

Action Item	Description	Action by	Status	Update
06/07 - 04	David Baker will investigate why PRNs change with each assessment.	David Baker	Closed	<p><b>3 August:</b> Dayna Mikolajewicz provided further details and explanation – as per below but assured the group all PRNs, no matter which system they are generated in, will direct the payment to the correct account. Payments may take up to four business days to appear on the account.</p> <p><b>20 July:</b> no additional details at this time</p> <p><b>08 July:</b> There are two processing systems generating PRNs (legacy (AIS/IPS) and ICP). They each use slightly different generation/display rules.</p> <p>The visible difference between legacy (AIS &amp; IPS) &amp; ICP generated PRNs are:</p> <ul style="list-style-type: none"> <li>• check digits (character positions 15 &amp; 16 in an 18 digit PRN)</li> <li>• whether leading zeros are displayed or not <ul style="list-style-type: none"> <li>○ ICP generated PRNs display leading zeros,</li> <li>○ AIS &amp; IPS generated PRNs do not</li> </ul> </li> <li>• whether the leading '001' prefix for ICA 1 is displayed or not. <ul style="list-style-type: none"> <li>○ ICP generated PRNs display the '001' prefix,</li> <li>○ AIS &amp; IPS generated PRNs do not.</li> </ul> </li> </ul> <p>So, a PRN for the same client, account and obligation type generated in AIS/IPS will have different check digits to the PRN generated in ICP, won't display leading zeros and won't display the leading '1' for ICA1. This <b>does not</b> impact the validity or function of the PRN. Both PRNs will process through IPRS to ICP <b>without issue</b>, provided the client inputs the PRN into the correct field of their banking/payment software, the PRN is valid and does not contain transposition errors etc.</p> <p>Clients &amp; staff will see the above variances in their PRNs for Activity Statements <b>depending on where they are looking for the PRN</b>. This is a known discrepancy while the ATO have two processing systems (AIS/IPS &amp; ICP).</p> <ul style="list-style-type: none"> <li>• The PRN on paper Activity Statements is generated from AIS/IPS.</li> <li>• PRNs displayed in ICP are generated from ICP.</li> <li>• PRNs displayed on the <i>Payment Options</i> SPA in Online Services (all contexts) are generated from ICP.</li> </ul>

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06/07 - 03	Steve Irving to provide an update on XBRL to XML transition strategy for the remaining services which will be migrated.	Steve Irving	Closed	<b>20 July:</b> Steve Irving and Craig Hughes provided an updated timeline for transition in the meeting 20 July – see slide pack presented
06/07 - 02	David Baker to provide an update to the group on the design and status of the improvements to the ASLRPT service.	David Baker	Closed	<b>17 August:</b> Looking to close this action item as David has advised a new service will be delivered. Sangitha provided a list of the new fields which are proposed to be included in the new service at the last meeting – for discussion. <b>3 August:</b> David Baker advised that due to some additional changes related to STP Phase 2, a decision was reached that the planned ASLRPT changes in wholesale would be held off until the STP changes had gone in. A new ASLRPT service will now be delivered and is expected in EVTE in 22Q1 and in PROD in 22Q2. <b>20 July:</b> No update available
06/07 - 01	The DPO will follow up issues being experienced with the UI in OS4DSPs where there has been some change in functionality, including users are not being able to sort tickets.	DPO	In progress	<b>31 August:</b> A comprehensive list of workarounds were provided to the group until further fixes can be implemented – see <a href="#">attached document</a> . <b>17 August:</b> the fix that went in on the 5th only resolved some of the issues (Share and Cancel/Resolve functionality) - will need to work out a new approach for the remaining request 'view' issue. <b>3 August:</b> Fix scheduled for deployment on 5 August <b>20 July:</b> Fix scheduled for deployment on 5 August <b>7 July:</b> DSPs have advised the workaround provided to go to the requests list via the 'Help Centre' is no longer working. ATO cloud teams have identified an issue whereby information is not being passed to Jira from the browser and a fix is scheduled for deployment in early August. As a workaround in the meantime, users can open the requests list and then remove everything from the question mark onwards in the URL which should look like <a href="https://developer.sbr.gov.au/portal/servicedesk/customer/user/requests">https://developer.sbr.gov.au/portal/servicedesk/customer/user/requests</a> ). From here, users can filter requests and see results spanning multiple pages.

