


# Absolute Software Topup Tax - Getting started on doing your own Personal and / or Partnership return

Please note a full video on how to use the software can be found by clicking [HERE](#)

All support for this software is done by email. Please send any enquiries to [support@absolutetax.co.uk](mailto:support@absolutetax.co.uk)


The software will not run on a MAC machine (unless a windows emulator is installed). It is designed to run on a Windows PC, running Windows 7 or later. If you are running Windows 8 you need to ensure that you have Windows 8.1 installed as 8.0 does not support the latest Windows Installer.





You can access the full help system within the software by clicking the  icon in the toolbar or pressing F1.

- If you haven't yet downloaded or purchased the software you need to access our website [www.absolutetax.co.uk](http://www.absolutetax.co.uk) and click Products / For Individuals or For Partnerships as appropriate. Alternatively, you can click [HERE](#)
- Once you have purchased the program the licence key to activate the demo, which you should have downloaded, will be emailed to you at the address you have registered on our website.
- This is an automated process so we do recommend checking any spam or junk folders as well as your Inbox. If you haven't received the codes, having checked all the folders, please email [sales@absolutetax.co.uk](mailto:sales@absolutetax.co.uk) and we can arrange for another copy to be sent to you.



- To launch the software, you click the  icon on your desktop.
- The opening screen will display the demo clients. Do not use these records when doing your own return.

- In the top left hand corner, you will see various icons – the first one is Settings, ,

