

IRIS PAYE-Master

Year-end Guide

April 2020

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Dear Customer

Welcome to the IRIS PAYE-Master Year-end guide 2020.

This guide contains all the information you need to complete your year-end and move into the new tax year.

The guide is divided into the following sections:

- Overview and checklists
- Instructions on submitting your final Full Payment Submission/Employer Payment Summary for the tax year and moving into the new tax year
- Year-end FAQs
- Contact details

Additional year-end information can be found on our comprehensive support web pages [here](#). If you can't find the answer you can submit a question via www.iris.co.uk/contactus or call us on **0344 815 5661**. Please note the telephone lines will be very busy during the year-end period and we will endeavour to answer your call as quickly as possible.

Important note: You **MUST** upgrade to IRIS PAYE-Master v5.25.0.21 before completing any of your year-end procedures

We strongly recommend you update to IRIS PAYE-Master v5.25.0.21 immediately. You do not need to have completed all your payrolls for the 2019/2020 tax year.

Update

Once the update is installed, choose **Help | Updates** to view the Release Notes.

Key dates to remember

Date	Requirement
5 April 2020	2019/2020 tax year ends
6 April 2020	2020/2021 tax year starts
31 May 2020	P60s to be given to employees by this date
6 July 2020	P11D forms to HMRC by this date
19 July 2020	Payment of Class 1A NIC on P11D benefit in kind due

When should I install this upgrade?

We recommend you install the IRIS PAYE-Master v5.25.0.21 update **now**. This will ensure that your payroll is fully up to date and you are using the correct version of the software in advance of the busy year-end period.

Before you commence any of your year-end routines and move into the new tax year you **MUST** ensure you have upgraded to IRIS PAYE-Master v5.25.0.21.

Failure to do so will result in incorrect calculations and submissions.

For example:

- Incorrect format when printing the P60 forms
- Incorrect legislation applied to 2020/2021 tax year

Have you read this guide through carefully?

Familiarise yourself with the year-end process before you start.

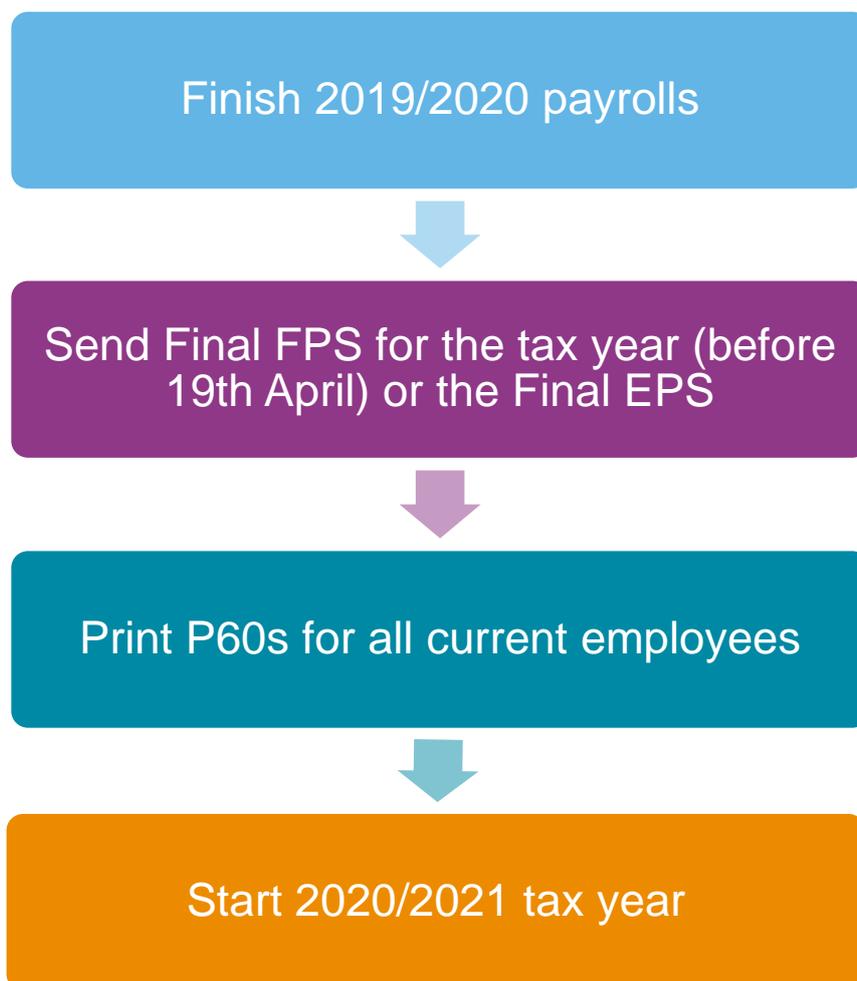
Are you ready to back up your data?

