Payday Filing and Employer Events

Employee Details and Employment Information business use cases

Date:	July 2021
Version:	1.2

Contents

Version Control

Document Version	Change Description	Date
1.0	Initial document for version 2 release	April 2020
1.1	Removed 'version 2' heading as these use cases are at a level that covers all ES/EI versions. Other minor updates for consistency.	June 2021
1.2	Added use case 9: Retrieve Employer Events.	July 2021

Payday filing – Employee Details & Employment Information business use cases

This document provides a selection of employee details and employment information use cases relevant to payday filing business outcomes.

How to use this document

These use cases show sequences that can be used to achieve a specific business outcome relating to Payday Filing when calling the service operations through Inland Revenue's gateway services.

- The Employment Service operations are used for submitting and retrieving employee details and retrieving employer event information.
- The Return Service - Employment Information operations are used for submitting and retrieving employment information.

They do not comprise a comprehensive list of all required business outcomes, nor are they prescriptive or intended to inhibit software innovation.

Additionally the processes described to invoke these operations should not inhibit innovation to combine calls across the gateway service to achieve the same outcome or solve business needs not described here.
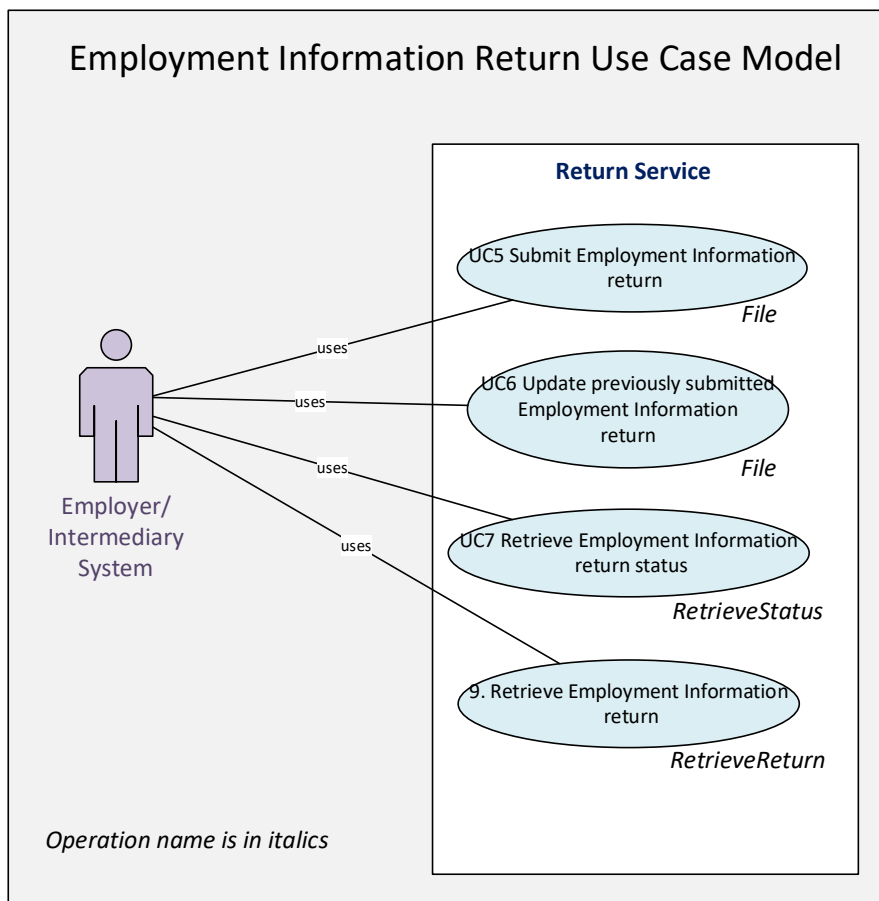
Summary of employee details use cases

#	Business use case	Employment Service operations					Return Service – Employment Information operations		
		Create	Update	Retrieve List	Terminate	Event	File	Retrieve Status	Retrieve Return
1	Create new employee details for employer	1					2		
2	Update employee details		1						
3	Remove departing employee from employer				1				
4	Retrieve employee details		2*	1					
5	Submit Employment Information return						1		
6	Update previously submitted Employment Information return						1		
7	Retrieve Employment Information return status							1	
8	Retrieve Employment Information return								1
9	Retrieve employer events					1			

*If there is a need to update the details

Notes

1 The Employment Service is also referred to as the ES, which creates and maintains employee details and delivers employer event information.

2 The Return Service - Employment Information is also referred to as the EI. This creates and maintains EI returns, also known as payday returns.

3 The linking/delinking between a tax agent with their client/s is excluded from the scope of Gateway Services. This action must be done using the existing online services channel.

4 The EI Pre-pop operation is not generally required and has not been covered here.

5 A pre-condition of these use cases is that the actor is authenticated and authorised. See the Identity and Access Management details here: https://www.ird.govt.nz/digital-service-providers/guides-and-docs/managing-myir-logons-for-gateway-services

6 The terms 'File return' and 'Submit return' are used interchangeably and represent the same intent to submit a payday filing return.

7 The term 'employer/intermediary system' covers payroll systems and any other system that maintains employee details and pay details.

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Use Case Models

Employment Service Use Case Model

Gateway Employment Service

- UC1 Create new employee details for employer — *Create* — extends — UC5 Submit Employment Information return
- UC2 Update employee details — *Update*
- UC3 Remove departing employee from employer — *Terminate*
- UC4 Retrieve employee details — *RetrieveList* — extends — UC2 Update employee details
- UC9 Retrieve employer events — *Event*

Employer/Intermediary System — uses (×5)

Operation name is in italics

Employment Information Return Use Case Model

Return Service

- UC5 Submit Employment Information return — *File*
- UC6 Update previously submitted Employment Information return — *File*
- UC7 Retrieve Employment Information return status — *RetrieveStatus*
- 9. Retrieve Employment Information return — *RetrieveReturn*

Employer/Intermediary System — uses (×4)

Operation name is in italics

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Use Case 1: Create New Employee Details for Employer

Details for a recently started employee are submitted and processed.

Create New Employee Details for Employer

Swimlane	Process
Employee	START — Trigger: New employee starts → Start with new employer; Provide additional information (if required)
User of employer/ intermediary system	Collect and record new employee details ← resubmit ← View failed response and resolve if required; View response if required → Ready to file pay details? — yes → UC5 SUBMIT EMPLOYMENT INFORMATION RETURN; no → STOP
Employer/intermediary system	Store employee details → Submit employee details to IR using ES 'Create' operation; Receive failed response; Receive successful response
IR Gateway/START	Invoke 'Create' operation → Validate Create request details → Pass validations? — no → Send failed response; yes → Process employee details and create employer/ employee relationship → Send successful response

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Use Case 1: Create New Employee Details for Employer

Trigger: A new employee has started with the employer.