The fourth icon is Log in  which can be ignored. The fifth is the help system -

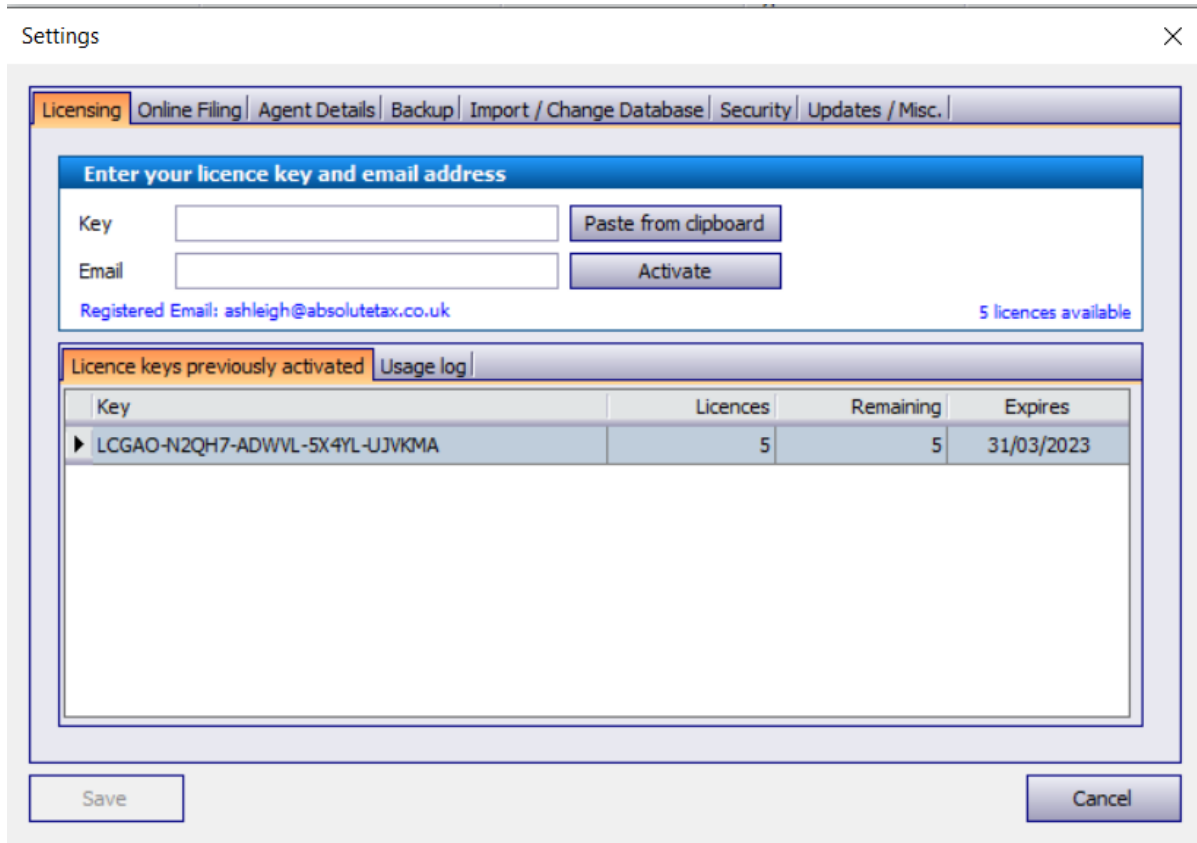


. The help system can be accessed from any screen by clicking this icon or pressing F1 on your keyboard.

- To licence the product you need to click the icon in the top left hand corner for



- This will show you a configuration screen as below



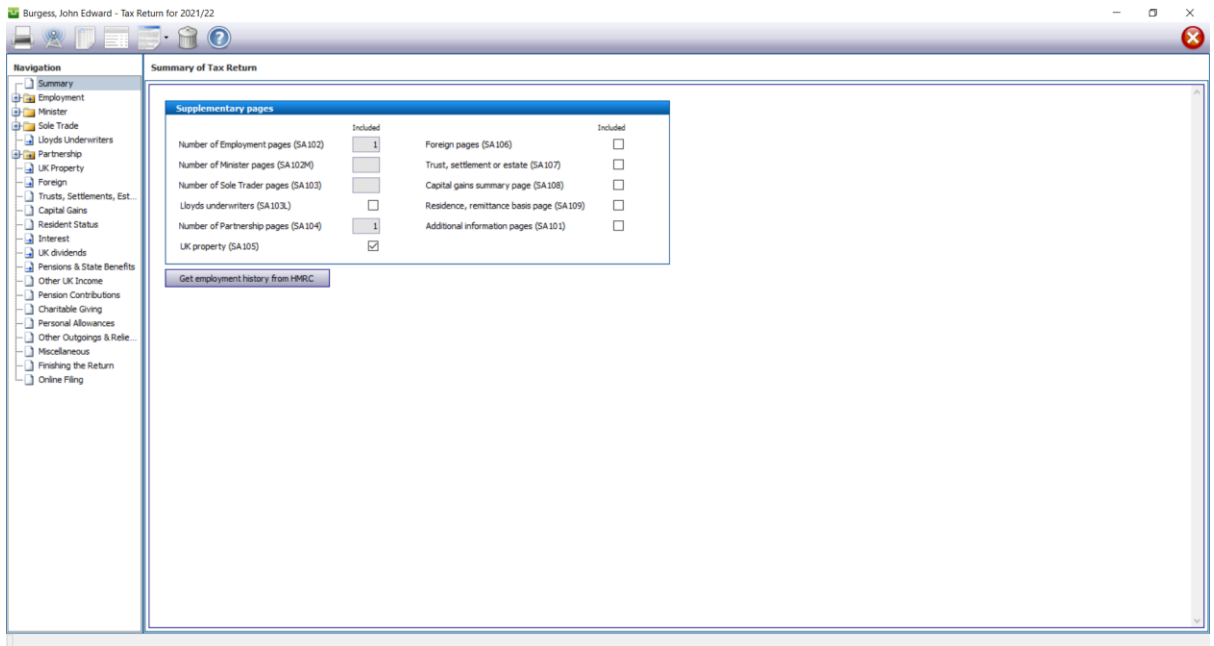
The screenshot shows a 'Settings' window with a 'Licensing' tab selected. The window has a title bar with a close button (X) and a menu bar with options: Licensing, Online Filing, Agent Details, Backup, Import / Change Database, Security, Updates / Misc. The main content area is titled 'Enter your licence key and email address' and contains two input fields: 'Key' and 'Email'. The 'Key' field has a 'Paste from clipboard' button next to it, and the 'Email' field has an 'Activate' button next to it. Below the input fields, it displays 'Registered Email: ashleigh@absolutetax.co.uk' and '5 licences available'. Below this is a table titled 'Licence keys previously activated' with a 'Usage log' tab. The table has four columns: Key, Licences, Remaining, and Expires. One row is visible with the key 'LCGAO-N2QH7-ADWVL-5X4YL-UJVKMA', 5 Licences, 5 Remaining, and Expires on 31/03/2023. At the bottom of the window are 'Save' and 'Cancel' buttons.

