

WebFiling

frequently asked
questions

BIS | Department for Business
Innovation & Skills

A BIS SERVICE



Companies House

— *for the record* —

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Is this guidance for you

This guide will be relevant to you if:

- you are a current user of the WebFiling service and require further information;
- you intend to use the WebFiling service to submit company information;

Chapter 1 | Introduction

What is WebFiling

1. What is WebFiling?

WebFiling is a service that provides a secure system for the submission of company information via the Companies House website.

2. What are the operating hours of the service?

The service is available for the submission of data 24 hours 7 days a week. However, due to the possible need for manual checks, documents will only be examined during Companies House's normal working hours.

3. What Information can be filed?

The following company information can be submitted using WebFiling.

Companies Act 2006 forms

for 'events' that occurred on or after 01.10.09

Form Name	Form Number
Annual Return	AR01
Appointment of Director	AP01
Appointment of Corporate Director	AP02
Appointment of Secretary	AP03
Appointment of Corporate Secretary	AP04
Change of Director's details	CH01
Change of Secretary's details	CH02
Change of Corporate Secretary's details	CH03
Change of Corporate Secretary's details	CH04
Termination of Appointment of Director	TM01
Termination of Appointment of Secretary	TM02
Change of Registered Office Address	AD01
Notification of Single Alternative Inspection Location (SAIL)	AD02
Notification of location of company records to the Single Alternative Inspection Location	AD03
Change of location of company records to the registered office	AD04
Change of Accounting Reference Date	AA01
Audit Exempt Abbreviated Accounts	
Dormant Company Accounts	DCA
Return of allotment of shares	SH01

Companies Act 1985 forms

for 'events' that occurred before 01/10/09

Form Name	Form Number
Annual Return	363a
Appointment of a Director or Secretary	288a
Appointment of a Corporate Director or Secretary	288a
Terminating Appointment as Director or Secretary	288b
Change of Particulars for Director or Secretary	288c
Return of Allotments of Shares (excluding non-cash)	88(2)

Bilingual Welsh version of all forms can also be submitted for companies with a Registered Office Address in Wales (except account templates).

4. How is the service accessed?

WebFiling can be accessed via the WebFiling icon on the Companies House homepage www.companieshouse.gov.uk or directly via the WebFiling URL <https://ewf.companieshouse.gov.uk>

Customers must provide a contact email address to apply for a Security Code and Company Authentication Code to sign in and use the service.

5. Can all Companies use WebFiling?

WebFiling can be used by presenters of company information. Customers regularly filing large quantities of data may find the Software Filing Service would be more suitable.

Data can only be filed using WebFiling for Company Numbers that contain all digits (eg: 9000012), or are prefixed by NI, R0 (e.g. NI9000012). Scottish companies can enter the company number with or without a prefix.

The service is not currently available for Limited Liability Partnerships (LLPs) or companies with prefixes such as FC or AC etc.

System boundaries:

- Companies with more than 350 individual and joint shareholders
- Companies with a share value of more than 6 decimal places
- Companies with an individual share value of more than £10,000,000 (or £99,999,999)
- Companies with a share value greater than 19 digits
- Companies with more than 10 joint shareholders per shareholding
- Companies with more than 255 changes to input within a single session

Companies not eligible to file - Dissolved companies and companies that are converted or closed

Registration—Security Code and Company Authentication Code

1. How do I register for WebFiling?

To use the service, you need to register with WebFiling. You must provide a contact email address to apply for:

- A Security Code which identifies you as a user of the service, and is sent by email to your email address.
- A Company Authentication Code which is unique to each company, and is posted to the company's registered office address

To register go to the WebFiling 'Sign in and registration' screen, and select 'PROCEED TO STEP ONE'. Both codes are required to sign in to the service.

Note

Please ensure you complete the 3 step process to obtain your Security Code.

2. I use a Third Party to file my company information how can they Register?

Often companies use third parties (e.g. Accountants, Solicitors) to act on their behalf when filing company information.

A Security code and Company Authentication Code is required to access WebFiling in ALL cases. If more than one person is required to file company information; the first person applying for the codes will generate the Company Authentication Code which will be sent to the registered office of the company.

The Company can then share the Authentication Code with the appropriate person, who will need to obtain their own Security Code by following the WebFiling 3 step registration process.

If a Company Authentication Code exists for the given company, but you have not registered for a Security Code, proceed with the 3 step registration process and a Security Code will be sent to your email address. We will not allocate a new Authentication Code, unless you re-order one.

3. **Can I have more than one Security Code / What if I have more than one email address?**

The Security code identifies you as a user of the WebFiling service, all WebFiling email confirmations relating to the submissions you make are sent to the email address you sign into the service with. So, if you have more than one email address, you may apply for additional Security Code(s) to be linked to the additional address(es).

To request additional Security Code(s), simply complete the 3 step registration process and a Security Code will be sent to the new email address. We will not allocate a new Authentication Code.

4. **What if I can't find/remember my Security Code?**

You can request a reminder by selecting 'Forgotten your security code?' from the WebFiling Sign In and Registration page. Simply enter your email address and we will email you a reminder of your Security Code.

