



STPTC achievements and outcomes 2018 v1.00

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Title: Outcomes achieved by the Single Touch Payroll Technical Committee (STPTC) through 2017 and 2018

Issue date: 8th February 2019 **Contact:** STPTC@ato.gov.au

The following people contributed to the outcomes.

Representing	DSP Members of STPTC in 2018
Payroll	Brett Read (e-Payday); Deanne Windsor (Pendragon/ABSIA); Graham Coutts (ADP); Martin Etherington (XERO);
Payroll & NZ DSPs	Chithira Parameshwaran, Doreen Bhamji, Lingling Cui (DATAKOM);
Payroll; Tax Prep, Business Accounting	Andrew D Smith, Katie Leitch, (MYOB),
Payroll, Business Accounting	Craig Mitchell (Xtrasoft)
Payroll; Sending Service Provider	Amit Jain, (Fasttrack); Lasse Seten (Single Touch / Rockfast);
Superannuation; Sending Service Provider	Grant Doherty(Qvalent); Alistair Gibson (SuperChoice);
Tax Preparation	Sandeep Gopalan (GovReports);

. . . and also contributing in 2017 were 32 other DSPs in open forum style meetings:

Josef Bobinac (**ABSIA**); Sandeep Khurana (**Adaquare**); Angela Lehmann (**ADP**);
Sharon Towes (**Affinity Team**); Sharon Rockman (**Ascender**); Joel Castner (**Aurion**);
Tay Piriyakulchai (**AussiePay**); Lloyd McKie (**Definitiv**); Martin Viles (**e-payday**);
Krishna Nadoor (**EmployGroup**); Dee-May Ong (**Ernst & Young**);
Christine Morris-Jones & Susan Bajada, (**Fasttrack**); Daniel Jach (**Frontier Software**);
Nagaraj (Raj) Veerachettiar (**GovReports**); Bill Samaltanos (**HR3**); Matthew Addison (**ICB**);
Fraser Selfe (**Infinite Cloud Solutions**); Guy Degoumois (**Intelitec Pacific/Inerva**);
Manas Sadar (**MessageXchange**); Andrew Mitchell (**MessageXchange**); Mike Behling (**MYOB**);
Ajay Pradeep, Joy Hooper, Shankar Narayanan (**Oracle**); David Field (**OzEdi**);
Andrew Morris, Lee Dinning (**Qvalent**); Kevin Johnson (**Reckon**); Thu Dinh (**Sage Micropay**);
Matt Voce (**SAP**); Chris Denney (**SuperChoice**);

ATO

Executive staff: Chris Thorne, Ian Scensor, John Shepherd, Michael Rowell

Regular members of STPTC: Amrik Singh, Andrew Joyce, Cameron Everitt, David Van Dijk,
Desmond Parker, Gary Anderson (secretariat), Gerardine Burke, Hasan Huseyin, Ian Colhoun,
Joe Maxymenko, Kylie Johnston, Lachlan McKenzie, Martin Kenseley, Martin Mane,
Michael Connelly (chair), Michael Karavas, Michael Rowell, Mick Ferris, Nicola Sellick,
Patrick J. Kelly, Timothy Haan, Vitaly Sidorenko,

. . . and also contributing were:

Alex Barnes, , Andrew Craig, , Brendan Kee, Brian Hughes, Bryan Cameron, Caitlin Humphries, , Claire Miller, Clinton Jones, Damien Rush, Gary Baxter, Genaya Dancey, James Levick, Johanna Erasmus, Kate French, Kim McConaghy, Leslie Lim, Lisa Eggins, Luke Beaman, Maree Asher, Michael Serena, Nadeem Shariff, Paula Crowe, Peter Karouzos, Sam Boulad, Samantha Chudzinski, Scott Rumford, Steven Irving, Terry Seiver,

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.

Background

This document lists outcomes of the STP Technical Committee throughout 2017 and 2018. Documentation of the STPTC is available at <https://softwaredevelopers.ato.gov.au/STPTC>

This technical committee was formed to provide advice and recommendations to the Single Touch Payroll (STP) project collaboration forums, in regard to technical matters which cannot be resolved under direction from the ATO's technical lead for STP.

During 2018, the STPTC established focus groups (according to the ATO's [Digital service provider engagement model 14.2.2018](#)) The focus groups met out of session to resolve specific issues, the outcomes of these focus groups are included in this document:

- [Conformance and Assurance \(as DARG focus group\)](#)
- [Single Touch Payroll Sending Service Provider Authorisation](#)
- [Single Touch Payroll Employee commencement design](#)
- Single Touch Payroll BMS-ID
- Single Touch Payroll alignment of schedule / roadmap
- [Single Touch Payroll performance and polling clarification](#)
- [Single Touch Payroll document navigation](#)
- [Single Touch Payroll TFNDEC data 2019](#)

The outcomes listed are in chronological order within two sections (recommendations and concerns) and have been sourced from the already published outcomes documents of meetings.

