Making Tax Digital (VAT) bridging solution

Practitioner guide - updated 24 July 2020

This guide is to help the multi-company user to set up their account quickly and complete Making Tax Digital (MTD) VAT submissions for clients. More information can be found in the separate User Guide.

The product is designed to be used where the financial information and records are prepared in other software, Excel etc, and the requirement is to fulfil a compliant MTD VAT submission by transferring data records from another source.

Getting started – Practitioner home page

The following is a typical practitioner user home page when accessed for the first time:

If you intend to use the product to submit your own company VAT returns you will need to enter your VAT number in "Company details". This will remove the red error message from the practitioner home page.

Your own company will be listed in your client drop-down list. Other clients will need to be added before VAT information can be accessed and returns can be submitted.

Getting started – adding client details

Client details be can added individually via "Add client details":

A unique company name, valid VAT number and client email address are required to add your client. Other fields can be included or left blank.

Adding clients by batch

Clients can also be added as a batch by a .csv file upload via the "Upload client list" link on the client set-up page shown above. The .csv files must be populated as per the following example:

	A	B	C	D	E	F	G	H	I
1	Your client name	Client VAT number	Client email address	Telephone number	Address 1	Address 2	Town city	County	Postcode
2	My Client Ltd	123456789	client@abc.co.uk						
3	Another co	987654321	another@456.com	0121 234 2345	1 Street		Place	County	AA1 2AA
4									
5									
6									
7									
8									
9									
10									

The client name, VAT number and client email address are the minimum requirement. **Data must be included in the columns as shown.** Other fields can be left blank or added as required. The maximum number of clients per upload is 50. If you need to add more clients, further files can be uploaded in the same way.

Your upload file must include your first client in row 1. Do not include a header row. Any upload errors will be presented following the upload. Any duplicated company names will be removed from the upload. After successful upload you can return to the practitioner home page where the new clients will be available to access in your drop-down list.

Getting started – Access credentials

Similarly access and refresh tokens can be uploaded by .csv file. The required file is as follows:

	A	B	C
1	Your client name	Access token	Refresh token
2	My Client Ltd	c45e4364602cf38de1894910a57a01e	f4315e1cacca99c36652a67b04596e7
3	Another co	352331b72cb9b863265d98db7a304c1c	63da4568e7af64576a764a1932884b3
4			
5			
6			
7			
8			
9			
10			
11			

Your upload file must include your first client in row 1. All three columns are required. Do not include a header row.

Any upload errors will be presented following the upload. Tokens uploaded will require a refresh before use regardless of the remaining time to expiry.

Client visibility

There are two ways to view your client VAT accounts. The default is via the drop-down menu on the practitioner home page. This is more suitable for large numbers of clients. However, the overview of open periods may be preferred. To show the client overview check the "Display open periods table" option within "Settings". The practitioner home page will display as follows:

MY
ONLINE
ACCOUNTANT

Company details
User details
Add client details
Settings
Credits
Change password
Redact/unredact data
Log Out

VAT REPORTING AND PROCESSING

Current user: [A User]
Practitioner: [Company]
Credit balance: 237 (incl 236 pending)

VAT PRACTITIONER HOME PAGE

Company	Period	Ref	Start date	End date	Due date ▲	Status	Key	View
526	Jun 2020	06 20	01/04/2020	30/06/2020	07/08/2020	R	20C2	View
555	Jun 2020	06 20	01/04/2020	30/06/2020	07/08/2020	R	20C2	View
556	Jun 2020	06 20	01/04/2020	30/06/2020	07/08/2020	R	20C2	View
525	Jun 2020	06 20	01/04/2020	30/06/2020	07/08/2020	R	20C2	View
499	Jul 2020	07 20	01/05/2020	31/07/2020	07/09/2020	O	20A2	View
463	Jul 2020	07 20	01/05/2020	31/07/2020	07/09/2020	O	20A2	View
588	Jul 2020	07 20	01/05/2020	31/07/2020	07/09/2020	O	20A2	View
524	Aug 2020	08 20	01/06/2020	31/08/2020	07/10/2020	O	20B2	View
567	Aug 2020	08 20	01/06/2020	31/08/2020	07/10/2020	O	20B2	View
8	Sep 2020	09 20	01/07/2020	30/09/2020	07/11/2020	O	20C3	View
526	Sep 2020	09 20	01/07/2020	30/09/2020	07/11/2020	O	20C3	View
555	Sep 2020	09 20	01/07/2020	30/09/2020	07/11/2020	O	20C3	View
556	Sep 2020	09 20	01/07/2020	30/09/2020	07/11/2020	O	20C3	View
525	Sep 2020	09 20	01/07/2020	30/09/2020	07/11/2020	O	20C3	View

ICAEW
CHARTERED
ACCOUNTANTS

MAKING
TAX
DIGITAL
READY

The company names have been redacted. This option is available to practitioners to hide sensitive client specific data if required.

