



Meeting Outcomes v1.01 <small>V1.01 – modified ACTION A0175 replacing “re-send” with “re-pull”</small>		File ref: 20181205 _STPTC
Title: Single Touch Payroll (STP) Technical Committee meeting outcomes		
Issue dates: v1.01 - 11 th February, 2019; [v1.00 - 18 th December, 2018]		
Venue: https://ato.webex.com/		
Event date: 5th December 2018	Start: 14:00 (AEST)	Finish: 15:08
Facilitator: Michael Connolly	Committee Chair: Michael Connolly	Secretariat: Gary Anderson
Publications https://softwaredevelopers.ato.gov.au/STPTC		

Participants	This was a closed meeting restricted to members of the STPTC (** indicates substitute).	
	<u>Digital Service Provider (DSP) members</u>	
	<u>DSP Name (& organisation)</u>	<u>Representing software Segment</u>
	Deanne Windsor (Pendragon)	Payroll
	Graham Coutts	Payroll
	Martin Etherington (XERO)	Payroll
	Doreen Bhamji (DATACOM)	Payroll; New Zealand DSPs
	Katie Leitch (MYOB)	Payroll; Tax Prep; Business Accounting
	Craig Mitchell (Xtrasoft)	Payroll; Business Accounting
	Grant Doherty (Qvalent)	Sending Service Provider
	Nikki Murray (SuperChoice) (** for Ali Gibson)	Superannuation
	Alistair Gibson (SuperChoice)	Superannuation
	Sandeep Gopalan (GovReports)	Tax preparation
	<u>ATO members</u>	
	Cameron Everitt	Martin Kenseley
	Des Parker	Michael Connolly
	Gary Anderson	Vitaly Sidorenko.
	Geradine Burke	Mick Ferris (**)- also for M. Rowell
	Ian Colhoun	Amrik Sinh (**)- also for M.Mane
	Lachlan McKenzie	Angela Lehmann (**)- for M. Karavass and M. Bressan
Apologies	ATO: Andrew Joyce, David Van Dijk, Marilena Bressan, Martin Mane, Michael Karavas, Michael Rowell, Nicola Sellick.	
	DSP: Brett Reed	

Key outcomes from this meeting:

- **Recommendation: STPTC in 2019** - Members acknowledged previous achievements and voted to continue in 2019
- **Recommendation: Communications** - ATO should promote information on changes to the resend-message-time-limit (from 48 hours to 30 days)
- **Recommendation: text of employer declaration** – (re: text for TFN declaration for an employer lodging directly – not via an agent) Members acknowledged ATO approach to update into the new version of the Taxpayer Declaration Guide, likely during the 1st quarter of 2019.
- **Recommendation: TFNDEC vs PAYEVNT data structures** – Members recommended urgently establishing a focus group to resolve the way forward.
- **Concern: Communications on outages and issues:** need for better greater visibility of current-outage reasons and known issues impacting production, including awareness of fixes targeted by maintenance outages.
- **Concern: Stuck messages** - continue to cause difficulties ahead of anticipated increase in volumes. Concern is tempered with expectation that ATO's expanded resilience program will address the issue.
- **Concern: Operational Framework Documentation** – DSPs noted difficulty in finding the location of all documentation relevant to Operational Framework.

Actions from this meeting

A0173: ATO (M. Ferris) to investigate reports of ATO systems still processing message despite the message exceeding response time. Reported in relation to messages sent via SSP. (Reported by Graham Coutts)

A0174: ATO (G. Anderson) to establish a new focus group: TFNDEC-v-PAYEVNT-data-structures

Postscript: Focus group kick-off scheduled for 18/12/2018 with detail meeting planned for 16/01/2019. Interested DSPs should contact STPTC@ato.gov.au **ACTION CLOSED**

A0175: ATO (G. Burke) to advise where information will be provided/published to software industry in regard to deployment of changes (8/12/) regarding the extension of time to “re-pull” messages from 48 hours to 30 days.