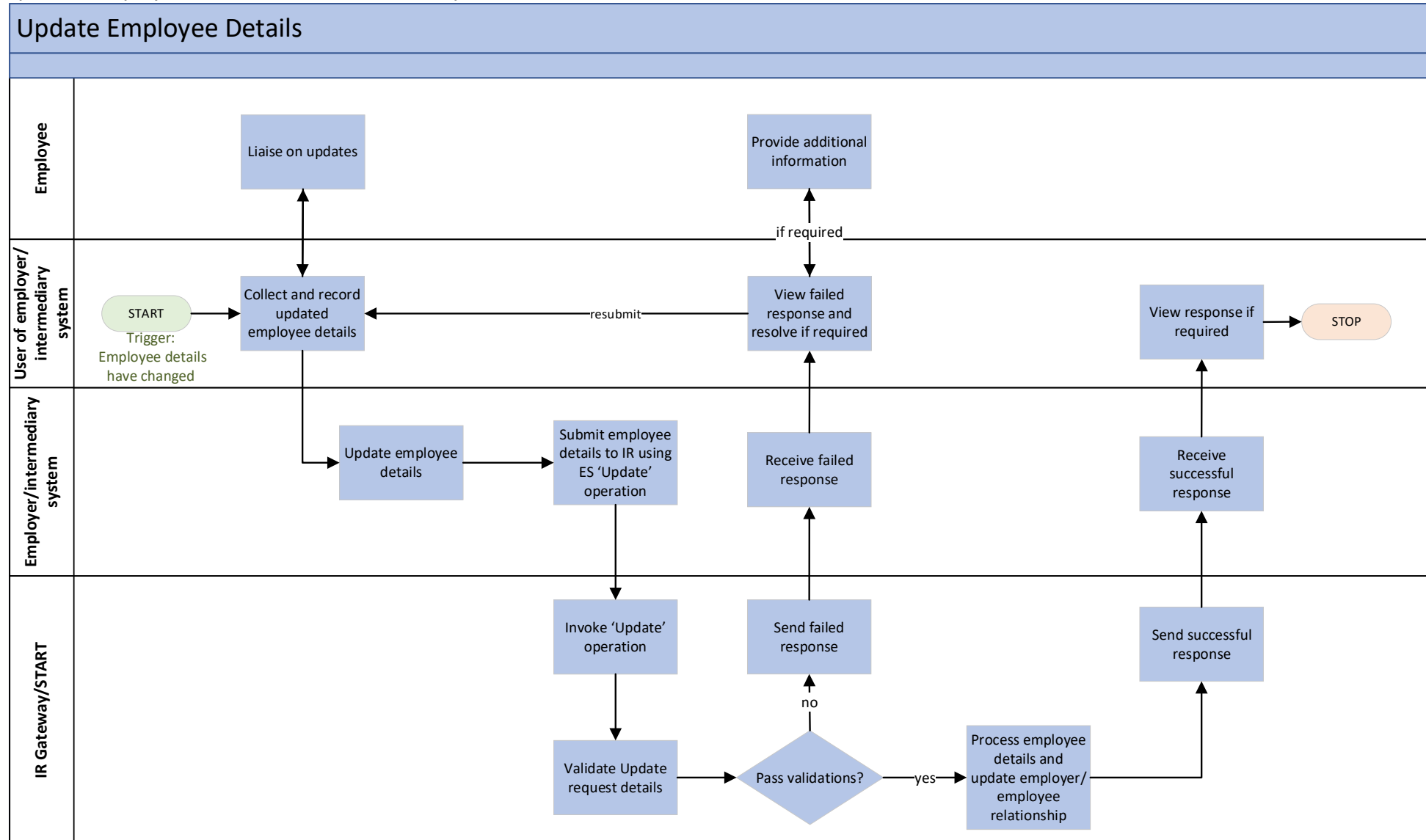|	
Actor	• User of employer/intermediary system
Secondary Actor	• Employer/intermediary system • Employment Service • Returns service – Employment Information
Description	• Employer notifies IR of new employee details, followed by the filing of an Employment Information return. • This creates the employer-employee relationship and submits the first pay details.
Pre-Conditions	• Actor is authenticated and authorised with the required level of access • Employer is enrolled for 'Employment Activities' service • Employer is registered for PAYE • Employer has a new employee
Post-Conditions	• Actor's request is accepted and responded to
Constraints	• The request must be sent using an external Employer/intermediary system • Requests can only be for one employer IRD number at a time • Requests can only be for one employee IRD number at a time
Use Case Scenarios	

1. Normal Flow	1.1 Actor records new employee details for a recently joined employee.
	
	1.2 Employer/intermediary system submits the new employee details.
	
	1.3 Employment service *'Create'* operation is invoked.
	
	1.4 Employment service validates the request.
	
	If pass validations then continue,
	
	   Else **2. Exception Flow: ES Fails Validations.**
	
	1.5 Employment service processes the employee details and creates a new employer-employee relationship.
	
	1.6 Employment service responds with confirmation that the new employee details have been filed successfully for that employer.
	
	1.7 If EI return data is ready to file:
	
	   Extend to use case 5: Submit Employment Information return
	
	1.8 Use case ends.

2. Exception Flow: ES Fails Validations	2.1 Employment Service returns a response code with error message 2.2 Actor contacts employee for clarification if required 2.3 Return to step 1.1 to resubmit employee details 2.4 Use case ends.

Example of a common ES failed validation:

Code 101: The provided information did not match with any employment relationship

See Build Pack for all validation codes.

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Use Case 2: Update Employee Details

Updated employee details are submitted and processed.

Update Employee Details

Lane	Flow
Employee	Liaise on updates → Provide additional information (if required)
User of employer/ intermediary system	START — Trigger: Employee details have changed → Collect and record updated employee details ← resubmit — View failed response and resolve if required ... View response if required → STOP
Employer/intermediary system	Update employee details → Submit employee details to IR using ES 'Update' operation ... Receive failed response ... Receive successful response
IR Gateway/START	Invoke 'Update' operation → Validate Update request details → Pass validations? — no → Send failed response; yes → Process employee details and update employer/ employee relationship → Send successful response

Use Case 2: Update Employee Details

Trigger: Some employee details have changed since previously update to IR.

