## 1. STP Portal Hybrid Dashboard & Functions
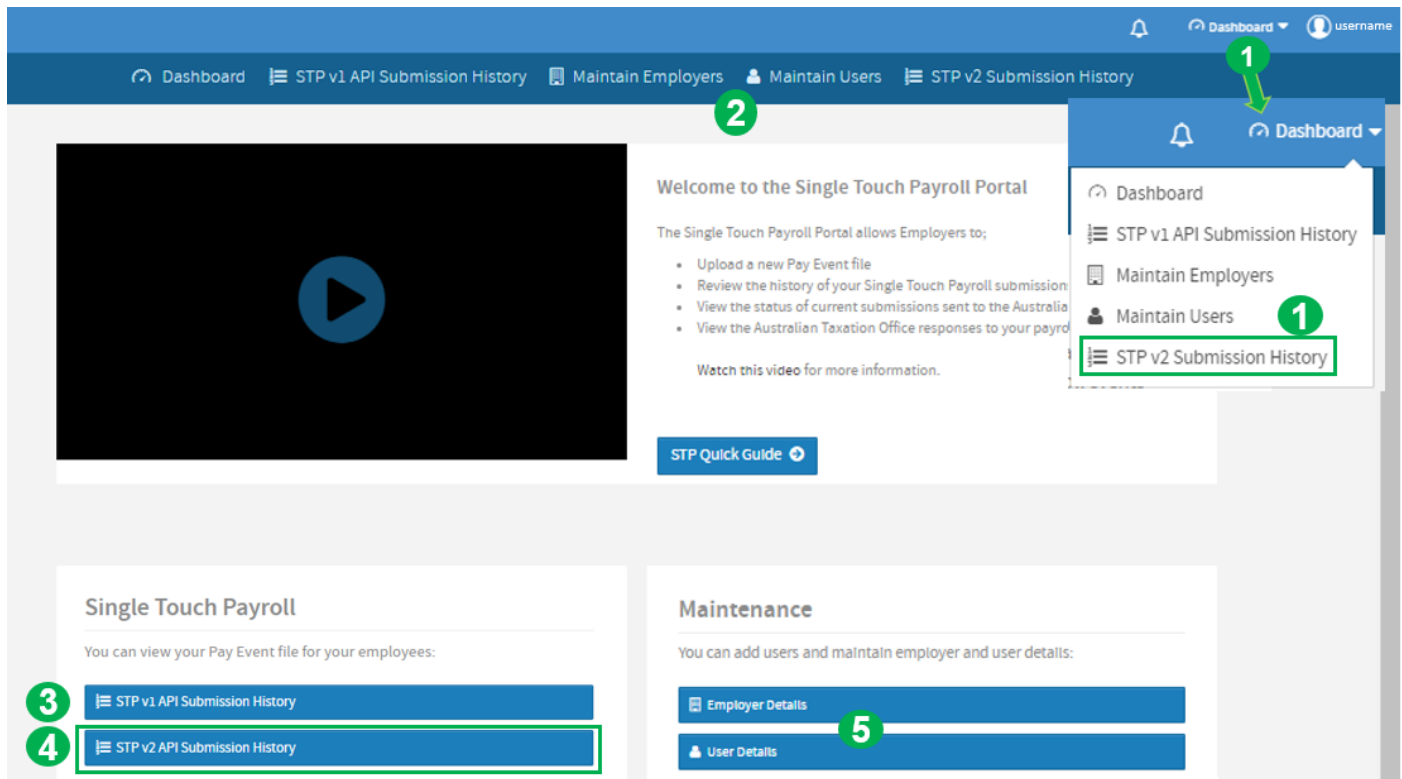
The EmployerPay Portal is a secure compliant solution to view STP data sent to the ATO via the API.



**1**    The **Navigation** menu provides access to Portal functions in a droplist.

**2**    For quick access the **toolbar** provides the same Portal functions as on the Navigation menu. If the toolbar is not visible, click the small chevron to the right of your login name.

**3**    You can view API submitted **STP v1 files** and check the status of your submissions to the ATO.

**4**    **NEW** You can view API submitted **STP v2 files** & check the status of your submissions to the ATO.

**5**    Maintain and updates details about your business and Payroll software, and update details about your user account, and setup new users if you have the appropriate level of access

## 2. High-level Overview of STP Hybrid Process



### What should you do, if you encounter validation issues at Step 3?

The STP API validates the STP file generated by the Payroll Software against the ATO's STP rules. Depending on your Payroll Software the status and any issues with the submission may be presented back in your Payroll Software or you may need to access the STP Portal to review the status.