A0176: ATO (M. Ferris) to report on ATO's plans in regard to DSP requests to provide greater visibility of current-outage reasons and known issues impacting production. (ref: "submission" to Michael Rowell 4th Dec)

A0177: ATO (A. Lehmann) to provide information on where details of the "Materiality thresholds for deferrals" is published.

1 & 2 Welcome & items arising from previous meeting

Michael Connolly acknowledged the traditional owners and welcomed participants.

There were no matters arising from the documentation of the [outcomes of STPTC 21 Nov 2018](#), which were accepted.

3 - Emerging technical issues relating to STP

Members raised the following matters:

Communications to DSPs about known issues and outages

- D. Windsor reported that an email had been submitted to ATO via M. Rowell regarding need for better greater visibility of current-outage reasons and known issues impacting production.

NEW ACTION A0176: ATO (M. Ferris) to report on ATO's plans in regard to DSP requests to provide greater visibility of current-outage reasons and known issues impacting production. (ref: "submission" to Michael Rowell 4th Dec)

- A. Gibson raised concern that communications on scheduled outages could be improved with more information regarding any issues that are being resolved via the updates.
ATO noted this was related to the point raised above and the resultant action A0176.

Clarification that "stuck" messages does not just affect STP services

- ATO confirmed that there are different root causes causing the same result ("stuck messages") and this does not only affect STP services.

Information for employers if no response to messages

- N. Murray raised concern that employers are confused if there is no response.
- A. Gibson quoted 30 messages per day without responses.
- DSPs noted expected increase with the increase in MASS and MATS and also as deferrals expire.
- ATO reiterated information from previous STPTC meetings that:
 - DSPs can raise incidents on behalf of clients or clients can raise themselves (depending on each DP's support processes)
 - Incidents should be raised each time because the root causes may vary.
 - The number of messages "stuck with no response" has been cut in half because resolved incidents have led to changes to address root causes.
- ATO noted that the ATO's resilience program (to increase capacity and performance of all systems) has already been ramped up again to cope for a "six-time" increase, which is likely to alleviate the issue.

Report of ATO processing messages after response time exceeded.

- G. Coutts reported there had been instances of messages via SSPs being processed after the expected response-time-expiry.

NEW ACTION A0173: ATO (M. Ferris) to investigate reports of ATO systems still processing message despite the message exceeding response time. Reported in relation to messages sent via SSP. (Reported by Graham Coutts)

PAYEVNT reporting of YTD when employee numbering changes.

- K. Leitch noted confusion over how to treat YTD figure if/when an employee number changes mid-year.
- Members agreed options are to either zero in the old BMS record and add to the new one; else do not move the YTD to the new number.
- ATO (A. Lehmann) took the issue to table in future design considerations.

MATERIALITY THRESHHOLDS

- G. Coutts queried where is information published on materiality thresholds?
NEW ACTION A0177: ATO (A. Lehmann) to provide information on where details of the "Materiality thresholds for defences" is published.

4 - Awareness of activities in other STP Groups impacting technical decisions

Members sought to identify if there is impact on STP technical matters (from the perspective of whole-of-industry) arising from recent events including a selection that was provided (as follows):