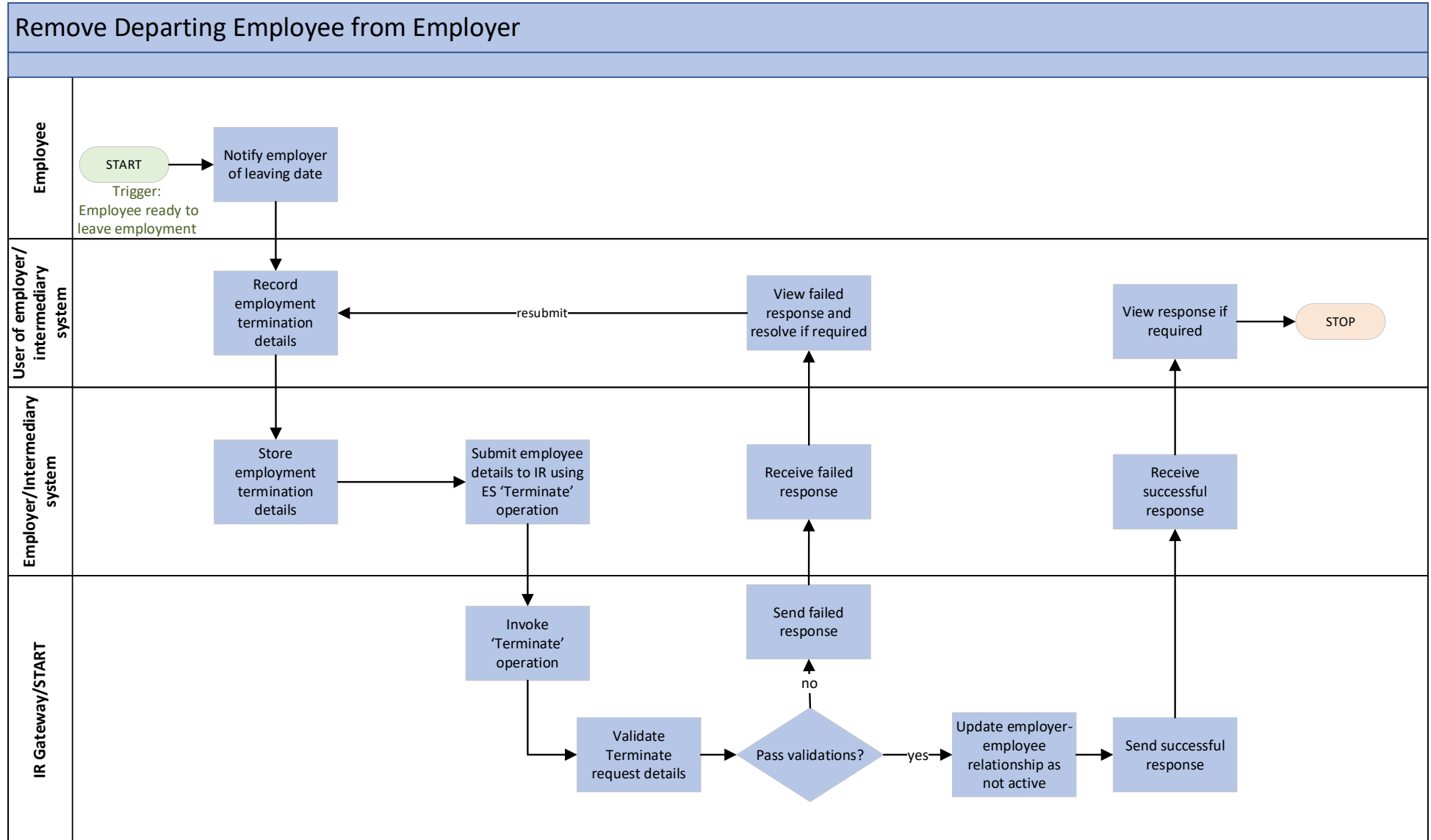|	
User/Actor	• User of employer/intermediary system
Secondary Actor	• Employer/intermediary system • Employment Service
Description	• Employer notifies IR of a change to employee details via the Employment Service.
Pre-Conditions	• Actor is authenticated and authorised with the required level of access • Employer is enrolled for 'Employment Activities' service • Employer is registered for PAYE • Employer has some employee details that have changed.
Post-Conditions	• Actor's request is accepted and responded to
Constraints	• The request must be sent using an external employer/intermediary system • Requests can only be for one employer IRD number at a time • Requests can only be for one employee IRD number at a time
Use Case Scenarios	
1. Normal Flow	1.1 Actor updates the employee details for an existing employee. 1.2 Employer/intermediary system submits the updated employee details. 1.3 Employment service '*Update*' operation is invoked. 1.4 Employment service validates the request. If pass validations then continue, else **2. Exception Flow: ES Fails Validations.** 1.5 Employment service processes the employee detail updates. 1.6 Employment service responds with confirmation that the employee details have been updated successfully. 1.7 Use case ends.
2. Exception Flow: ES Fails Validations	2.1 Employment Service returns a response code with error message 2.2 Actor contacts employee for clarification if required 2.3 Return to step 1.1 to resubmit employee details 2.2 Use case ends.

Example of a common ES failed validation:

Code 101: The provided information did not match with any employment relationship

See Build Pack for all validation codes .

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Use Case 3: Remove Departing Employee from Employer

*An employee is departing; submit and process their removal from that employer.*

Remove Departing Employee from Employer

Employee

START
Trigger: Employee ready to leave employment

Notify employer of leaving date

User of employer/ intermediary system

Record employment termination details

resubmit

View failed response and resolve if required

View response if required

STOP

Employer/Intermediary system

Store employment termination details

Submit employee details to IR using ES 'Terminate' operation

Receive failed response

Receive successful response

IR Gateway/START

Invoke 'Terminate' operation

Validate Terminate request details

Pass validations?

Send failed response

no

yes

Update employer-employee relationship as not active

Send successful response

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Use Case 3: Remove Departing Employee from Employer

Trigger: Employee is departing and will no longer be employed by this employer.

Actor	• User of employer/intermediary system
Secondary Actor	• Employer/intermediary system • Employment service
Description	• Actor records departing employee details, which are then submitted to notify IR of the departing employee via the Employment Service.
Pre-Conditions	• Actor is authenticated and authorised with the required level of access • Employer is enrolled for 'Employment Activities' service • Employer is registered for PAYE • Actor has filed the last EI return for the employee
Post-Conditions	• Actor's request is accepted and responded to
Constraints	• The request must be sent using an external employer/intermediary system • Requests can only be for one employer IRD number at a time • Requests can only be for one employee at a time • Actor has an employee that is terminating employment
Use Case Scenarios	

1. Normal Flow	1.1 Actor records the finish date for the departed/departing employee.
	
	1.2 Employer/intermediary system submits the departing employee details.
	
	1.3 Employment service '*Terminate*' operation is invoked.
	
	1.4 Employment service validates the request.
	
	    If pass validations then continue,
	
	    else **2. Exception Flow: ES Fails Validations.**
	
	1.5 Employment service processes the departing employee details, so that the employee is no longer recorded with an active relationship to that employer.
	
	1.6 Employment service responds with confirmation that the departing employee details has been filed successfully.
	
	1.7 Use case ends.

2. Exception Flow: ES Fails Validations	2.1 Employment Service returns a response code with error message 2.2 If required, return to step 1.1 to resubmit termination details 2.3 Use case ends.

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Use Case 4: Retrieve Employee Details

