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❶ My STP 2 Submissions are not displaying data as expected?

IMPORTANT - SuperChoice always **sends to the ATO, data exactly** as provided in the STP file.

The latest Pay Event & Full File Replacement submissions are displayed correctly online, but care is required when viewing and downloading from the Review page.

- Any older prior STP 2 submissions - as the data on tabs Employer, Submission, Intermediary, Declaration, Employee, Deductions, Tax & Super, and corresponding fields on tab All always present the latest YTD or latest submission information. *Note – The data on tabs on Payment Summary, Paid Leave, Allowance, Lump Sum, ETP correctly display historic data as at the time of submission.*

- Any current "Update" submissions - as the portal will display the most recent Pay Event Employer totals.

If you need to check specific data for prior submissions or updates, it is recommended to download your original file from Submission History not from the Review page.

❷ Does the STP 2 Portal support WPN File upload Employers?

Currently the Portal only supports Employers with a WPN for STP 1, it is on the roadmap to add this feature for STP 2 in the future.

Note – the ATO has provided an Exemption to Employers with a WPN for all financial years from 2018–19 to 2032–2033.

https://www.ato.gov.au/Business/Single-Touch-Payroll/Need-more-time/Exemptions-from-STP-reporting/

❸ How can I enter / update by Product ID & BMS details for STP 2?

Your Payroll Provider Product ID and BMS Details (listed below) are now maintained in Employer Maintenance for STP 2.

- Product ID: This is a unique Product ID given by the ATO for the Payroll System.
- BMS Name: This is the product name of the Payroll System.
- BMS Vendor: This is the business or company name of the Payroll System.
- BMS Version: This is the software version of the Payroll System.

For any existing Employer which was live on STP prior to the 30th of June 2022, the details are pre-loaded into Employer Maintenance.

Any **new** Employer commencing STP after 30th June 2022, these details will need to be saved in Employer Maintenance in advance of submitting STP.

4 **My STP submission is stuck in status "Confirmed & Sent" or "Data submitted and Sent" why is this and what should I do?**

There are a number of reasons why a submission could become stuck in "Confirmed & Sent" or "Data submitted and Sent".

- ATO Issues
- Data File Issues
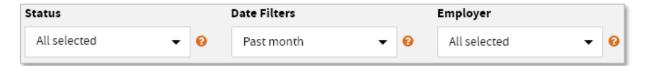- SuperChoice backend processing in-flight

Should a submission remain in one of these statuses for a prolonged time (i.e., greater than 24 hours), please contact SuperChoice Client Services who will be happy to investigate.

5 **Why can I not see my STP submissions in Submission History?**

If you have uploaded / submitted files into the portal, but none are visible in Submission History, then:

1. Return to the dashboard and check you are in the relevant version of Submission History. Depending on the file version you uploaded, you will need to access the appropriate **STP v1 Submission History** or **STP v2 Submission History**

2. Check the Submission History search filters values (see below), in particular check "**All Status**" is selected.

6 **What should I do if the ATO responds with Error "*The ATO may be currently experiencing technical issues or your software is not registered with SBR*"?**

This is one of the most common Error responses from the ATO, there are two reasons for the Error:

1. The ATO is having technical issues or
2. The Submission has been made with an invalid Product ID

Action Required: Both reasons will require a **file resubmission** with a **new submission ID.** But it is recommended to first check your Product ID is correct *(particular in UAT, as the ATO has changed most Payroll's 5-digit Product ID)*

- For STP 2, the product ID is displayed for all clients (Portal & API) on the Employer Tab.
- For STP 1, the product ID is displayed on the final Submission page for upload Employer clients only, not API Employers.

The ATO may be currently experiencing technical issues or your software is not registered with SBR... ATO services could be experiencing technical issues at the current time, therefore try again later. Alternatively your software may not have been self-certified and is not registered for this action or service. In this situation please contact your software provider.

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7 **What should I do if the ATO responds with Error *"You are not authorised to lodge on behalf of this Client"?***

This is second most common Error response from the ATO, and arises most frequently when first onboarding an organisation with multiple ABNs where a related entity submits STP reports or an intermediary submits on behalf of the organisation.

The submitting entity needs to have a business appointment to lodge on the organisation's behalf, otherwise the ATO returns this Error.