Key	Licences	Remaining	Expires
▶ LCGAO-N2QH7-ADWVL-5X4YL-UJVKMA	5	5	31/03/2023

- On this screen you need to complete the following
  - 1) Licensing Tab – you need to copy and paste the key from the email that would have been sent to you when the order was placed, along with your email address registered on your Absolute Software website account. Once entered click activate and then save in the bottom left hand corner – **A LICENCE IS USED WITHIN THE SYSTEM WHEN YOU ADD A RETURN. EVEN IF THE RETURN IS DELETED OR NOT FILED THIS WILL STILL USE ONE LICENCE.**
  - 2) Online filing tab – you need to enter here your HMRC user ID and password – these are the details you would have been given by HMRC when you registered to file your return online with the government gateway. The user ID is usually 12 characters long, and the password as elected by you. This is usually between 8 and 12 characters. If you are filing a partnership return and the individual partners you will need to enter the relevant clients HMRC details before submitting each return. **\*\*\* PLEASE NOTE THIS IS NOT THE DETAILS YOU USE TO LOG ONTO THE ABSOLUTE WEBSITE BUT YOUR HMRC ONLINE FILING DETAILS\*\*\***

Once this screen has been completed you are ready to create the tax return and then file online. To do this you need to do the following:

- 1) On the list of clients screen click NEW CLIENT and then choose when prompted whether it is an individual or partnership.
- 2) Once you have selected individual or partnership complete the necessary details. You need to provide a client code, which can be anything but we recommend alpha numeric. **Please note that the client code is specific to the return you are dealing with. It is for internal purposes only and not transmitted to HMRC. We would recommend the clients surname as an example.** When entering the address this is split into four address lines and a postcode field. You cannot leave a blank line in the middle of the address; therefore if your address is only 3 lines then you enter this in address lines 1, 2 and 3 and leave line 4 blank, rather than completing lines 1, 2 and 4. If you have a foreign address to comply with the HMRC filing rules the postcode entered needs to be Q1 1J. Once completed click save. This will then show this client on the list clients window.
- 3) If this client is a partnership you need to create a separate record for the partnership as well as any individual partners (for example if the partnership has two partners you would have three records created – one as type partnership, two as type individual). Once all the clients have been created, you would select the partnership in the list clients screen, and then click main details on the left-hand panel. Within this window you need to click add partners and link the individual partners to the partnership return. You also need to set one of the partners as the Nominated Partner and this is done by ticking the addressee box when adding the individual partners to the partnership. If you don't act for or are not completing a return in the system for the individual partners you can tick the box in the main details that says "Don't act for" which enables the clients to be in the program just for the purpose of adding them to the partnership record.
- 4) Once the client(s) have been created select the client and click NEW TAX RETURN on the left-hand panel and choose the year you wish to work on, for example the current tax year 2021/22. **A LICENCE IS USED WITHIN THE SYSTEM WHEN YOU ADD A RETURN. EVEN IF THE RETURN IS DELETED OR NOT FILED THIS WILL STILL USE ONE LICENCE.**
- 5) If you are completing a partnership and the associated individual returns we recommend that you complete the partnership return first as this will then allow the system to copy the partners share allocation through to the individual tax return.
- 6) Click VIEW / EDIT TAX RETURN which will display a menu option for each of the sections of the individual tax return form and supplementary pages



(please note the screen will differ if the client is a partnership as the income sources will vary)

- 7) You need to work your way through and fill in the income details as appropriate and then tick the completed box in the bottom left hand corner. Once you have filled in the appropriate income you need to review the "Finishing the return" section of the tree menu down the left-hand side.