Make sure you know your back up procedure.

HMRC's Gateway is ready now for your submissions – you do not need to wait until 6 April to file your Final FPS/EPS. The **Full Payment Submission** should be submitted on or before the pay date.

Remember to install your update, version v5.25.0.21 first

Overview of sending your year-end submissions then starting 2020/2021 tax year



Important note: You do not need to wait until the 6th April to file your Final FPS/EPS. Generally, FPS submissions should be sent on or before the pay date with few exceptions. HMRC allow up to 7 days to report PAYE in certain circumstances:

- where payments are made on the day of work which vary depending on the work done, where it is impractical to report in real time - such as:
 - a crop picker paid in cash at the end of the day, when their pay is based on how much they have picked

Click [here](#) for HMRC information on Timing of Real Time Returns.

Checklists

There are two separate checklists provided:

- **Checklist 1** – to be used if a final FPS is required
- **Checklist 2** – to be used if a final EPS is required

You may need to submit either an FPS, EPS, or both to HMRC depending on your payroll. It is important to understand which submission you mark as FINAL to HMRC.

When to send a Final Full Payment Submission (FPS) only (Checklist 1)

You should mark your FPS as FINAL if you have paid employees in Month 12 or Week 52 and have no requirement to send an EPS (see below). Your FPS should be sent on or before your pay date.

When to send a Final Employer Payment Summary (EPS) (Checklist 2)

You should mark your EPS as Final if any of the following apply:

- You forgot to tick **Yes** in **Final submission for year** on your last FPS
- No employees were paid in the final pay period of the tax year
- You need to recover any statutory payments in Month 12, such as SMP, SPP etc.

Please Note: you still need to send a normal FPS for the final pay period of the year.

Checklist 1 – Send year-end submissions then start 2020/2021

Use this checklist for submissions where a Final FPS is needed, ensure you carry out all steps before moving into the 2020/2021 tax year.

Company name	
Company number	
Completed by	
Date	

Bureau customers - please ensure that you use the appropriate checklist for each of your companies.

Final Submission of the tax year

Before you start, make sure you have installed v5.25.0.21 of IRIS PAYE-Master

- Step 1** Issue P45s for any employees you do not intend to pay in the 2020/2021 tax year
- Step 2** Check year to-date NI for Directors if you started using IRIS PAYE-Master part of the way through the tax year
- Step 3** Send Final FPS for the tax year
- Step 4** Back up your data
 - Backup details
 - Location/filename _____
 - Date/Time _____
- Step 5** Finalise Payrolls
- Step 6** Print P11s for each employee
- Step 7** Print P60s for each employee
- Step 8** Start new tax year 2020/2021

Step 1 P45s

Issue P45s for any employees you do not intend to pay in the 2020/2021 tax year. You will not be able to do this after you have completed **Clear Totals** and moved into the 2020/2021 tax year.

Step 2 Check Directors' NI Calculation

If you started using IRIS PAYE-Master part of the way through the tax year and you have some employees set up as Directors (i.e. with the **Director** box ticked in **Employee Details | General** tab) you must check their year to-date calculations.

To calculate Directors' NI, you can do one of the following:

- Use the calculation described in HMRC's leaflet '**CA44 National Insurance for Company Directors**', which you can find on the HMRC website [here](#)
- Use HMRC's Directors' National Insurance contributions calculator which you can find on their website [here](#)

Step 3 Send Final FPS for the tax year

Select **RTI Online Services | Send Full Payment Submission**, tick **Final Submission for Year** and click **Next**. Click **Yes** to confirm this is the **Final Submission for Year**.

Check Totals

Check the figures on the **Full Payment Submission – Final Confirmation** screen. Click **Print Summary** and/or **Print Details** to print a copy for your records, if you wish.

Start the submission

Click **Send** to submit the **Full Payment Submission**.

Step 4 Back up your data

Back up the 2019/2020 data. Click on **File**, select **Backup and Restore Data** then select the company and click **Backup** or follow your standard backup routine.

