

Revenue Scotland Service Design Circular Friday 6 September

Revenue Scotland wishes to draw the attention of SETS users to the following updates to the LBTT portal which have been deployed in the weeks since the circular of Tuesday 6 August, and areas of clarification based on common queries received.

Fixes introduced

- 1. Improved search functionality on the dashboard**, removing the case sensitive nature of searches across returns and messages, and allowing for part reference searches (if for example only the last four digits are known or part of the address)
- 2. Help text to explain that a payment will only be taken if payment is due.** This was an issue raised whereby users were being asked to select a payment type when no payment is due.

Payment and submission

How are you paying?

The payment method will only be used if a payment is actually due on this return

- BACS
- Cheque

- 3. The issue of an error message ('Something has gone wrong') when saving draft returns for 3 Year Reviews, Assignations and Terminations** has been resolved.

- 4. Rules around Special Characters have been relaxed.** Some users were experiencing a security alert, which we believe was initially due to the use of special characters, the rules around which have now been relaxed. This had been an issue for some users in setting up their passwords and also in sending a secure message. The following characters can be used:

!"#\$%&'()*+,-./:;<=>?@[\\]^_`{|}~

However, we recommend that these are used sparingly and not in sequence with each other.

- 5. An issue arising when overtyping 'LBTT calculated' or 'ADS payable'**, that was resulting in an incorrect liability transaction being raised, has been resolved. This had been caused by an additional decimal being generated. The fix ensured that the figure rounded down as expected. In addition to these portal fixes, there have been updates to the 'back office' portal used by Revenue Scotland staff that has resolved issues that were interrupting the processing of ADS repayment claims.

We have also addressed an issue with the interface with Registers of Scotland (RoS) that will ensure the continued smooth transfer of data to support the s43 checks within RoS.

Clarification on common queries

Sharing user credentials

We are aware of a very small number of instances where users who had experienced issues getting signed on to the new system were sharing log-in details with colleagues. Paras 4.2 and 4.3 of our [Conditions of Use](#) refer. Any person who remains unable to access the system should speak to their firm's admin account holder in the first instance.

NI numbers

Users are requested to ensure that the NI number is entered with no spaces to avoid generating an error message.

International postcodes

These should not be included in the postcode box, but manually entered, which will resolve the issue of error messages being generated. Users with an international postcode to enter should first select the option to 'Enter an address manually'.

Buyer address

Provide buyer address

Postcode

Find Address

[Enter an address manually](#)

Then enter the international postcode within the Building and street text boxes, as per below.

Building and street

Town

Please email Revenue Scotland with any questions or queries relating to the SETS upgrade:
servicedesign@revenue.scot

Revenue Scotland
6 September 2019