



## Key Outcomes

UNCLASSIFIED External

<b>Title:</b>	PLS working group – key outcomes		
<b>Issue date:</b>	20 March 2020		
<b>Venue:</b>	WEBEX		
<b>Event date:</b>	17 March 2020	<b>Start:</b> 1:00pm	<b>Finish:</b> 2:00pm

<b>Chair:</b>	Sonia Lark	<b>Facilitator:</b>	Sonia Lark
<b>Contact</b>	Sonya Summers	<b>Contact phone:</b>	02 472 57383

<b>Attendees: names/section</b>	<p>ATO – Sangitha Sivayogaraj, Paul Walters, Danny Figueiredo, David Andreoli, Nadeem Shariff, Amrik Singh, Ross Barns, Karen Greaves, , Carl Bennett, Terry Seiver, Tania Andrews-Zanozin, Anupama Duggirala, Danielle Miller, Paul Stasinowsky, Josh Corlett, Paul Mosca, Danny Figueiredo Deborah Robinson, Paul Stasinowksy, Martin Mane</p> <p>Industry – Jack Wee (Catsoft), Simon Smart (eTax), Sandeep Gopalan (GovReports), Lex Edmonds (MicroTax), Andrew Smith, Danny Koutoulas, Mike Behling, Michael Tong (MYOB), Nathan Kerr (One-Click), Kevin Johnson (Reckon), Michael Wright, Saiful Larry, (Sage), Charudatta More (Sparken), Shane Paxton, Paul Siriwidana (Thomson Reuters), Danna Zhang (Wolters Kluwer), Kelvin Newton, Andrew Sprankling, Rosemary Missier (Xero).</p>
<b>Apologies: name/section</b>	David Baker, Mike Denniss, Sha Sha (Class Super), Andrew Noble (Noble Accounting), , Darin Carter (Sage), Karl Farrand (Taxlab), Paul Siriwardana (Thomson Reuters), Dillon Tsotsis, Lisa Kim, Robert Xie (Wolters Kluwer), , Anthony Migliardi (Xero)

<b>Next meeting</b>	31 March 2020
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## Agenda item: 1 – Introduction and Government Stimulus package update

Sonia welcomed the group advising that there would be some additional items added to the agenda for the day. She also provided an update on the Client Communications workshop held in the previous week and advised that the group will be looking to reconvene via webinar in a couple of weeks.

Assistant Commissioner Martin Mane provided an update on the Government Stimulus package activities that will be occurring. \$17.6B is being invested into the community, with a number of measures being delivered as part of Tax Time.

More information will be provided in the coming weeks. It's important to note that the measures have not yet been passed in parliament, and therefore, there may be changes. Information available on the economic response can be found via:

[https://treasury.gov.au/sites/default/files/2020-03/Overview-Economic Response to the Coronavirus.pdf](https://treasury.gov.au/sites/default/files/2020-03/Overview-Economic%20Response%20to%20the%20Coronavirus.pdf)

Martin provided information specific to the boosting cash flow to employer's measure that is relevant to the activity statement process, advising that from an SBR perspective we are not looking to make any changes to services. The ATO is intending to make all required changes internally, however DSPs may want to include communications to clients to ensure they understand the measure.

Information specific to boosting the cash flow for employers can be found via:

<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/boosting-cash-flow-for-employers>

Kevin Johnson of Reckon questioned how the minimum \$2,000 credit would be provided eg up-front, spread-out. Martin took the question on notice and committed to provide a response out of session.

**Response provided out-of-session:** The expectation is that the minimum \$2,000 credit would be provided up-front however this is subject to change.

Kevin also asked if there was likely to be a webinar that would go into further detail. Sonia agreed to look into whether it was necessary and to let the group know.

DSPs also requested that they are able to be provided with links to any material on the ATO website that can be provided to their clients.

Action item: DPO to provide links to information that can be shared with DSP clients when available.

Martin advised that Account Managers would be contacting DSPs to ascertain a sense of how their business continuity plans are shaping up and how confident they are to deliver for tax time. Sonia reaffirmed that DSPs should contact their Account Manager or email the DPO if they have any questions or concerns.

### Agenda item: 3 – Digital ID update

Paul Stasinowsky advised that the quarterly deployment last weekend was the last full deployment prior to the transition.

As part of the M2M Q1 release, we have delivered the functionality for the Machine credential to mirror Device AUSkeys in the following way:

- When a credential custodian has their authorisation or their MCA role removed, any credentials for which they are custodian will be 'Suspended' This means they remain transactable for a period of 60 days and will need to be 'claimed' by another MCA for that business.
- If the machine credential/s is not claimed in this 60 day period, the credential/s will be revoked

As part of our June deployment, we will arrange for an email to be generated in RAM when an MCA who is custodian for one or more machine credentials has their authorisation removed. All MCAs for the business will receive an email advising that due to a change in authorisations, there may be one or more machine credentials which are without a custodian. If they do not log into RAM and claim any of these orphaned credentials (which will have a 'suspended' status) within 60 days, they credential/s will be revoked.