Step 5 Finalise Payrolls

Ensure you have finalised the last payroll for the 2019/2020 tax year; this would usually be week 52 or month 12 (unless you have a week 53, 54 or 56).

If you have finalised a pay frequency up to the end of the tax year, the **Payroll Status** screen will show a **Year-End** marker. To check the payroll status, from the **Utilities** menu select **Payroll Status**.

If necessary, process your payroll for week 53, 54 or 56. You will have a week 53 (54 or 56 for two weekly or four weekly payrolls) when you have calculated and finalised week 52 and the next payment that you are due to make is on 4th/5th April 2020.

It is the date your employees are paid that determines whether you need to process a week 53, 54 or 56; when the work was carried out is irrelevant.

IRIS PAYE-Master will automatically know if you have a week 53, 54 or 56 in the payroll and will guide you through the process.

Step 6 Print P11

From the **Year-End** menu, select **Print P11s** and print the **P11s (NI)** and **P11s (PAYE)** for each employee.

These are plain paper reports for internal use only and should be retained for audit purposes.

Step 7 Print P60 Year-end forms

Make sure your printer is loaded with the forms designed for the current tax year. From the **Year-End** menu click **Print P60s** and select the report you want to use from the list.

IRIS Stationery

Select either **Print IRIS Laser/Inkjet P60s** or **Print Datamailer P60s**.

HMRC Stationery

Select **Print HMRC Laser/Inkjet P60s**

IRIS OpenPayslips

If you are using the IRIS OpenPayslips element of the IRIS AE Suite™, select **Publish P60s**.

Alignment checks

You should check the alignment prior to printing the forms. We recommend that you test on plain paper to avoid wasting your year-end stationery.

1. Select the relevant P60 for an employee from **Year-End | Print P60s**
2. Click **Select** and enter the page range from 1 to 1, then click **OK** on the following screens to print the report
3. Compare the plain paper report to the supplied year-end stationery

Margins

Click the **Margins** buttons if the printing needs to be realigned and adjust your margins accordingly. Suitable margins to begin with are:

- Top margin 0.55"
- Left margin 0.57"
- Line height 240

The margin settings can vary depending on the printer. You will need to repeat these steps until you are sure the forms align correctly.

For more information on margins, please use the Help File and search for General Print Adjustments.

Bureau customers – setting the correct margins in one company will automatically set the margins in ALL other companies.

Once you are happy with the alignment you can print the P60s on the year-end stationery.

Step 8 Starting the new tax year

To move into the 2020/2021 tax year, follow the instructions in the section **Starting the new tax year**.

Checklist 2 – Send year-end submissions then start 2020/2021

Use this checklist for submissions where a Final EPS is needed, ensure you carry out all steps before moving into the 2020/2021 tax year.

Company name	
Company number	
Completed by	
Date	

Bureau customers - please ensure that you use the appropriate checklist for each of your companies.

Final Submission of the tax year

Before you start, make sure you have installed v5.25.0.21 of IRIS PAYE-Master

- Step 1** Issue P45s for any employees you do not intend to pay in the 2020/2021 tax year
- Step 2** Check year to-date NI for Directors if you started using IRIS PAYE-Master part of the way through the tax year
- Step 3** Send your FPS
- Step 4** Back up your data
 - Backup details
 - Location/filename _____
 - Date/Time _____
- Step 5** Finalise Payrolls
- Step 6** Send your Final EPS
- Step 7** Print P11s for each employee
- Step 8** Print P60s for each employee
- Step 9** Start new tax year 2020/2021

Step 1 P45s

Issue P45s for any employees you do not intend to pay in the 2020/2021 tax year. You will not be able to do this after you have completed **Clear Totals** and moved into the 2020/2021 tax year.

Step 2 Check Directors' NI Calculation

If you started using IRIS PAYE-Master part of the way through the tax year and you have some employees set up as Directors (i.e. with the **Director** box ticked in **Employee Details | General** tab) you must check their year to-date calculations.

To calculate Directors' NI, you can do one of the following:

- Use the calculation described in HMRC's leaflet '**CA44 National Insurance for Company Directors**', which you can find on the HMRC website [here](#)
- Use HMRC's Directors' National Insurance contributions calculator which you can find on their website [here](#)

Step 3 Send FPS

Follow your normal procedures, ensure you have sent an FPS for your final week/month and that **Final Submission for year** is **not** ticked.

Check Totals

Check the figures on the **Full Payment Submission – Final Confirmation** screen. Click **Print Summary** and/or **Print Details** to print a copy for your records, if you wish.