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08/06 - 03	Anu will follow up details around the myGovID outage which occurred on 04/06/2021.	Anu Duggirala	Closed	<p><b>22 June:</b> MyGovID was experiencing an outage on 04/06 preventing users from authenticating via MyGovID. Impacted applications included BP, OSFA, RAM and any other application that authenticates via MyGovID. Users already logged in were not impacted, however, no new connections could be established.</p> <p><b>Resolution:</b> with the introduction of the credential renewal service, 4 of the stored procs caused deadlock in the database table. The issue got worse when more people downloaded the new version of the mobile app with the renewal credential capability enabled, leading to the full outage. Teams ran a renew credential script and this restored services with no errors or high response times seen for MyGovID as of 3:05AM. TDV and BDV confirmed successful.</p>
08/06 - 02	DSPs queried when the occupation codes will be updated for the WRE ratios?	DPO/Sangitha Sivayograj/ Joe Rice	Closed	<p><b>10 June:</b> An updated <a href="#">NRFI WRE deductions ratio spreadsheet</a> was published.</p> <p><b>8 June:</b> The occupation Code list was updated for the NRFI simple self-assessment WRE ratios in the May release. Any updates to the code numbers (new codes and/or removal) will be updated at a later release window post tax time go live. Date still TBA – see issue 14 on <a href="#">Tax time 2021 – PLS Additional Information</a> page.</p>
08/06 - 01	DPO to follow up whether it is possible to move the new ELSTag service into PROD earlier than 3 December 2021 to allow for a longer testing period prior to the deactivation of the current (2014) service.	DPO/DWIS/ Alana Watters/ Martin Kenseley	Closed	<p><b>10 June:</b> Due to the nature of the changes it must be included in the integrated release. A date earlier than 3 December 2021 will not be a possibility.</p>

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30/03 - 01	The DPO will follow up on IITR assessments returned without lump sum in arrears tax offset in the assessment.	DPO/ Danny Figueiredo/ Marie Berridge	<b>Closed</b>	<p><b>27 April:</b> DPO has contacted the business team and requested that the scripting be updated to assist the teams providing support for tax agents.</p> <p><b>13 April:</b> Lump payments in arrears (LSPIA) cannot be processed for foreign pension and annuities clients, however LSPIA can be processed for salary and wages clients. The LSPIA tax offset will only appear on a Notice of Assessment (NOA) if it is greater than \$0.</p>

16/03 - 03	The DPO will review and follow up outstanding tickets related to prefill issues. The PLS troubleshooting page will also be updated. Danny will report back to the group.	DPO/Danny Figueiredo	In progress	<p><b>31 August:</b> No further update at this time. Further investigation by DPO and technical teams is still underway.</p> <p><b>17 August:</b> There are 2 updates on the PLS Prefill Issues:</p> <ol style="list-style-type: none"> <li><b>1.</b> Private Health Insurance commencement and finalisation dates for client health funds will continue to be suspended in PLS until Tax Time 2022. This is due to an issue having been identified that requires backend system update which would impact both PLS and myTax Services. The update on PLS Troubleshooting page will remain until resolved.</li> <li><b>2.</b> Prefill requests including “0’s” instead of “null” resulting in validation rule errors when message is sent back to ATO via lodgment. The DPO has received recent examples and referred for investigations. Technical teams are reviewing the message creation process to identify where the zeros are being populated.</li> </ol> <p><b>3 August:</b> The ATO has updated the PLS Troubleshooting Page guidance with regards to the “Commencement and finalisation dates for client Health funds (multiple funds within the financial year)”. Update on 15/07/2021 states that “Publishing of dates associated with clients swapping between health funds within the financial year within PLS prefill has been temporarily suspended. This information continues to be available to agents within prefill accessed through OSFA”. There is no ETA on the SBR fix at this stage.</p> <p><b>20 July:</b> The previous update regarding the Private Health Insurance fix which was deployed as part of Tax Time 2021 Deployment was unfortunately rolled back by the ATO. This is backend issue and the ATO team is looking for an update with no date that can be supplied at this stage. Pre-fill will not, for the moment, include the private health insurance dates until a resolution is identified. All DSPs with a ticket on this matter has been updated via OS4DSP.</p> <p><b>6 July:</b> Government payment with no period from and to – agents have to log on to OSFA to get the detailed information. DSPs with relevant tickets received updates via online services for DSP tickets requesting for verification that this has been resolved on their end. The DPO can confirm that we are still waiting on the response from the DSPs on these specific tickets.</p> <p><b>22 June:</b></p> <ul style="list-style-type: none"> <li>• 0’s being imported as part prefill matter – at last PLS WG DPO mentioned that needed examples from DSPs to assist investigating this matter.</li> <li>• government payment with no period from and to – agents have to log on to OSFA to get the detailed information. This was delivered as part of the weekend’s</li> </ul>
