

IRIS PAYE-Master

Year-end Guide

April 2024 – 24.10

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Dear Customer

Welcome to the IRIS PAYE-Master Year-end guide 2024.

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

The guide separates 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

You can find additional year-end information 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 5555**. Please note the telephone lines will be very busy during the year-end period; we will endeavour to answer your call as quickly as possible.

Important note: You **MUST** upgrade to IRIS PAYE-Master **24.10** before completing any year-end procedures.

We strongly recommend you update to IRIS PAYE-Master **24.10** immediately; you do not need to complete all your payrolls for the 2023/2024 tax year.

Update

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

Key dates to remember

Date	Requirement
5 April 2024	2023/2024 tax year ends
6 April 2024	2024/2025 tax year starts
31 May 2024	P60s are to be given to employees by this date
6 July 2024	P11D forms to HMRC by this date
19 July 2024	Payment of Class 1A NIC on P11D benefit in kind due

Stationery

You need to print P60s for your current employees; you do not need forms for employees that have left.

- If you are publishing P60s using the IRIS AE Suite™ you can publish your P60s to the cloud and omit the need for stationery altogether; contact us for further details
- IRIS has produced forms specifically designed for your software
 - If you are using IRIS stationery, from the **Year-End** menu, go to **Print P60s**, then select **Print IRIS Laser/Inkjet P60s** from the list
 - If you are using the Datamailer version, select **Print Datamailer P60s**

Please ensure you have plenty of forms before starting the year-end process; you can order P60 packs from IRIS; contact us for further assistance:

Sales **0344 815 5656**

Or buy online <https://www.iris.co.uk/store/stationery/>

TIP: When ordering forms, please remember to order extra to check the alignment.

You do not need to print P60s for employees who have left the company during the current tax year.

Important note: IRIS PAYE-Master supports the printing of portrait-style forms only.

When should I install this upgrade?

We recommend you install the IRIS PAYE-Master **24.10** update **immediately** to ensure that your payroll is up to date and that you are using the correct version in advance of the busy year-end period.

Before you commence your year-end routines and move into the new tax year, you **MUST** ensure you have upgraded to IRIS PAYE-Master **24.10**.

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

For example:

- Incorrect format when printing the P60 forms
- Inaccurate legislation applied to the 2024/2025 tax year

Have you read this guide carefully?

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

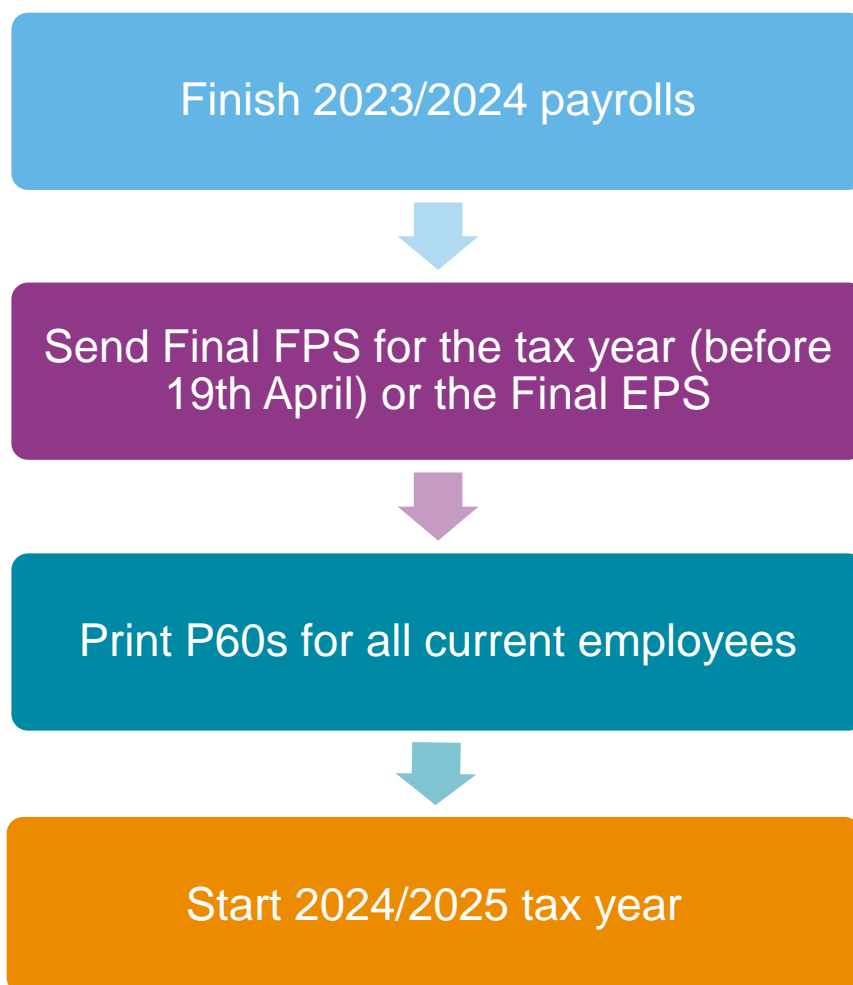
Are you ready to back up your data?