Start the submission

Click **Send** to submit the **Full Payment Submission**.

Step 4 Back up your data

Back up the 2019/2020 data. Click on **File**, select **Backup and Restore Data** then select the company and click **Backup** or follow your standard backup routine.

Step 5 Finalise Payrolls

Ensure you have finalised the last payroll for the 2019/2020 tax year, this would usually be week 52 or month 12 (unless you have a week 53, 54 or 56).

If you have finalised a pay frequency up to the end of the tax year, the **Payroll Status** screen will show a **Year-End** marker. To check the payroll status, from the **Utilities** menu select **Payroll Status**.

If necessary, process your payroll for week 53, 54 or 56. You will have a week 53 (54 or 56 for two weekly or four weekly payrolls) when you have calculated and finalised week 52 and the next payment that you are due to make is on 4th/5th April 2020.

It is the date your employees are paid that determines whether you need to process a week 53, 54 or 56; when the work was carried out is irrelevant.

IRIS PAYE-Master will automatically know if you have a week 53, 54 or 56 in the payroll and will guide you through the process.

Step 6 Send your Final EPS

Select **RTI Online Services | Send Employer Payment Summary**, (selecting **March** in the **Month** field will automatically tick **Final Employer Payment Summary for Tax Year**) then click **Next**.

Check Totals

Check the figures on the **Employer Payment Summary Values** screen and amend these if necessary. You may need to amend the values if you pay employees via IRIS PAYE-Master and another payroll system, for a company with the same tax reference, where the values must be combined before submitting. Click **Next**.

Start the submission

Check the values on the **Employer Payment Summary Year to Date Values** screen and click **Print** if you require an **EPS Confirmation report**. Click **Send** to submit to HMRC.

Step 7 Print P11

From the **Year-End** menu, select **Print P11s** and print the **P11s (NI)** and **P11s (PAYE)** for each employee.

These are plain paper reports for internal use only and should be retained for audit purposes.

Step 8 Print P60 Year-end forms

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Select either **Print IRIS Laser/Inkjet P60s** or **Print Datamailer P60s**.

HMRC Stationery

Select **Print HMRC Laser/Inkjet P60s**.

IRIS OpenPayslips

If you are using the IRIS OpenPayslips element of the IRIS AE Suite™, select **Publish P60s**.

Alignment checks

You should check the alignment prior to printing the forms. We recommend that you test on plain paper to avoid wasting your year-end stationery.

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Bureau customers – setting the correct margins in one company will automatically set the margins in ALL other companies.

Once you are happy with the alignment you can print the P60s on the year-end stationery.

Step 9 Starting the new tax year

To move into the 2020/2021 tax year, follow the instructions in the section **Starting the new tax year**.

Starting the new tax year

This section explains how to process a payroll in the new tax year. You must have installed IRIS PAYE-Master **v5.25.0.21** before you can start the new tax year.

From the **Year-End** menu select **Clear Totals**. This will clear down all the year to date figures and reset everything back to zero enabling you to process payroll in the new tax year for all pay frequencies for the selected Company. If you have pay frequencies that no longer have active employees, the **Clear Totals** process will clear these frequencies and remove them from the **Payroll Status**.

Please note: to be able to clear totals, the last period calculated must be finalised, however this does not have to be the last period of the tax year.

Clear Totals should only be used when you are ready to move all pay frequencies into the new tax year.

If you have **Pay | Employment Allowance** set to **Yes**, the following message will appear:

Employment Allowance

Employment Allowance

Employment Allowance (EA) rules are changing. From April 2020, employers with a Class 1 secondary National Insurance liability of £100,000 or more in the preceding tax year are no longer eligible for the Employment Allowance.

The EA was introduced to support businesses to grow and hire new staff. At present, big businesses get the same benefit as small businesses. However, for larger businesses the benefits of this £4000 are small relative to their total employment costs and unlikely to encourage them to take on more staff.

To focus business support to those who need it the most, the relief will be restricted to help smaller businesses with the costs of taking on more staff.

What is changing?

This project seeks to remove EA from employers whose (secondary) Class 1 NICs liability was £100k or more in the tax year prior to the EA claim. As a result of the changes, approx. 100k larger employers who currently claim EA will no longer be eligible to claim in future.

Targeting EA in this way means it is now considered to be a type of de minimis state aid. This is because it is essentially placing some businesses in an advantageous position over other businesses on a selective basis which could potentially distort competition and trade within the European Union (EU).