### Agenda item: 4 – Proposed changes to the company ITR

Deborah Robinson of PGI New measures advised that the ATO reviewed the Company ITR instructions late last year and found that several labels required adjustment.

1. The proposal was to remove Question 24 – Internet trading – Did you sell any goods or services using the internet?

The intention is to remove the question from the paper form for 2020 and to update SBR services at a later date when we have capacity.

Deborah advised that there would be no re-numbering of the questions for the first year which would mean that the form jumped from 23 to 25.

The group agreed that there were no concerns with the removal of this question, but did request that the numbering be fixed for the following year to reduce confusion for clients.

2. The proposal was to add the ability to enter the country in the address field for the paper return at 'Current postal address', 'Postal address on previous tax return' and 'Business address of main business'.

The change is required as a foreign company under Division 855 is required to lodge a tax return to declare any capital gain from disposing of Australian Real property. Also the Company tax return is inconsistent with the Partnership, Trust and Individual returns (which allow for an overseas address).

The group agreed that they had concerns over the paper form containing a field that the electronic copy did not and requested that the paper form should not be updated until the paper and electronic services could be aligned.

Deborah advised that she would take the concerns of the group into consideration and will provide an update at the next PLSWG.

### **Agenda item:5 – De-whitelisting process for PLS products**

Following on from the PLS roundtable meeting on the 4th Feb, Terry Seiver discussed the need to contact a DSPs clients where a service or product will be de-whitelisted. The view of the ATO is that it would be in the client's best interest to inform them that they will no longer be able to lodge using their software. Terry reaffirmed that de-whitelisting will always be a last resort and the goal is to keep products whitelisted.

Kevin Johnson asked if the ATO would contact the client in the event that only one service has been de-whitelisted? Terry advised that the ATO would be specific in the correspondence to clients if the de-whitelisting is only for one service.

Kevin advised that changing from on DSP to another can take several months for PLS clients and asked if this would be taken into consideration. Terry confirmed that it would.

Michael Wright asked if DSPs were required to accept the notification of de-whitelisting? Terry advised that DSPs are not required to accept the notification, but we will initially provide the notice in email – then make every effort to contact the DSP by all means possible.

The aim is to finalise the paper by the end of the month. Terry requested that anyone who wanted to provide feedback or voice concerns over any aspect of the policy, should contact their account manager or Terry directly to discuss.

### **Agenda item: 6 – Tax Time 2020**

Sangitha Sivayogaraj shared the EVTE roadmap for 2020 with the group. She advised that the payment plan services are looking to defer out of April to a later date for EVTE.

Danny Koutoulas expressed concern about the information supplied in relation to the income schedule, requesting further guidance.

It was agreed that Paul Walters will work with Danny to address his concerns. Kevin Johnson advised that he has also lodged a number of questions relating to the same topic.

Karen Greaves acknowledged that there has been a lot of work from DSPs helping to sort through and clarify issues and has provided some further information to assist:

- In reference to direct hyperlinks - Unfortunately it's not possible to keep them current in the MST. You can go to [ato.gov.au](http://ato.gov.au) and search on the topic – there will be general guidance for some things and specific year references for others. Our content is updated annually for tax time (this should occur on 28 May 2020). Our content is generally rolled over from the previous year unless there are legislative changes. Our change advices will inform you if there are legislative changes. If we are aware of anything we will also note it in the PCN or the Communications sheet tab in the MST.
- General comments for the new IITR schedule - Risk mitigation: The MST needs to be stabilised for the lead up to tax time, so if the elements are working to design, they won't be changed for TT20.
  - any suggested changes will be put forward for review and discussion with all DSPs in the lead up to TT21.
  - High priority bugs will be addressed,
  - Lower priority bugs will be assessed and prioritised accordingly.
- Before sending queries in to us, a point of reference to assist you - please first check: MST Communications Sheet tab
  - PCN (package content note – the word doc that's published to [sbr.gov.au](http://sbr.gov.au) at the same time as the MST package zip file)
  - ATO Simulator <https://www.ato.gov.au/Calculators-and-tools/ATO-online-services-simulator/>. The product simulates the operations of the ATO Online product. It has primarily been designed to support our educational programs.

The simulator, although not exactly the same as the PLS/SBR product that you are building, should assist your developers to better understand how the components operate in the following scenarios (Scenario 4 is the best one to use):

1. [Lodge myTax with no pre-fill data, transfer super](#)
2. [Lodge myTax – under 18 years old](#)
3. [Lodge myTax, PAYGI, transfer balance cap – over 60 years old](#)
4. [Complex myTax, BAS, GST property, STP, manage super](#) (This scenario is recommended as the best to gain an overall view of the product)
5. [Lodge myTax – working holiday maker](#)
6. [Non-resident with a HELP debt](#)
7. [View or amend myTax lodged returns, HELP debt, transfer super](#)
8. [View or amend tax agent lodged returns, transfer super](#)

Please note: these scenarios are designed to mimic the majority of taxpayer circumstances but don't cover all situations.