- 8) You can view the computation by clicking the third icon in the top left hand corner

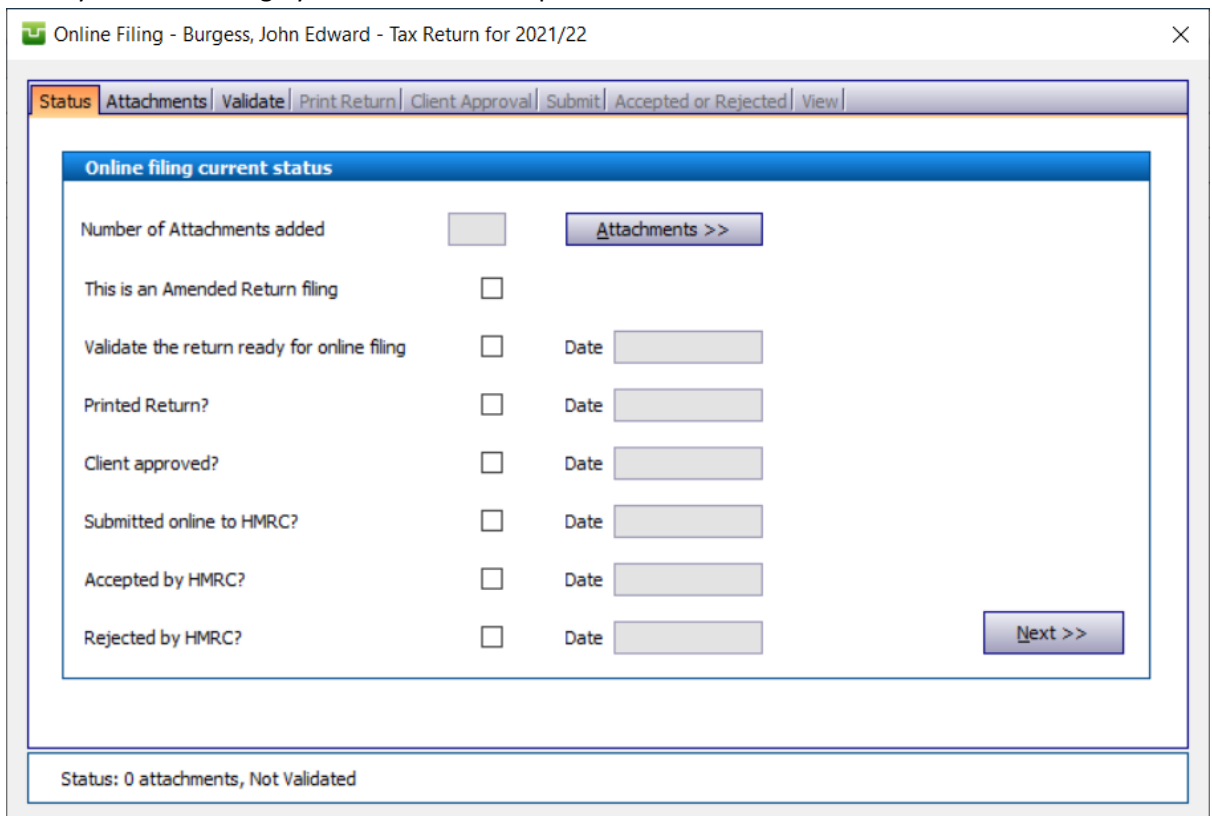
**\*\*\*PLEASE NOTE IF YOU ARE COMPLETING A PARTNERSHIP RETURN WHERE THE INCOME IS LESS THAN £85000 THEN YOU CAN FILE A RETURN WITH LIMITED ENTRIES.** To do this in Absolute Topup you go to the income and expenditure tab within the trade section and tick the box that reads "If box 3.29 < £85000 show totals only in boxes 3.24 and 3.25 and net profit in box 3.26". Once you have ticked this box the turnover is entered in box 3.29, other income in box 3.50 and the net total expenses (net of add backs) in the box labelled 3.25. These are the only entries that you need to make. This will then show your total profit or loss in box 3.26 and no further entries are needed on this tab.

## Online filing

You need to ensure that through the settings icon you have completed the online filing tab with your HMRC government gateway user ID and password. If you are submitting a partnership return and also the linked individuals we recommend that you submit the partnership return online first before submitting the individuals. You will need to change the filing details through settings / online filing before submitting each return.

The process for online filing is completed as follows

- When you click the online filing icon on the tax form  it opens a status window. This will show you at what stage your return is in the process.