As a result of these reforms the EA will be given from the 2020/21 tax year as de minimis state aid and HMRC will be responsible for ensuring customer compliance with those rules. Therefore, the EA application process needs to change to take account of the rules on de minimis state aid

**This screen will only appear if you are currently claiming
Employment Allowance**

Click **Next**

From the **Employment Allowance** screen select from the options:

- **Claim Employment Allowance**

Continue to claim Employment Allowance. My Employer's NI bill for 2019/2020 was below £100,000

- **Do not claim Employment Allowance**

Stop claiming Employment Allowance

The screenshot shows a 'Year-end Restart' dialog box titled 'Employment Allowance'. It contains the following text and options:

Year-end Restart

Employment Allowance

Employment Allowance

You are currently claiming EA and must indicate what you would like to do for tax year 2020/2021

Claim Employment Allowance

- Continue to claim Employment Allowance. My Employer's NI bill for 2019/2020 was below £100,000

De minimis state aid

- de minimis state aid does not apply
- Agriculture
- Fisheries and Aquaculture
- Road Transport
- Industrial

If de minimis state aid rules apply to your business, you must make sure that receipt of the full £4000 allowance in the claim year, when added to any other de minimis state aid already received or allocated in the claim tax year and the previous 2 tax years, would not result in you exceeding the de minimis state aid threshold for your trade sector(s). You do not need to enter a value of de minimis state aid in the system as you are not required to report the value to HMRC in RTI submissions.

If you do not know what your Employer's NI bill is for 2019/2020 you can pick either option now and amend it later in Pay | Employment Allowance, if necessary.

Do not claim Employment Allowance

- Stop claiming Employment Allowance

Buttons: Back, Next, Cancel

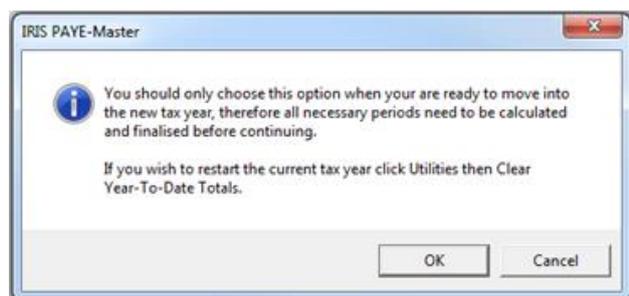
If applicable, select the relevant **De minimis state aid** option from:

- De minimis state aid does not apply
- Agriculture
- Fisheries and Aquaculture
- Road Transport
- Industrial

Click **Next**

The following message will appear:

Click **OK**.

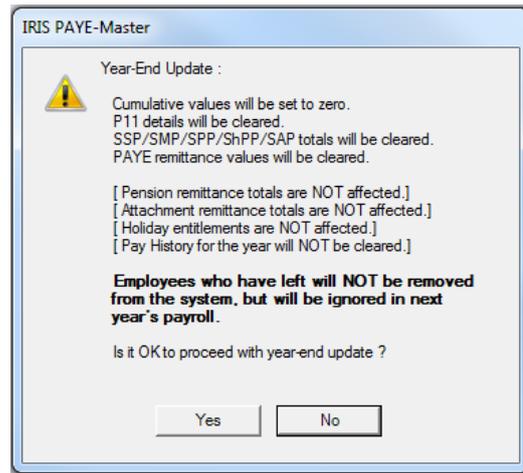


You will be asked if you wish to back up your data. We strongly recommended that you do this.

The next screen displays **Tax Basis**. In normal circumstances employees on a week1/month1 tax code basis will change to standard, including anyone whose tax code is D0 or NT. This option is selected by default and should therefore be left unchanged. Click **OK** to proceed.

You will be shown a summary of the items cleared from the system.

Click **Yes** to continue. IRIS PAYE-Master will show you the next pay date to be used.



You will be reminded to use the **Bulk Tax Code Change** facility.

All the statutory changes will be automatically made for you when you install IRIS PAYE-Master.

Please Note: for the 2020/2021 Tax Year, following the Budget, there are no uplifts to L, M and N suffix tax codes.

Important note: During the **Clear Totals** process if you have **Employment Allowance** set to **Yes**, the **Amount Remaining (Current Year)** will be reset. Check the **Amount Remaining Current Year** from **Pay | Employment Allowance**

If you are eligible to start claiming **Employment Allowance** from the 2020/2021 Tax Year, from the **Pay** menu, select **Employment Allowance** then choose **Yes** from the Employment Allowance drop-down.