If a Security Code has not been allocated yet, please apply for one by completing the Registration Process.

5. **I have applied for a Security Code but not received one?**

If the Security Code Email has not been received please check that you have;

- Entered a valid email address during registration.
- Completed all 3 steps during the registration process.
- Checked any spam/junk mail boxes to see if the email has been filtered.
- Add the email address (see below) to any spam/junk mail filters list of approved senders, if necessary.

The email will be from **web-filing@companies-house.gov.uk** (Note: This email address cannot accept incoming email.)

Once you have checked the list above you can request a reminder by selecting 'Forgotten your Security Code' on the Sign In and Registration screen.

6. Do I need more than one Security Code?

You only need one Security Code for each email address that you have. If you want to use the same email address for filing documents for multiple companies, you should use the same Security Code for all the Companies; all email confirmations will be sent to this address.

7. Does each Company need a separate Company Authentication Code?

Yes, each Company should have its own Company Authentication Code. However, it is possible to allocate the same code to multiple companies; to do this a Bulk Filing Authentication Code would need to be set up with us. Please see the last question in this section for further information.

8. How are Company Authentication Codes allocated?

The Company Authentication Code is generated as part of the WebFiling process. They are sent by 1st class post to the Company's Registered Office address (as held on Companies House records), normally within 5 working days.

9. Why does it say a Company Authentication Code has already been allocated?

The Company Authentication Code may have been previously requested for the company. Some companies may have been purchased from a third party (e.g. an Incorporation or Formation Agent) and a Company Authentication Code requested when the company was initially incorporated.

10. How do I reorder the Company Authentication Code?

Complete the registration process to receive a security code via email. (If you do not already have one) go to the WebFiling 'Sign In' screen and enter your email address and Security Code.

On the next screen select 'Forgotten your Authentication Code' and enter the Company number (you are requesting the Authentication Code for). Once confirmed a reminder of the Company Authentication Code will be sent to the Company's Registered Office Address - allow 5 working days.

11. How do I change the allocated Company Authentication Code?

Select 'Company Registration details' from the main menu. On the next screen select 'Change the Company Authentication Code' the new code should be valid the next working day.

12. Can we use the same Company Authentication Code for more than one company?

Yes, you can change an existing Company Authentication Code from the WebFiling main menu to match the code you use for other companies. Alternatively if you represent a large number of companies you may register a bulk Authentication request – see the last question in this section for more information.

13. I have received a letter with a Company Authentication Code but I have not requested one?

It is likely that you are an agent or a person who has authority to file documents on behalf of a company and your address is the Company's Registered Office Address. If the Company has registered to use WebFiling, you will have received the letter as your address is the Company's Registered Office Address. You should contact the company (your client) in this instance.

or

Companies House has automatically allocated a Company Authentication Code to your company by way of a reminder letter as your Annual Return is approaching. In this case, to use the service all you need to do is go to the WebFiling Sign In and Registration page and complete the 3 step Registration Process to receive a Security Code.

14. I have not received / I can't find / remember a Company Authentication Code?

Not Received

If you have registered for WebFiling and not received a Company Authentication Code, please check that the Registered Office Address is correct, as this is where the Company Authentication Code is posted. If the address is incorrect you should notify Companies House by completing and submitting a paper form AD01. You can return to WebFiling and apply for the required codes.

Forgotten

If you have forgotten your Company Authentication Code, a reminder can be requested. Sign in to the WebFiling service (enter your email address & Security Code), to request confirmation select 'Forgotten your Authentication Code' and enter the company number for which you wish to file.

A reminder letter will be sent by 1st class post to the Company's Registered Office Address - allow 5 working days. If a code has not been allocated, apply for one by completing the Registration process.

15. What if I am still having problems obtaining the Security Code or Company Authentication Code and have tried all suggestions in the FAQ's?

If you are still having problems obtaining the necessary codes and have tried ALL the suggestions in the FAQ's and WebFiling 'Help' then ring the Companies House Contact Centre on: +44 **(0)303 1234 500**

16. I have changed my Company Authentication Code but the new code isn't valid?

Your new code will overwrite the current one at the end of the working day. In the meantime, the old code should still be valid.

17. I wish to cancel a Company Authentication Code immediately?

You can cancel your Company Authentication Code by selecting the 'Company Registration details' link on the WebFiling Main menu and then selecting the 'Cancel the Authentication Code' link. The code can be cancelled from the next working day or from a specified date in the future.

18. Can I register for WebFiling for all the companies that I represent in bulk—Bulk Authentication Code requests/ Using the same Authentication Code for multiple Companies?

To arrange this we would require the following:

If less than 20 companies are involved

- A letter from the presenter listing the company numbers and the authentication code to be allocated against these companies (please see the last page of the FAQ's for an example).
- A letter of authority from an officer of each company – signed and dated authorising the use of the specified authentication code (please see the last page of the FAQ's for an example).

This would not be required if the presenter is an officer of all the companies

In this case a single letter of authority from the presenter would be sufficient, detailing the chosen authentication code and the list of company numbers.

