the forename, only use characters A-Z upper or lower case, hyphen or apostrophe. Do not enter a full stop, comma, underscore, brackets, slash, numbers (including 0), an asterisk (*) or question mark (?) nor use character ` for an apostrophe (use ' instead).

If the employee has two forenames do not enter both in the first 'Forename' field. For example 'Anne Marie' needs to be entered as 'Anne-Marie'. Or 'Marie' must be entered as a separate second forename in the second forename field.

NI category X

Where you do not have any NICs to report, use the National Insurance category letter X and put zeros in the NI fields for columns 1a to 1c, or use figures greater than zero.

You will also get this error code if you put zeros in columns 1a, and/or 1b and/or 1c and use a National Insurance Category where these figures must be greater than zero, for example, Category A.

TN temporary NINOs

If you do not know an employee's National Insurance Number do not use a temporary TN number. Instead leave the field empty and make sure you enter correct information in the date of birth and gender fields instead.

Tax codes – incorrect characters and format

Use the code number as provided by HMRC:

- Do not use all seven spaces of the code number field (unless the code takes them up)
- Do not use leading zeros (K123 not K0123)
- Prefix 'K' must always be shown before the numbers (K123 not 123K)
- Do not put 'W', 'X' 'WK1' or '/1' after the code number to show that week one applies – set the 'W1M1Indicator' as allowed in your software
- Do not use suffix 'H'. Use 'T' instead and refer all existing H codes to your HMRC Office for correction
- For codes '0T' and 'D0', the number '0' must be used, not the letter 'O'.

Date of birth

- Only use genuine dates (avoid 30 February, for example)
- Do not use future dates
- If the NINO is present and correct, you can delete the Date of Birth entry, if you have an error here
- If the NINO is not present and the Date of Birth is not known, enter 1 January 1901 in the appropriate format.

Invalid NINO – Format

- If the NINO is not known, do not enter anything in the NINO field and instead make an entry in the date of birth and gender fields
- The format must be 2 letters, 6 numbers, followed by 1 letter or a space