- STP** <https://softwaredevelopers.ato.gov.au/STP>
23.10.2018 [ATO is contacting employers of 19 or less](#)
26.10.2018 [Webcast recording available for Small Employers](#)
- Readiness** <https://softwaredevelopers.ato.gov.au/STPreadinessupdatewebinars>
- STPAG:** <https://softwaredevelopers.ato.gov.au/STPAdvisoryGroup>
27.09.2018 <https://softwaredevelopers.ato.gov.au/STPAG27092018>
- STP for Practitioner Lodgment Services(PLS)**
<https://softwaredevelopers.ato.gov.au/PLSservicesSTP>
19.09.2018 <https://softwaredevelopers.ato.gov.au/STPPLSSWG17092018>
18.10.2018 <https://softwaredevelopers.ato.gov.au/STPPLSSWG18102018>
03.12.2018 <https://softwaredevelopers.ato.gov.au/STPPLSSWG03122018>
- DIGITAL IDENTITY:** <https://softwaredevelopers.ato.gov.au/DigitalIdentityWG>
- DPO news** <https://softwaredevelopers.ato.gov.au/Whats-new>
29.10.2018 [PAYEVNT 0003 2018 & 0002 2017 package details](#)
05.11.2018 [SBR2 Prod2 Certificate renewal](#)
07.11.2018 [Register for Webinar 22 Nov re DSP On-line services](#)
15.11.2018 [Webcast scheduled - 28 Nov Payroll developers talk STP with ATO](#)
20.11.2018 Updated Operational Framework Requirements
<https://softwaredevelopers.ato.gov.au/updatedDSPOperationalFrameworkRequirements>

DSPs raised concern regarding Operational Framework information that:

- It is difficult to find the location of all documentation relevant to Operational Framework.

5 - STPTC standing item – Schedule and Roadmap

Ref: https://softwaredevelopers.ato.gov.au/eCommerce_Schedules_and_Scope

STP plan on a page

Mick Ferris advised that the STP plan on the page will have updates when available, and noted that the scheduled deployments:

- represent the confirmed deployments for changes to STP services only
- do not include scheduled outages for updates to other systems despite that they may also impact STP availability.

STP technical change roadmap

Michael Connolly advised members that there are no changes to review.

6 - STPTC standing item – Common production or EVTE incidents for STPTC consideration

(This was introduced as a new standing item for STPTC meetings in Nov 2018 for participants to consider if there is a common technical problem (root cause) arising from listed, unresolved STP incidents and to make recommendations on solutions or workarounds where necessary)

IMPORTANT: The purpose is **not** to walkthrough open issues of individual DSPs (which should be progressed or reviewed via the [On-Line-Services-for-DSPs](#) or via DPO or [account manager](#))

Participants' pre-reading: https://softwaredevelopers.ato.gov.au/known_incidents_and_lists

Members confirmed that:

- There has not been much change since last fortnight.
- The main common issue at present is still the AUTH007 errors.

Members noted the following:

- A. Gibson suggested that the problem of stuck messages could be alleviated by giving DSPs greater capacity to resend. By the time clients report to DSPs, the current resend window has often expired, especially over the weekend. It could be improved by the ATO extending the time available to resend messages (currently set at 48 hours)
- ATO noted that a change being deployed 8-9 December 2018 would extend the window from 48 hours to 30 days.
- Members recommended the ATO promote information on changes to the resend-message-time-limit (from 48 hours to 30 days)

A0175: ATO (G. Burke) to advise where information will be provided/published to software industry in regard to deployment of changes (8/12/) regarding the extension of time to “re-pull” messages from 48 hours to 30 days.

7 - Action items

A0164: ATO to facilitate and investigation into the reports of AUTH007 errors being received by one DSP, then to

a) resolve specific AUTH007 errors offline with the specific DSP
specific issue

26/10/2018 Incident (DSPPT-608, INC000033867335) logged.

13/11/2018 DSP provided payload data for review.

Update 5/12/2018 Incident continuing to be investigated for root cause and other instances attached to this incident

and/or

b) escalate if AUTH007 error is found to be a common issue impacting all SSPs
Previous Update: 15/11/2018 ATO seeking to clarify whether AUTH007 errors should occur when an SSP is used.

Update 5/12/2018

- each incident is being investigated and manually progressed
- Some are being found to be not authorisation errors but caused by timeouts
- One option is to implement some additional error codes
- DSPs or clients should continue to log incidents each time to help resolve

ACTION ON-GOING

7 - Action items

. . . continued from previous page:

A0170: ATO to get estimate of time frame to address changes to TFNDEC in regard to alternate text for employers' declarations (i.e. in addition to the current declaration which is specific to tax-agents).