If more than 20 companies are involved

- A covering letter from the presenter
- Letter(s) of authorisation from the company officer(s), each letter should be signed and dated authorising the use of the specified authentication code (please see the last page of the FAQ's for an example).

This would not be required if the presenter is an officer of all the companies

In this case a single letter of authority from the presenter would be sufficient, accompanied with the chosen authentication code and the list of company numbers on floppy disk or CD Rom.

- The authentication code data which should be submitted in a text format (suffix.txt) on floppy disk or CD Rom (please see 'Format' below).

Format:

Authentication code followed by a comma followed by the company registration number - one company per line.

For instance – to notify that authentication code ABCDEF should be used for companies 98954, 654876 and 2098987, send:

```
ABCDEF,98954  
ABCDEF,654876  
ABCDEF,2098987
```

The company number may be zero filled to make it up to eight characters long, but this is not necessary for processing, e.g. ABCDEF, 00098954.

Note

All the required information should be sent to Companies House together with the information provided on floppy disk/CD Rom must be supported by suitably signed paper copies of notification(s) from the companies you are presenting on behalf of. Each company must provide a signed and dated letter authorising the use of the authentication code; however, this is not required if the presenter's address is the registered office and is an officer of all the companies.

Sign in to WebFiling

1. How do I sign into WebFiling?

When you have received both your 'Security Code' and 'Company Authentication Code' you can sign in and use the WebFiling service to submit Company information.

Simply enter the:

- Email address (you provided during registration) and Security Code,
- then click 'CONTINUE'
- Enter the company type, number and the company authentication code linked to that company, then select '**CONTINUE**'

Note:

The 'Company Type' must correspond with the registration location of the company. From this screen you can also.

- Register to file for an additional company.
- Request a reminder of a company authentication code.

2. What does the Company Type mean?

The 'Company Type' must correspond with the location of registration of the company.

England/Wales companies:

should select 'England/Wales'.

Scottish companies:

should select 'Scotland' and the company type 'SC' will be displayed alongside the company number field.

Northern Ireland companies:

should select 'Northern Ireland - NI', unless 'R0' is part of your company number in which case you should select 'Northern Ireland - R0'

Depending on your selection company type NI or R0 will be displayed alongside the company number field.

Chapter 2 | Getting to Know WebFiling

Menu

1. How do I use the Main Menu?

The Main Menu has been designed to help you find the forms you need to file. The Company Name and Number is displayed and the main heading tabs in the middle section display a list of all the Form types available for electronic submission.

Select one of the four following options:

- **Category:** Locate a form type by a specific category
- **Form Name:** Locate a form name in alphabetical order
- **Form Number:** Locate a form number in numerical order
- **Old Forms (288a etc):** Locate 1985 Companies Act forms - for 'events' that occurred before 01/10/2009

2. What are all the other Menu options?

The options at the top left of the screen relate to you as a presenter and are linked to the Email Address and Security Code used at Sign In;

- 'My Account Details' allows you to 'Change your Security Code' or 'Email Address'.
- 'View data Submitted' allows you to retrieve a PDF copy of the information that you have submitted.

On the right of the Menu the following options relating to the Company are available;

- Log out and 'File for a different Company'.
- You can 'Change or Cancel' a Company Authentication Code. Or 'Register' for an additional Company via the 'Company Registration Details' option.
- View the 'Filing Summary' for the company displaying the information filed within a session.
- You can also request a PDF copy of the Annual Return information we hold for your company.

My account details

How do I change my Security Code and/or Email Address?

By selecting the 'My Account Details' you can amend one of the following;

- Security Code
- Email Address

You can also Opt In or Out of the 'Latest News and Updates' emails.

The options available on this screen relate to the presenter and are linked to the Email Address and Security Code used at Sign in.

View data submitted

Can I get copies of the forms that I've filed, how do I view the data submitted?

From the top of the WebFiling Main Menu the 'View Data Submitted' screen lists the documents submitted by a presenter during the last 10 days. The screen displays the Submission Date, Company Number, Document Type and Submission Number.

PDF copies are available of all the forms submitted by you the individual presenter, except for Accounts and PROOF Applications. The documents can be easily downloaded by clicking the relevant PDF link and following the on screen instructions.

Note

These documents are only available for 10 days after the original submission.

Company registration details

How do I Change or Cancel the Company Authentication Code?

On the WebFiling Main Menu screen select 'Company Registration Details' you then have three options allowing you to change or cancel a company authentication code, you can also log out and register for an additional company.

If you cancel the Company Authentication code it will automatically be cancelled from the next working day, or the date entered. A letter will be sent to the Registered Office Address to confirm the cancellation.

If you need to cancel your code sooner ring the WebFiling Service Desk on +44 **(0)303 1234 500**.

Order email of current company information

I'm filing my Annual Return. How can I see existing Annual Return Company Information that is held on the Public Register?

If you select the 'Order Email of Current Company Information' you can request a PDF report of the Current Annual Return information held on the Public Register. The report will contain the information normally submitted with the previous Annual Return and is sent in PDF format usually within 2 hrs to the email address used at sign in.