Make sure you know your backup procedure.

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

Remember to install your update, version **24.10**.

Overview of sending your year-end submissions and then starting the 2024/2025 tax year



Important note: You do not need to wait until the 6th April to file your Final FPS/EPS, and with few exceptions, you should send the Full Payment Submissions on or before the pay date; HMRC allows up to 7 days to report PAYE in certain circumstances:

- Where employees receive their pay on the day that they work, and the payments vary depending on the job done and where it is impractical to report in real-time - such as:
 - A crop picker paid in cash at the end of the day, where the pay is reliant on how much they have picked

Click [here](#) for HMRC information on the 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

Depending on your payroll, you may need to submit either an FPS, EPS, or both to HMRC; it is crucial to understand which you mark as FINAL.

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); you should submit your FPS 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
- To recover any statutory payments in Month 12, such as SMP, SPP, etc.

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

Checklist 1 – Send year-end submissions, then start 2024/2025

Use this checklist for submissions where a Final FPS is needed and ensure you carry out all steps before moving into the 2024/2025 tax year.

Company name	
Company number	
Completed by	
Date	

Bureau customers - please ensure you use the appropriate checklist for all your companies.

Final Submission of the tax year

Before you start, make sure you have installed 24.10 of IRIS PAYE-Master

- Step 1** Issue P45s for employees you do not intend to pay in the 2024/2025 tax year.
- Step 2** Check year-to-date NI for Directors if you started using IRIS PAYE-Master during 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 2024/2025.

Step 1 P45s

Issue P45s for employees you do not intend to pay in the 2024/2025 tax year; you will not be able to do this after you have completed **Clear Totals**; and moved into the 2024/2025 tax year.

Step 2 Check Directors' NI Calculation

If you started using IRIS PAYE-Master part way through the tax year and have some employees set up as Directors (i.e., with the **Director** box ticked in the **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; you can find it 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 **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 2023/2024 data and click on **File**, select **Backup and Restore Data** and 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 2023/2024 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 5th April 2024.

The date you pay your employees determines whether you need to process a week 53, 54, or 56; when the employees did the work is irrelevant.

IRIS PAYE-Master will automatically know if you have a week 53, 54, or 56 in the payroll and lead 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; you should retain them for audit purposes.

Step 7 Print P60 Year-end forms

Make sure you load your printer with the forms designed for the current tax year, and then 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**.

Publish P60s

If publishing P60s using the IRIS AE Suite™, select **Publish P60s**.

Alignment checks

Check the alignment before printing the forms; we recommend 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 realigning, and then 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.

Please use the Help File and search for General Print Adjustments for more information on margins.

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 2024/2025 tax year, follow the instructions in the section **Starting the new tax year**.

Checklist 2 – Send year-end submissions, then start 2024/2025

Use this checklist where a Final EPS is needed and ensure you carry out all steps before moving into the 2024/2025 tax year.

Company name	
Company number	
Completed by	
Date	

Bureau customers - please ensure you use the appropriate checklist for all your companies.

Final Submission of the tax year

Before you start, make sure you have installed 24.10 of IRIS PAYE-Master

- Step 1** Issue P45s for employees you do not intend to pay in the 2024/2025 tax year.
- Step 2** Check year-to-date NI for Directors if you started using IRIS PAYE-Master during 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 2024/2025.

Step 1 P45s

Issue P45s for employees you do not intend to pay in the 2024/2025 tax year; you will not be able to do this after you have completed **Clear Totals**; and moved into the 2024/2025 tax year.

Step 2 Check Directors' NI Calculation

If you started using IRIS PAYE-Master part way through the tax year and have some employees set up as Directors (i.e., with the **Director** box ticked in the **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**', that you can find on the HMRC website [here](#)
- Use HMRC's Directors' National Insurance contributions calculator; you can find it on their website [here](#)

Step 3 Send FPS

Follow your regular 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 **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 2023/2024 data and click on **File**, select **Backup and Restore Data** and 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 2023/2024 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 5th April 2024.