The default (within settings) sorts this data by due date ascending. VAT periods ready for submission are highlighted in green first. The columns can be sorted to display the information as required by the user.

Navigation

Client accounts can be viewed by selecting from the drop-down menu or from the table as described above. Practitioners select "Switch account" to return the practitioner home page. In all cases clicking on the My Online Accountant logo will redirect the practitioner to the company home page or practitioner home page depending on which information the user was viewing at that time.

Client information can be viewed the same as for individual company access as described in the separate User Guide.

Submission failures

Submission failures are expected to be rare. These could be caused by communication problems or server outages. You can find more information in "Submission logs" on the VAT home page of the selected client. In most cases this will be sufficient to diagnose the reason for the failure.

Below is an example client submission log and message:

MY
ONLINE
ACCOUNTANT

VAT REPORTING AND PROCESSING

Current user: [A User]
Client company: [Company] Limited
Credit balance: 237 (incl 236 pending)

SUBMISSION LOGS

Submission data for the last 28 days

Date	Time	User ID	Submission type	HTML Code	Data	Message
24/07/2020	11:09	0	Refresh token	200	N/a	View
23/07/2020	11:39	0	Refresh token	200	N/a	View
22/07/2020	13:55	0	View submission	200	N/a	View
22/07/2020	13:53	0	View submission	200	N/a	View
22/07/2020	13:53	0	View liabilities	404	N/a	View
22/07/2020	13:50	0	View liabilities	404	N/a	View
22/07/2020	13:48	0	View liabilities	404	N/a	View
22/07/2020	13:47	0	Refresh token	200	N/a	View
12/07/2020	15:26	14	View submission	200	N/a	View
12/07/2020	15:25	14	View submission	200	N/a	View
12/07/2020	15:25	14	View payments	404	N/a	View
12/07/2020	15:25	14	View liabilities	200	N/a	View
12/07/2020	15:25	14	View submission	200	N/a	View
12/07/2020	15:25	14	View payments	404	N/a	View
12/07/2020	15:25	14	View liabilities	404	N/a	View
12/07/2020	14:17	14	Get obligations	200	N/a	View
12/07/2020	14:17	14	Refresh token	200	N/a	View

Close

VAT REPORTING AND PROCESSING

Current user: [A User]
Client company: [Company] Limited
Credit balance: 237 (incl 236 pending)

SUBMISSION LOGS - MESSAGE RECEIVED

Submission data for log ID: 2272

HTTP/1.1 200 OK Content-Type: application/json Cache-Control: no-cache,no-store,max-age=0 Strict-Transport-Security: max-age=31536000; Content-Security-Policy: default-src self X-Frame-Options: SAMEORIGIN X-Content-Type-Options: nosniff Content-Length: 172 Date: Fri, 24 Jul 2020 11:09:43 GMT Connection: keep-alive {"access_token":"e1333dc31051aa114e81d4b1bea4aee3","refresh_token":"5c629a31b37309e4da538d04b895a9b9","expires_in":14400,"scope":"write:vat read:vat","token_type":"bearer"}

Close

Other settings

The practitioner can set other options within "Settings". These include the option of whether email confirmations are sent the practitioner or the client.

The user can also select if the access token and authorisation tokens are displayed or not. These settings operate across all clients.

Credits

A charge of 1 credit is made for each valid VAT submission. 1 free credit is provided upon registration. Others can be purchased via "Credits" on the VAT user home at the rates prevailing at the time of purchase. Discounts are given for larger credit purchases. Further information regarding credits can be found in the Terms and Conditions.

The credits are deducted from the account of the user submitting the VAT return. If the practitioner approves the return for a client, the credit is deducted from the practitioner balance. If the practitioner prepares the return and the client approves and submits the return, the credit is deducted from the practitioner balance.

Practitioners can transfer credits to clients if required.