PROOF status

What does the PROOF Status mean?

PROOF is Protected Online Filing. It enables companies to protect themselves from unauthorised changes to their company's record as it prevents the filing of certain paper forms. These include documents for an appointment/termination/change of particulars of company officer and the change of the registered office.

Once you have successfully joined the scheme, Companies House will reject any paper versions of these forms and send them back to the Registered Office Address. This will help ensure that any changes made have been registered by the company itself.

There is a box on the right hand side which displays whether your company is registered for PROOF or not.

If you would like more information on PROOF, please refer to the PROOF section within the FAQ's or WebFiling 'Help'.

WebFiling help and notes

- 1. Are the links within the 'Popular Forms' section on the right of the menu the same as the other form types, will I see the same screens?**

'Popular Forms' on the right of the screen is quick access for frequent users of the service to locate some of the most popular forms filed. The links will take you to the same screens as the forms available from the WebFiling main menu.

2. How do I print copies of the WebFiling screens?

To print any of the WebFiling screens, select the 'Control' and 'P' keys to display the print window, then select 'OK' to print the screen.

Alternatively use the 'Print Page' button within the Annual Return section. The contents of the screen and your print window are displayed; from the print window select 'OK' to print the screen.

3. I am new to WebFiling. How can I refer to Help whilst using the service?

The WebFiling screens contain 'Notes' on the right of the screens which users can refer to. The 'Notes' provide assistance with the type of information required within a particular field relating to the Companies Act, or general information about the requirements of the information required on screen.

More detailed information can be accessed via the 'Help' facility at the top right of all the WebFiling screens, the 'Help' facility is provided in the way of questions, and is content specific, for each WebFiling screen the appropriate 'Help' will be available. You can select to return to the 'Top' of these questions where a full list of the 'FAQ' links is available for selection.

WebFiling User Guides are available from the 'More WebFiling Information Here' link on the Companies House Website.

4. What is an 'Inconsistency' why is this message displayed?

When a document does not fit the historical filings of a company this is termed an 'inconsistency' e.g. the filing of an officer termination where Companies House has no record of the officer appointment.

5. How will I know if an 'Inconsistency' has been confirmed for a particular company?

Where there is an 'Inconsistency for Appointments' the following message will display on the Menu Screen:

Inconsistency: the Appointments list held by Companies House does not agree with the filings made by the company.

6. Will the 'Inconsistency' always be displayed?

No as soon as the inconsistency is resolved by a subsequent document filing the message will no longer display.

Use of Welsh

Can WebFiling screens be accessed in both English and Welsh?

All screens can switch between the two languages apart from the actual form screens themselves; they will be displayed in the language being used at time of selection. Note: The PDF account templates are only available in English.

All correspondence will be issued in the language being used at the time.

Note:

CYM forms should only be submitted by eligible Welsh companies (more details in WebFiling HELP)

Chapter 3 | Submitting Company Information

What are the changes that affect ALL WebFiling Forms

The full implementation of the Companies Act 2006 on 01/10/2009 introduced changes which affects forms filed through the WebFiling service on or after 01/10/2009.

We recommend that you read as much of the information available from the link on the WebFiling Welcome page titled 'IMPORTANT changes that affect ALL WebFiling forms'

General Guidance is also available on our Website:
www.companieshouse.gov.uk

Appointment of an Officer

1. How do I appoint a new officer?

If the officer was appointed on or **after 01/10/2009** submit one of the following Companies Act 2006 forms;

Form Name	Form Number
Appointment of director	AP01
Appointment of Corporate Director	AP02
Appointment of Secretary	AP03
Appointment of Corporate Secretary	AP04

If the officer was appointed **before 01/10/2009** submit the following Companies Act 1985 form available in the 'Old Forms' selection tab.

Form Name	Form Number
Appointment of a Director or Secretary	288a

2. How does a new Officer consent to act?

In addition to the new appointment details, three items of personal information (relating to the Officer being appointed) are required to complete the submission of an electronic appointment.

If the appointment is a corporate body or firm, the information provided should relate to the 'person' authorising the appointment on behalf of the corporate body or firm.

Any **three** from the following seven options can be provided to authorise an appointment:

- Town of birth
- Last 3 digits of Telephone Number
- Last 3 Characters of National Insurance Number
- Last 3 digits of Passport Number
- Mother's Maiden Name
- Father's First Name
- Eye Colour

This information represents the consent to act as a director of the company and takes the place of the signature.

3. How do I apply for a service address?

The service address is a location where official documents and notices can be delivered (serviced) for the attention of the company officer. The service address information provided will appear on the public record. Since legislative changes affecting address details, an individual no longer requires a Confidentiality Order to provide a service address for the public record.

You can notify Companies House of a Service Address on the AP01, AP03 forms. Should you wish to notify the Service Address via the Annual Return.

4. What fields are mandatory on the form AP01?

The Mandatory fields needed to be completed within the Director's general details are Date of Appointment, Date of Birth, First Forename, Surname, Country/State of Residence, Nationality and Business Occupation.

