



Meeting Outcomes v1.01

v1.01 updates action items

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Title: Single Touch Payroll (STP) Technical Committee meeting outcomes	
Issue dates: 3 rd April 2019 (v1.01); 27 th February, 2019 (v1.00)	
Venue: https://ato.webex.com/	Publications https://softwaredevelopers.ato.gov.au/STPTC
Event date: 13th February 2019	Start: 14:00 (AEDT) Finish: 15:26
Facilitator Gary Anderson	Committee Chair: Michael Connolly

Participants	This was a closed meeting restricted to members of the STPTC (** indicates substitute).	
	<u>DSP Name (& organisation)</u>	<u>Representing software Segment</u>
	Graham Coutts (ADP)	Human Resource Management; Payroll; Super
	Brett Reed (e-Payday)	Payroll
	Deanne Windsor (Pendragon)	Payroll
	Craig Mitchell (Xtrasoft)	Payroll; Business Accounting
	Kelly Kerr (Attaché)	Payroll; Business Accounting
	Martin Etherington (XERO)	Payroll; Business Accounting
	Doreen Bhamji (DATACOM)	Payroll; New Zealand DSPs
	Grant Doherty (Qvalent)	Sending Service Provider, Superannuation
	Alistair Gibson (SuperChoice)	Sending Service Provider; Superannuation
	Sandeep Gopalan (GovReports)	Tax Preparation; Business Accounting
	<u>ATO members</u>	
	Amrik Singh Gary Anderson Mick Ferris (** also for Mick Rowell)	
	Cameron Everitt Gerardine Burke Vitaly Sidorenko	
	Des Parker Martin Kenseley	
	<u>Guests</u> Nagaraj (Raj) Veerachettiar	
Apology	Angela Lehmann, Andrew Joyce, Ian Colhoun, Lachlan McKenzie, Marilena Bressan, Martin Mane, Michael Connolly, Michael Corrigan, Michael Rowell, Nicola Sellick, Patrick J Kelly	

Key outcomes:

- **Recommendation: Digital Identity Machine-to-Machine Services** - that industry urgently receive info (including deployment schedules) of the Digital Identity Machine-to-Machine Services)
- **Recommendation: Communications re Pre-fill to Tax Returns** - that ATO make communications to software industry in regard to the pre-filling to Tax Returns of PAYEVNT data being similar to current situation for prefilling for PLS, insurance, etc
- **Recommendation: API for setup**: that ATO provide an API for DSPs to consume that will check that a customer has correctly set up ATO authorisations for the service(s) they intend to use. DSPs want a product that they can include into their software as part of the customer setups.
- **Recommendation: SSP validation failures** - that software and/or users need to take care to only resend the failed portions of messages.
- **Recommendation: Performance Report** - that ATO consider providing PAYEVNT performance measurements when possible.
- **Recommendation: TFND data structure** - to accept [outcomes of the focus group](#) to modify some data structures in the TFND service.
- **Concern: Digital Identity and large STP employers** - Digital Identity Project (regarding AUSkey replacement by MyGovID) needs to consider STP impact of business scenarios where big employers undertake divestments or structural change impacting ABN with PAYEVNT detail

Actions from this meeting

ACTION A0178: ATO (Gary Anderson) to report on investigations into the feasibility of ATO providing an API that will check that a customer has correctly set up ATO authorisations for the service(s) they intend to use.

Postscript: 1/4/2019 –An API to check status but not to update is recognised as useful. If offered, it would only be intended for 1st time use, or client set-up – not for use before each transmission. It is not currently on the program of work.

ACTION TO BE CLOSED

v1.01
update

ACTION A0179: ATO (Gerardine Burke and Steven Holmes) to investigate with G. Coutts an issue of messages that had validation errors which passed when re-sent, and to report back to STPTC if the matter has broader impact.

ACTION CLOSED for STPTC tracking as specific to individual DSP

ACTION A0180: ATO (Des Parker) to report to project team that communications may be needed to STP DSPs regarding the workings and controls of PAYEVNT (payroll) data in Tax Return prefill.

ACTION CLOSED for STPTC tracking as non-technical content and as Des Parker undertook report to the STP project and communications team.

ACTION A0181: ATO (Gerardine Burke) to advise when it might be likely that a report on PAYEVNT message throughput performance could be made available regularly to the software industry.

ACTION A0182: ATO (Mick Ferris, Gary Anderson) to seek update on Digital Identity solution capability to support big employer scenarios for divestments and structural changes. D. Windsor to provide detail.