Online filing current status		
Number of Attachments added	<input type="text"/>	<a href="#">Attachments &gt;&gt;</a>
This is an Amended Return filing	<input type="checkbox"/>	
Validate the return ready for online filing	<input type="checkbox"/>	Date <input type="text"/>
Printed Return?	<input type="checkbox"/>	Date <input type="text"/>
Client approved?	<input type="checkbox"/>	Date <input type="text"/>
Submitted online to HMRC?	<input type="checkbox"/>	Date <input type="text"/>
Accepted by HMRC?	<input type="checkbox"/>	Date <input type="text"/>
Rejected by HMRC?	<input type="checkbox"/>	Date <input type="text"/>

Status: 0 attachments, Not Validated

To proceed click NEXT.

- This will take you to the Validate tab.
- On the Validate tab you need to click the VALIDATE button. This allows the system to run the HMRC filing validations to ensure that the entries made on the form comply with the HMRC filing rules. If you have completed the Capital Gains pages of the tax return then you will need to attach a PDF file of the details of any disposals made in the year and tick the appropriate box on this tab to say the Capital Gains Computation has been attached.

Online Filing - Burgess, John Edward - Tax Return for 2021/22

Status | Attachments | **Validate** | Print Return | Client Approval | Submit | Accepted or Rejected | View

### Validate the return ready for online filing

Amended Return

[Generate/Attach automatic CGT computation](#)

Capital Gains computation has been attached

Details of EIS & Seed EIS schemes attached

[Validate](#)

[Next >>](#)

Status: 0 attachments, Not Validated

Once validated, click NEXT.

- This will take you to the PRINT RETURN tab. It is necessary to print the tax form before filing to HMRC. At this stage you can either print the return or create a PDF copy that can be saved onto your machine. Click NEXT once the form has been printed.

Online Filing - Burgess, John Edward - Tax Return for 2021/22

Status | Attachments | Validate | **Print Return** | Client Approval | Submit | Accepted or Rejected | View

### Print the Tax Return ready for client approval

[Print Tax Return - to printer](#)

OR

[Print Tax Return - to PDF](#)

Not Encrypted

Print Summary instead of full return

Print IRmark on schedules

[Save XML to file](#)

[Next >>](#)

Status: 0 attachments, Validated awaiting Printing

- Once the return has been printed you need to enter a date of signatory. This is done on the CLIENT APPROVAL tab.

Online Filing - Burgess, John Edward - Tax Return for 2021/22

Status | Attachments | Validate | Print Return | **Client Approval** | Submit | Accepted or Rejected | View

**Client has approved the Return**

Date approved

Status: 0 attachments, Printed awaiting Approval

Detailed description: This screenshot shows the 'Client Approval' tab of an online filing interface. At the top, there is a navigation bar with tabs for 'Status', 'Attachments', 'Validate', 'Print Return', 'Client Approval' (which is highlighted), 'Submit', 'Accepted or Rejected', and 'View'. Below the navigation bar, a blue header reads 'Client has approved the Return'. The main content area contains a text label 'Date approved' followed by an empty text input field. Below the input field is a 'Validate date' button. In the bottom right corner of the main area is a 'Next >>' button. At the very bottom of the window, a status bar indicates 'Status: 0 attachments, Printed awaiting Approval'.

Once the date has been entered click the VALIDATE DATE box and then click NEXT.

- The next tab is SUBMIT and this is where you can submit the form to HMRC. On this tab click the SUBMIT button. This will connect to the HMRC server and file the return.

Online Filing - Burgess, John Edward - Tax Return for 2021/22

Status | Attachments | Validate | Print Return | Client Approval | **Submit** | Accepted or Rejected | View

**Submit Return information to HMRC Gateway**

IRMark:  Wait for response

Service: Live

Received by HMRC

**Check HMRC Gateway for response**

ID:

Status: 0 attachments, Approved awaiting Submission

Detailed description: This screenshot shows the 'Submit' tab of the online filing interface. The navigation bar at the top has 'Submit' highlighted. Below it, a blue header reads 'Submit Return information to HMRC Gateway'. The form contains an 'IRMark' field with the value 'DZC2QUGHPQVDVGTYPAT32JH3P6BV6CUA', a 'Service: Live' label, and a 'Wait for response' checkbox. A 'Submit' button is located to the right of the 'Wait for response' checkbox. Below this section, another blue header reads 'Check HMRC Gateway for response'. This section has an 'ID' field and a 'Check' button. At the bottom of the window, a status bar shows 'Status: 0 attachments, Approved awaiting Submission' and a 'Reset' button.