The date you pay your employees determines whether you need to process a week 53, 54, or 56; when the employees did the work is irrelevant.

IRIS PAYE-Master will automatically know if you have a week 53, 54, or 56 in the payroll and lead 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**) and 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. You must combine the values 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; you should retain them for audit purposes.

Step 8 Print P60 Year-end forms

Make sure you load your printer with the forms designed for the current tax year, and 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**.

Publish P60s

If publishing P60s using the IRIS AE Suite™, select **Publish P60s**.

Alignment checks

Check the alignment before printing the forms; we recommend 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 realigning, 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, and you will need to repeat these steps until you are sure the forms align correctly.

Please use the Help File and search for **General Print Adjustments** for more information on margins.

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

Follow the instructions in the section **Starting the new tax year** to move into the 2024/2025 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 **24.10** before starting 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: You must finalise the last period calculated before you clear totals; this does not have to be the last period of the tax year.

Only **Clear Totals** when you are ready to move all pay frequencies into the new tax year.

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

- **Claim Employment Allowance**
Continue to claim Employment Allowance. My Employer's NI bill for 2023/2024 was below £100,000
- **Do not claim Employment Allowance**
Stop claiming Employment Allowance

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

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

Click **OK**

The following message will appear:

Click **OK**.

Year-end Restart

Employment Allowance

Employment Allowance

You are currently claiming EA and must indicate what you would like to do for tax year 2024/2025

Claim Employment Allowance

Continue to claim Employment Allowance. My Employer's NI bill for 2023/2024 was below £100,000

De minimis state aid

de minimis state aid does not apply

Agriculture

Fisheries and Aquaculture

Road Transport

Industrial/Other

If de minimis state aid rules apply to your business, you must make sure that receipt of the full EA 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 2023/2024 you can pick either option now and amend it later in Payroll Employment Allowance, if necessary.

Do not claim Employment Allowance

Stop claiming Employment Allowance

OK Cancel

IRIS PAYE-Master

i You should only choose this option when you are ready to move into the new tax year, therefore all necessary periods need to be calculated and finalised before continuing.

If you wish to restart the current tax year click Utilities then Clear Year-To-Date Totals.

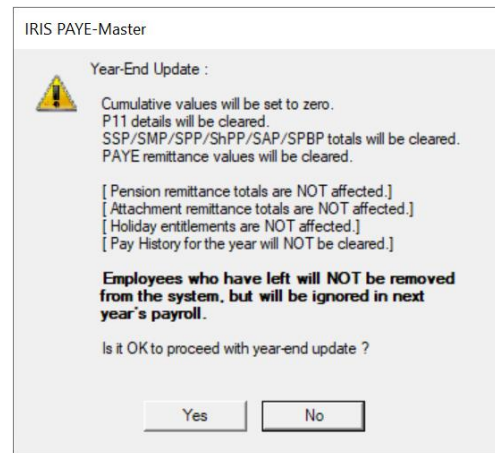
OK Cancel

You will see a message asking if you wish to back up your data; we strongly recommend 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; by default, this option is selected and should be left unchanged; click **OK** to proceed.

You will see a summary of the items cleared from the system.

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



You will see a reminder to use the **Bulk Tax Code Change** facility; however, due to all personal allowances remaining at 2023/2024 levels, there is no increase in tax codes for the 2024/2025 tax year; and so you will not be required to use this function.

All other statutory changes will be applied when you install IRIS PAYE-Master.

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 2024/2025 Tax Year, from the **Pay** menu, select **Employment Allowance**; choose **Yes** from the Employment Allowance drop-down.

Starting the new tax year before printing P60s/P11s

This section explains how to process a payroll in the new tax year; you must have installed IRIS PAYE-Master **24.10** before starting the new tax year.

Before finalising the last pay period in 2023/2024, issue P45s for any employees you do not intend to pay in the 2024/2025 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: You must finalise the last period calculated before you clear totals; this does not have to be the last period of the tax year.

Only **Clear Totals** when you are ready to move all pay frequencies into the new tax year.

