Australian Government
Australian Taxation Office

Key Outcomes

Title:	PLS working group – Key outcomes
Issue date:	30 September 2021
Venue:	WEBEX
Event date:	28 September 2021 **Start:** 1:00pm **Finish:** 2:00pm

Chair:	Sonia Lark	**Facilitator:**	Sonia Lark
Contact	Sonya Summers	**Contact phone:**	02 47257383

Attendees: names/section	ATO – Sonia Lark, Danny Figueiredo, Sangitha Sivayogaraj, Anupama Duggirala, Phuoc Giang, David Baker, Jim Kneebone, Craig Hughes. Industry – Darin Carter, Saiful Larry (Access Group), Jack Wee (Catsoft), Misha Ali, Trajan Goldsworthy (eTax), Sandeep Gopalan (GovReports), Mike Behling, Christine Savva, Scott Reid, Michael Tong, Eli Gomez (MYOB), Albert Lillie (One-Click), Kevin Johnson, Steven Ivanopoulos (Reckon), Chardutta More (Sparken), Karl Farrand, Natalie Noble (TaxLab), Shane Paxton, Linda Kerhoulas, James Barillaro, Alex Jacklin, Shifa Akbar, Ankit Rawat (Thomson Reuters), Mark Walmsley (Walmsley Family Trust), Danna Zhang, Eric Yan, Sue Zhao (Wolters Kluwer), Andrew Sprankling (Xero).
Apologies: name/section	Michael Wright (Access Group), Lex Edmonds (MicroTax), Andrew Smith (MYOB), Andrew Noble (Noble Accounting), Nathan Kerr (One-Click), Krunal Patel, Nikunj Simariya (Thomson Reuters), Raihani Rahmat, Farah Shaikh, Patrick Bogle (Wolters Kluwer), Kelvin Newton (Xero).

Agenda item: 1 – Welcome

Sonia welcomed the group and highlighted a few items of interest:

- The draft MSTs for services transitioning to XML are now available for review and feedback in the Knowledge Base.

- A page has been set up in the Collaboration Hub for TT2022 to share information and provide updates on common issues and irritants – see Tax time 2022 - PLS Additional Information & FAQs

- Additional information has also been published for the updated ELS TAG prior years' service. The new ELS prior year service will move into PROD on 3 December, and the previous version will be deactivated on 31 January 2022. DSPs will have to request access to EVTE and PROD by lodging the appropriate ticket in OS4Ds. No PVT will be required.

The DPO is working to resolve issues with DSP access to both the Knowledge Base and Collaboration Hub in OS4Ds.

Agenda item: 2 – Action item updates

Updates were provided for outstanding action items. (see action items)

Agenda item: 3 – Tax time related documentation

The final 2022 FBT form has been published in the collaboration hub.

Agenda item: 4 – Changes to payment plan services

Approximately 1 million payment plans worth $25 Billion are entered into each year; 70% of which are for business clients including sole traders. There has been a 20% increase in payment plans set up via digital channels (esp. OSfA and OSB) since January 2021.

APIs to manage payment plans are available but have seen no take up as yet. Feedback from agents and business clients is that they want to be able to lodge and pay directly through their accounting software, and not have to log into another service or do this manually.

Jim Kneebone gave an overview of the payment plan services which are currently available as well as the proposed changes and enhancements.

See presentation pack for additional details.

Agenda item: 5 – Delivery update

The September EVTE release occurred two weeks ago – which included the uplifted LDGNN service which now allows NLA for TPAR and bug fixes. The data visibility service and ELS prior years service v2 is being released into EVTE on 30 September.

A number of rollover changes are planned for December. Further details for 2022 will be provided in the next version of the Release on a Page.

The special character updates will be carried out in the client update and income tax services in December.

Conformance suite data refresh
Conformance suite test data will be progressively reviewed and updated to simplify impact and streamline implementation. A few super services have already been completed.

The payloads will be published approximately one month in advance of the data moving into EVTE to allow for DSP review and feedback.

A page has been created in the Knowledge Base where conformance suite data will be shared.

Agenda item: 6 – Platform update

There are no current issues with the platforms.

There was some channel degradation on 13 September which led to a minor outage and was due to new security software rollout.

It was also noted that there have been intermittent issues since the weekend deployment resulting in stuck batches. Stuck batches are being replayed.

Agenda item: 7 – Agent online environment update

The quarterly deployment occurred over the weekend without major issues, although it took longer than anticipated.

There was a problem with myGovID on the morning of 28/09, but it was resolved in under an hour.

The BIG has been finalised for the new ELSTagFormat service – it will provide some suggested ways of managing client expectations and some proposed messaging to reduce call volumes to DSPs as well as to the ATO. The BIG will also include some direction around using alternative services such as the lodgment list service, to complete the process of confirming lodgment status.

Agenda item: 8 – DSP feedback

No additional issues were raised.