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				<p>release. DPO has confirmed the fix went in as planned and all DSPs with a specific ticket on this matter will get and update via online services for DSPs.</p> <p><b>8 June:</b> No further update at this time. Further investigation by DPO and technical teams is still underway.</p> <p><b>25 May:</b></p> <ul style="list-style-type: none"> <li>• O's being imported: DPO has asked the reporting DSPs to provide real life examples to assist the investigation process. As this is identified as a back end matter, it is proving to be complex and most likely will need to be analysed in detail post tax time implementation.</li> <li>• NO update other incidents previously identified below</li> </ul> <p><b>11 May:</b></p> <ul style="list-style-type: none"> <li>• O's being imported as part of prefill when it's a null – Incident INC003146036 has been logged. As this is complex issues <i>impacting multiple systems it is under analysis by the Digital Wholesales and Business teams.</i></li> <li>• “_ (underscore)” being imported and agents have to change to another accepted character – <i>the Change Request has been updated however its pending a the change approval process to take place with no delivery/fix date PBI 232374</i></li> <li>• foreign income when it is calculated it equates to a negative (sign) value which then is not a valid total for the lodgment - <i>the Change Request has been updated however its pending a the change approval process to take place with no delivery/fix date PBI 2145870.</i> The PLS Troubleshooting page has been updated to assist DSPs and their Tax Agent Clients:</li> </ul> <table border="1" data-bbox="1048 1129 2152 1366"> <tr> <td data-bbox="1048 1129 1547 1366"> <p><b>When pre-lodging the Individual Income Tax Return you are returned with error message 'CMN.ATO.GEN.0002 Lodgment failed. Contact the ATO. Error code 50137'</b></p> </td> <td data-bbox="1547 1129 2152 1366"> <p>Determine if the return contains exempt foreign income in the income details schedule.</p> </td> </tr> </table>	<p><b>When pre-lodging the Individual Income Tax Return you are returned with error message 'CMN.ATO.GEN.0002 Lodgment failed. Contact the ATO. Error code 50137'</b></p>	<p>Determine if the return contains exempt foreign income in the income details schedule.</p>
<p><b>When pre-lodging the Individual Income Tax Return you are returned with error message 'CMN.ATO.GEN.0002 Lodgment failed. Contact the ATO. Error code 50137'</b></p>	<p>Determine if the return contains exempt foreign income in the income details schedule.</p>					

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				<table border="1" data-bbox="1048 276 2154 427"> <tr> <td data-bbox="1048 276 1547 427">Added - 05/05/2021</td> <td data-bbox="1552 276 2154 427">If so, ensure that Foreign income deductible expenses are not greater than Exempt foreign income and attempt to lodge the return again.</td> </tr> </table> <ul data-bbox="1099 435 2130 539" style="list-style-type: none"> <li>• government payment with no period from and to agents have to log on to OSFA to get the detailed information – was scheduled for April production release but now on track for resolution as part of Q3 July.</li> </ul> <p data-bbox="1048 576 2130 679"><b>27 April:</b> TT2021 - <a href="#">PLS additional information</a> has been added to the Collaboration Hub. It is a summary of key tickets/issues identified by DSPs and/or ATO whilst building for Tax Time <u>2021</u> which may assist other DSPs</p> <p data-bbox="1048 683 2130 751"><b>13 April:</b> The previously reported issues all have been escalated to the technical business teams for review and can give the preliminary update:</p> <ul data-bbox="1099 754 2130 1118" style="list-style-type: none"> <li>• O's being imported as part of prefill when it's a null – <i>TBA under analysis</i></li> <li>• “_ (underscore)” being imported and agents have to change to another accepted character – <i>the Change Request has been updated however its pending a the change approval process to take place with no delivery/fix date</i></li> <li>• foreign income when it is calculated it equates to a negative (sign) value which then is not a valid total for the lodgment - <i>the Change Request has been updated however its pending a the change approval process to take place with no delivery/fix date</i></li> <li>• government payment with no period from and to agents have to log on to OSFA to get the detailed information - <i>on track for resolution as part of Q2 April release</i></li> </ul> <p data-bbox="1048 1153 2130 1326"><b>30 March:</b> With the introduction of the IITR granular data for 2019 -2020 there are a few issues with the prefill service returning some information or characters that were not accepted by SBR submit action. Many of these issues were resolved via tax time 2020, however new specific issues are now being logged by DSPs. DPO has put together a list of the outstanding IITR prefill issues that we have a ticket for. These currently are:</p> <ul data-bbox="1099 1361 1749 1398" style="list-style-type: none"> <li>• O's being imported as part of prefill when it's a null</li> </ul>	Added - 05/05/2021	If so, ensure that Foreign income deductible expenses are not greater than Exempt foreign income and attempt to lodge the return again.