It is a 2019 service and doesn't interface with our corporate systems. It is usually updated quarterly (last updated in January 2020).  
The service will be updated to the 2020 version on 1 July 2020.

Action item: A list of the responses provided to all DSPs will be made available on the collaboration hub.

Karen advised that Guidance documents of IITR income schedule have been added on the collaboration hub under Engagements Groups > Operational > PLS Working Group > PLS Items for review.

It was agreed that the Guidance documents would be made available on the Software Developer website in Controlled information, to allow access for developers unable to access Online Services for DSPs. This has now been completed.

Danny Figueiredo provided the following update on the EFTRS service:

Issues have been raised with the proposed EFTRSV2 interim solution as there was misinterpretation and the solution was not exactly as originally proposed in the PLS Working Group last year ([link here](#)), where SBR systems continued to provide the same information with the Given Name, Family Name and **now** Unstructured name fields being populated.

Also, some DSPs identified variables during testing for EVTE that would cause a breaking change to the EFTRS services.

The DPO is proposing a solution that minimises impact to DSPs but there will be a need for a back end data change. DSPs have been contacted this week to determine the appetite to continue with the interim change or leave the service as is for now.

The general consensus from the group was that if they did not have to make more than one change to the service, deployment of a final EFTRS v2 could be delayed to 30 June (with the caveat that back end changes would be ready to consume by this time). DPO or DWIS are, as yet, unable confirm the back end data change.

Please contact your account manager or the DPO by the end of the week, if you want to provide further feedback.

## Agenda item: 7 – Platform update

Q1 release went well during the weekend.

As a result of an infrastructure issue, a full outage in SBR2 PROD2 was experienced on 06 March. Messages in both SRP and BBRP were affected.

Linux patching for cloud production environment and an upgrade DCS Agent version 6.8.1 on PROD2 Linux Servers (GPFS) were applied on Thursday night.

Systems were back online after the patching but GPFS (LINUX) were not coming back online post DCS agent change.

SBR 2 experienced issues with BBRP on 16 March due to the BBRP storage adapter being in a shutdown stage. BBRP nodes 1,2 and 4 were re-started and the channel came back online. Clients were impacted by delayed responses but the channel did not experience any outage. Root cause analysis is still in progress.

### **Agenda item: 8 – Agent online environment update**

Deferred to next PLS meeting due to time constraints

### **Agenda item: 9 – DSP feedback/issues**

Deferred to next PLS meeting due to time constraints

### **Agenda item: 9 DSP feedback/issues**

Deferred to next PLS meeting due to time constraints

### **Agenda item: 2 – Action items**

Action items were not discussed in the meeting due to time constraints. A summary of action items in progress has been provided below:

Action item 03/03 -01 - MYOB queried whether the batch report on the PLS dashboard was accurate as it often shows zero awaiting processing. MYOB will re-check the dashboard. David Baker will look into the batch graph. Both will report back next meeting. 17/03/2020 – A consolidated list of specific MYOB questions and details of MYOB concerns have been provided to the Tax Time team. A meeting between the TT team, DPO and MYOB is scheduled for Friday 20/03/2020.

Action item 18/02-01 - The scripting will be reviewed to ensure it covers the scenario where an agent may not receive their EFTRS report and their FIAs are end-dated due to unsubscribing and re-subscribing to EFTRS – 17/03/2020 no further update at this time.

Action item 21/01 - 01 - Carl Bennett will provide concessional date information for DSPs to guide their clients. - 17/03/2020 – Awaiting re-run of the report by DSP

Action item 10/12 – 03 - Sangitha will follow up the proposed R&D changes to ensure specs are provided to cover Substituted Accounting Period (SAP) clients as this was a gap last year. – 17/03/2020 – Currently with business to update the BIG, mitigation work progressing

Action item 10/12 – 02 - DSPs are requesting the 2020 OSfA (portal) pre-filling report specs.- 17/03/2020 – No further update at this time, current date of late April still stands.

Action item 26/11 – 03 - A suggestion was put forward in regard to the 'God rule' where PLS reports return all outstanding lodgements for a client rather than just those obligations for which the agent has responsibility. DSPs would like to see an option to select which obligations were returned in these reports. 17/03/2020 – no further update at this time.

Action item 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. 17/03/2020 - no further update at this time.

Action item 06/08 -02 - DPO will follow up to see whether there is a Change Advice which can be published in relation to the First Home Super Saver scheme. 17/03/2020 – Additional DSP feedback has been received and we are working with business to address the issues.

Action item 25/06 -02 - Warren will provide an update on the work occurring on handling 'interactive errors'. 17/03/2020 - no further update at this time.

Action item 19/02 -10 - Mick Ferris will provide more detail around decision to update WPN from 11 digits to 9, and how this will work retrospectively. 17/03/2020 - no further update at this time.