

# 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 10 or later.

- 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, ,

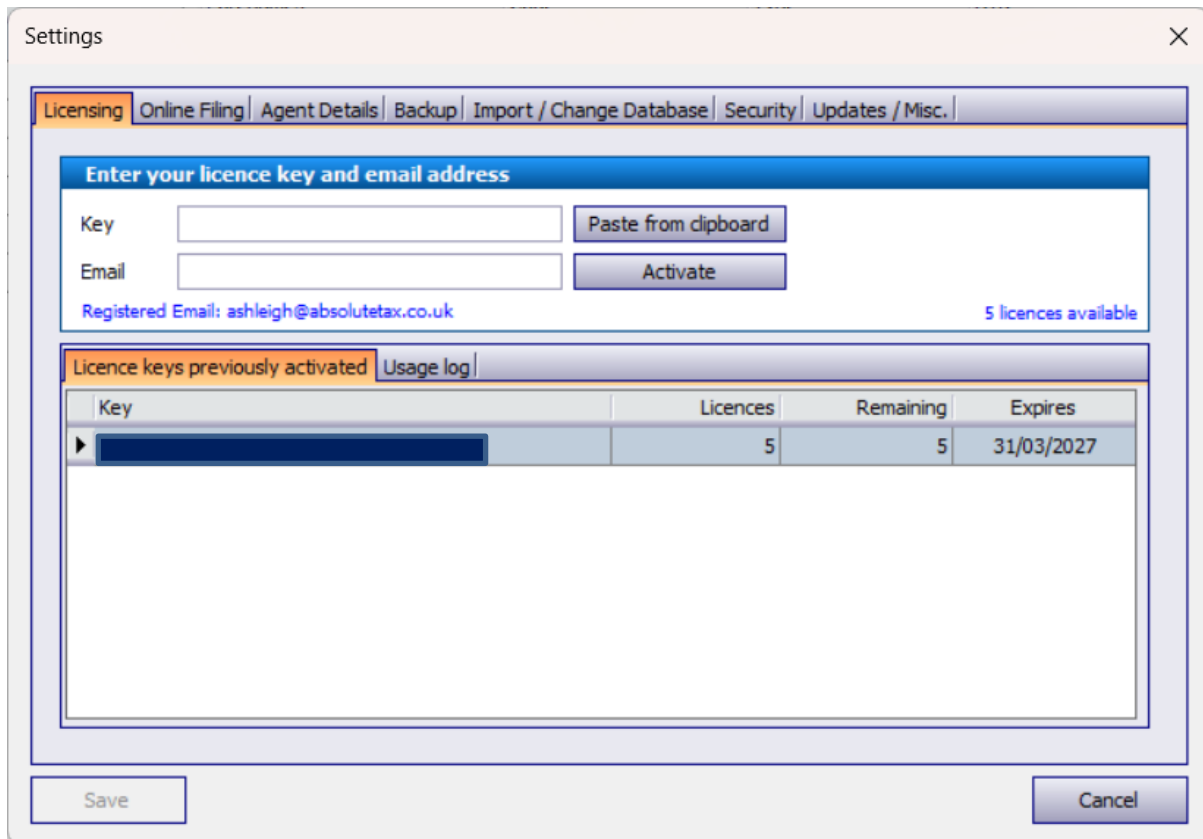
The fourth icon is Log in  which can be ignored.

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

Settings



- This will show you a configuration screen as below



- 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 can enter the relevant details within each client record, so you just need to enter one set of details through here. See details within adding a new client on how to do this. **\*\*\* 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 1IJ. Once completed click save. This will then show this client on the list client's window.
- 3) If you are filing for multiple clients and are not an agent, you can enter the individual HMRC filing details within the client record and these will be used when submitting the returns online. Once the client has been added, if you go to Main Details, you have an option for Credentials. If you select this it will open the window below where you can tick to say you wish to use the client's credentials and then enter the relevant User ID and Password. This will only work for 2022 onwards, so if you are filing for an earlier period you will need to enter the details through settings / online filing and change them per client before submitting the return(s).

Client Credentials for Online Filing

Use client's credentials for Online Filing (if not ticked will use the Agent's credentials in main settings screen)

**Online Filing - client's credentials for 2022 and later returns**

User ID  Password

Close

- 4) 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.**
- 5) 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

2025/26. 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.

- 6) 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.
- 7) 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

	Included		Included
Number of Employment pages (SA102)	<input checked="" type="checkbox"/>	Foreign pages (SA106)	<input type="checkbox"/>
Number of Minister pages (SA102M)	<input type="checkbox"/>	Trust, settlement or estate (SA107)	<input type="checkbox"/>
Number of Sole Trader pages (SA103)	<input type="checkbox"/>	Capital gains summary page (SA108)	<input type="checkbox"/>
Lloyds underwriters (SA103L)	<input type="checkbox"/>	Residence, remittance basis page (SA109)	<input type="checkbox"/>
Number of Partnership pages (SA104)	<input type="checkbox"/>	Additional information pages (SA101)	<input type="checkbox"/>
UK property (SA105)	<input type="checkbox"/>		

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

- 8) 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.