Employee details as held at IR are retrieved and checked for discrepancies, then updated if required.
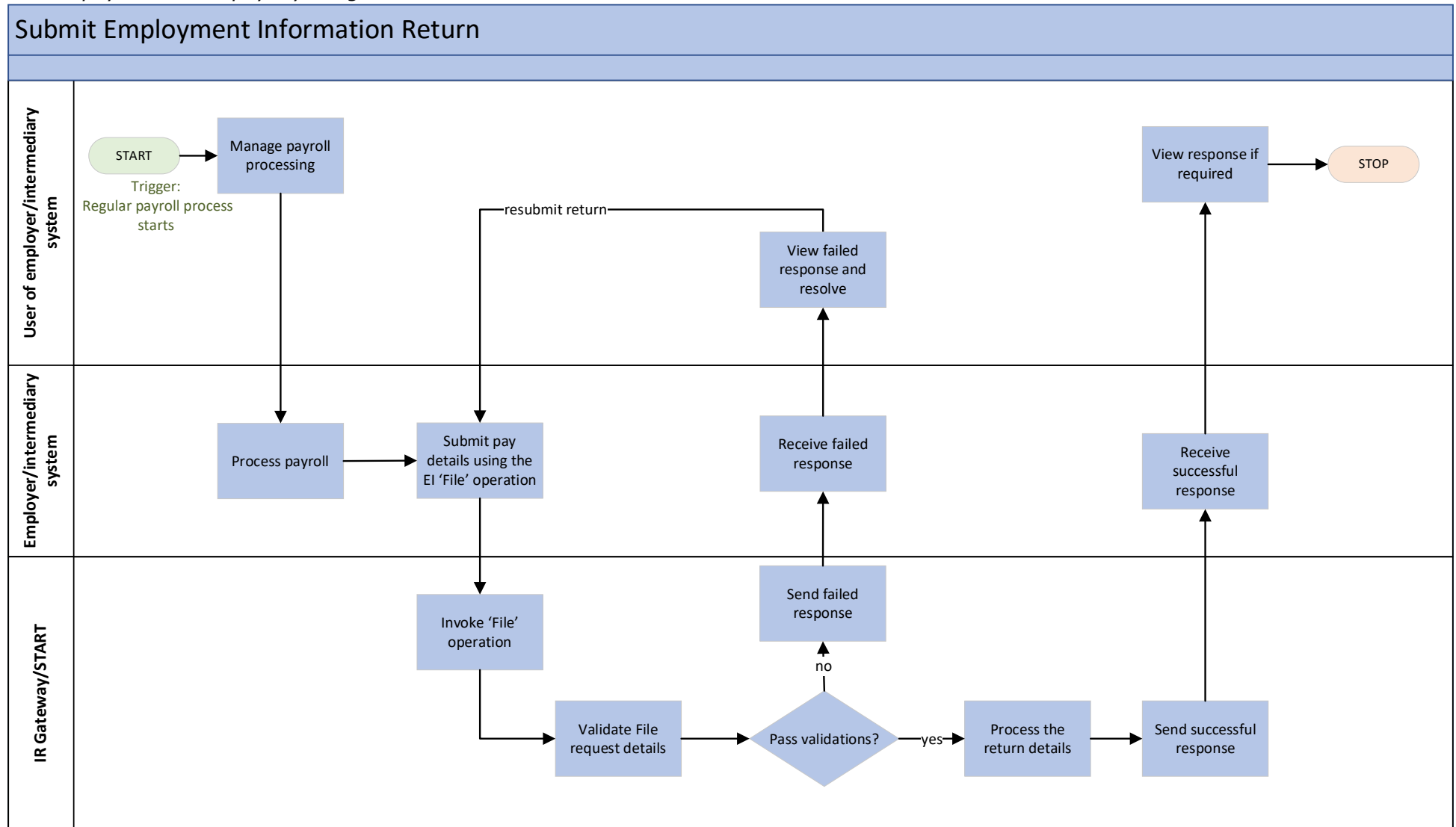
![Inland Revenue Te Tari Taake logo]
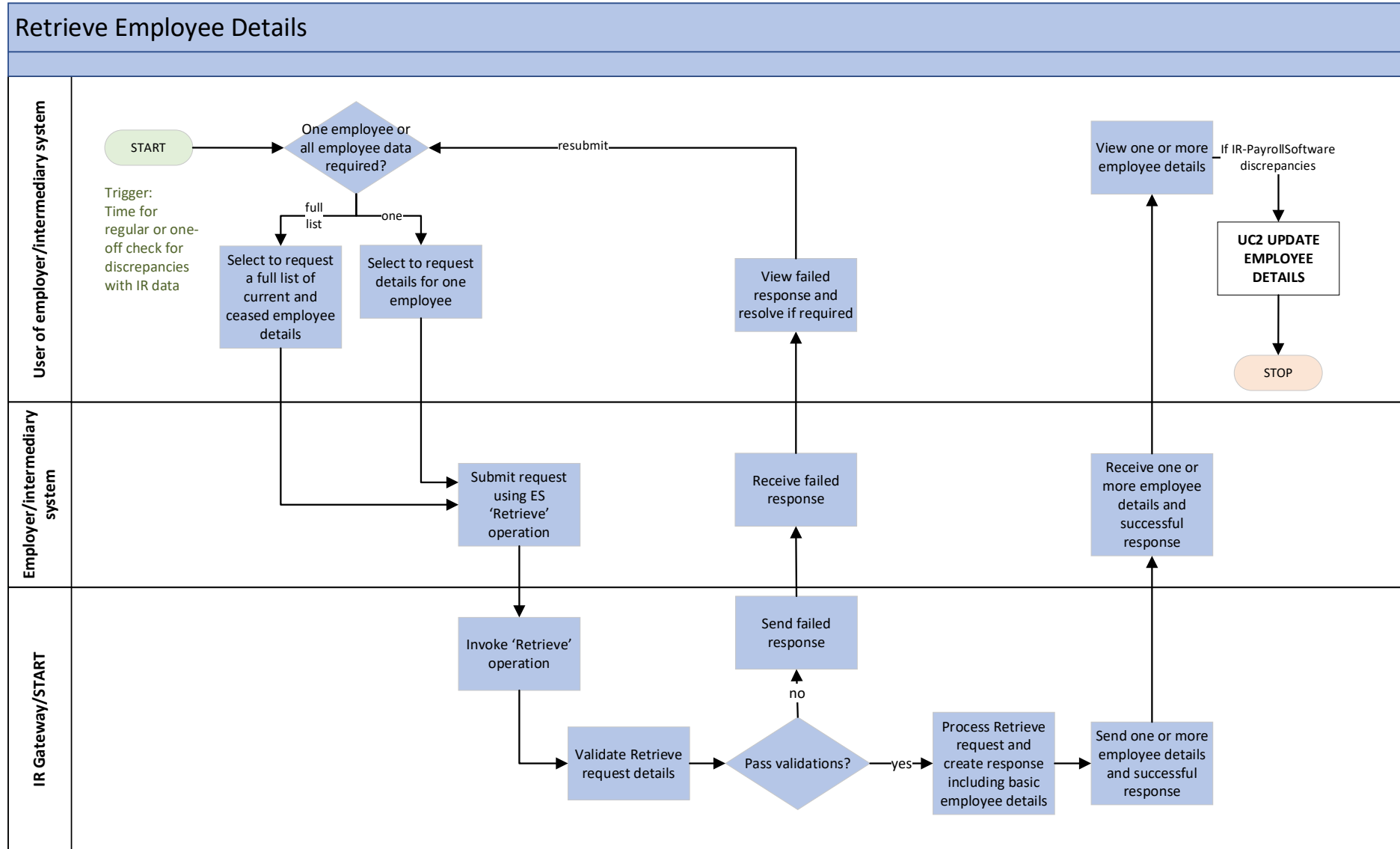
Use Case 4: Retrieve Employee Details

Trigger: A check is required for any discrepancies between IR records and employer/intermediary system records.

Actor	• User of employer/intermediary system
Secondary Actor	• Employer/intermediary system • Employment service
Description	• Actor requests and receives previously filed employee details • Actor may additionally update employee details via the Employment Service.
Pre-Conditions	• Actor is authenticated, authorised and logged-in to third party software • Actor is enrolled for 'Employment Activities' service • Actor is registered for PAYE • Actor wants to check for discrepancies between their payroll system and IR for some employees
Post-Conditions	• Actor's request is accepted and responded to
Constraints	• The request must be sent using an external employer/intermediary system • Requests can only be for one employer IRD number at a time
Use Case Scenarios	

1. Normal Flow	1.1 Actor requests the full list of current and ceased employee details as held at IR.
	
	    If only employee details for one employee is required:
	
	    3. Alternate Flow: Retrieve one employee's details
	
	1.2 Employer/intermediary system requests full list of employees.
	
	1.3 Employment service '*RetrieveList*' operation is invoked.
	
	1.4 Employment service validates the Employee Details.
	
	    If pass validations then continue,
	
	    else **2. Exception Flow: ES Fails Validations**.
	