- If an **Error** validation is encountered, you will need to correct the issue in your Payroll Software and submit a new STP file.

- If a **Warning** validation is encountered, the submission will have been sent to the ATO, but you may decide whether to correct for future submissions.

### How long will it take for the ATO to complete Step 4?

- The ATO should send a Confirmation Receipt within around 5 minutes, although the duration can be longer if the ATO system is unavailable due to planned / unplanned outage.

### How long will it take for the ATO to complete Step 5?

- The ATO should fully process your submission and send the outcome within 24 hours, although the duration can be up-to 72 hours particular for large Employer submissions and during periods when the ATO is processing high-volumes (i.e. end of financial year).

### What outcomes will be presented in the Portal at Step 6, and what should you do?

- As the STP Portal completes validation before submission to the ATO at Step 4, the vast majority of the ATO responses will be a **Success** Submission, in which case no further action is required.

- In a small number of scenarios, the ATO may return either an **Error** or **Warning** message, in which case you should review the ATO message and take the relevant corrective action in your Payroll Software.

## 3. What is new in STP 2 & Continued STP 1 Support

The ATO has enhanced STP to include broader and more granular data in a new STP file format (Single Touch Payroll Phase 2 employer reporting guidelines)

The SuperChoice Portal has new **STP v2 Submission History** functions which operate exactly the same as STP v1 with the following differences:

- The portal display has been enhanced to display the new v2 data fields

- Your Payroll Provider Product ID and BMS Details are now visible on Employer Tab.

Other than a label update, there are no changes to STP 1. Employers will be able to continue to view STP 1 submissions for as long as they need to.

## 4. STP API Submission History

The **Submission History** view displays all previous submissions and their status. It also provides filtering functionality and Action buttons for viewing, downloading or deleting the uploaded files.

> Depending on the file version you submitted via the API, you will need to access the appropriate **STP v1 API Submission History** or **STP v2 API Submission History**



| Feature | Icon | Description |
|---|---|---|
| Filter Panel | n/a | Filter the contents of the grid below using Status, Dates and/or Employer selections. |
| Help icon | ? | Click the Help icon to the left of a field to display a popup of additional information. Click the icon again to close the popup. |
| Column heading sorting | ⬍ | Sort the contents of the grid according to the order of a particular column. Click the icon to the right of the column name to switch between ascending / descending order. |
| Status icons | | These icons indicate the status of the contribution file upload, and update dynamically if changes are made to the file. See full list below |
| | ➡✔ | Indicates STP data in the file have been successfully processed by ATO. |
| | ⚠ | Indicates there are errors to resolve. Files cannot be submitted while there are errors. |
| Issues icons | ✔ 1323 12 | A traffic light-style indication of whether there are warnings, errors or the all-clear for the data in your contribution files. Green means your data is validated with no issues, yellow is a warning only, and red indicates errors that must be resolved prior to submission. |
| Actions icons | | Various actions can be performed on a contribution file, depending on its status: |
| | ▦ | View the contents of the file online. |
| | ⤓ | Download a copy of the original STP file from your Payroll System submitted via API. |
| | 🗑 | Delete this file (displays only if the file has not been submitted to the ATO). |

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## Validation Issues

If there is no Employer Matching Exception, the Portal validates the data for compliance with the ATO STP Business & Data rules (applicable to your STP file version).

Upon selecting ⊞ if the validation fails or if any ATO error response, the **Validation Issues** page will display and show a count of the warnings and/or errors in the progress bar at the top of the screen.

**1 Error**

You **must** resolve any **Errors** in your payroll system and a new file generated for API submission as a file containing validation errors cannot be submitted to the ATO via the API.

**0 Warnings**

Submissions with **Warnings** will be sent to the ATO.

Click the arrow to the right of an issue to see the details. In the example below, the **Birth Date** and **State** values are invalid.

Click the **Next** button to launch the **Review** screen





**tip**   Hover your mouse over the field to see an explanation of the error (shown below).

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## Review

The Portal will progress to the **Review** screen where you can review the data.



**a** Use the tabs to view data by type. Tabs with data issues are highlighted
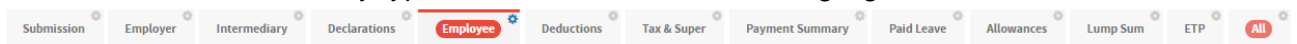


> **IMPORTANT -** SuperChoice always sends to the ATO the <u>data exactly</u> as provided in the STP file and the latest submission is displayed correctly online.
>
> But care is required when viewing <u>older prior STP 2</u> submissions online, as data on tabs Employer, Submission, Intermediary, Declaration, Employee, Deductions, Tax & Super, and corresponding fields on All always present the latest YTD or latest submission information.
>
> Note tabs on Payment Summary, Paid Leave, Allowance, Lump Sum, ETP display historic data at time of submission.

