Interactive Error Handling Codes

Details of IEH codes identified as misleading or uninformative

Contents

Background

As per PLS WG Action Item 06/08 – 01, the ATO agreed to provide a list of Interactive Error Handling message codes that do not provide clear guidance to DSPs. Developers are asked to highlight additional codes which require greater guidance or clarity.

This document does not address the evaluation of adding validations into the ABR channel to resolve these errors prior to submission as that work is covered under Action Item 25/06 – 02.

Details of the errors are sourced from reported incidents in Online Services for DSPs, direct advice to Account Managers and analysis of recurring errors. This list is draft and is not considered exhaustive.

Details

Table of known interactive errors requiring further clarification

Form Type	Error Code	Description	Notes
Activity Statement	CMN.ATO.AS.EM060	"{label} was reported as {supplied value} and will be corrected to {tax office value}"	Error CMN.ATO.AS.EM060 causes a fatal error when triggered within the SBR channel, and will prevent successful submission of an AS. The ATO backend will not correct the impacted label for SBR lodgments. SBR users are required to correct the reported label before re-submitting the AS. *Some scenarios provided at Table 3.*
Activity Statement	CMN.ATO.AS.EM170	8A is not valid for the summary of this activity statement. The value reported will be removed from the summary.	This error arises because the taxpayer is a Simpler BAS GST payer, but doesn't know it. The ATO doesn't provide feedback in the AS pre-fill and the client selects an option that is inconsistent with Simpler BAS.
Activity Statement	SBR.GEN.FAULT.INTERNALERROR SBR.GEN.FAULT.FAULTFROMAGENCY	A fault has been detected within the agency processing systems	The DSP received a "HLD" status and reason code "HIAC" via ASLRPT service. When attempting to use the prelodge service the client received the INTERNAL ERROR. The client should not be attempting to lodge/prelodge when the record is in this state. **Possible Reason Codes** HDEF = Contact Tax office

			HEXT = Contact Tax office HIAC = Invalid address HISV = Contact Tax office HITW = Contact Tax office HOBG = Contact Tax office HREG = Contact Tax office HUNT = Invalid address HWSH = Contact Tax office
Individual	CMN.ATO.IITR.EM0020	Non-commercial loss income must be less than or equal to $250,000.	The ATO error (EM0020) is incorrect. It is looking at the taxable income before the NCL (which is above $250,000). However, the section says "when working out your taxable income, disregard any excess (i.e., the non-commercial business loss)". That is, the taxable income is re-determined for the purposes of this section and, as such, for the re-determined taxable income, the tax loss would be allowed. This is why the client is (correctly) claiming the NCL. However, once the NCL is claimed, the tax loss cannot be claimed because the taxpayer is already in a tax loss (36-15).
Individual	CMN.ATO.IITR.EM0019	The sum of primary production and non-primary production deferred losses must equal sum of deferred net loss amounts.	This error arises where there are more than three loss activities, the ATO rejects the return.
On Demand Reports	CMN.ATO.AUTH.007	You do not have the correct permission to submit this request or retrieve this file.	Error is thrown by the Auth Checker service in the ATO systems. Can be triggered by malformed data generated in the SBR platform. Eg was generated when a "report name" was misspelt.

Table 1.

Other errors where the trigger did not match the error description.

Form Type	Error Code	Description	Notes
Various	CMN.ATO.GEN.200001	An unexpected error has occurred. Please contact the Tax Office	Access Manager does not recognise the ABN associated with the AUSkey. This can be triggered by various scenarios including incorrect ABN/SSID combination, business appointment not setup correct, etc.
Various	SBR.GEN.AUTH.004	Check AUSkey details match the details of the user submitting the information.	SSID details do not match. In one recent example the SoftwareSubscriptionID property did not use the correct case and was not recognised.

Table 2.

Trigger scenarios for CMN.ATO.AS.EM060 include (but are not limited to):

Scenario	Examples	ATO backend handles the error by*
Calculation error	The client provided Net Amount (9) does not match the ATO system calculated value	Correct label 9 to the ATO system calculated value
Summary amounts do not equal the corresponding reporting label - Transposition error	PAYG W Client provided PAYG tax withheld (4) does not equal the ATO system calculated value	Correct label 4 to the ATO system calculated value
Client provided values submitted for an invalid reporting option	GST Client elected GST reporting option 1 or option 2, but provided values for option 3 labels (G22, G23 or G24)	Correct G22, G23 or G24 to $0 or spaces
Client provided instalment value or rate does not match the ATO system (pre-fill) value.	GST Client is only permitted to pay GST by instalments (GST reporting option 3) or client has elected GST reporting option 3 and the client provided ATO Instalment amount (G21) does not equal the ATO Instalment amount recorded in our systems.	Correct G21 to ATO system G21

| Client provided instalment variation amounts (for a given reporting period) are greater than the estimated obligation for the year. | PAYG I

Client elected PAYG income tax instalment reporting option 1, and client provided an Estimated PAYG income tax for the year (T8) which is less than the client provided Varied PAYG income tax instalment amount (T9) | Create ATO remediation work item |

Table 3.