Raised 21/11/2018 – Timeframe to be addressed following previous action A0166: Seek update on an “. . .the appropriate text for TFN declaration for an employer to use when lodging directly – not via an agent” - Discussed at [STPTC meeting 21 Nov](#)

Update 5/12/2018: New declaration will be updated into the new version of the Taxpayer Declaration Guide, likely during the 1st quarter of 2019

Members agreed to CLOSE ACTION to a watching brief

A0171: ATO to investigate the potential and impact of implementing PAYEVNT WPN/Branch validations as explicit validation rules instead of the “MST Payer Branch Report Guidance” document.

Update: 3/12/2018 ATO will look to including this in documentation for a subsequent release of PAYEVNT. In the short term DSPs are encouraged to make their developers aware of the Guidance document.

Members agreed to CLOSE ACTION

A0172: ATO to investigate the potential and impact of implementing changes to TFNDEC structures which were identified as “mis-aligned” with PAYEVNT.

- It was noted that the matter needs closer consideration by a focus group to determine if change is needed.
- Members offered to join the focus group were D. Bhamji, D. Windsor, G. Coutts, M. Etherington

ACTION A0172 CLOSED.

New ACTION A0174: ATO (G. Anderson) to establish a new focus group: TFNDEC-v-PAYEVNT-data-structures.

Postscript: Focus group kick-off scheduled for 18/12/2018 with detail meeting planned for 16/01/2019. Interested DSPs should contact STPTC@ato.gov.au .

ACTION A0174 CLOSED

8. STPTC 2018 and 2019:

a) Achievements:

The secretariat noted that a document is being prepared to summarise the achievements of the STPTC during 2017 and 2018. The details will be taken from the outcomes documentation of meetings and of the focus groups.

b) Continuation of the STPTC in 2019

As per the [STPTC Charter \(section 2.1\)](#) which requires the group to “. . . *annually evaluate the ongoing need to continue*”, members unanimously passed the motion:

”That the 2018 STPTC members recommend continuing the STPTC in 2019 with the same terms of reference defined in the STPTC Charter”

c) Membership for 2019

Members noted that an expression of interest (EOI) to participate closes 19/01/2019

ref: <https://softwaredevelopers.ato.gov.au/STPTCEOI2019>

wherein persons nominating for invitation will be evaluated for their:

- individual expertise and experience relevant to the [STPTC Charter](#)
- capacity and/or track record of participating as a representative of their industry segment and/or the broader software industry

9. Close

On behalf of ATO, Michael Connolly thanked DSPs for their time and contribution in shaping the technical design of STP for the past year.

On behalf of DSPs, D. Windsor expressed appreciation to the ATO staff and to the co-operative attitude of all members.

The next meeting is scheduled Wednesday 30 January 2019 at 14:00 (AEDT).

Invitations will issue to successful 2019 STPTC EOI submissions.

Placeholders without meeting details will issue to substitutes

Suggested agenda items are encouraged in advance.

- **Publications** from STPTC meetings will be available from the STPTC main-page. <https://softwaredevelopers.ato.gov.au/STPTC>
- **Meetings:** ATO publicises the STPTC meetings to subscribers of [news services](#) <http://softwaredevelopers.ato.gov.au/news-services>
DPO's [Upcoming Engagements](#) page has dates of STPTC and other meetings
- **STPTC Focus Groups:** Current and closed focus groups are listed on the STPTC main page <https://softwaredevelopers.ato.gov.au/STPTC>
- **STP production incidents listings** are updated fortnightly and published at https://softwaredevelopers.ato.gov.au/known_incidents_and_lists

The ATO appreciates the expertise and generosity of time of Digital Service Providers in partnering with us in the development of digital solutions for Tax and Superannuation systems