



## **FBI Submission Error 1046 – What does this mean?**

The FBI Error of 1046 is an authentication failure which means that HMRC are unable to validate the employer record that you are trying to submit.

The Authentication criteria checks 4 areas:

- 1 – Employer Name – This must match exactly to what is logged at HMRC
- 2 – Employer PAYE Ref – This must match exactly to what is logged at HMRC
- 3 – FBI Username – This must be your Government Gateway Username
- 4 – FBI Password – This must be your Government Gateway password – please note that our software is case sensitive

To check each of the above details – From the Employer List please select the word EDIT next to the employer record that you are trying to submit. Here you will see all the specific details relating to this employer record.

Please check that you have entered the Employer name correctly e.g. Ltd or Limited, dots or spaces – in each case the name must match exactly to what has been set up at HMRC.

Please check that you have the correct PAYE Reference.

Now select the FBI Details TAB – are the HMRC login details correct?? Again, please note that our software is case sensitive.

Once you have corrected the details and saved them please retry your submission. Are you still getting the same error?

All HMRC Errors are given as a submission response direct from HMRC – where the error is 1046 – then we have no control over this other than to advise you where to look to correct it. This is because the HMRC Gateway must authenticate each submission otherwise it will not be accepted.

Common errors are misspelling of the employer name or incorrect FBI login details.



Where you are unable to resolve the Error 1046 – you can either contact Online Services at HMRC who will be able to advise you further. Failing that you are still able to post the completed P11D(b) form with P11Ds directly to HMRC.

All submission logs are stored in the software. To view them please access the employer record by selecting VIEW EMPLOYEES. Then select the option 'View More Options'. Here are several further options – please select View FBI Status Page. Here you will see all the submission attempts made for your selected employer.