The mandatory fields needed to be completed within the Director's Service Address and Residential Address Details are Country, Building Name/No, Address, Post Town – these address fields only need to be completed if the address is being provided in full.

5. What are the mandatory fields on the form AP02

The mandatory fields needed to be completed are Date of Appointment, Name of Corporate Body or Firm, Country, Building Name/No, Address, Post Town, Surname and Forename (of the Person authorising)

Also, you must select whether the company is an EEA or non-EEA (European Economic Area) company and provide details accordingly. If the company is considered to be:

- EEA Company; provide details of 'Place where file is kept' and 'Registration Number'.
- non-EEA Company; provide details of 'Legal Form' and 'Governing Law'.

What is the EEA?

Countries comprising the European Economic Area are as follows:

Austria	Greece	Netherlands
Belguim	Hungary	Norway
Bulgaria	Iceland	Poland
Cyprus	Ireland	Portugal
Czech Republic	Italy	Romania
Denmark	Latvia	Slovakia
Estonia	Liechtenstein	Slovenia
Finland	Lithuania	Spain
France	Luxembourg	Sweden
Germany	Malta	United Kingdom

Complete an Annual Return

1. What is an Annual Return?

The Annual Return is a snapshot of certain company information on a particular date (the legal return date or the 'made-up' date. It is separate from the company's annual accounts.

The Annual Return must contain:

- The name of the Company;
- The Registered Number;
- The Type of Company e.g. Private or Public;
- The date to which the Annual Return is made-up (the made-up date);
- The Registered Office Address of the Company;
- The Single Alternative Inspection Location (SAIL)—if applicable, is an alternative address to the Company's Registered Office where company records can be kept and made available for inspection;
- The Principal Business Activity of the Company;
- The details of the Company Secretary (corporate or individual), where applicable; and
- The details of all the Company Directors (corporate or Individual).

If the company has share capital, the annual return must also contain:

- A marker to indicate whether the company was a 'Traded company' at any time during the return period;
- A statement of capital; and
- Details of the shareholders.

2. Will I receive a reminder letter?

Companies House will send a letter to your company's registered office to remind you when your annual return is due. It advises on how to file the form electronically by using WebFiling.

Once you log into the WebFiling main menu you can also request a PDF copy of the Annual Return information we hold on a company by selecting 'Order email of current company information.

3. How do I file my Annual Return?

From the WebFiling main menu you can select the Annual Return (£15 charge)—AR01 link or refer to the 'Old Forms 288a etc' tab and select 'Annual Return (£15 charge)—363a', if the made-up date is before 01/10/2009.

The full implementation of the Companies Act 2006 on 01/10/2009 introduced changes which affect forms filed through the WebFiling service on or after 01/10/2009.

Once you have selected either Annual Return link, we recommend that you read all the information available on the 'Important Notice' page by selecting each of the links.

This page gives you important information relating to the Annual Return you will be submitting to Companies House and associated Annual Return forms.

If you select the 'continue' button the Annual Return screens will be displayed.

Scroll through the following pre-populated screens making amendments where required/ possible. Click 'confirm' at the end of each screen

4. What if I have been working on my Annual Return and have information saved?

The changes you have made within the Annual Return will remain saved, until you choose to continue with the Annual Return and finally submit.

5. What new information do I have to give?

Below is a brief outline of new information you may need to provide within the new form types. Please see WebFiling 'HELP' for more information.

Company Officers

Country/State of residence—must be provided within the new field for all directors who are a person.

EEA or non-EEA registration details—must be provided for all corporate directors/ secretaries in accordance with their EEA or non-EEA status (European Economic Area)

Location of Registers

If your company register (e.g. register of members or debenture holders) are not held at your registered office address, you should notify us of the alternative address using the following forms:

- AD02 Notification of single alternative inspection location (SAIL)—use for registering the address
- AD03 Change of location of the company records to the single alternative inspection location (SAIL)—use for notifying which registers are held at SAIL

Capital

As part of an Allotment of Shares or Annual Return submission, you will be required to provide the following for each class of share:

- the Amount paid up on each share
- the Amount unpaid on each share
- the Prescribed particulars of rights attached to shares (e.g. associated voting rights)

6. Why does the appointment screen in the Annual Return require further information about the Appointment Type?

The Appointment Type (in red if required) indicates whether the Officer is a Person or Corporate (Body or Firm). An "Assumed" Appointment Type (in blue if required) indicates the Officer Type is unconfirmed on our records.

Appointment Types are confirmed if the Officers' Details are updated via a change form (CH01, CH02 forms).

To confirm this information select the 'Change Details' button, then select either 'A Person' or 'A Corporate body (or firm)' then select 'Continue'.

If no other changes are required you are also required to supply the change of date, Country/ State of Residence for 'Person', or the 'EEA/ non-EEA' details for 'Corporate'.