Starting the new tax year prior to printing P60s/P11s

This section explains how to process a payroll in the new tax year. You must have installed IRIS PAYE-Master **v5.25.0.21** before you can start the new tax year.

Before you finalise the last pay period in 2019/2020, issue P45s for any employees you do not intend to pay in the 2020/2021 tax year.

Clearing Totals

From the **Year-End** menu select **Clear Totals**. This will clear down all the year to date figures and reset everything back to zero enabling you to process payroll in the new tax year for all pay frequencies for the selected Company. If you have pay frequencies that no longer have active employees, the **Clear Totals** process will clear these frequencies and remove them from the **Payroll Status**.

Please note: to be able to clear totals, the last period calculated must be finalised, however this does not have to be the last period of the tax year.

Clear Totals should only be used when you are ready to move all pay frequencies into the new tax year.

If you have **Pay | Employment Allowance** set to **Yes**, the following message will appear:

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As a result of these reforms the EA will be given from the 2020/21 tax year as de minimis state aid and HMRC will be responsible for ensuring customer compliance with those rules. Therefore, the EA application process needs to change to take account of the rules on de minimis state aid

**This screen will only appear if you are currently claiming
Employment Allowance**

Click **Next**

From the **Employment Allowance** screen select from the options:

- **Claim Employment Allowance**

Continue to claim Employment Allowance. My Employer's NI bill for 2019/2020 was below £100,000

- **Do not claim Employment Allowance**

Stop claiming Employment Allowance

Year-end Restart

Employment Allowance

Employment Allowance

You are currently claiming EA and must indicate what you would like to do for tax year 2020/2021

Claim Employment Allowance

Continue to claim Employment Allowance. My Employer's NI bill for 2019/2020 was below £100,000

De minimis state aid

de minimis state aid does not apply

Agriculture

Fisheries and Aquaculture

Road Transport

Industrial

If de minimis state aid rules apply to your business, you must make sure that receipt of the full £4000 allowance in the claim year, when added to any other de minimis state aid already received or allocated in the claim tax year and the previous 2 tax years, would not result in you exceeding the de minimis state aid threshold for your trade sector(s). You do not need to enter a value of de minimis state aid in the system as you are not required to report the value to HMRC in RTI submissions.

If you do not know what your Employer's NI bill is for 2019/2020 you can pick either option now and amend it later in Pay | Employment Allowance, if necessary.

Do not claim Employment Allowance

Stop claiming Employment Allowance

Back Next Cancel

If applicable, select the relevant **De minimis state aid** option from:

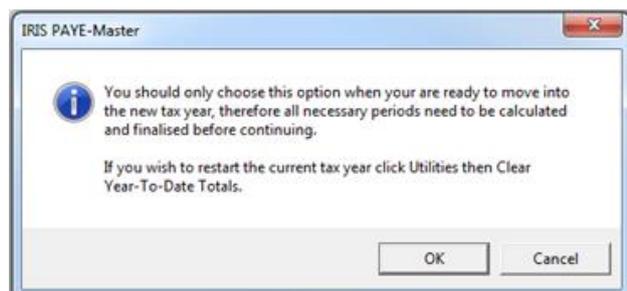
- De minimis state aid does not apply
- Agriculture
- Fisheries and Aquaculture
- Road Transport
- Industrial

Click **Next**

The following message will appear:

Click **OK**.

You will be asked if you wish to back up your data. We strongly recommended that you do this.



The next screen displays **Tax Basis**. In normal circumstances employees on a week1/month1 tax code basis will change to standard, including anyone whose tax code is D0 or NT. This option is selected by default and should therefore be left unchanged. Click **OK** to proceed.

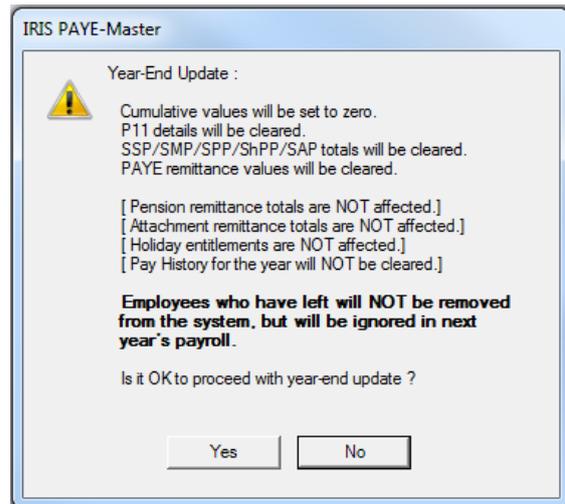
You will be shown a summary of the items cleared from the system.

