How to Submit your P11D Forms to HMRC and View your Responses

Once you have completed and checked your P11D forms and are ready to submit them to HMRC please follow these instructions:

Firstly, please check that you have the correct HMRC Username and Password entered in the software, otherwise your submission will not be successful:

1. From the Employer List – select EDIT next to the employer that you wish to submit
2. Select the 3rd Tab – FBI Details
3. Check the details and amend as necessary
4. SAVE

For individual Submissions:

1. Select REPORTS
2. Select the 3rd option – FILE BY INTERNET and E-MAIL
3. The screen will default to the top option – File by Internet – P11D(b)/P11D FBI Reports
4. Select NEXT
5. Select the employer record hat you wish to submit – select GENERATE
6. The software will display an advisory warning that you are about to make a submission
7. Select OK to continue or CANCEL to exit the process
8. The software will compile the data for the submission. Any errors will display in red text on screen and the submission will not proceed.
9. If there are no errors with the compiled data then the software will proceed to the FBI Status Page and you will see your submission request listed as 'Queued' with the date and time, your login and the type of submission (e.g. P11D or P46 Car)
10. The submission will poll and await responses from the HMRC Gateway.
11. You can select the REFRESH SUBMISSION button if the word QUEUED does not update.
12. If successful, the status will update to show the words LIVESUBMITTED and a blue tick will be displayed next to the employer record on the front screen.
13. If it fails, then the status will say FAILED
14. You can select the Status words LIVESUBMITTED or FAILED to view the submission response. If successful you will be presented with a receipt confirming the submission. If it has failed, then you will be presented with a list of errors.
15. In each case you will be able to print the details by using the button located in the bottom right corner of the opened log screen. Switching between the 2 tabs will give you the option to print both the Request and the Response.

16. Where the submission has failed, and you do not understand the errors then from the main FBI STATUS PAGE – please select the E-MAIL SUPPORT button. Your submission file and error report will be e-mailed to the support desk and a member of the team will respond with the action that you need to take.

Please do not keep retrying your submissions unless you have made a correction to resolve any issues found.

For submissions that do not update from the QUEUED status – please check your HMRC Gateway account as during busy periods of submission the Gateway may disconnect from Taxshield but your submission will still be with HMRC for processing. Any re-submission attempts may result in a failed submission.

For multiple Submissions:

1. Select the FILE BY INTERNET Tab
2. Select the employer records that you wish to submit
3. Select SUBMIT SELECTED EMPLOYERS
4. The software will now compile the individual submission and a message box will appear to advise that the submissions are being processed.
5. All successful submissions will display with a Blue Tick and failed submissions will display with a Yellow Triangle.
6. Select the FBI STATUS Page link to view the details of a submission for a selected employer.

Amending a P11D

You cannot submit amended P11D Forms online. These must be done by post. Please visit the Help Tab within the software for further guidance.

Printing the Submission Receipt

If you forget to print the submission response at the time of the submission, then please follow these instructions:

Option 1 –

1. From the list of Employers select the TAB – File By Internet (new)
2. Scroll down to the employer record and select VIEW FBI STATUS PAGE
3. Select the Status words LIVESUBMITTED or FAILED to view the submission response
4. Print the details by using the button located in the bottom right corner of the opened log screen. Switching between the 2 tabs will give you the option to print both the Request and the Response

Option 2 –

1. From the list of Employers – select VIEW EMPLOYERS for your employer
2. Select the orange button VIEW MORE OPTIONS
3. Select the orange button VIEW FBI STATUS PAGE
4. Select the Status words LIVESUBMITTED or FAILED to view the submission response
5. Print the details by using the button located in the bottom right corner of the opened log screen. Switching between the 2 tabs will give you the option to print both the Request and the Response

HMRC Username and Password – How to amend and update

If you are amending or updating the details for 1 employer record then please follow these instructions:

1. From the Employer List screen select the word EDIT next to the employer record that you wish to amend or update
2. Select the 3rd TAB – FBI DETAILS
3. Complete the screen and select SAVE
4. The selected employer will now be updated

If you need to update the details for multiple records:

1. From the Employer List screen select the green button called GLOBAL FBI DETAILS
2. Complete the boxes at the top of the screen with the new username and password
3. Select the check boxes next to the employer records that need to be updated or choose the SELECT ALL button
4. Select ADD DETAILS
5. The selected employers will now be updated