Postscript: 25/2/2019 –Detail provided by D. Windsor was provided to the Digital Identity project team, which advised that:

- There is still some consultation to occur on RAM and the M2M, and this will occur through the [Digital Identity working group](#)
- There is currently more information being prepared on the new M2M credential for publishing to the [software developers website](#)

ACTION CLOSED

ACTION A0183: ATO (Gary Anderson) to arrange for update for the STP Technical Committee members and stakeholders on the deployment schedule for the Digital Identity Machine-to-Machine service.

Postscript: 15/2/2019 - Deployment details are identified in the outcomes of the 13th Feb meeting of the Digital Identity Working Group and the discussion pack, as deploying to EVTE in April 2019. Production release is not defined and dates may change, as detailed in those documents.

ACTION TO BE CLOSED

v1.01
update

1 & 2 Welcome & items arising from previous meeting

Gary Anderson acknowledged the traditional owners and welcomed participants.

Members for 2019 were acknowledged and thanked for their commitment past and future.

A note was made of expectations as per [the STPTC charter](#), including:

- Members are representatives of broader stakeholders (not just of own company or ATO team).
- The group's capacity is to make recommendations, not approvals nor endorsements.
- The committee is not an information or communication forum.

There were no matters arising from the documentation of the [outcomes of STPTC 05 December 2018 \(v1.01\)](#), which were accepted.

3 - New technical issues relating to STP

Members raised the following matters:

a) TECH IMPACT of LEGISLATION PASSED to extend STP to all employers.

Ref: [Treasury Laws Amendment \(2018 Measures No. 4\) Bill 2018](#)

D. Windsor reported that legislation passed 12th Feb to extend STP reporting to all employers from 1 July 2019.

- Members noted the bill is yet to receive Royal Assent.
- ATO is working on environments to ensure performance is OK for what is expected as a larger-number of smaller-sized submissions.
- There will be a transition process for small employers.
- The [STP Advisory Group \(STPAG\)](#) is aware of concern over the wording, particularly a sentence inferring that businesses with less than five employees would lodge quarterly, whereas the intent was only for businesses with no internet. It was confirmed that small companies of 1-4 employees who are using software must use the software to lodge.

b) API to ASSIST CUSTOMERS with SETUP

- M. Etherington shared a tip to release software to all customers to get them started early (including those with less than 5 employees) but asked whether there is a way to automate the setup of clients/customers (e.g. with SSID issues) – recalling previous talk of an API to assist. DSPs want a product that they can include into their software as part of the customer setups.

Recommendation: that ATO provide an API for DSPs to consume that will check that a customer has correctly set up ATO authorisations for the service(s) they intend to use. DSPs want a product that they can include into their software as part of the customer setups.

NEW ACTION A0178: ATO (Gary Anderson) to report on investigations into the feasibility of ATO providing an API that will check that a customer has correctly set up ATO authorisations for the service(s) they intend to use.

c) SSP VALIDATION failures

- G. Coutts noted some submissions with validation failures were being accepted when re-sent.
- ATO suggested this may be due to the difference between XML3 (partial failure errors) and XML10 errors.

Recommendation: Software and/or users need to take care to only resend the failed portions of messages.

- ATO noted experiencing receipt of a huge number of errors for “Duplicate Submission ID”

NEW ACTION A0179: ATO (Gerardine Burke and Steven Holmes) to investigate with G. Coutts an issue of messages that had validation errors which passed when re-sent, and to report back to STPTC if the matter has broader impact.

ACTION CLOSED for STPTC tracking as specific to individual DSP

d) TFND for SSPs

- G. Burke confirmed that SSPs have been advised that SSPs now have access to submit TFND messages (v4 and v5).

3 - New technical issues relating to STP

Postscript: 21/2/2019 – ATO confirms that an update to the DSP guidance will be published soon.

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e) TIMING of PRE-FILL DATA to tax returns – impact on final payroll payments

- G. Coutts raised concern that ATO may provide prefill data around August but that Payroll final PAYEVNTs may not yet have been submitted.
- ATO noted that:
 - This is no change to current situation, where any discrepancies are followed up as part of the normal compliance process.
 - Employees via ATO on-line: will need to respond to a question assuring the data is correct before lodgement.
 - Employees via Tax Agent: PLS software will have a new flag in the pre-fill indicating the payroll data is “Finalised Y/N”

Recommendation: Members recommended that ATO make communications to software industry in regard to the pre-filling to Tax Returns of PAYEVNT data being similar to current situation for prefilling for PLS, insurance, etc

NEW ACTION A0180: ATO (Des Parker) to report to project team that communications may be needed to STP DSPs regarding the workings and controls of PAYEVNT (payroll) data in Tax Return prefill.