7. What is SAIL (Single Alternative Inspection Location)?

The SAIL (Single Alternative Inspection Location) is an alternative location to the registered office, where company records can be kept and made available for public inspection. A SAIL address is notified to Companies House on form AD02, while movement of company records to the SAIL address is notified on form AD03. A form AD04 is used to notify of company records moving from the SAIL address back to the registered office

8. What are the 'Prescribed particulars'?

- particulars of any voting rights, including rights that arise only in certain circumstances;
- particulars of any rights, as respects dividends, to participate in a distribution;
- particulars of any rights, as respects capital, to participate in a distribution (including on winding up); and
- whether the shares are to be redeemed or are liable to be redeemed at the option of the company or the shareholder and any terms or conditions relating to redemption of these shares.

9. How do I pay for my Annual Return

At the 'Payment screen' select your method of payment and click 'Submit'.

Methods of payment

Credit/Debit payment card

If 'credit/debit card' is selected the 'WebFiling Credit Card Payment' screen is displayed.

Note: Before proceeding to the Credit Card Payment screen, please make a note of the Company Name, Company Number and Submission number as it may be required by the helpdesk should your credit card payment fail.

Click 'Continue'. You will now be taken to the Netbanx secure server and prompted to enter your payment details.

Online Credit Account

Available to presenters filing 10 or more Annual Returns per annum.

If 'by account' is selected enter your 'Presenter ID' and 'Presenter Authentication code' and click 'submit'. The 'Payment confirmation' screen is now displayed.

After submission you will be sent two emails. One to confirm receipt of the data, and a second to confirm if the data has been accepted or rejected

If payment was made by credit/debit card a third email will be sent from our payment provider 'NetBanx' to confirm the amount paid.

10. Why am I being asked to register my Credit/Debit card for 3D Secure?

Companies House is now participating in **MasterCard SecureCode** and **Verified by Visa** (collectively known as 3D Secure) to improve online Credit/Debit Card payment security.

These enhancements are aimed at protecting online payments over the web by ensuring your payment card is not being used by someone else. These services have been introduced by Mastercard/Maestro and Visa in conjunction with the bank that issued your Credit/Debit Card.

We recommend that to avoid any possible problems with paying for your Companies House services online, you register for 3D Secure directly with your card issuer beforehand.

You can register your card by going directly onto your Card Issuer's website and searching for either Credit Card Security or 3D Secure or alternatively by clicking on the respective links below. You can also contact your card issuer directly for more advice on registering.

11. Why have you changed your card payment process?

These changes have been introduced by Visa and MasterCard and gives you enhanced payment protection when paying for goods and services online. Companies House is one of a number of organisations providing this added security for it's customers to give you peace of mind when paying over the internet and will become increasingly common.

12. How do I pay for CH Services using a Corporate Card? (for WebFiling and WebCheck)

If you are paying for your Companies House service by using a Corporate Credit/Debit Card, you should ask the Card Holder to register for 3D secure. This is because the Card Issuer/Bank will ask for the date of birth of the Card Holder. Failure to supply this information at registration may prevent you from registering for 3D Secure and you may not complete the payment process.

13. What happens to my Annual Return if I do not successfully register for 3D during the submission and payment of my document? (WebFiling only)

If you experience payment problems during the submission of your Annual Return, you will receive an e-mail from us advising you there was a problem. This email contains a telephone number for you to ring to complete the payment process and register your Annual Return. You can register separately for 3D Secure by logging onto your respective Card Issuer's web site.

14. How do I get a credit account for WebFiling?

This is available for presenters filing 10 or more Annual Returns per annum. To apply complete an online credit account application form, available to complete online or download from our website.

The completed and signed application form must be returned to:

**Companies House Finance Section
Companies House
Crown Way
Cardiff
CF14 3UZ**

Allow 10 working days for your account to be set up. Once the form has been processed you will then be sent your payment account Presenter ID and Presenter Authentication Code, both of which must be entered to authorise payment on the WebFiling payment details page.

Once set up, this account can only be used to pay for information presented via the Companies House WebFiling and Electronic Filing services.

15. How will I know if Companies House has received my data?

After submitting data you should receive two emails, one to confirm receipt of the data and a second to confirm if the data has been accepted or rejected.

The confirmation of receipt email should be received within 3 hours of the data being submitted. (If you do not receive confirmation you can call our Contact Centre for advice, quoting your submission number).

The acceptance/rejection email is normally sent within 2 working days once the document has been processed (however, most documents are processed within 24 hours). If your data is rejected the reasons will be included in the email.

Accounts

1. Can I file my Accounts electronically?

You can now submit Audit Exempt Abbreviated Accounts and Dormant Company Accounts (DCA format) via the WebFiling Service.

These two accounts types make up the majority of accounts filed at Companies House. Both sets of accounts are provided as downloadable PDF templates and requires the user to have Adobe Reader (free to download).

2. How can I file my accounts?

Register for the WebFiling Service

- From the Menu screen choose Dormant Company Accounts (DCA) or audit exempt abbreviated accounts.
- Ensure that your company meets the criteria provided to submit these accounts
- Download the Adobe Acrobat reader.
- From the template screen click to continue to download your accounts template
- The template will be downloaded to your PC.
- Complete the template, save and upload the accounts to Companies House.
- You will receive an email to confirm that Companies House have received the accounts.