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16/03 - 02	The DPO will follow up whether JobKeeper payments will be included in aggregated turnover.	DPO/Ingrid Simon	Closed	<p><b>25 May:</b> The fix has now gone in for the TRT and PTR. Action item to be closed.</p> <p><b>11 May:</b> Pending May Release weekend 21-23 May</p> <p><b>27 April:</b> The fix has gone in for the CTR. The fix will go in for PTR and TRT in the May release.</p> <p><b>13 April:</b> Action item will be closed when the fix has implemented into the April EVTE.</p> <p><b>30 March:</b> JobKeeper payments are <b>not</b> included in aggregated turnover (as per ATO web guidance <a href="https://www.ato.gov.au/business/small-business-entity-concessions/eligibility/aggregation/">https://www.ato.gov.au/business/small-business-entity-concessions/eligibility/aggregation/</a> ).</p>
16/03 - 01	The DPO will follow up whether the conformance suite payload for IITR will include JK data.	DPO/Martin Kenseley	Closed	<p><b>16 March:</b> Sample Jobkeeper data is included in the Conformance Suite for IITR 2021. The prefill response in CONF-ATO-IITR-SRP-005 includes the Jobkeeper prefill amount. The same prefill response data is also included in CONF-ATO-IITR-BATCH-003.</p>
19/01 - 02	Business to investigate the need to have different TPAR versions to account for private and government reporting.	DPO/Danny Figueiredo	Closed	<p><b>16 Feb:</b> Ticket update was accepted by the DSP and awaiting the specifications to be release to close the ticket. This item will be removed from the PLSWG.</p> <p><b>2 Feb:</b> The specification for TPAR.0003 (2021) is correct and it's the business guidance that needs updating to reflect that it will be used to reporting <i>"Payments made by government entities for services or payments made by businesses for services"</i>. DSPs looking to develop this service, should wait until the FEB EVTE release as it will include this update plus recent legislative changes. Production release is still expected for July 2021.</p>

19/01 - 01	Business to investigate and confirm if updates will be made to company tax rates for future year returns and the possibility of lodgment of future year returns, in prior year CTR versions, via SBR for base rate entities.	DPO/Danny Figueiredo	<b>Closed</b>	<p><b>27 April:</b> Updated in April release. This action item can now be closed.</p> <p><b>13 April:</b> Confirming that the tax rate change updates to factor in the new rates for SAP Early Balancers for 2022 (using the CTR 2021 service) has been implemented by ATO and targeted for APRIL EVTE release.</p> <p><b>30 March:</b> The CTR 2020 changes to EVTE and PROD were deployed on the 25<sup>th</sup> of March. Internal reviews have been completed to check the fix and we are waiting on advice from some DSPs that originally reported the issue to update the PLS Troubleshooting page.</p> <p><b>16 March:</b> An early draft of the <a href="#">2020</a> Company Tax Return (CTR2020) tax rate modification to support the early lodgers is available from the Collaboration Hub. The anticipated date for CTR2020 changes to EVTE and Production is Thursday 25 March. This page will be removed once the resources are available on <a href="http://sbr.gov.au">sbr.gov.au</a>. Both the CTR2020 and <a href="#">2021</a> changes are included in the draft, however the <a href="#">2021</a> changes will be included in a later scheduled EVTE release.</p> <p><b>02 March:</b> ATO business teams have confirmed that early lodgers (including early balancers with an approved substituted accounting period) that are base rate entities lodging a return for their 2020-21 income year <b>are entitled to the lower tax rate of 26%</b>. The ATO is working on the system update for the 2020 service and will provide a fix date when available. As an interim solution (until fix implemented), <b>clients are required to lodge a paper return.</b></p> <p><a href="#">PLS Troubleshooting Page</a> has been updated with the following:  <b>Heading:</b> Unable to lodge 2021 Company Tax Return for Early lodgers including early balancers with an approved substituted accounting period  <b>Content:</b> Due to the 2021 Company Tax Form rate changes (lower tax rate of 26%), SBR validations are currently blocking any lodgment for clients that are early lodgers (including early balancers with an approved substituted account period) with the entitled lower tax rate of 26%.  As an interim solution you will need to lodge these using a paper return.  We are working to resolve this issue as a priority.</p> <p><b>20 Feb:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">For Early Lodgers:</a> ATO business teams have confirmed that early lodgers (including early balancers with an approved substituted accounting period) that</li> </ul>