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

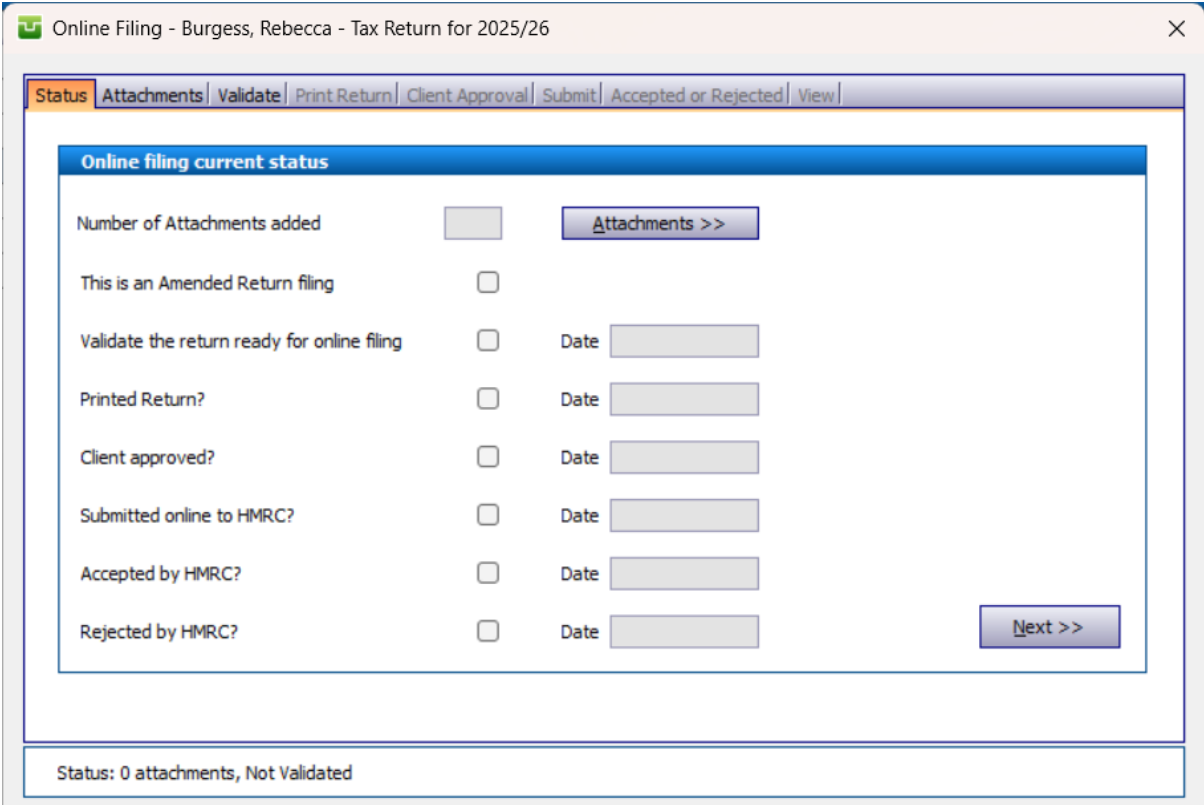
**\*\*\*PLEASE NOTE IF YOU ARE COMPLETING A PARTNERSHIP RETURN WHERE THE INCOME IS LESS THAN £90000 THEN YOU CAN FILE A RETURN WITH LIMITED ENTRIES.** To do this in Absolute Topup you go to the income and expenditure tab within the trade section and tick the box that reads "If box 3.29 < £90000 show 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 filing for multiple clients, not as an Agent, you can select each client and go to Main Details and click Credentials to enter the relevant online filing credentials per client, this will mean you can enter through settings / online filing the details of one client. 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.

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"/>

[Next >>](#)

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, Rebecca - Tax Return for 2025/26

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

### Validate the return ready for online filing

Amended Return

Capital Gains computation has been attached

Details of EIS & Seed EIS schemes attached

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, Rebecca - Tax Return for 2025/26

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

### Print the Tax Return ready for client approval

OR

Not Encrypted

Print Summary instead of full return

Print IRmark on schedules

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.

The screenshot shows a web browser window titled "Online Filing - Burgess, Rebecca - Tax Return for 2025/26". The navigation bar includes "Status", "Attachments", "Validate", "Print Return", "Client Approval" (highlighted), "Submit", "Accepted or Rejected", and "View". The main content area has a blue header "Client has approved the Return". Below this, there is a "Date approved" text label followed by an empty text input field. A "Validate date" button is positioned below the input field. In the bottom right corner of the main area, there is a "Next >>" button. At the bottom of the window, a status bar reads "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.

The screenshot shows the same web browser window, but the "Submit" tab is now selected in the navigation bar. The main content area has a blue header "Submit Return information to HMRC Gateway". Below this, there is an "IRMark:" label followed by a text input field containing "WMHZFKMAG4FO7VBI7QKCP54DYEF7BOG". To the right of the input field is a "Wait for response" checkbox, which is currently unchecked. A "Submit" button is located to the right of the "Wait for response" checkbox. Below the "IRMark" input field, the text "Service: Live" is displayed. Further down, there is a "Received by HMRC" checkbox, which is also unchecked. Below this section, there is another blue header "Check HMRC Gateway for response". Underneath, there is an "ID:" label followed by an empty text input field. A "Check" button is positioned to the right of the input field. At the bottom of the window, a status bar reads "Status: 0 attachments, Approved awaiting Submission". A "Reset" button is located in the bottom right corner of the status bar.

- 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. If you haven't entered the details via the settings icon, then you will need to select the client in the main client list and click Main Details and then Credentials. 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.

These can be logged against the client record, rather than through settings / online filing, so that the returns are submitted using the correct details. To check these, you need to go to Main Details for the selected client and then click Credentials. Please Note: This will only work for 2022 onwards, so if you are filing for earlier years you will need to go to settings / online filing and ensure you have completed the relevant details for the client / return you are submitting. If you are submitting for multiple clients you will need to change the details in the settings icon for each relevant client prior to submitting their 2021 or earlier years returns.

**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 £90000 then you need to tick the box that reads "If box 3.29 < £90000 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 [£6845]. 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 £6845 and you want to pay class 2 NIC voluntarily but the income is more than £6845. 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)**