

Business as Usual guidance

Issue	Actor	Issue / Errors received	Advice / links
Granting Access to software	Software	https://developer.service.hmrc.gov.uk/api-documentation/docs/authorisation/user-restricted-endpoints - information with expected error codes and messages	If you (your customers) are having issues with the Authorisation process use the get help with this page link at the bottom Authorisation page on the developer hub
Granting Access to software	Customer / Agent		Customers should use the ' Get help with this page ' link at the bottom of the page they are experiencing the issue the issue. The problems signing in page for <ul style="list-style-type: none"> • recovering/resetting passwords, • activation code lost or expired • locked out of your account <p>For Agents only - If 2SV needs re-setting then Agents have to contact the Online support helpline 03002003600 (+441619308445)</p>

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Sign up to MTD	Customer / Agent		<p>Issues with the sign up process</p> <p>Link at the bottom of each page 'get help with this page'</p> <p>https://www.tax.service.gov.uk/vat-through-software/sign-up/form-label</p> <p>Note – this will be triaged to the sign up service team so this will only get support for sign up specific issues. If a customer has an issue with another HMRC user interface service they should use the link at the bottom of the web page</p> <p>Business – refer to business step by step guide, likely they've used incorrect credentials https://www.gov.uk/guidance/making-tax-digital-for-vat</p> <p>Agent – refer agent to step-by-step guide. Explain that they have either missed a step OR they have used incorrect credentials https://www.gov.uk/guidance/making-tax-digital-for-vat-as-an-agent-step-by-step</p>

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Being able to view obligations / submit returns	Software / customers / Agents	<p>403 Client Agent not authorised</p> <p>Note: this error means HMRC systems do not recognise</p> <ol style="list-style-type: none"> 1. there is an authorised agent/client relationship 2. The Agent does not have an agent services account 3. The customer is not fully signed up to MTD 4. OR incorrect credentials have been used when attempting to link software <p>500 internal server error</p> <p>May get this error if the customer has not fully been migrated – linked to 3 in advice column</p>	<p>If business or agents are experiencing this error</p> <ol style="list-style-type: none"> 1. Business – refer to business step by step guide, likely they’ve used incorrect credentials 2. Agent – refer agent to step-by-step guide. Explain that they have either missed a step OR they have used incorrect credentials 3. Has the customer waited for the good to go sign up email confirmation? If they have not received this then they may not yet be migrated 4. Did the customer use the right credentials when they granted authority to the software. <p>customers may have created new gateway details when they signed up</p> <p>or customers may have granted access to the wrong VAT service must have granted access to MTD for VAT not VAT online</p> <p>Review the API documentation https://developer.service.hmrc.gov.uk/api-documentation/docs/api/service/vat-api/1.0 API documentation with expected error codes</p> <p>If none of the above help then contact the online services helpdesk</p>

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Being able to view information / submit returns	Software / customers / Agents	<p>404 Not found</p> <p>This can be received when</p> <ol style="list-style-type: none"> 1. The request has been made before the customer is fully migrated 2. The request is for an obligation period that pre dates the business joining MTD 3. Customer is trying to submit a return to replace a paid Central Assessment on ETMP. Error is returned because ETMP can't process as no back end design in place 4. The request is asking to view liabilities or payments for a period that is not within MTD (e.g. they may not yet have submitted a return so no liability has been generated) 	<ol style="list-style-type: none"> 1. Check the customer has received their sign up confirmation email 2. Are the customers trying to retrieve an obligation for a pre MTD obligation? - linked to 3 3. Customer has no means of reporting the correct figures, take 9 box data for manual processing. 4. Advise to try again once they have submitted a return
Being able to view information / submit returns	Software, customer/agent	8508 Invalid Trader VRN	<p>Customer is using old software or trying to file through the portal.</p> <p>They need to get MTD compatible software and submit through there</p>

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Being able to View obligations	Software, customer / Agents	Customer is unable to view next open obligation	<p>Is the customer receiving a fully numeric period key</p> <p>Yes: the next obligation will only be visible on the third weekend after the period has started. Advise them to try again after this date</p> <p>No: the next obligation should be visible as soon as the period has started, contact HMRC VAT Helpline</p>
View pre MTD returns through software	Software, customers / Agents	Customer can view pre MTD obligations marked as fulfilled in software but cannot view the returns associated to those obligations through software	<p>This should only occur for customers with a fully numeric period key</p> <p>For Businesses - any returns they have not submitted since joining MTD can be viewed in their Online Tax Account (BTA)</p> <p>For Agents – they will not be able to review any pre MTD returns</p>
Customer wants to make an amendment to previously submitted return	Customer	Customers want to make an amendment to a return previously submitted through MTD	<p>MTD does not allow for returns to be resubmitted, returns will be rejected</p> <p>Amendments are still being managed using existing process -</p> <p>If the amendment is under 10k the information is provided on the next return,</p> <p>If over 10k then use the link below</p> <p>https://www.gov.uk/vat-corrections</p>

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Customer wants to submit EC sales list information	Customer		<p>MTD does not support EC Sales list</p> <p>Still being provided using the current service</p> <p>Signpost customer to link below https://www.gov.uk/guidance/vat-how-to-report-your-eu-sales</p>
Deregistering from VAT through MTD	Agent		<p>https://www.gov.uk/guidance/update-your-clients-business-details-if-theyre-part-of-the-making-tax-digital-for-vat-pilot</p> <p>if you have any issues with the service</p>

Live Issues

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Submitting returns or viewing obligations	Software, customer / Agent	<p>Customers with a numeric period have submitted returns through MTD software and received a success message but</p> <ul style="list-style-type: none"> The obligation is still showing as open They cannot view the return they have submitted 	<p>Check the return has been received, reassure customer we are aware of the issue and are investigating but they do not need to worry as the return is definitely recorded on our systems.</p> <p>This issue was fixed on the 17th June. So returns received post 17th June customers will now be able to see the returns submitted and the obligations will be marked as fulfilled.</p> <p>For returns submitted before the 17th June, we are carrying out some retrospective work to make the returns viewable and obligations marked as fulfilled. This work will be completed by the end of July.</p> <p>If your customers still cannot see this information after this date they should contact the HMRC VAT helpline</p>
Submitting returns that pre date MTD sign up	Software customer / agent	<p>Customer is trying, but unable, to submit return information for:</p> <ol style="list-style-type: none"> 1. A paid Central Assessment – Alpha numeric period keys (see 404 error above) 2. A pre-MTD transition return (e.g. 3/19) – customer now in MTD 3. A pre-MTD missing return or unpaid CA – record with a numeric period key 4. A pre-MTD transition return (e.g. 3/19) – record with a numeric period key 	<ul style="list-style-type: none"> Applies to 1 and 2 <p>If alphanumeric period key – Customer has no means of reporting the correct figures, Contact HMRC VAT Helpline to provide 9 box data for manual processing.</p> <ul style="list-style-type: none"> Applies to 3 and 4. <p>If the customers software supports the ability to submit return information without having the digital records (e.g. bridging software or the ability to do adjustments) then advise the customer to submit the return through software</p> <p>If the customers software doesn't support the ability to submit return without background digital records then as per 1, take 9 box data for manual processing</p>

