

**Virtual Communications Group
Digital Services Update
February 2023**

Employer PAYE L&P Viewer

Employer PAYE Direct Debit

We are aware that the deadline for setting up a Direct Debit which will then collect charges with a payment due date of the 22nd is earlier than we would like. We are working to shorten that lead time, but it will take some time.

Any new Direct Debits need to be set up by 10 March, or by 12 April to ensure the monies due by 22nd of that month are collected by the Direct Debit.

Generic notifications when a Direct Debit is in place

The due date for payments is 22nd of the month. The Direct Debit is always collected shortly after 22nd. This means your client may receive a generic notification saying that their payment is late. This generic notice isn't a penalty, it is an advisory notice informing a customer/agent that their payment was received after the due date.

We want to apologise for these messages to a customer/agent where the bill was successfully collected via Direct Debit variable payment at the first attempt. We are looking to make changes to correct this, although it will take some months.

Direct Debit and Self-Serve Time to Pay

Agents are unable to set up either a Direct Debit or an online Time to Pay arrangement on behalf of their clients. Instead, your client should log into their Business Tax Account and, provided they have PAYE for employer enrolment, they will be able to set up a Direct Debit.

We are planning to update the navigation menu so that it shows whether your client has either a Direct Debit or a Time to Pay arrangement in place.

Self-Serve Time to Pay Arrangement

Your client may be able to set up a Time to Pay arrangement online if they have PAYE arrears which they cannot pay. If they do not meet the criteria for the online arrangement, they will be asked to call HMRC, and an adviser will discuss the options available. The main criteria for setting up a Time to Pay arrangement online are –

1. The PAYE debt has to be less than £15,000;
2. Your client must not have any other debts;
3. The Time to Pay arrangement must be set up within 35 days from the date the liability was due;
4. The debt must not include penalties or specified charges; and
5. All returns must have been submitted.