On each tab, use the **Show only** checkboxes to filter the rows:

**b**
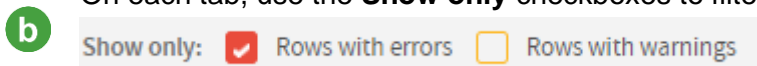


**c** Use the **Search** box to search for particular records. Click the yellow symbol for search tips, as shown.

**d** Cells with **Errors** or **Warnings** are highlighted. Hover your mouse over the field to see an explanation of the error.

**e** **Download** from the Review Screen will download the displayed data <u>not</u> the original STP file

> If you need to check specific data elements on prior submissions, it is recommended to download the original file from Submission History not from the Review page.

## STP Status Icons

The STP Submission History view displays numerous icons that provide information about the status and progress of your submissions.

| Status Icon | Status Wording | Explanation |
|---|---|---|
| | Employer Matching Exception | This will occur when the ABN within the file does not match to the ABN that the user is permitted to access. Possible options to resolve include a) review the ABN within your file and confirm it is correct b) create a new employer within the STP Portal (provided you have the appropriate level of access) c) contact your STP Portal administrator. |
| | Processing | The STP Portal is processing the file. This status will be shown whilst the file format is being validated. This is generally a very quick process. If this status persists, there may be an issue with the format validation. To resolve this, delete the file from submission history and load it again. |
| | Failed | This will occur if the format of the file is not correct; or if the user does not have permission to access the employer based on the ABN. |
| | Validation Exceptions | Validation errors exist within the file. Download the validations from Validation Issues, review and correct the data within your payroll system, generate a new STP file and upload into the STP Portal. |
| | Confirmed & Sent | The STP file has been submitted and forwarded to the ATO. |
| | Receipt | The ATO has acknowledged receipt of the submitted file and forwarded a Technical Receipt. |
| | Success Response | The ATO has provided a successful business response and accepted the data within the submitted STP file. |
| | Warning Response | The ATO has responded with a warning business response. |
| | Error Response | The ATO has provided an error business response and the entire file has been rejected. |
| | Partial Success Response | The ATO has provided a successful business response for part of the submission and has rejected the remainder. |

The portal sends a notification email (to the Employer's contact email in the STP file) if the ATO reports and an Error or Warning

## Submission Audit

On the **History** screen you can click the ⊞ at the front of a submission's row to see an expanded timeline of the submission's progress through each status.
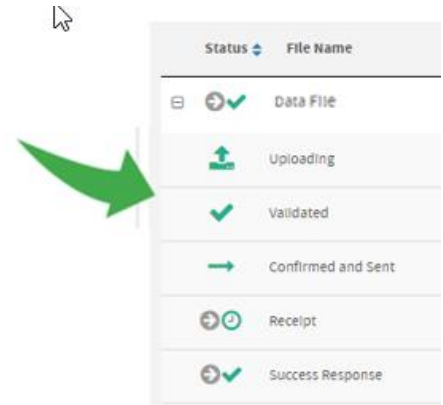
## STP Issue Icons

The table below lists the possible issue statuses that an uploaded file may have. This icon is displayed on the right side of the Submission History screen beside each STP file.

| Issue Icon | Issue Wording | Required Action |
|---|---|---|
| ✔ | No Issues | No grid validations exist within the file. |
| 4 | Validation Warnings | Warning validations exist within the grid. Review the warnings, if you are happy with the data, you will be able to submit this to the ATO. Otherwise, change the data within your payroll system, generate a new STP file to upload and submit as an update or full file replacement. |
| 1 | Validation Errors | Validation errors exist within the grid. Review the errors, you will not be permitted to submit this file. Change the data within your payroll system and generate a new STP file to upload and submit within the STP Portal. |
| ✔ | No Issues | The ATO has returned no validation issues. |
| 2 | ATO Warnings | The ATO has responded with warnings. Review the warnings and update within your payroll as required. |
| 2 | ATO Errors | The ATO has responded with errors. Review the errors and update within your payroll. You will need to correct the data in your payroll system, generate a new STP file and resubmit for the rejected records. |
| 💬 | Employer level or message level error | There is an issue with the submission at an employer or message level. E.g., An incorrect Product ID has been entered. An error message will be displayed when hovering over this icon. |