PLS working group – key outcomes

Title:	PLS working group – key outcomes
Venue:	WEBEX

Event date:	15/10/2019	**Start:** 13:00 AEST		**Finish:** 14:00	
Chair:	Danielle Miller	**Contact:**		Sonya Summers 02 4725 7383	

Attendees:	**ATO** – Kylie Johnston, Sonya Summers, Steven Holmes, Paul Walters, Paul Mosca, Alex Barnes, Danny Figueiredo, Ross Barns, Karen Greaves, David Baker, Tania Andrews-Zanozin, Warren Sturgiss, Ted Simes, Anupama Duggirala, Danielle Miller, Laurence Scarborough, Dimce Ristevski, Sangitha Sivayogaraj, Stacey Wilson, Amrik Singh, Rachel Phillips, Emma Gollan, Cameron Loo. **Industry** – Jack Wee (Catsoft), Sandeep Gopalan (GovReports), Mike Behling, Scott Reid, Trent Hayes, Andrew E. Smith (MYOB), Nathan Kerr (One-Click), Kevin Johnson (Reckon), Michael Wright, Saiful Larry (Sage), Grant Whytcross, Danna Zheng (Wolters Kluwer), Andrew Sprankling, Kelvin Newton, (Xero).
Apologies:	Michael Ferris, Mike Denniss, Sha Sha (Class Super), Lex Edmonds (MicroTax), Darin Carter (Sage), Shane Paxton, Paul Siriwardana (Thomson Reuters), Briony Campbell, Tania Dai, Lisa Kim (Wolters Kluwer), Anthony Migliardi (Xero).

Agenda item: 1 – Introduction

Danielle Miller introduced and welcomed Emma Gollan as Executive Assistant to Assistant Commissioner Martin Mane to the group.

Dani also advised that an expression of interest for the Data Window workshop was sent to the group last Thursday – please respond by **18 October 2019** if you would like to be part of this workshop.

Agenda item: 1 – Introduction

Our client confidence survey was emailed out last week. Changes have been made to the questionnaire to make it more relevant to DSPs. Thank you to those of you who have already completed the survey, and we encourage those of you who haven't to do so. It will allow us to deliver better support to you. A reminder email will be sent on Thursday 17 October. If you haven't received the email please let us know via the DPO mailbox or online services and we will confirm we have the correct email address and resend.

STP Phase 2 documentation is available in controlled information on our software developer website. You can send feedback or questions through to: SingleTouchPayroll@ato.gov.au. You can apply for access to this information through our online services or via our DPO mailbox.

The IITR Granular data MST is on track for publishing on Thursday 17 October 2019 on SBR.gov.au. At this stage it will be a percentage of the full income MST. The Granular Data Income code will be deployed to EVTE on Wednesday night ready for Thursday's supporting MST.

Agenda item: 2 – Action item updates

Updates on outstanding items were provided. (see action items).

The guidance for the Simpler BAS action item has been published on the Software Developer's website: https://softwaredevelopers.ato.gov.au/sites/default/files/resource-attachments/Simpler%20BAS%20clarification.pdf

Agenda item: 3 – Foreign Resident Capital Gains Withholding credit software warning

Laurence Scarborough gave some background to the request for a new informative message for FRCGTW (Foreign resident capital gains tax withholding). It applies to all tax returns. He advised the FRCGTW label was introduced to entity tax returns in 2017, and it has been identified there are a lot of errors at this label which cause significant reverse workflow.

The DSPs were asked whether they would consider the use of an informative message when this label is completed to prompt the user to check adding an amount at this label is correct. It would appear at the time an amount was entered at that label.

Feedback from the group suggested that if it was added to the MST with all the other available informative messages, it would be easy to lose sight of. Reckon queried whether it was possible to create a different category of these type of messages. Sage advised they would advocate for it to be included with the C# validation rules, but cautioned that, due to potential commercial sensitivities, DSPs should be engaged separately to see how they would use the message.

Warren Sturgiss will investigate whether creating a different 'category' of informative

Agenda item: 3 – Foreign Resident Capital Gains Withholding credit software warning

message is a possibility.

Action item: Account managers to touch base with DSPs before December to gauge interest/ability to support the addition of an informative message when a FRCGTW credit is completed on CTR.

Feedback request: Please provide your feedback or suggestions on the implementation of this type of message for FRCGTW credits via the feedback ticket in Online Services for DSPs or to DPO@ato.gov.au.

Laurence advised FRCGTW amounts were not able to be pre-filled as the data was not qualified.

Agenda item: 4 – Tax Time 2020

Sangitha Sivayogaraj reiterated the messages from last meeting, noting the ABNREG service for SBR1, including a schema change to remove a field, will be released into PROD in Q4. The remaining new services should be released into PROD in Q2 2020.

The 'Release on a page' is still on track to be published early next week.

Agenda item: 5 – Platform update

Anu Duggirala provided an overview of platform performance over the past fortnight.

Three incidents over the weekend caused degradation to system performance.

The first incident was due to high response time with the BBRP – work is continuing with IBM labs. Within an hour response time decreased but the system was monitored during the weekend till the backlog cleared.

The second incident was raised when reports came through that MYOB were receiving EBMS: 006 errors Since the messages were related to the delay issue in BBRP queues, this was expected system behaviour. This INC was resolved when rolling restarts were conducted of BBRP.

INC 34879243 - Internally raised - due to 'system health' checks and further investigation on the degradation of SBR2 Prod2 - the issue is due to long running process in BBRP database preventing normal system operation.

Resolution Notes: the SQL maintenance session was terminated and service was restored.

Prod1 cut over

Work is continuing on the readiness activities for Prod1 cut over in order to decommission Prod 1 environment.

DWIS operations team are monitoring the traffic through Prod1 and also working on next steps to decommission the Prod1 environment pending review of architectural gaps.

Agenda item: 6 – Agent online environment update

David Baker advised there have been some changes to the PLS dashboard:

- CTR single request status is now available
- IITR tax return prelodgment function status is now available

MYOB have reported that the delayed batches graph is showing some data discrepancies from their perspective, which has been referred to monitoring to investigate.

Feedback request: DSPs are requested to send in any feedback in relation to their observations of how well their own data aligns with that reported on the 'Number of delayed batches' graph. Please send feedback through to DPO@ato.gov.au or via Online Services for DSPs.

A re-design of the PLS dashboard is underway.

Agenda item: 7 – DSP feedback/issues

Reckon advised there have been instances where EFTRS reports have not been produced where FIDs are end-dated. This is possibly related to cancelling a subscription and re-subscribing.

The main problem, however, is that the call centre staff are unaware of the issue and DSPs should not have to raise a ticket for it. He suggested further support was necessary for frontline staff to ensure they had access to relevant information.

Action item: David Baker will work with Paul Walters to develop scripts for call centre staff to support enquiries coming in related to end-dated FIDs – possibly related to agents unsubscribing and re-subscribing to EFTRS.

MYOB expressed concern that the ELS wrapped service via BBRP became unavailable on the weekend, and was not back up until Monday afternoon. Ted Simes responded, saying might be an issue with the internal 'health check' as it did not identify an issue within the preceding 24 hours and that he would look into it further.

Sage requested a representative from the myGovID/AUSkey transition team regularly attend this meeting for the foreseeable future to assist with enquiries DSPs are fielding from their end-users and to provide the most recent information. There was agreement from the group. The DPO will follow up.