STPTC OUTCOMES 2017 & 2018 - RECOMMENDATIONS

ERROR HANDLING / PERFORMANCE / INCIDENTS

- JUN 2017 Error Handling: Recommended the immediate solution for 1st July 2017 be the current state: i.e. reject the whole file
- JUN 2017 Acknowledgement that ATO's handling of File size testing indicates ATO has capability to handle very large file sizes
- AUG 2017 "Recommendations for Return Error Messaging; SLA 72 Hours return messages; File Size Management that guidance is needed for existing and upcoming DSPs to understand these issues. Subsequently, when published, STPTC recommended (Dec 2017) STPAG closed the issue
- DEC 2017 Recommended that the document "[Single Touch Payroll, PAYEVNT Technical interactions: Clarification of Partial File Rejection, SLA, File Size, Recovery Strategy \(PDF\)](#)" be communications to the broader STP industry DSPs using the [STP document library](#)..
- AUG 2018: PAYEVNT Batches "Stuck" – recommended ATO's strategy to resolve using automated fix process is appropriate.
- NOV 2018 [INCIDENT LIST](#) REVIEW: A new session was adopted to make recommendations on common technical problem (root cause) arising from listed unresolved STP incidents.

STPTC OUTCOMES 2017 & 2018 - RECOMMENDATIONS

OTHER STP TECHNICAL CO-DESIGN

- AUG 2017 [BMS-ID recommendation \(PDF\)](#)
 - to be mandatory (only validated to be non-NULL)
 - uniqueness to be managed by DSPs with instructional guidance from ATO.
 - a mandatory and Globally- unique- ID (GUID) for BMS-ID
- OCT 2017 Recommended that output formats to Business Management Software (BMS) after an employee submits their employee commencement details are preferred as: SBR report with ATO pushing notifications of events and DSPs polling using REST
- FEB-AUG 2018: Established focus groups which resolved matters regarding:
 - [Authorisation for Sending Service Providers \(SSPs\)](#)
 - [Employee Commencement Design](#)"
- APR 2018: STPTC members noted that Employee Commencement Design is progressing well.
- MAY 2018: Tax Practitioner Board requirements are to be managed by the [STP Design Working Group](#)
- AUG 2018: [Employee Commencement \(EC\) Contextual link](#) – Recommended to accept ATO's implementation including:
 - EC cannot access via SSP channel - Contextual Link is not available to DSPS via Sending Service Provider (SSP) channels because the SSP authorisation model does not allow access to data of the risk level associated with the EC service
 - DSPs can access EC via Cloud Authentication Model
 - Testing resources not available - ATO is not able to provide dedicated resources for testing the Employee Commencement (EC) contextual link.
 - Capability to allow agents - holders of Withholder Payer Number (WPN) - to lodge PAYEVNT via an SSP is targeted for December 2018"
- DEC 2018 TFND vs PAYEVNT data structures – Members established a [technical focus group](#) to resolve the way forward.

STP TECHNICAL DOCUMENTATION

- DEC 2017 Recommended that the document "[Single Touch Payroll, PAYEVNT Technical interactions: Clarification of Partial File Rejection, SLA, File Size, Recovery Strategy \(PDF\)](#)" be communications to the broader STP industry DSPs using the [STP document library](#).
- JAN 2018 Recommended for publishing to the software industry the ATO's document re [Guidance for STP DSPs navigating SBR technical artefacts](#)
- DEC 2018 ATO should promote information to the software industry on the changes to the "resend-message-time-limit" (from 48 hours to 30 days)
- DEC 2018 TFND employer declaration text: (re: text for TFN declaration for an employer lodging directly – not via an agent) Members acknowledged ATO's approach to update into the new version of the Taxpayer Declaration Guide, likely during the 1st quarter of 2019.

STPTC OUTCOMES 2017 & 2018 - RECOMMENDATIONS

SCHEDULE & TIMEFRAMES

- JUN 2017 Acceptance of [eCommerce deployment Schedule](#) (published June 2017) for STP
- AUG 2017 "Alignment of Schedule" issue to be resolved by implementing a "Roadmap" view
- NOV 2017 Recommended to ATO that this time of year (Nov 2017) is not feasible for a DSP focus group to explore design of Employee Commencement options.
- NOV 2017 Recommended that the Design Working Group's focus issue, "Alignment of Schedule", is concluded by the implementation of the STP Technical Change Roadmap.
- MAR 2018: Recommended revised STP technical change roadmap for publishing
- JUN 2018: STP 01 July production go-live needs technical support of:
 - Clear documentation of support processes and Service Level Expectations
 - ATO-hosted weekly open-to-all implementation forums to review production issues"
- JAN 2018 Recommended modified STP technical Change Roadmap for publishing to the software industry
- OCT 2018 PAYEVNT 0003 2018 – Changes and Schedule – Members acknowledged, questioned and made recommendations on details of proposed deployments for Nov/Dec 2018.
- NOV 2018 Recommended modified SCHEDULE: STP Plan-on-a-Page v18.11 for publishing to the software industry