	1.5 Employment service processes the Retrieve List request.
	
	1.6 Employment service responds with the basic employee details for each current and ceased employees for that employer.
	
	1.7 Actor compares the returned list and their employer/intermediary system details and notes discrepancies.
	
	1.8 **Extend to use case 02: Update Employee Details**, to update any employee details discrepancies held at IR.
	
	1.9 Use case ends.

2. Exception Flow: ES Fails Validations	2.1	Employment Service returns a response code with error message
	2.2	If required, return to step 1.1 to resubmit request details
	2.3	Use case ends.
3. Alternate Flow: Retrieve one employee's details	3.1	Actor requests one employee's details as held at IR.
	3.2	Employer/intermediary system requests specified employee details.
	3.3	Employment service '*RetrieveList*' operation is invoked.
	3.4	Employment service validates the Employee Details.
	3.5	If pass validations then continue, else **2. Exception Flow: ES Fails Validations**.
	3.6	Employment service processes the Retrieve List request.
	3.7	Employment service responds with the basic employee details for the requested employee.
	3.8	Continue from **Normal Flow: step 1.7**

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Use Case 5: Submit Employment Information Return

Submit pay details for payday filing of return.

Submit Employment Information Return

User of employer/intermediary system

START

Trigger: Regular payroll process starts

Manage payroll processing

View failed response and resolve

resubmit return

View response if required → STOP

Employer/intermediary system

Process payroll → Submit pay details using the EI 'File' operation

Receive failed response

Receive successful response

IR Gateway/START

Invoke 'File' operation

Validate File request details → Pass validations? — no → Send failed response

Pass validations? — yes → Process the return details → Send successful response

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Use Case 5: Submit Employment Information Return

Submit and process an Employment Information return.

Actor	• User of employer/intermediary system
Secondary Actor	• Employer/intermediary system • Return Service - Employment Information
Description	• Submission and processing of an Employment Information return to IR, containing pay details for one or more employees.
Pre-Conditions	• Actor is authenticated and authorised with the required level of access • Employer is enrolled for 'Employment Activities' service • Employer is registered for PAYE • Employer has new payday information for one or more employees
Post-Conditions	• Actor's request is accepted and responded to
Constraints	• The request must be sent using an external employer/intermediary system • Requests can only be for one employer IRD number at a time
Use Case Scenarios	

1. Normal Flow	1.1 Actor records or employer/intermediary system automatically generates payday details for the next pay period for one or more employees.
	
	1.2 Employer/intermediary system submits the completed Employment Information to IR for all relevant employees.
	
	1.3 Return Service '*File*' operation is invoked.
	
	1.4 Return Service validates the details
	
	    If pass validations then continue,
	    else 2. Exception Flow: EI Fails Validations.
	
	1.5 Return Service processes the updated return details.
	
	1.6 A response confirms that the Employment Information has been filed successfully; this response includes the unique Submission Key.
	
	1.7 Use case ends.

2. Exception Flow: EI Fails Validations	2.1 Employment Information returns a response code with error message 2.2 Actor investigates and resolves issue 2.3 Actor resubmits return at step 1.1 2.4 Use case ends.

Examples of some common failed validations are:
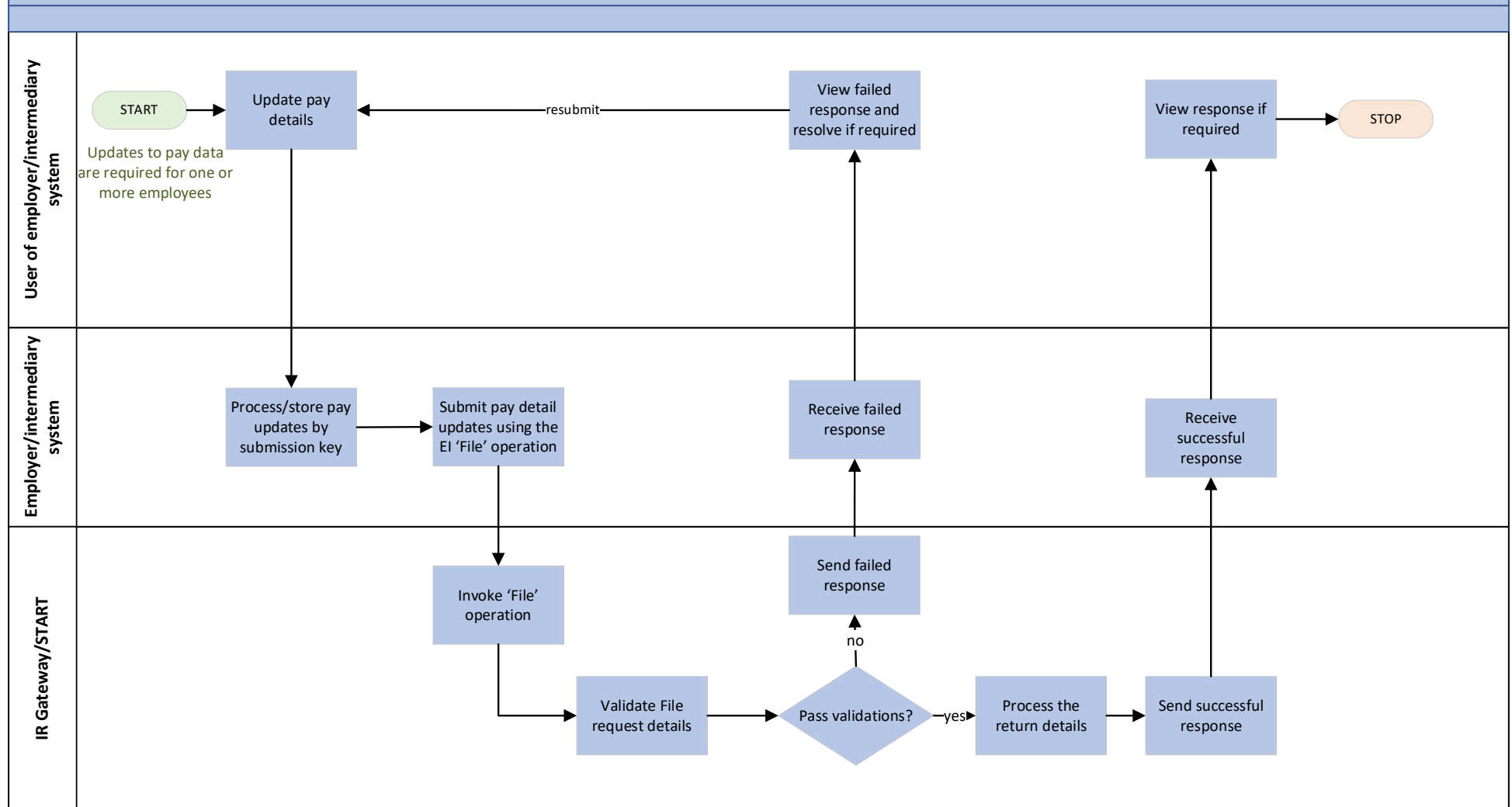
Code 134: Invalid employee IRD number

Code 161: Payday date not in filing period

See Build Pack for all validation codes.