Click **Yes** to continue. IRIS PAYE-Master will show you the next pay date to be used.

You will be reminded to use the **Bulk Tax Code Change** facility.

All the statutory changes will be automatically made for you when you install IRIS PAYE-Master,

Please Note: for the 2020/2021 Tax Year, following the Budget, there are no uplifts to L, M and N suffix tax codes.

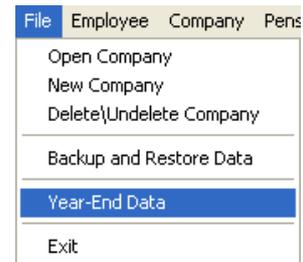


Important note: During the **Clear Totals** process if you have **Employment Allowance** set to **Yes**, the **Amount Remaining (Current Year)** will be reset. Check the **Amount Remaining Current Year** from **Pay | Employment Allowance**

If you are eligible to start claiming **Employment Allowance** from the 2020/2021 Tax Year, from the **Pay** menu, select **Employment Allowance** then choose **Yes** from the Employment Allowance drop-down.

Returning to your year-end data

A 'snapshot' copy of your data was created automatically when you cleared the totals for your pay frequencies. You can return to this data after you have started running payrolls for the 2020/2021 tax year by following the instructions below.



When you are ready to print your P60s/P11s, go to **File | Year-End Data**.

Payrolls with multiple pay frequencies

After returning to the year-end data the **Payroll Status** screen will show **Last Period Calculated 52, Last Period Finalised 52** for the weekly payroll and **Last Period Calculated 12, Last Period Finalised 12** for the monthly payroll. There will also be a **Year-End** marker shown in the payroll status screen.

You can also look at the year to date figures in the **Employee Details** screen as a final check. If each of your pay frequencies shows figures up to the end of the tax year, the correct details will be printed on your P60s.

Print P11s

From the **Year-End** menu, select **Print P11s** and print the **P11s (NI)** and **P11s (PAYE)** for each employee.

These are plain paper reports for internal use only and should be retained for audit purposes.

Print P60s

Make sure your printer is loaded with the forms designed for the current tax year. From the **Year-End** menu click **Print P60s** and select the report you want to use from the list.

IRIS Stationery

Select either **Print IRIS Laser/Inkjet P60s** or **Print Datamailer P60s**.

HMRC Stationery

Select **Print HMRC Laser/Inkjet P60s**.

IRIS OpenPayslips

If you are using the IRIS OpenPayslips element of the IRIS AE Suite™, select **Publish P60s**.

Alignment checks

You should check the alignment prior to printing the forms. We recommend that you test on plain paper to avoid wasting your year-end stationery.

1. Select the relevant P60 for an employee from **Year-End | Print P60s**
2. Click **Select** and enter the page range from 1 to 1 then click **OK** on the following screens to print the report
3. Compare the plain paper report to the supplied year-end stationery

Margins

Click the **Margins** buttons if the printing needs to be realigned and adjust your margins accordingly. Suitable margins to begin with are:

- Top margin 0.55"
- Left margin 0.57"
- Line height 240

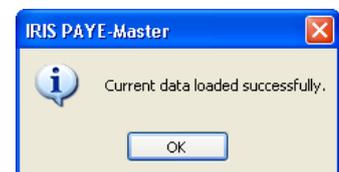
The margin settings can vary depending on the printer. You will need to repeat these steps until you are sure the forms align correctly.

Bureau customers – setting the correct margins in one company will automatically set the margins in ALL other companies.

Once you are happy with the alignment you can print the P60s in the year-end stationery.

Returning to your 2020/2021 payroll

Once you have printed the P60s go to the **File** menu and select the option **Back to Current Data**. IRIS PAYE-Master will tell you when the current data has loaded successfully.



FAQs

I use AOL as my default Internet browser and I am experiencing problems sending my submissions, why is this?

HMRC have advised that customers may experience difficulties filing online using AOL. If you do experience difficulties, you should try using a different browser e.g. Microsoft Internet Explorer when sending your submissions. If in doubt, contact HMRC directly on **0845 60 55 999**.

I'm having problems connecting to HMRC's Gateway. What can I do?