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

- **Claim Employment Allowance**
Continue to claim Employment Allowance. My Employer's NI bill for 2023/2024 was below £100,000
- **Do not claim Employment Allowance**
Stop claiming Employment Allowance

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

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

Year-end Restart

Employment Allowance

Employment Allowance

You are currently claiming EA and must indicate what you would like to do for tax year 2024/2025

Claim Employment Allowance

Continue to claim Employment Allowance. My Employer's NI bill for 2023/2024 was below £100,000

De minimis state aid

de minimis state aid does not apply

Agriculture

Fisheries and Aquaculture

Road Transport

Industrial/Other

If de minimis state aid rules apply to your business, you must make sure that receipt of the full EEA 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 2023/2024 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

OK Cancel

Click **OK**

The following message will appear:

Click **OK**.

You will see a message asking if you wish to back up your data, and we strongly recommend that you do this.

IRIS PAYE-Master

i You should only choose this option when you are ready to move into the new tax year, therefore all necessary periods need to be calculated and finalised before continuing.

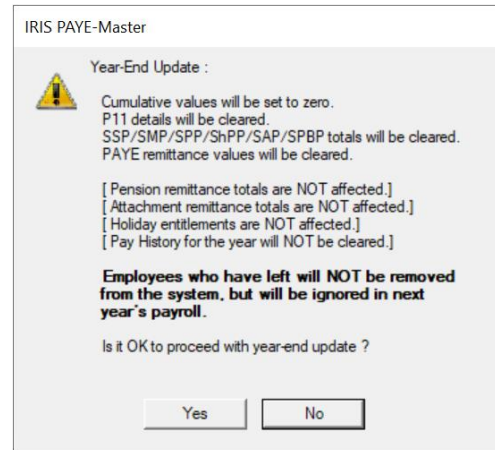
If you wish to restart the current tax year click Utilities then Clear Year-To-Date Totals.

OK Cancel

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; by default, this option is selected and should be left unchanged; click **OK** to proceed.

You will see a summary of the items cleared from the system.

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



You will see a reminder to use the **Bulk Tax Code Change** facility; however, due to all personal allowances remaining at 2023/2024 levels, there is no increase in tax codes for the 2024/2025 tax year, so you will not be required to use this function.

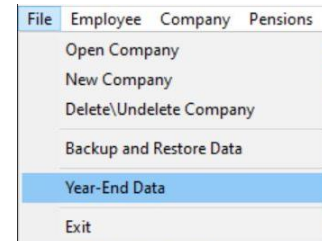
All other statutory changes will be applied when you install IRIS PAYE-Master.

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 2024/2025 Tax Year, from the **Pay** menu, select **Employment Allowance**; choose **Yes** from the Employment Allowance drop-down.

Returning to your year-end data

When you clear the totals for your pay frequencies, the system creates a 'snapshot' copy of your data; you can return to this data after starting payrolls for the 2024/2025 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. You will see a **Year-End** marker 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 your pay frequencies show figures up to the end of the tax year, the correct details will print 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; you should retain them for audit purposes.

Print P60s

Make sure you load your printer 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**.

Publish P60s

If publishing P60s using the IRIS AE Suite™, select **Publish P60s**.

Alignment checks

Check the alignment before printing the forms; we recommend 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 realigning, 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, and you will need to repeat these steps until you are sure the forms align correctly.

Please use the **Help File** and search for **General Print Adjustments** for more information on margins.

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.

Returning to your 2024/2025 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 am experiencing problems sending my submissions; why is this?

HMRC has advised that customers may experience difficulties filing online using AOL and should try using a different browser if you encounter problems for example, 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 usually received if you have not upgraded to the latest version of IRIS PAYE-Master; please check that you have installed IRIS PAYE-Master **24.10**.

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 prints on the P60; why?

When there are no NIC deductions and no 1a earnings figure, X rate reports on the P60 as per HMRC requirements.

How do I delete employees from IRIS PAYE-Master?

Important note: Only use this procedure for employees set up in error, to remove the default employee, or to remove employees who left in a previous year. Do not use it to delete any leavers who have worked for you during the 2023/2024 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

To check that you are using technology that HMRC require to file online, please visit www.gov.uk

You must also ensure that Javascript 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; configure any firewall hardware/software 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 submissions can then be sent 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 while 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	Email
IRIS PAYE-Master	0344 815 5555	payroll@iris.co.uk
IRIS Payroll Business	0344 815 5555	ipsupport@iris.co.uk
IRIS Bureau Payroll	0344 815 5555	ipsupport@iris.co.uk
IRIS GP Payroll	0344 815 5555	gpsupport@iris.co.uk
IRIS GP Accounts	0344 815 5555	gpaccsupport@iris.co.uk
Earnie or Earnie IQ	0344 815 5555	earniesupport@iris.co.uk
IRIS Payroll Professional (formerly Star)	0344 815 5555	payroll-support@iris.co.uk