AUTHENTICATION, VALIDATION, TESTING

- MAY 2017: accept ATO proposal that each party involved in the transmission of message will request authentication (e.g. an AUSkey SAML token) and provide that information in the HTTP header.
- MAY 2017: two options for return message validation failures provided to STP Design Working Group (DWG)
- OCT 2017 Recommended that the total numbers of accepts/rejects should be identified from validation responses not the GenInfo block.
- OCT 2017 Referred issue of "Conformance and Assurance" to the DARG to resolve.
- FEB 2018: SBR [Conformance and Assurance Focus group](#)
 - Reviewed DARG focus group's document Testing Proposed Design
 - Acknowledged that ATO would not provide the assurance solution for July 2018

STPTC OUTCOMES 2017 & 2018 - RECOMMENDATIONS

OPERATIONAL FRAMEWORK & SECURITY MATTERS

- AUG 2017 Recommendation for [Operational Framework project](#) team that STP project needs interim actions to resolve the Operational Framework
 - NOV 2017 Recommended a document outlining Operational Framework Interim Arrangements as adequate for industry.
 - JAN 2018 Recommended that the Operational Framework document (5th Dec 2017)
 - Does resolve matters regarding STPAG issue #17 (Whitelisting/Certification)
 - Does **not yet** resolve matters regarding STPAG issues:
 - STPAG#14 (Authentications) & STPAG#16 (Technical Authorisation)
 - STPAG#15 (Encryption)"
 - Jan 2018 Recommended ATO consider re Encryption Solution timeframe: - DSP consensus that many customers of DSPs may require data to be encrypted for production go-live (July 2018) but the Op Framework notes ATO encryption solution will not be available before December 2018.
 - FEB 2018: Operational Framework matters will be progressed by [the Digital Identity Working Group](#) and that the STPTC will seek ways to keep informed.
 - MAY 2018: STP security issues (ref Action A0142) are [Operational Framework](#) matters to be progressed via the [Digital Identity Working Group](#)
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STPTC OUTCOMES 2017 & 2018 – CONCERNS RAISED

- MAY 2017: Concern that **MESSAGE QUEUEING** solutions (in the event of system failures) needs further consideration
 - OCT 2017 Concern over "**Null or missing entries vs Zero**" be resolved urgently by ATO
Subsequently NOV 2017, STPTC acknowledged ATO's method to resolve.
 - MAR 2018: Concern over **PERFORMANCE** of PAYEVNT 2017.0002.
Subsequently (April 2018), ATO made internal changes requested to rectify the performance of PAYEVNT 2017.0002.
 - APR 2018: Concern over **SECURITY GAPS** in Operational Framework - some scenarios involving data uploads to portals, via email, or in-house-developments.
Reported to Operational Framework team.
 - MAY 2018: Concern over **DELAYS** with STP TECHNICAL DOCUMENTATION:
 - Final (v1.0) are needed broadly for all DSPS as soon as possible
 - Pre-release/drafts desired immediately by STPTC to provide value
 - DSPs will need consideration if unable to deploy due to lack of v1.0 of SSP and other STP documentation (e.g. if the documentation is "DRAFT" or still not yet provided widely
Acknowledged and reported to documentation team
 - NOV 2018 Concern over **VISIBILITY** of FEEDBACK (especially re OPERATIONAL FRAMEWORK): Noted that the software industry needs publication/distribution of feedback that the ATO receives from DSPs so as to have opportunity to provide comment before the ATO takes action on that feedback.
Reported to DPO and Operational Framework teams.
 - NOV 2018 Concern over **TFND DATA STRUCTURES** (mis-aligned TFND vs PAYEVNT):
Members desire to see if alignment is required and/or possible
December 2018: STPTC established a new focus group [Single Touch Payroll TFNDEC data 2019](#) to deal with this
 - DEC 2018 Concern over **COMMUNICATIONS ON OUTAGES AND ISSUES**: DSPs need better and greater visibility of current-outage reasons and known issues impacting production, including awareness of fixes targeted by maintenance outages.
 - DEC 2018 Concern over "**STUCK MESSAGES**" continue to cause difficulties ahead of anticipated increase in volumes. Concern is tempered with expectation that ATO's expanded resilience program will address the issue.
 - DEC 2018 Concern over **ACCESS to OPERATIONAL FRAMEWORK DOCUMENTATION** – DSPs noted difficulty in finding the location of all documentation relevant to Operational Framework.
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