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Use Case 6: Update Employment Information Return

Update previously submitted pay details on a return.

Update Previously Submitted Employment Information Return

User of employer/intermediary system

START — Updates to pay data are required for one or more employees

Update pay details

resubmit

View failed response and resolve if required

View response if required

STOP

Employer/intermediary system

Process/store pay updates by submission key

Submit pay detail updates using the EI 'File' operation

Receive failed response

Receive successful response

IR Gateway/START

Invoke 'File' operation

Validate File request details

Pass validations? — no — Send failed response

Pass validations? — yes — Process the return details

Send successful response

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Use Case 6: Update Previously Submitted Employment Information Return

Trigger: Actor has payday information that requires updates for one or more employees

Actor	• User of employer/intermediary system
Secondary Actor	• Employer/intermediary system • Return Service – Employment Information
Description	• Submission and processing of an update to a previously submitted Employment Information return.
Pre-Conditions	• Actor is authenticated and authorised with the required level of access • Actor is enrolled for 'Employment Activities' service • Actor is registered for PAYE
Post-Conditions	• Actor's request is accepted and responded to
Constraints	• The request must be sent using an external employer/intermediary system • Requests can only be for one employer IRD number at a time
Use Case Scenarios	
1. Normal Flow	1.1 Actor records updates to payday details for a previously submitted Employment Information return identified by the submission key, for one or more employees. 1.2 Employer/intermediary system creates the update file to completely replace the original payday file for all submitted lines, by use of the reverse/replace indicator or: **3. Alternate Flow – Amend using Line Number Method** or **4. Alternate Flow – Amend using Reference Number Method** 1.3 Employer/intermediary system submits the updated Employment Information details. 1.4 Return Service '*File*' operation is invoked. 1.5 Return Service validates the details If pass validations then continue, else **2. Exception Flow: EI Fails Validations.** 1.6 Return Service processes the updated return details. 1.7 A response confirms that the Employment Information update has been filed successfully; this response includes the unique Submission Key. 1.8 Use case ends.
2. Exception Flow: EI Fails Validations	2.1 Employment Information returns response code with error message 2.2 If required, return to step 1.1 to resubmit 2.2 Use case ends.

3. Alternate Flow: Amend using Line Number Method	3.1 Extend to **UC8: Retrieve Employment Information Return**
	3.2 Actor creates the update payday file for those amended lines only by using line number/s returned from UC8 as a line reference/s. If a new line is required, no line number is recorded.
	3.3 Return to step 1.2
4. Alternate Flow: Amend using Reference Id Method	4.1 Actor creates the update payday file for amended lines only using reference ids previously generated for each line by the employer/intermediary system within the original payday file. If a new line is required, a new reference id is created.
	4.2 Return to step 1.3

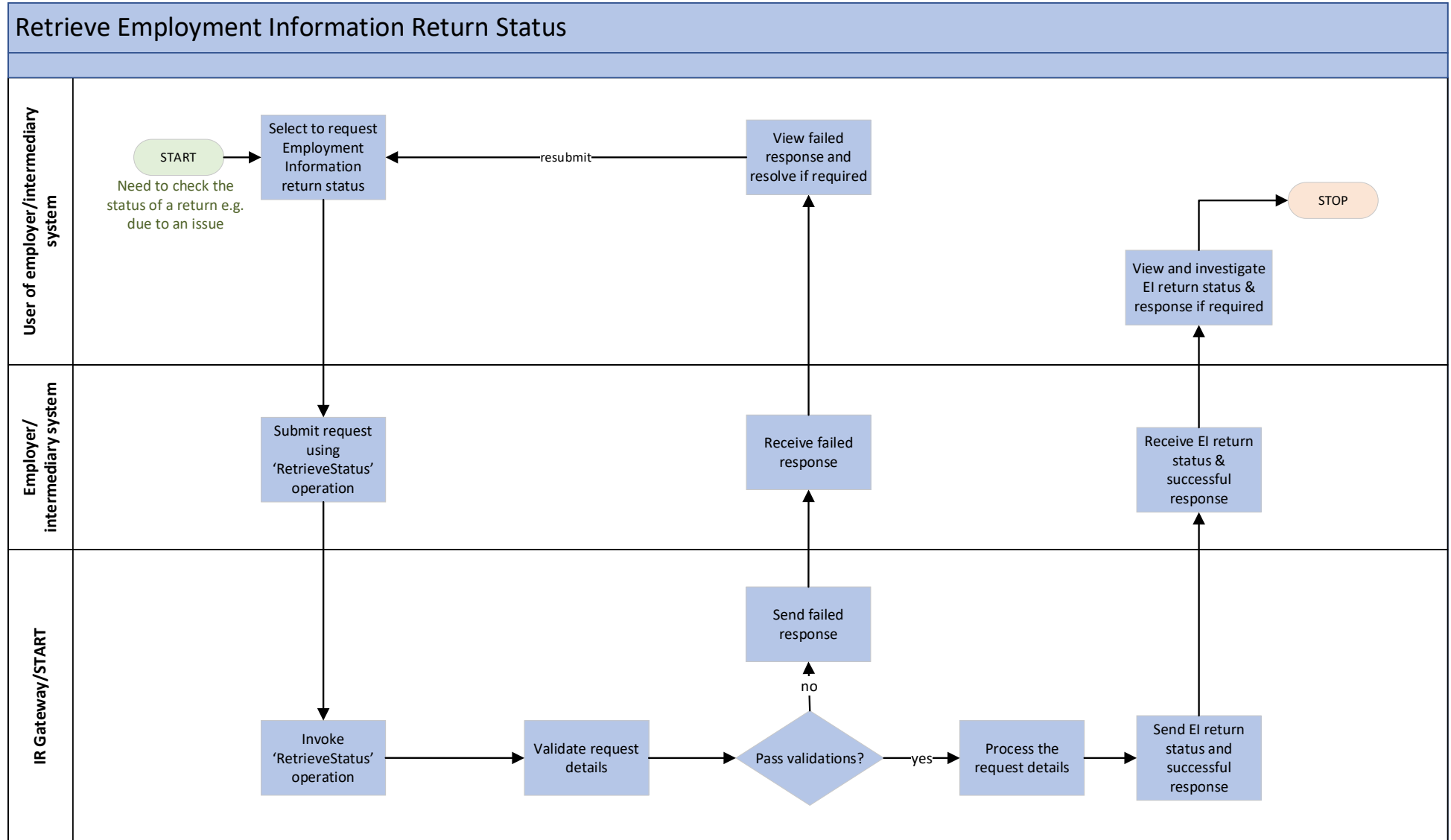**Examples of some common failed validations are:**

Code 134: Invalid employee IRD number
Code 161: Payday date not in filing period

See Build Pack for all validation codes and more detail on the different amendment methods.

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Use Case 7: Retrieve Employment Information return status

Retrieve status of an Employment Information return.