- Once the return has been filed, click the CHECK button to again connect to the HMRC server and collect the response for the submission.
- You can confirm that the return has been accepted or rejected by clicking the tab Accepted or Rejected. We recommend printing a copy of the acceptance receipt from HMRC for your records. You can close the online filing window and on the list clients screen it will show a status as Accepted by HMRC.
- If your return has been rejected please review the common rejections (on the next page of this guide). Before you can make the necessary changes to your rejected return you need to click the reset button in the bottom right hand corner of the online filing screen and answer yes to restart the process.



## **Common Rejections**

**1046** – This will be caused by either your user details being invalid, or an invalid UTR number. You need to click reset status where the return is showing as rejected. If you click the settings icon in the top left hand corner when on the client list and choose online filing and ensure that here you have entered your HMRC user ID and password. The user ID is usually 12 characters, and the password between 8 and 12. They are case sensitive. The other item to check is on the main details for the client you are filing that the 10 digit UTR number entered is the correct number as provided by HMRC. Once amended you can then refile the return to HMRC.

**Please note** - Unless you are registered as an agent then you will have a user ID and password for each individual client.

The process that you will need to go through is clicking on the settings icon in the top left hand corner of the screen and then online filing and enter the user ID and password for the return that you are filing and then go through the online filing process and collect the responses.

You will then need to click back onto the settings icon and then the online filing tab and enter the user ID and password relating to the other return(s) and continue through the online filing process until the return is accepted.

**6904** –if you get a rejection 6904 stating “The amount in box [N1.11] must be equal to the amount in box [3.83]. Please check” – this is usually to do with how the income has been entered onto a partnership return. To resolve this issue you firstly need to click the reset button where the return is showing as rejected. Once this has been done go to the trade section of the form and click the income and expenditure tab. On here if the income is less than £85000 then you need to tick the box that reads "If box 3.29 < £85000 show totals only in boxes 3.24 and 3.25 and net profit in box 3.26". Once you have ticked this box the turnover is entered in box 3.29, other income in box 3.50 and the net total in box labelled 3.25. These are the only entries that you need to make on the income and expenditure, capital allowances and balance sheet tabs. Once amended you should be able to refile the return.

**8375 / 6492 / 6120** – If you get a rejection 8375 / 6492 / 6120 saying the below

“There is an entry in box [SLR1]. Please complete box [SLRPT].”

“Self calculation case. The total tax due in box [CAL1] does not agree with the calculated value of £x.xx. The difference is £x.xx. Please check”

“The student loan repayment due entered in box [CAL3] does not agree with the calculated value of £x.xx. Please check”

This rejection will be caused by you having completed the student loan repayment section of the form but not set the student loan plan type in the client details. To amend this, you need to select the client on the list clients screen and click Main Details on the left hand panel. There is a drop-down menu you need to select the plan type from.

**8374 / 6492** – If you get a rejection 8374 / 6492 saying the below

“As there is an entry in any of [SSE36], [FSE100], [LUN63], [SPS25] or [FPS25] the sum of all instances [SSE31] + sum of all instances [FSE76] + [LUN52] + sum of all instances [SPS20] + sum of all instances [FPS20] – (sum of all instances [FSE102] + [LUN65] + sum of all instances [SPS27] + sum of all instances [FPS27]) should be less than [£6515]. Please check.”

“Self calculation case. The total tax due in box [CAL1] does not agree with the calculated value of £x.xx. The difference is £x.xx. Please check”

This rejection is caused by you having ticked on the return to say that the income is less than £6515 and you want to pay class 2 NIC voluntarily but the income is more than £6515. You need to ensure the box on the self employment or partnership pages is not ticked.

**Please note – All support for this product is done by email. If you have any further queries please email [support@absolutetax.co.uk](mailto:support@absolutetax.co.uk)**