Problems with connection can have many causes. Please see the Appendix for hints about how to identify and resolve the most common issues.

I am receiving Error 6010, what does this mean?

This error is normally received if you have not upgraded to the latest version of IRIS PAYE-Master. Please check that you have installed IRIS PAYE-Master **v5.25.0.21**

Can I send a submission using IRIS PAYE-Master for a company that has ceased trading during the tax year?

Yes. For instructions on sending a submission for a company that has ceased trading, please refer to the **IRIS PAYE-Master Guide to Real Time Information**.

My employee is on A rate National Insurance table letter, but X rate is being printed on the P60, why?

If no NIC deductions have been made and there is no 1a earnings figure, X rate is reported on the P60. This is in accordance with HMRC requirements.

How do I delete employees from IRIS PAYE-Master?

Important note: This procedure should be used for employees who have been set up in error or to remove the default employee or to remove employees who left in a previous year. It must not be used to delete any leavers who have worked for you during the 2019/2020 tax year. This will remove employees from IRIS HR Manager **and** IRIS PAYE-Master if the data is shared.

To delete employees from IRIS PAYE-Master, please follow these steps:

1. Ensure you have a backup of your data file
2. Go to **Utilities | Delete Employee**
3. Click **Yes** on the warning message
4. Select the employee you want to delete from the list and click **OK**
5. You will receive a final warning that the employee is about to be completely removed
6. Choose **Yes**

Useful Information – firewalls, anti-virus software and cookies

HMRC requires that you use Microsoft Internet Explorer v6.0 or higher to file online. If you do not have this software, the latest version can be downloaded free of charge from the Microsoft website at www.microsoft.com/windows/ie/downloads/default.mspx

You must also ensure that Java script and cookies are enabled. For further details or assistance please contact HMRC online services helpdesk on **0845 60 55 999** or visit www.hmrc.gov.uk

A firewall is a barrier between your computer and the rest of the Internet; it is there to protect you from hackers, worms and viruses. It stops anything you don't know about passing between the Internet and your computer.

Some firewalls and anti-virus software will prevent your submissions from being completed. If you are using a software firewall and are experiencing problems, check that IRIS PAYE-Master is not excluded from communicating with the Internet. Most software firewalls have a control panel where you can allow/deny access to the Internet for particular programs. If the program pmw.exe is blocked, IRIS PAYE-Master will not be able to file your return.

IRIS PAYE-Master communicates with the HMRC Gateway on port 443, also known as SSL or Secure HTTP. If this port is blocked the process will fail. Any firewall hardware/software must be configured to allow communication using this port. Whilst it is not recommended to use a machine connected to the Internet without some form of security, occasionally the only way of determining what is causing the problem is to temporarily disable a firewall (if possible) to check if returns can then be submitted for processing.

If the return submission is successful when the firewall is disabled, it is likely that the firewall is blocking this secure communication and should be re-configured accordingly. Refer to your firewall supplier for more information.

Anti-virus software can also prevent your submission from being made. If you receive an error message you will need to consider disabling the anti-virus software whilst your returns are submitted. We regret that IRIS is unable to provide you with further support concerning your Internet security/firewall/anti-virus software. You should refer to the documentation supplied by your provider.

Useful numbers

HMRC online service helpdesk	HMRC employer helpline
Tel: 0300 200 3600 Fax: 0844 366 7828 Email: helpdesk@ir-efile.gov.uk	Tel: 0300 200 3200 Tel: 0300 200 3211 (new business)

Contact Sales (including stationery sales)

For IRIS Payrolls	For Earnie Payrolls	For IRIS Payroll Professional
Tel: 0344 815 5656 Email: sales@iris.co.uk	Tel: 0344 815 5676 Email: earniesales@iris.co.uk	Tel: 0345 057 3708 Email: payrollsales@iris.co.uk

Contact Support

Your Product	Phone	E-mail
IRIS PAYE-Master	0344 815 5661	payroll@iris.co.uk
IRIS Payroll Business	0344 815 5661	ipsupport@iris.co.uk
IRIS Bureau Payroll	0344 815 5661	ipsupport@iris.co.uk
IRIS GP Payroll	0344 815 5681	gpsupport@iris.co.uk
IRIS GP Accounts	0344 815 5681	gpaccsupport@iris.co.uk
Earnie or Earnie IQ	0344 815 5671	earniesupport@iris.co.uk
IRIS Payroll Professional (formerly Star)	01273 715300	payroll-support@iris.co.uk