



Key Outcomes

UNCLASSIFIED External

Title:	PLS working group – key outcomes		
Issue date:	1 May 2019		
Venue:	WEBEX		
Event date:	30 April 2019	Start: 1:00pm AEST	Finish: 2:00pm
Chair:	Sonia Lark	Facilitator:	Sonia Lark
Contact	Sonya Summers	Contact phone:	02 472 57383
Attendees: names/section	ATO – Sonia Lark, Paul Mosca, Danny Figueiredo, Alex Barnes, Paul Walters, Ross Barns, Madhavi Talapaneni, Karen Greaves, David Andreoli, Nadeem Shariff, Ross Barns, Gerardine Burke, Tania Andrews-Zanozin, Beth Strods, Warren Sturgiss, Ted Simes, Anupama Duggirala, Sonya Summers, Andrew Watson, Lloyd Williams, Danielle Miller. Industry – Jack Wee (Catsoft), Sandeep Gopalan (GovReports), Mike Behling, Trent Hayes (MYOB), Nathan Kerr (One-Click), Kevin Johnson (Reckon), Michael Wright, Saiful Larry (Sage), Shane Paxton, Paul Siriwardana (Thomson Reuters), Tania Dai, (Wolters Kluwer), Andrew Sprankling, Kelvin Newton, (Xero).		
Apologies: name/section	Mike Denniss (Class Super), Anthony Migliardi (Xero), Scott Reid (MYOB), Grant Whytcross (Wolters Kluwer).		
Next meeting	14 May 2019		

Sonia Lark reminded the group there is an STP Activity Statement working Group meeting taking place on Friday in the ATO Sydney office – the outcomes will be shared next meeting for those unable to attend.

Sonia also advised the group she will provide a high-level overview of preferencing APIs at the next meeting.

Agenda item: 2 – Action item update

Updates on outstanding items were provided. (see [action items](#))

Ross Barns advised the next version of the 2019 ITR deduction schedule Q&A document is expected to be published later this week.

Agenda item: 3 – Medicare Levy exemption feedback

Lloyd Williams presented to the group an overview of the on-going issues that have been identified with Medicare Levy Exemption (MLE) claims at question M1.

Lloyd advised that:

- The majority of issues relate to new residents who are not eligible to claim the MLE as they have not applied to Medicare Aust. for an exemption certificate prior to claiming exemption
- ATO makes around 8000 pre-issue adjustments and 10000 post-issue adjustments each tax time as a result of compliance work
- Business is also looking at updating guidance on ato.gov.au as well as improving supporting material for contact centres.

The group agreed that education of tax professionals was also needed.

Lloyd will provide the web content once it is developed – this can be used to provide guidance for clients completing the MLE labels.

Agenda item: 4 – Tax time 2019

Anu Duggirala provided the TT2019 update.

She advised everything was going well with no major issues identified.

MYOB advised they were having difficulty locating the taxonomy for the latest EVTE update on 18/4 for company tax return. Their account manager will forward the link to the documentation.

Reckon advised the portal ITR pre-fill specifications have still not been provided.

Action item: David Baker will provide a date when the pre-fill specifications will be made available.

Agenda item: 5 – Platform update

Madhavi Talapaneni advised that the platforms have been stable with no significant issues to report.

In the early hours of today there was a PROD2 incident which appeared to be a MIQM failover. MEIG was restarted followed by CORE restart. Service was restored quickly. Further investigation will continue to understand the root cause. We are also actively working towards setting up auto-healing where feasible on the platform side.

AWS Transition: Thanks to those who have moved off PROD1. Majority of DSPs are now operating on PROD2.

Agenda item: 6 – DSP feedback

MYOB advised the on-going issues around the on-demand reports were becoming more of a problem as there is currently no timeframe for when a fix will be available. Paul Walters will follow up and provide a response out of session.

MYOB also advised that manual workaround for receiving emails from the website has not been working. Sharna Maltman advised that this has been addressed, and they should now see the emails coming through.

GovReports mentioned they were having on-going issues with the transaction list and lodgment list services. Their account manager will continue to follow up out of session.

Reckon advised they were experiencing an issue where revised activity statements were being rejected where there was an active PAYGI role, regardless of whether the PAYGI amount was being varied. A ticket has been logged, and their account manager will follow up the issue.

Reckon also advised they were getting an error with Simpler BAS lodgements – no reporting option election is required with Simpler BAS, however agents are offered an option and when a selection is made, the lodgement is rejected.

Action item: Nadeem Shariff will follow up the reporting option issue with business.