

# Validation Error: Not all the Company Information is available



## Background

When running the IRP5/IT3a report the error prints on the report.

## Possible Solution:

- Access the Basic Company Information (COMP) screen
- Ensure the Employer details are completed (PAYE, SDL and UIF numbers) with no spaces in front of the company name
- The PAYE must start with a 7 (not a 9), and the UIF and SDL reference numbers must be the same as the PAYE number, with the 7 replaced with a U for UIF, and replaced with a L for SDL.
- Complete the IRP5 contact person details, with no spaces in front of any fields
- Complete the Company physical address fields, with no spaces in front of any of the fields
- Click on the Contact Information tab
- Validate that the telephone number in the IRP5 Contact Person Details, starts with a 0 (national number) or 00 (international number)
- No spaces allowed in the numbers (format must be xxxxxxxxx and not xxx xxx xxxx)
- no + sign should be in the number, only numeric values allowed
- The numbers must be at least 9 characters