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				<p>are base rate entities lodging a return for their 2020-21 income year <b>are entitled to the lower tax rate of 26%.</b></p> <p>The ATO is working on the system update for the 2020 service and will provide a fix date when available. As an interim solution (until fix implemented), <b>clients are required to lodge a paper return.</b></p> <p>PLS Troubleshooting Page has been requested to be updated  <a href="https://www.ato.gov.au/general/online-services/technical-support/troubleshooting-for-businesses-and-tax-practitioners/">https://www.ato.gov.au/general/online-services/technical-support/troubleshooting-for-businesses-and-tax-practitioners/</a></p> <ul style="list-style-type: none"> <li>• <u>For Early Balancers</u>: more information to be provided due to pending consultation within ATO teams</li> </ul> <p><b>16 Feb:</b></p> <ul style="list-style-type: none"> <li>• <u>For CTR 2021 EVTE</u>: The Tax Rate for Company ITR is being updated as reported earlier.</li> <li>• <u>For Early Lodgers</u>: This is officially logged as a change request due to the complexity of the matter (INC003071120). It is being actively discussed between the business and technical teams for a final review on the matter as it does impact multiple systems (not just SBR) and they need to ensure all systems can accommodate and are in sync for this change where a Company is to access a future year tax rate. Currently the only alternative for Early Lodgers in this situation (interim) is via paper.</li> <li>• <u>For Early Balancers</u>: <i>details to follow</i></li> </ul> <p><b>2 Feb:</b> An incident has been logged and the ATO is currently investigating. It has been identified that the tax time 2021 rates are on target to be changed, however business together with DWIS are exploring the requirements and implications of making the change to 2020 rate understanding that it only effects the early lodgers or SAP.</p> <p>The ATO is also looking to inform tax agents of this matter via the <a href="#">PLS trouble shooting page</a> (still to be updated).</p>

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08/12 - 02	DPO to work with business to determine a way to consult with DSPs on the LCB measure and its implementation.	DPO/Laura Bagnato	<b>Closed</b>	<p><b>2 Feb:</b> The business team attended the PLSWG to provide a feedback opportunity for the recent Change Advice issued 19 January.</p> <p><b>19 Jan:</b> Due to the tight timeframes in which the LCB measure needs to be developed and delivered, the business team will not be in a position to co-design or consult on this one. They have advised that if they do get any feedback they will see if it is already incorporated in our validation checks and design.</p>
08/12 - 01	Business to provide instructions on the SAP process for the LCB measure which DSPs can provide to their clients.	Laura Bagnato	<b>Closed</b>	<p><b>19 Jan:</b> The updated Change Advice has been received and published to the collaboration hub and SWD.</p>

29/10 - 01	Sangitha Sivayogaraj will follow up to confirm the naming issues raised in relation to lodging NLA and Dividend and Interest schedules for trusts or entities with # in the name have been resolved. INCO00034500669	Sangitha Sivayogaraj	In progress	<p><b>31 August:</b> We are still working on the 'rolling roadmap' that will track what services get updated, but in the mean time, Sangitha will have an update in today's meeting.</p> <p><b>17 August:</b> We will be developing a rolling roadmap that will track what services get updated.</p> <p><b>3 August:</b> We are still working through the best way to track these changes as they are progressively rolled out over the next 12 to 18 months.</p> <p><b>20 July:</b> Updates to the Client update services will be progressed immediately as discussed at the last meeting. Changes to other services will communicated as part of the roadmap.</p> <p><b>6 July:</b> Rollout strategy presented – feedback welcomed</p> <p><b>22 June:</b> No further update at this time</p> <p><b>8 June:</b> No further update at this time</p> <p><b>25 May:</b> DWIS will provide a prioritised list of impacted services to the group who will then have an opportunity to provide feedback on the proposed roll out schedule. We plan to bring this to the group by the end of June (due to current work loads)</p> <p><b>11 May:</b> No further update at this time</p> <p><b>27 April:</b> The issue was presented at the DARG meeting on 20 April. It was suggested a working group may be established to work through the roll out strategy as the changes impact 190 services.