ACTION CLOSED for STPTC tracking as non-technical content and as Des Parker undertook report to the STP project and communications team.

f) “STUCK MESSAGES”

- A. Gibson noted that there are still about 10 per week and queries what ATO was doing to fix.
- ATO advised that :
 - there are 4,000 stuck messages:
 - Most are > 30 days.
 - 187 are < 30 days.
 - 3 are zero to 14 days.
 - Focus is on newer instances.
 - Approach is to change the error messages.
 - Many may not be actually “stuck”, because of follow-up messages submitted.
 - DSPs will be updated via DPO & account managers.

g) PERFORMANCE STATS for PAYEVNT

- D. Windsor noted that we are now reaching volumes where we could begin to have meaningful measurements of PAYEVNT performance.

Recommendation: that ATO consider providing PAYEVNT performance measurements when possible.

- ATO noted that it is not yet desirable. There is a balance needed with still new participants on-boarding so not to give expectations that can't be met.

NEW ACTION A0181: ATO (Gerardine Burke) to advise when it might be likely that a report on PAYEVNT message throughput performance could be made available regularly to the software industry.

h) USE of WPN via SSP

3 - New technical issues relating to STP

- ATO confirmed that successful transmission has occurred by smaller employers using WPN via SSP.

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i) DIGITAL IDENTITY SCENARIOS for big employers

D. Windsor reported that there are STP impacts in some design limitations of the replacement of AUSKey with MyGovID. Some business scenarios/ transactions are not accommodated for big business, particularly for divestments and structural changes. It was reported that this has previously been raised with the Digital Identity team via DPO.

Concern: Digital Identity Project (regarding AUSKey replacement by MyGovID) needs to consider STP impact of business scenarios where big employers undertake divestments or structural change impacting ABN with PAYEVNT

NEW ACTION A0182: ATO (Mick Ferris, Gary Anderson) to seek update on Digital Identity solution capability to support big employer scenarios for divestments and structural changes. D. Windsor to provide detail.

Postscript: 25/2/2019 –Detail provided by D. Windsor was provided to the Digital Identity project team, which advised that:

- There is still some consultation to occur on RAM and the M2M, and this will occur through the [Digital Identity working group](#)
 - There is currently more information being prepared on the new M2M credential for publishing to the [software developers website](#)
- ACTION CLOSED.

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 project <https://softwaredevelopers.ato.gov.au/STP>

19.01.2019 **ATO contacting employers** with <19 employees

21.01.2019 Interest by “**top 100 employers**” on using employee **commencement services**.

STP Updates <https://softwaredevelopers.ato.gov.au/STPupdate>

18.12.2018 **STP Update** for Dec 2018 (PDF) – Statistics and issues

STPAG: <https://softwaredevelopers.ato.gov.au/STPAdvisoryGroup>

22.11.2018 **STPAG meeting outcomes** <https://softwaredevelopers.ato.gov.au/STPAG22112018>

STP for Practitioner Lodgment Services(PLS) <https://softwaredevelopers.ato.gov.au/PLSservicesSTP>

03.12.2018 **STP-PLS W Group meeting** <https://softwaredevelopers.ato.gov.au/STPPLSSWG03122018>

DIGITAL IDENTITY: <https://softwaredevelopers.ato.gov.au/DigitalIdentityWG>

11.12.2018 **Dig-ID W G meeting** https://softwaredevelopers.ato.gov.au/DigitalIdentityWG_20181211

OPERATIONAL FRAMEWORK https://softwaredevelopers.ato.gov.au/operational_framework

30.11.2018 **closure of feedback** <https://softwaredevelopers.ato.gov.au/updatedDSPOperationalFrameworkRequirements>

02.01.2019 **Update to clarify OP-F/work** <https://softwaredevelopers.ato.gov.au/RequirementsforDSPs>

DPO news <https://softwaredevelopers.ato.gov.au/Whats-new>

15.01.2019 **Employee Commencement BIG v2** <https://softwaredevelopers.ato.gov.au/STPempcommencBIG>

29.01.2019 **TFN dec self-print spec** <https://softwaredevelopers.ato.gov.au/TFNselfprintspection>

- Members did not raise any technical concerns from the above
- Members noted that continuing to provide a summary list as above was “worthwhile”

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 last version published Nov 2018 v18.11 is still valid
- No further releases are scheduled specifically for STP.
i.e. While there may be changes for MAPS/MATTS , TFND etc, these are not specifically for STP so are not shown in this artefact.
- ATO will look to include related changes and align them in a new version (new format similar to that of the [new plan-on-a-page format for PLS](#))

One minor change not documented is:

- March 2019 Release will include a fix to a bug introduced Dec 2018 regarding a validation rule being added for the “other allowance TYPE”. Communications will be released ahead of the change.