Retrieve Employment Information Return Status

User of employer/intermediary system

START — Need to check the status of a return e.g. due to an issue

Select to request Employment Information return status

← resubmit ← View failed response and resolve if required

View and investigate EI return status & response if required → STOP

Employer/ intermediary system

Submit request using 'RetrieveStatus' operation

Receive failed response

Receive EI return status & successful response

IR Gateway/START

Invoke 'RetrieveStatus' operation → Validate request details → Pass validations? —no→ Send failed response

Pass validations? —yes→ Process the request details → Send EI return status and successful response

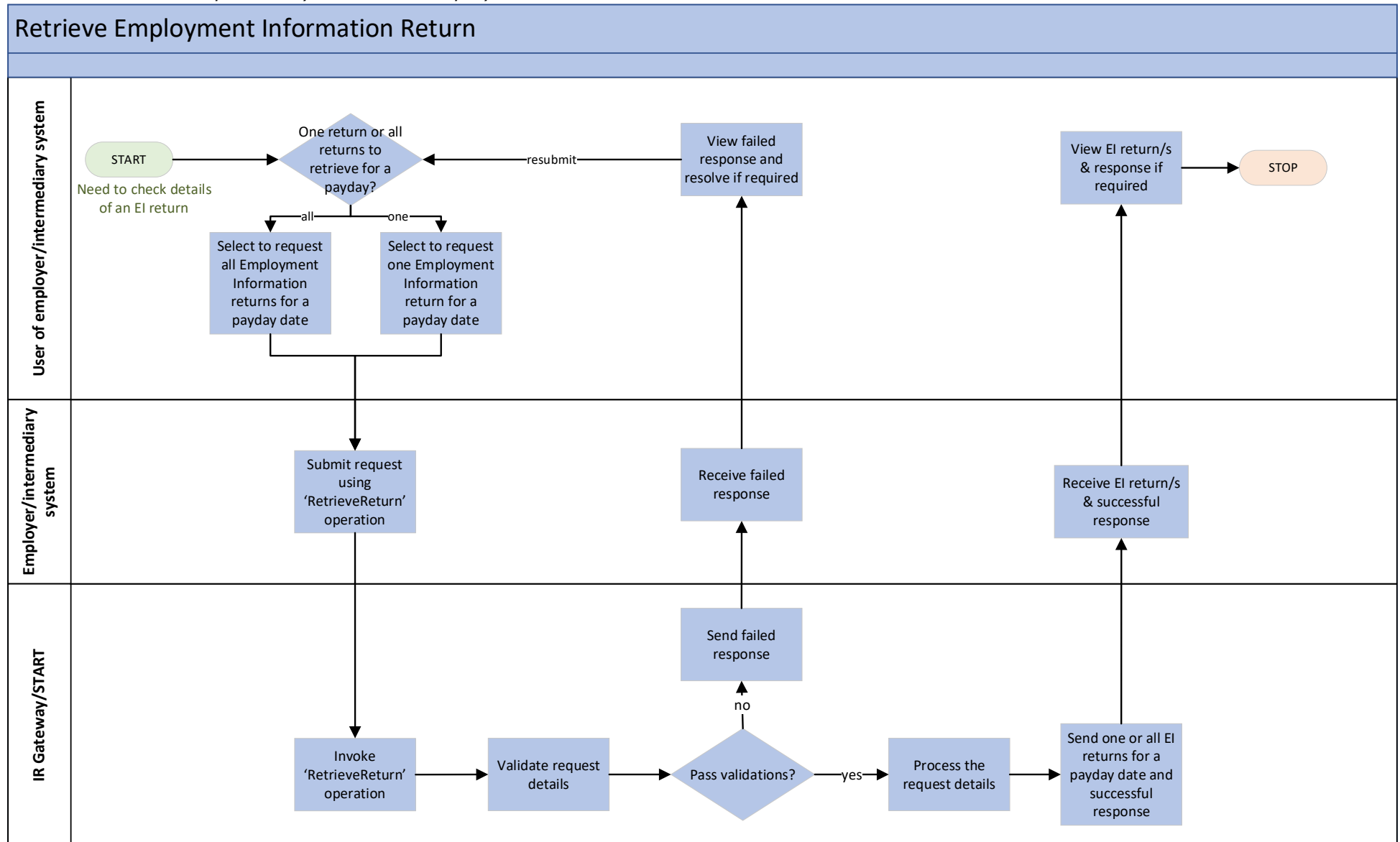**Inland Revenue**
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Use Case 7: Retrieve Employment Information return status

Trigger: Unclear if an Employment Information return has been submitted or there is a problem with a return that was submitted.

Actor	• User of employer/intermediary system or software developer
Secondary Actor	• Employer/intermediary system • Return service - Employment Information
Description	• Retrieve the status for one previously submitted Employment Information return, to check it has been submitted or for trouble-shooting.
Pre-Conditions	• Actor is authenticated and authorised with the required level of access • Actor is enrolled for 'Employment Activities' service • Actor is registered for PAYE
Post-Conditions	• Actor's request is accepted and responded to
Constraints	• The request must be sent using an external employer/intermediary system • Requests can only be for one employer IRD number at a time • Requests can only be for one employee IRD number at a time
Use Case Scenarios	
1. Normal Flow	1.1 Actor requests the status of an Employment Information return to check if it has been processed, or to determine the status if there is a problem with the return 1.2 Employer/intermediary system submits the request to retrieve the status. 1.3 Return Service *'RetrieveStatus'* operation is invoked. 1.4 Return Service validates the details 1.5 If pass validations then continue, **Else 2. Exception Flow: EI Fails Validations** 1.6 Return Service processes the request. 1.7 Return Service responds with the status of the Employment Information return: this response includes the unique Submission Key 1.8 Actor investigates return issue, if required 1.9 Use case ends.
2. Exception Flow: EI Fails Validations	2.1 Employment Information returns a response code with error message 2.2 If required, return to step 1.1 to resubmit 2.3 Use case ends.

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Use Case 8: Retrieve Employment Information Return

Retrieve one or more previously submitted Employment Information returns.

Retrieve Employment Information Return

User of employer/intermediary system

START
Need to check details of an EI return

One return or all returns to retrieve for a payday?

— all — | — one —

Select to request all Employment Information returns for a payday date

Select to request one Employment Information return for a payday date

View failed response and resolve if required
— resubmit —

View EI return/s & response if required

STOP

Employer/intermediary system

Submit request using 'RetrieveReturn' operation

Receive failed response

Receive EI return/s & successful response

IR Gateway/START

Invoke 'RetrieveReturn' operation → Validate request details → Pass validations? — yes → Process the request details → Send one or all EI returns for a payday date and successful response

Send failed response
no

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Use Case 8: Retrieve Employment Information Return

Trigger: Requirement to view EI Return details as held at IR, for example, when troubleshooting a return issue.

Actor	• User of employer/intermediary system or software developer
Secondary Actor	• Employer/intermediary system • Return Service – Employment Information
Description	• Retrieve the Employment Information return for a specific previously submitted return or all returns submitted for a particular payday date.
Pre-Conditions	• Actor is authenticated and authorised with the required level of access • Actor is enrolled for 'Employment Activities' service • Actor is registered for PAYE
Post-Conditions	• Actor's request is accepted and responded to
Constraints	• The request must be sent using an external employer/intermediary system • Requests can only be for one employer IRD number at a time • Requests can only be for one employee IRD number or one payday date at a time
Use Case Scenarios	
1. Normal Flow	1.1 Actor requests the details of an Employment Information return using the payday date key to check the details recorded by IR. If only one return is required, use: **Alternate Flow 3: Retrieve Employment Information for one return** 1.2 Employer/intermediary system submits the request to retrieve the EI Return. 1.3 Return Service *'RetrieveReturn'* operation is invoked. 1.4 Return Service validates the details. 1.5 If pass validations then continue, **Else 2. Exception Flow: EI Fails Validations** 1.6 Return Service processes the request. 1.7 Return Service responds with all EI return details for the payday date 1.8 Actor investigates return issue 1.9 Use case ends.