</p> <p><b>13 April:</b> Stakeholder consultation is still ongoing.</p> <p><b>30 March:</b> Stakeholder consultation is still ongoing.</p> <p><b>16 March:</b> Stakeholder consultation is ongoing trying to determine if there is any other services being impacted in addition to the identified ones in the business requirements.</p> <p><b>02 March:</b> A stakeholder meeting was held Last Friday (26 Feb) discussing scoping and strategies and focus, and looking at which projects will be impacted.</p> <p><b>16 Feb:</b> We are still awaiting for the feedback from relevant areas regarding the scope (i.e. impacts on certain services, or all instances of non-individual names). We have followed this up and will provide further update as soon as it is available.</p> <p><b>2 Feb:</b> The issue was assessed with a bigger scope than original incident. The job sizing and the number of services being rolled out are being examined, aiming to develop a holistic approach for the matter rather than a fix to one single issue raised. The Solution is being developed with no specific timeframe provided as of yet.</p> <p><b>19 Jan:</b> The feature is written and with DWIS for assessment to be progressed to the Product Management Group (PMG).</p> <p><b>8 Dec:</b> The feature is being assessed by impacted function areas and yet to be finalised.</p>
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				<p><b>24 Nov:</b> Business is assisting with the finalisation of the feature. It will progress to the PMG for approval shortly.</p> <p><b>27 Oct:</b> No further update, internal documentations are still being prepared and reviewed</p> <p><b>13 Oct:</b> an initial draft of a feature (system change document) has been completed and will be progressed to internal review and approval.</p> <p><b>29 Sept:</b> Business change request is being planned - submission for internal approval is scheduled in early October. Pending the outcome, further business requirement document will be prepared and progressed to system changes.</p> <p><b>15 Sept:</b> Work is continuing on aligning the use of special characters across services. There may be a staged approach for delivery of updates.</p> <p><b>01 Sept:</b> No further update at this time.</p> <p><b>18 August:</b> No further update at this time.</p> <p><b>4 August:</b> Business is progressing with a request to allow special characters in non-individual entity names – as these validation rules impact multiple business lines and systems, they are working together to reach an outcome.</p> <p><b>21 July:</b> Business are continuing to progress this discussion on the broader implications of allowing certain characters – no further update.</p> <p><b>07 July:</b> no further update at this time.</p> <p><b>23 June:</b> no further update at this time. There’s a broader conversation taking place about acceptable characters in general across services which is being led by business.</p> <p><b>09 June:</b> no further update at this time.</p> <p><b>26 May:</b> Still under review by business.</p> <p><b>12 May:</b> currently under review by business. The exclusion of # in the DIS was intentional in late 2019 to prevent system errors that were occurring at the time. Due to this, the requirement is being investigated by our business areas to determine whether there is value in allowing this change based on the number of users experience this issue. This is still in progress.</p> <p><b>28 April:</b> DWIS are working with Business and PGI teams to implement a minor change aimed at addressing the issue</p> <p><b>14 April:</b> no further update at this time.</p> <p><b>31 Mar:</b> no further update at this time.</p>

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				<p><b>17 Mar:</b> no further update at this time.</p> <p><b>03 Mar:</b> No further update</p> <p><b>18 Feb:</b> No movement, still waiting for business to confirm and drive the change</p> <p><b>4 Feb:</b> Pending business guidance</p> <p><b>21 Jan:</b> No progress over the shutdown period. Still waiting for business direction on how to proceed.</p> <p><b>10 Dec:</b> We are still waiting for business direction on how best to resolve this issue.</p> <p><b>26 Nov:</b> The last update on the 20/11 is that this is still with the business areas to progress.</p> <p><b>12 Nov:</b> This issue is still being investigated, with the possibility of a fix being required. It has been referred back to business for quality checking.</p>