Recommendation that industry urgently receive info (including deployment schedules) of the Digital Identity Machine-to-Machine Services)

NEW ACTION A0183: ATO (Gary Anderson) to arrange for update for the STP Technical Committee members and stakeholders on the deployment schedule for the Digital Identity Machine-to-Machine service.

STP technical change roadmap

Gary Anderson (on behalf of Michael Connolly) advised members that

- The current published roadmap document was produced last year when there was a lot more change planned, and it filled the need at the time.
- Now, the amount of change on the horizon is reduced, so there is no further version of the roadmap, until that situation changes.

Members noted that the approach moving forward regarding the roadmap is acceptable.

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 noted the following:

- The breadth of STP issues in the issues list seems to be being “cleaned up”
- The main highlights remain as the “stuck messages” covered above.
- “Stuck messages” also impacts SuperStream services.

7 - STPTC focus group: TFND v PAYEVNT data structures

Ref: https://softwaredevelopers.ato.gov.au/STPTCFG-TFNDEC_data_2019

- Update on [outcomes of workshop 16th Jan 2019 \(PDF\)](#)

Recommendation: to accept the outcomes of the focus group to modify some data structures in the TFND service.

Next steps would depend of the outcomes of the review of declarations.

8 - 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.*

Previous updates:

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

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

05/12/2018 Incident continuing to be investigated for root cause and other instances attached to this incident

12/02/2019 – Frequency of error has reduced. It appears that a “re-send” by the DSP can rectify.

Impacted DSP agreed to CLOSE ACTION

and/or

b) *escalate if AUTH007 error is found to be a common issue impacting all SSPs*

Previous Updates:

15/11/2018 ATO seeking to clarify whether AUTH007 errors should occur when an SSP is used.

05/12/2018

- 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

12/02/2019 – confirmed issue is not impacting other SSPs. Only impacts one SSP.

Members agreed to CLOSE ACTION

A0173: *ATO 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)*

Update 12/2/2019 – Investigations have not revealed any incidents having been raised. ATO notes this symptom could be due to multiple causes (e.g. stuck messages resolved and subsequently being made available for pull)

Members agreed to CLOSE ACTION

A0174: *ATO to establish a new focus group: TFND-v-PAYEVNT-data-structures*

16/01/2019: [Focus group established](#) and workshop held 16/01/2019.

ACTION CLOSED

A0175: *ATO 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.*

12/02/2019 As this change, for STP, is not the ATO’s norm/standard for digital services, the DPO account managers are notifying DSPs as needed. No specific documentation is planned.

Members agreed to CLOSE ACTION

8 - Action items

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A0176: *ATO to report on ATO's plans in regard to DSP requests to provide greater visibility of current-outage reasons and known issues impacting production.*
12/02/2019 – ATO is constantly seeking to improve the detail of reasons for outages where possible, efficient and relevant. In the case of fixes to address specific incidents reported by specific DSPs, those DSPs are advised directly and updated in the [Incident Lists](#).

Members agreed to CLOSE ACTION

A0177: *ATO to provide information on where details of the "Materiality thresholds for defences" is published.*

12/2/2019 The materiality threshold levels for STP will be published to the ato.gov website, but the levels are still subject to policy approval by ATO. The publication of the information will be as soon as possible after approval, and alerted to DSPs via [DPO's newsletter](#) and the "[What's new](#)" Publication is likely in March 2019.

Members agreed to CLOSE ACTION

b) Previous action items as watching briefs:

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).*

Previous 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

Update 13/2/2018 – Members requested secretariat seek confirmation and more detail as it impacts the progress of the focus group TFND data alignment.

Postscript: 26/2/2019 – Confirmed that timeframes are still on track.

Action continuing as a "watching brief"

9. Close

On behalf of ATO, Gary Anderson thanked DSPs for their time and contribution in shaping the technical design of STP.

The next meeting is scheduled Wednesday 01 May 2019 at 14:00 (AEST).

Invitations will issue to members.

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