



MTD VAT Submissions – Trouble Shooting

Last Modified: 27/05/2021.

This document describes some things to check if the VAT return submission fails.

Useful Links

The following links can be used to check the status of the HMRC VAT online service and the government gateway. It is worthwhile checking these whenever you experience a submission failure.

<https://www.gov.uk/government/publications/vat-online-service-availability-and-issues/vat-online-service-availability-and-issues>

<https://www.gov.uk/guidance/problems-using-government-gateway>

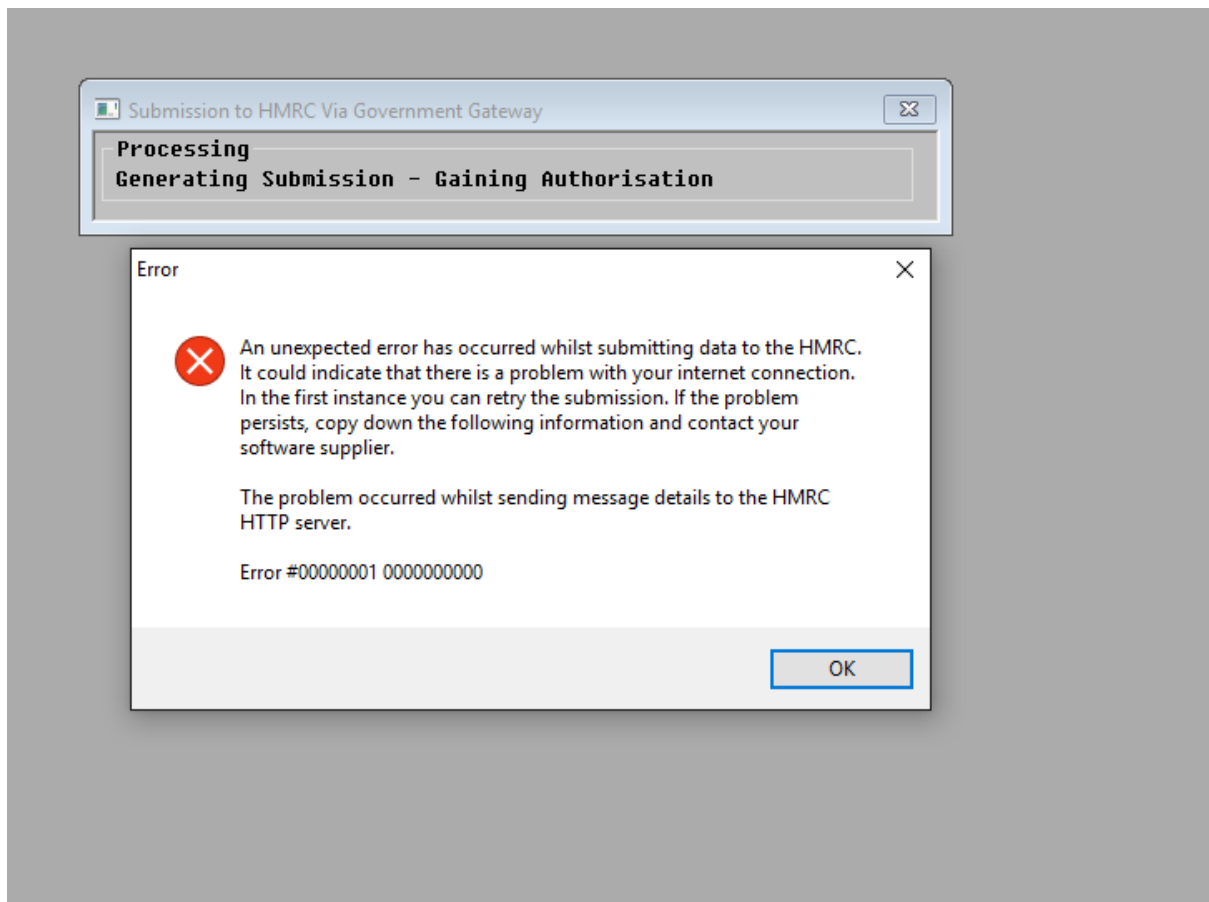
Problems Retrieving Obligations

After the authorisation process has taken place the first point at which the submission can fail is when it attempts to retrieve the obligations (outstanding VAT returns) from HMRC. This is usually due to one of the following reasons.

- The user has not yet registered for MTD. It should be noted that the registration process can take up to 72 hours to complete.
- The user making the submission has an HMRC logon for the employer but is not authorised to make VAT returns.
- The VAT return number (VRN) for the company does not match the VAT return number held by HMRC.
- The VAT return number for the company is correct but contains additional characters. For example 'GB 123 1234 12' rather than '123 1234 12'.

In some cases after a failure, the file 'obligations.json' on the users machine (located in the xml subfolder of the folder from which GX was run) can be inspected with a standard text editor (e.g. notepad) for an indication of the problem e.g. `{"code": "VRN_INVALID", "message": "The provided Vrn is invalid"}`.

If you are trying to complete a submission for the first time & are sure you are running GSMSP-35 & get:



It's more than likely that the version of GX is out of date. It should be 4.8q (24.5.2021) or later. To stop the error (above), the solution was to use 4.7s (3.6.2019), but there have been many MTD header fixes since then.

Latest GX version: GX 4.8r – 27.5.2021

Q. When trying to submit a vat return we are getting an "unable to retrieve obligation" message. How do we resolve this?

A. Locate the sub folder 'XML' within the main GSM folder (**on your Global server**), within this folder should be another sub folder named VATReturns_xxxxxxxx (where xxxxxxxxx is your VAT registration number). There will be another sub folder named 'Config' and within this is a file named 'config_refresh.JSON'. This file needs to be renamed (for example to 'old_config_refresh.JSON').

NB. "on your Global server" means on the Global server that runs global.exe/globalclientservice.exe, not on the local GX machine.