The submission of this document has failed due to an internal system error. (1000)

HMRC · https://paiyroll.com/kb/the-submission-of-this-document-has-failed-due-to-an-internal-system-error-1000/

This is an HMRC error, meaning their systems have experienced an internal issue.

Since the error is detected quickly, you can ignore it and continue working. HMRC should resolve it in a while. Although HMRC submissions have failed, all other generated **Documents** will be unaffected, e.g., payslips.

If you are in pre-approval, the error will be from the HMRC **Test** Server. Wait a short while, then click Pay Run **Redo**.

We suggest waiting a short period before attempting any Redo or resubmission.

If you must approve the Pay run, you will need to:

1. Clear the report exception by following the steps in the article "Handling pay run errors (exceptions)".
2. After that, you can approve the pay run
    - However, if the HMRC **Live** server is experiencing the same issue, you may get the same error, which may need to be re-handled.