Completing the Accounts Template

Account templates have been developed with in-built validation and pre-submission checks—to help avoid omissions and calculation errors.

For help completing the accounts template click '**Frequently asked questions**' or '**How to use this form**' on the Intro page. To return to the template click 'close'.

Throughout the template buttons are also available to give further guidance.

You are required to answer the 'notes' questions at the bottom of the Intro page.

Click the continue button to confirm that you have read and understood the conditions of use. This will activate the template.

Go to the Title page by using the navigation buttons at the top or bottom of the page. The Title page states the company name and registered number. It also shows the made up date of the accounts. To change this date click on the date and use the calendar drop-down that appears. Once changed, or if no change is required please proceed to the next page.

The file download window will appear on screen. Select 'save' from the file download window to save the template.

At this point you can specify the filename and the folder it is saved in. When the download is complete click 'open' to begin working on the downloaded accounts template. The template can be completed off-line.

Submitting the Data

Go to the **Submit page** for the 3 final steps to complete before submitting the template.

Step 1

The 'pre-submission checks' button will check that all mandatory fields have been completed and the balance sheet balances. Any errors will be highlighted in red. Once you have corrected these, you need to 'check figures' and perform the pre-submission checks again. Once there are no errors listed proceed to step 2.

Step 2

Print a copy of the document for the directors to sign. This copy can be kept by the company.

Step 3

Click 'submit'. You will be prompted to enter your 'authentication code'. The accounts data within the template will be uploaded to Companies House and your 'submission number' will be displayed. When you close the window the template will convert to a normal PDF containing the data you have submitted.

A window confirming that your accounts have been sent to Companies House will appear, if this window does appear the Accounts have not been sent to Companies House.

The PDF can be saved to your PC.

Note: Do not send the paper copy to Companies House.

Complete the Balance Sheet page with data relevant to your accounts. The example shown here is for first year of trading

If you do not have figures to enter in a specific box, leave it blank. Do not enter a zero. Click 'Check Figures' to ensure the figures balance. You need to repeat this if you make any changes on this page.

Errors will be displayed in red.

Draft versions of the template can be emailed or printed for circulation to colleagues or the board of directors.

Note: If you are unsure of your accounts data or your eligibility to submit this type of accounts, please consult a qualified professional.

Confirmation

After submitting data we will send 2 emails, one to confirm receipt of the data and a second to confirm if the data has been accepted or rejected

Email confirmation

The confirmation of receipt email will be sent within **3 hours** of the data being submitted. (If you do not receive confirmation you can call our contact centre for advice, quoting your submission number).

Acceptance/rejection email

The acceptance/rejection email is normally sent within **3 working days** once the document has been processed (most documents are processed within 24 hours). If your data is rejected the reasons will be included in the email.

Chapter 4 | Combat Identity Fraud

PROOF

1. What is PROOF?

PROOF is PROtected Online Filing. It enables companies to protect themselves from unauthorised changes to their company's record as it prevents the filing of certain paper forms. These include documents for an appointment/termination/change of particulars of company officers and the change of the registered office.

Once you have successfully joined the scheme, Companies House will reject any paper versions of these forms and send them back to the registered office address. This will help ensure that any changes made have been registered with the company authority.



2. How do I register my company for PROOF?

The PROOF scheme is available online via the WebFiling service. To join, agree to the Terms and Conditions and choose 'Join PROOF'. Following the confirmation screen, you can proceed to the WebFiling menu for filing documents.

Once your company is in the PROOF scheme, you can be assured that attempts to file the following forms on paper will be rejected:

- Annual return
- Change of registered office address
- Appointment, termination or change of particulars of company officer

3. If my company registered for PROOF before October 2009, do I have to re-register online?

Yes. The Statutory PROOF scheme has new terms and conditions in compliance with the Companies Act 2006. Existing customers will need to transfer to the new scheme from the 1st of October 2009 to continue to enjoy protection from fraudulent filing. To transfer, simply log on to WebFiling service, tick the box agreeing to the terms and conditions and select 'join PROOF'.

4. I don't want to join PROOF. How can I stop the continual prompt that appears when I log onto the WebFiling Service?

The page is displayed as a reminder for those who have not protected their companies against fraudulent filings on paper. This prompt will be displayed each time the user logs onto Webfiling unless the user has already signed up to the PROOF scheme online.

5. I have submitted my application to join PROOF but have not received an email to confirm that it has been accepted. Should I re-submit?

No. Applications to join PROOF may take up to 48 hours to process. Please check the PROOF status marker on the main menu to confirm the progress of your request.

6. Will I receive confirmation that I have registered online for the PROOF scheme?

Yes – you will receive an e-mail confirmation as soon as your electronic application has been successfully processed.

7. What is the Monitor Service?

The Companies House Monitor service within WebCheck and Companies House Direct enables you to keep an eye on which documents have been filed at Companies House for your own company or for key suppliers, clients or competitors.

8. How does it work?

As soon as the documents that you have chosen to 'monitor' are received and accepted in Companies House, you are notified by e mail.

9. How much does it cost?

The service is available at a cost of 50p per company monitored and each request will run for a 12-month period. After this period, you can choose to renew or cancel the monitoring.

