



Key Outcomes

OFFICIAL External

Title:	PLS working group – key outcomes		
Issue date:	6 August 2020		
Venue:	WEBEX		
Event date:	4 August 2020	Start: 1:00pm	Finish: 2:00pm

Chair:	Sonia Lark	Facilitator:	Sonya Summers
Contact	Sonya Summers	Contact phone:	02 472 57383

Attendees: names/section	ATO – Sonia Lark, Sangitha Sivayogaraj, Danny Figueiredo, Ross Barns, Karen Greaves, Anupama Duggirala, David Baker. Industry –Jack Wee (Catsoft), Misha Ali (Etax), Sandeep Gopalan (GovReports), Mike Behling, Christine Saava (MYOB), Kevin Johnson, (Reckon), Darin Carter, Michael Wright (Sage), Charudatta More (Sparken), Krunal Patel, Shane Paxton, Paul Siriwidana, Krunal Patel, Linda Kerhoulas (Thomson Reuters), Danna Zhang (Wolters Kluwer), Andrew Sprankling, Kelvin Newton, Rosemary Missier (Xero).
Apologies: name/section	Mike Denniss, Sha Sha (Class Super), Simon Smart (Etax), Lex Edmonds (MicroTax), Danny Koutoulas, Scott Reid, Michael Tong, Christinique Chapman, Andrew Smith, Trent Hayes (MYOB), Andrew Noble (Noble Accounting), Nathan Kerr (One-Click), Steven Ivanopoulos (Reckon), Saiful Larry (Sage), Karl Farrand (Taxlab), Dillon Tsotsis, Lisa Kim, Robert Xie (Wolters Kluwer)

Next meeting	18 August 2020
---------------------	----------------

Agenda item: 1 – Introduction

Sonia welcomed the group and advised that we are still seeking DSP feedback on the Collaboration Hub – please send any feedback through via Online Services for DSPs.

Agenda item: 2 – Action item updates

Updates were provided for outstanding action items. (see [action items](#))

An updated version of the [ATO Validation Rules Expression](#) document has been published on sbr.gov.au on Thursday 6 August – If you have any feedback on the updated sections send through a ticket via OS4Ds by next meeting.

Previously a recommendation was made to utilise the CUREL service, specifically the *Search* interaction, to address concerns regarding visibility of other agents linked to a client while using the LDGLST service. After further consideration of feedback around maintaining adherence to the Reasonable Use policy, DSPs are now recommended to utilise the CUREL *List* interaction. This interaction, when called by a client level agent, will provide the practice name and registered tax agent number of any agents linked at the Account or Role levels and should only require one call to the service for all clients as opposed to one call per client using the CUREL *Search* interaction.

Further consideration is underway to address concerns around desktop compatibility. A mapped out visual of how the Value-Add services can be used in conjunction while maintaining adherence to the Reasonable Use policy is in progress.

The ATO is progressing the issues impacting the Dividend Reference Number and the Bank Account Number. It is proposed to change the schema to ensure that the allowable character set is consistent across platforms and ensure that the impact of invalid characters is minimised. The character set proposed to be implement for two fields are as follows:

Dividend Reference Number:	A-Z a-z 0-9 space *, - / # & ()
Managed Fund Reference Number:	A-Z a-z 0-9 space *, - / # & ()
Bank Account Number:	A-Z a-z 0-9 space , * - / # & ()

Please note that this may not eliminate the full instance of invalid characters. An analysis of the prefill data for 2019 identified a small number of characters outside of these sets but this impacted less than 100 taxpayers who lodged a 2019 return via SBR. None of these additional characters have currently appeared in the 2020 data at the time the analysis was undertaken.

We are also reviewing a number of other fields that have been highlighted by DSP's as being impacted by similar issues (such as the organisational name associated with the Dividend payment) to ensure that they are addressed at the same time. Our systems team are undertaking their due diligence to ensure that there are no downstream impacts

of making these changes. We will provide further advice once the character sets have been finalised for the identified fields and when the change can be scheduled.

Note: If there are other characters not listed here, or other fields affected, please send the details through to your account manager or via a ticket ASAP and we will forward the details to Ross.

Danny advised that NITR certification confirmations have been sent out via OS4Ds. Please review your registration information if you want it updated on the product register on sbr.gov.au.

A lot of work is being done reviewing production payloads for IITR as they come through. Overall results have been positive, though we are working through a few known issues. Notification of certification is likely next week.

Agenda item: 3 – Delivery update

Sangitha advised work would be on-going to address irritants related to interactive errors including:

- Investigating options to extract commonly occurring generic errors to consolidate resolution actions
- Providing better guidance on some of the short and long descriptions for validation rules and interactive errors – this will be taken to delivery teams for next tax time.
- Cleaning up of some of the interactive errors that possibly should be validation rules, and removing others entirely.

Agenda item: 4 – Platform update

Anu advised that platforms are stable and currently there are no issues to report.

There was an incident on 27 July where BBRP responses were delayed. Catch and hold was initiated to minimise impacts to clients.

On 28 July various systems were impacted as a result of network issues. The issues are now rectified and are being monitored.

It was noted that SBR2 transaction volumes in July were up 25% on the same period last year.

System availability in July was high at 99.5%.

Agenda item: 5 – Agent online environment update

David Baker advised there was work occurring to support agents in Victoria who are currently unable to access their business premises.

JobKeeper 2.0 is underway – keep an eye out for outage notifications of when we need to update systems.

Agenda item: 6 – DSP feedback

It was noted that a previously unallocated TFN which had been used for testing purposes is no longer available.

There was some discussion about the expiration of ELS passwords:

- Where some older prior year returns are lodged, an ELS password is still required
- ~~It often eventuates that ELS accounts have been locked due to inactivity (>12 months without being used)~~
- Currently the resetting of passwords can only be done from on-site and not under WFH arrangements. There is a maximum of 3 hours turnaround for unlocking of accounts.

David asked DSPs to send through any intel they might have of calls coming in related to expired ELS passwords – enough evidence may make a case for extending the the validity of ELS passwords.

Action item: DSPs to send through intel on the number of calls they are getting in relation to ELS prior passwords expiring.

PLS Working Group 04/08/2020 Agenda item 6 – ELS Passwords - Correction Notification

During the working group it was communicated that ELS passwords are still required and that ELS accounts become locked after >12 months of inactivity.

Correction: From April 2019 users of the PLS Prior Year Service are no longer required to maintain an ELS password. In order to transmit prior year returns only a valid ELS approval number (EAP) is required.

If a user receives a T21 error it is generally due to one of the three below scenarios:

- 1) Discrepancy between the EAP and RAN in the users software
- 2) Practices have restructured and retained the previous RAN/EAP in their software. Each RAN needs their own EAP so they need to apply for a new one.
- 3) ELS account was locked prior to passwords not being required and the transmitter has not used the prior year service since that time.