



FAQ: Single Entities

Q: I am trying to create a new entity but the portal is not allowing me to, what should I do?

You may not have the right level of access to perform this task, in which case you should speak to your Portal Administrator to review your access.

Q: When I create a new entity a pop up appears saying I need to activate more licences. What does this mean?

This means you have reached the maximum number entities allowed (according to the number of licences your business has purchased). If you need to increase your entity limit, contact your Portal Administrator who can discuss this with you and arrange to purchase more licences. Alternatively, you can contact your Account Manager or our Sales team on 01784 777 700.

Q: Can I create a new entity without entering a VAT registration number?

No. The following information is mandatory when creating a new entity, regardless of whether it is a real entity or a demo entity.

1. Entity name
2. VAT registration number
3. Add to parent folder
4. Choose return method

Q: Why do I need to select a folder?

When you create an entity, you need to select the folder that you would like the entity to reside under.

Q: What is a return method?

The MTD Compliance Portal provides two methods for preparing your VAT Return. AlphaBridge allows you to digitally link your VAT Return figures to the 9-box return via your calculation workbook. AlphaVAT will perform your VAT calculation from the data you provide and will generate your VAT Return.

If your business has purchased AlphaBridge, the AlphaVAT option will be greyed out. If your business has purchased AlphaVAT, you can choose either method for preparing your VAT Return. Under each option is the number of entity licences available.

Q: I have selected AlphaBridge as my return method by mistake, can I change this to AlphaVAT?

Yes. Select your entity from the home page and click on the **Edit entity** option. You can then choose the AlphaVAT Return method.

Q: I have selected AlphaVAT as my return method and am being asked to confirm licences. What does this mean?

Your business will have purchased a set number of licences to enable you to use AlphaVAT to prepare your VAT Return. When you select AlphaVAT as your return method, a pop-up will appear asking you to confirm that you are happy to assign one of your licences to your entity. If you want to proceed, click on the **Yes enable AlphaVAT** button. Alternatively, you can choose to prepare your VAT Return using AlphaBridge.

Q: I have no AlphaVAT/AlphaBridge licences left, what should I do?

If you have run out of licences and you require more, contact your Portal Administrator who can arrange this for you. Alternatively, you can request more licences by calling 01784 777000 or by emailing us at enquiries@taxsystems.com.

For more information, see the **Managing single entities guide**.