10. How can the 3 point plan help me?

The '**3 point plan**' helps you combat fraud.

File electronically using a company authentication code that you do not share with anyone unless you trust them to file information for your company.

Opt into PROOF to ensure we no longer accept fraud related changes to your company record when submitted on paper.

Monitor your own company so that you are notified as soon as new information is registered that affects your company record and reputation.

Appendix | Bulk Company Authentication letter

The shown on the following page is an example of how a bulk filing authorisation letter (from a company officer) for WebFiling and Electronic Filing should look. The following information is required and should be included:

Company letter-headed paper should be used (when possible); if not the company name and registered office.

- address should be provided.
 - Include the company name and number.
 - Include the company authentication code to be allocated (against the company number).
 - Include the Presenters details (the person responsible for filing on behalf of the company).
 - Add a signature, full name and email address of an officer of the company (the officer authorising the use of the specified authentication code).
- 2009, do I have to re-register online?

EF Administration
Companies House
Crown Way
Cardiff
CF14 3UZ

<Insert Company Name>
<Insert Registered Office address>
<Insert Registered Office address>
<Insert Registered Office address>
<Insert Registered Office address>

Date <dd/mm/yyyy>

Dear Sir/Madam,

Online Filing Service - Company Authentication Code

Would you please record the code specified below as the 'Company Authentication Code' for <insert company name>, registered number <insert company number> for the purpose of filing information online with Companies House.

Company Authentication Code:

The presenters authorised to submit information on the company's behalf is:

Name of organisation/company _____

Company Address: _____

Contact email address: _____

Signed by a serving officer of <insert company name>

Signature _____
Director/Secretary (delete as applicable)

Full name _____
Please print in capitals

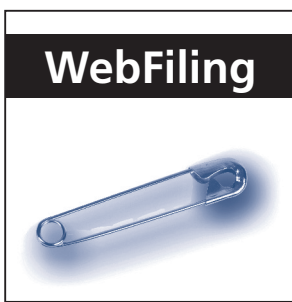
Contact email address: _____

Registered in (England/Wales, Northern Ireland or Scotland as appropriate) registered number <insert company number>. If notification relates to a Scottish company please include the prefix SC to the company number. Northern Ireland companies should include the prefix 'NI', unless 'R0' is part of your company number in which case you should include the prefix R0'.

corporate identity frauds are increasing significantly



The most common cases of corporate fraud involve forms being sent to us showing changes to a company's details, which subsequently prove to be false. Fraudsters then use the stolen identity of the company to order goods and services based on that company's creditworthiness. Here are three ways to prevent your company being next:



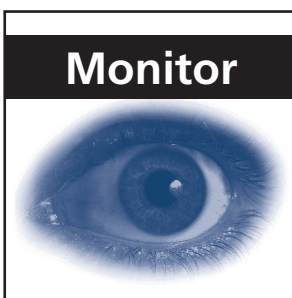
WebFiling - safe and simple

Using **WebFiling**, our online filing service, is a far safer and more secure way to send us statutory information than using paper forms sent by post. You need to register for a security code (issued by email) and an authentication code (issued by post to your registered company office) and then you can give us much of the information about your company electronically. It's also 50% cheaper to file your annual return online.



PROTECTED Online Filing

Once you have received your authentication code to file electronically, you should then sign up to our new protected online filing service known as **PROOF** which is designed to reduce fraud still further. We will then only accept forms relating to changes of address and directors' details from you electronically. We will not accept any of these documents on paper unless the company and directors authorise it.



Monitor - get the bigger picture

Finally the Companies House **Monitor** service enables you to keep an eye on your competitors, business collaborators and your own company and 'monitor' which documents have been filed into Companies House. You know that certain company information lies within the public domain, so what could be more efficient than information that could help or protect your business being available to you the moment it is filed?

As this type of fraud is on the increase, you may want to visit our website www.companieshouse.gov.uk to learn more about how you can prevent your company being next.

how to contact us

contact centre: **0303 1234 500**

(For training and quality purposes your call may be monitored)

mini-com: 029 2038 1245

email: enquiries@companieshouse.gov.uk

Cardiff: Companies House
Crown Way, Cardiff CF14 3UZ.

Edinburgh: Companies House
4th Floor, Edinburgh Quay 2,
139 Fountainbridge, Edinburgh, EH3 9FF.

London: Companies House
21 Bloomsbury Street, London, WC1B 3XD.

Belfast: Companies House
Second Floor, The Linenhall,
32-38 Linenhall Street, Belfast, BT2 8BG.

For the most up to date version of this booklet please visit our website at:

www.companieshouse.gov.uk

Disclaimer - Company information supplied by Companies House

Companies House is a registry of company information. We carry out basic checks to make sure that documents have been fully completed and signed, but we do not have the statutory power or capability to verify the accuracy of the information that companies send to us. We accept all information that companies deliver to us in good faith and place it on the public record. The fact that information has been placed on the public record should not be taken to indicate that Companies House has verified or validated it in any way.



Awarded for excellence

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