2. Exception Flow: EI Fails Validations	2.1 2.2 2.3	Return Service returns a response code with error message If required, return to step 1.1 to resubmit Use case ends.
3. Alternate Flow: Retrieve EI Information for one return	3.1	Actor requests the details of an Employment Information return using the submission key for a specific return to check the details recorded by IR.
	3.2	Return service validates the details.
	3.3	If pass validations then continue, **Else 2. Exception Flow: EI Fails Validations**
	3.4	Return Service processes the request.
	3.5	Return Service responds with the EI return details for the return.
	3.6	Use case ends.

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Use Case 9: Retrieve Employer Events

Query and retrieve data about employer events.

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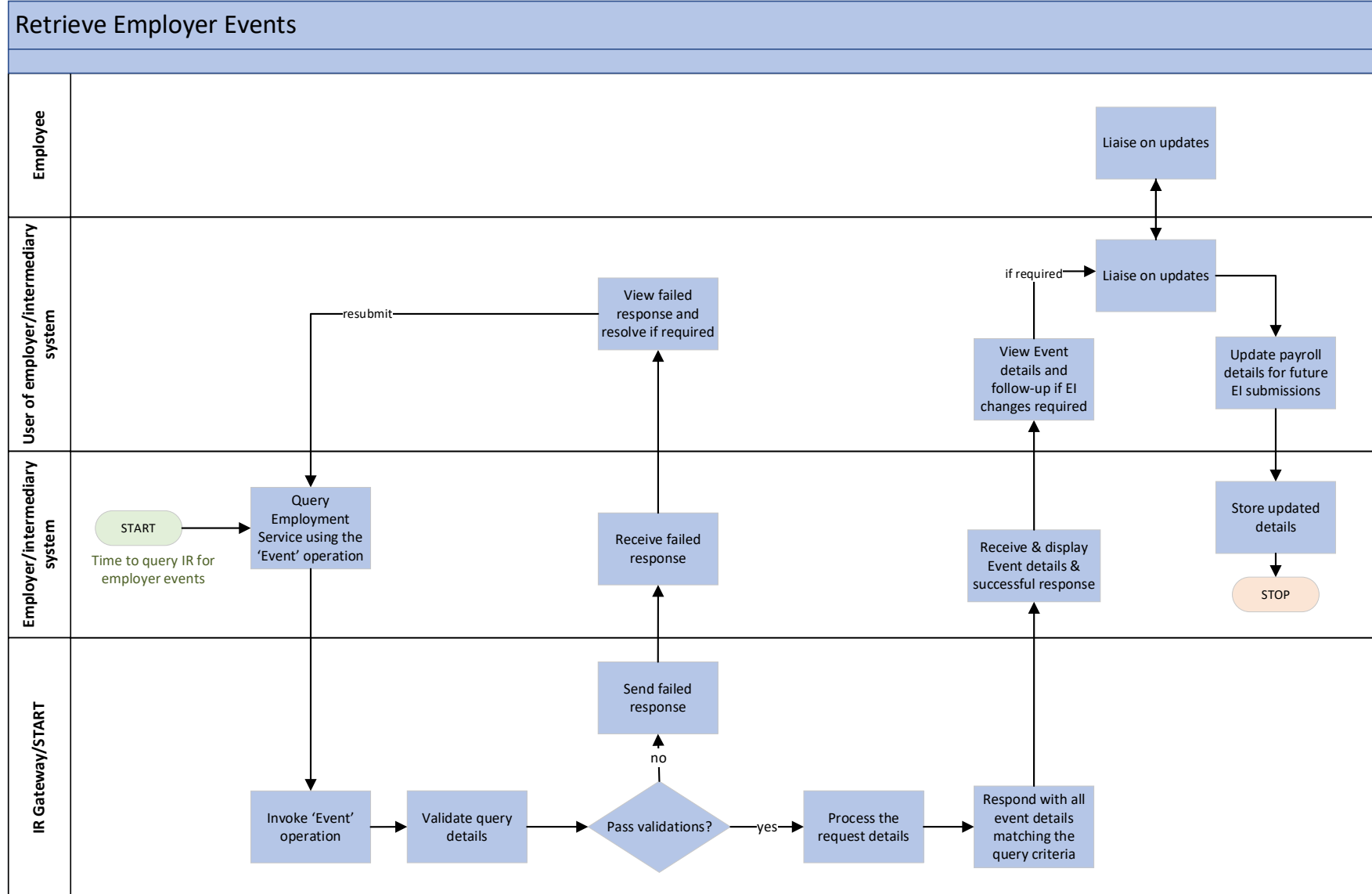
Use Case 9: Retrieve Employer Events

Trigger: Payroll system periodically automatically queries, or Payroll staff select on Payroll system to query for notification of new employer events.

Actor	• User of employer/intermediary system
Secondary Actor	• Employer/intermediary system • Employment Service
Description	Retrieval by employer/intermediary system of employer event details generated by IR, with information about updates required for their employee's payday filing. These events for one or many employees are generated as they occur. Events can be specific to a product including Child Support, Student Loans or KiwiSaver.
Pre-Conditions	• Actor is authenticated and authorised with the required level of access • Actor is enrolled for 'Employment Activities' service • Actor is registered for PAYE
Post-Conditions	• Employer/intermediary system has retrieved all data necessary to inform or effect updates required for future employee payday filing.
Constraints	• The request must be sent using an external employer-intermediary software

Use Case Scenarios		
1. Normal Flow	1.1	Actor or employer/intermediary system create a request to query for employee events using appropriate filters such as start and end dates, event type and employee.
	1.2	Employer/intermediary system submits the request, invoking the Employment Service '*Event*' operation.
	1.3	Return Service validates the query details.
	1.4	If pass validations then continue,
		Else 2. Exception Flow: EI Fails Validations
	1.5	Employment Service finds each event matching the query filters
	1.6	Employment Service retrieves relevant data for each event
	1.7	Employment Service returns all event details
	1.8	Employer/intermediary system receives and displays all notification data
		Alternate Flow: Automatically Action Notification
	1.9	Actor views the notification data and checks with employee if necessary, for updates required
	1.10	Actor updates each employee's pay details as required
	1.11	Use case ends.

2. Exception Flow: EI Fails Validations	2.1	Employment Service returns a response code with error message
	2.2	If required, return to step 1.1 to resubmit
	2.3	Use case ends.
3. Alternate Flow: Automatically Action Notification	3.1	Actor automatically applies the update to pay details as required by the notification data.
	3.2	Use case ends.

An example of this would be to query the event type 'STRTALLKS (KiwiSaver Deductions/Contributions Start).

This will return the data: start date, reason, deduction rate for relevant employees.

The payroll staff/payroll system can then update the Employment Information to deduct KiwiSaver employer contributions and employee deductions from the start date, for those employees.

Refer to the 'Employer Event Table' on the IR website for a list of all event types and expected data, and the Employment Service Build Pack for more detail on each event type.