Action Required - Business appointments must be completed directly with the ATO to delegate authority for your related entity or intermediary to submit on your behalf.

https://www.ato.gov.au/General/Online-services/Access-Manager/Access-Manager-for-business/

Note - The ATO's test environment only validates the content of the STP messages, it does not validate business appointments. Only the ATO Production environment validates the business appointments, hence why this issue may be experienced for the first time when you Go-Live

> You are not authorised to lodge on behalf of this client.. You are not authorised to submit this lodgment on behalf of the client.
> If you are a tax practitioner, ensure your registered agent number is used in the transmission and try again.
> If you are a business sending on behalf of another business, get an Authorisation administrator to ensure there is a business appointment in Access Manager and give your credential access if required.

If liaising with the ATO, should the ATO request:

- An error code for this error response, the code is "CMN.ATO.AUTH.008".
- A Software Subscription ID (SSID), this request is **not** valid – see below.

8 **What should I do if I encounter *"The Run Date/Time Stamp cannot be later than the time message received in the channel [CMN.ATO.PAYEVNT.000200] error"?***

The ATO mandates that "MessageTimestampGenerationDt" is Zulu UTC time (i.e. UK time).

Action Required - Check your payroll software outputs Zulu time correctly:

For example, at 11 Jul 2022 19:25 AU time - the corresponding Zulu time is 2022-07-11T**09**:25:00Z, and **not** 2022-07-11T**19**:25:00Z.

If your STP file includes:

- Correct Zulu Time (i.e., 2022-07-11T**09**:25:00Z) when the ATO converts this to local AU time, it is not in the future and the ATO will accept the submission.
- Incorrect local AU Time (i.e., 2022-07-11T**19**:25:00Z) when the ATO converts this to local AU time, it is in the future. Hence the ATO will reject the submission and you will encounter error *"The Run Date/Time Stamp cannot be later than the time message received in the channel [CMN.ATO.PAYEVNT.000200]"*

Note - As an interim workaround for Portal upload file Users with a file containing the incorrect local AU. If you delay uploading & submitting the file by circa 10 – 11 hours, this will be sufficient time for the file to no longer be converted into a future date and time.

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9 · ## What should I do if the ATO requests a SSID?

The ATO supports a number of STP integration methods.

- The SuperChoice STP Portal & API integrates with the ATO via the "Sending Service Provider" model using SuperChoice's M2M credentials, and hence a Software Subscription ID (SSID) is **not** required **nor** applicable.
- The STP Portal does not integrate with the ATO via the "Cloud Software" Model that does require an SSID.

10 · ## I have submitted my STP file to the ATO, but no Receipt or Response has been received?

- 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 a planned / unplanned outage.
- The ATO should fully process your submission and send the outcome within 24 hours, although the duration can be up-to 72 hours particularly for large Employer submissions and during periods when the ATO is processing high-volumes (i.e. end of financial year).
- The ATO also has a known issue, that sporadic valid messages get stuck in the ATO backend system, hence no response is sent, or could be significantly delayed.
- SuperChoice has implemented advanced replay and polling technology to insulate against ATO outages and system issues, but if no response is received in Production after 3 – 5 days you may wish to contact SuperChoice or the ATO.

11 · ## The ATO has responded with an Error, Warning or Partial Success / I have received an email from the SuperChoice portal alerting of an issue. What should I do?

Action Required - In a small number of scenarios the ATO may return either an Error, Warning or Partial Success response, in which case you should review the ATO message (full description displayed in the STP portal) and take the relevant corrective action in your Payroll Software. You may then submit an Update, Full File Replacement or wait until the next Pay Event.

12 · ## Why has the portal reported same Error for every single employee?

The ATO has a small number of Crossform STP Validations, whereby the ATO compares the STP Employer data (i.e. submission date) to STP Employee data.

The ATO unfortunately reports Crossform errors at the Employer Level, rather than at the Employee level. This has the consequence that the ATO does not pin-point the specifc Employee with the issue and instead reports any of the Employees may potential have the issue.

The most frequent occurance is error "Country Code must be provided". This validation only applies to Employees with Income Stream Type Code FEI, WHM or IAA. **Action Required** – Please check if any of your Employees have those Income Streams and if so, check that a country code has been provided.

If having checked the above, or if you encounter another error code for all Employees and you require help, please contact SuperChoice Services.

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13 When must I cutover to STP 2? How can I get a deferral...and can I continue to submit STP1 files in the Employer Portal in the meanwhile?

If you or your DSP has obtained a STP2 deferral from the ATO you do not need to transition to STP2 until the nominated date. Otherwise see STP expansion (Phase 2) delayed transitions.

The Employer Portal will continue to support STP1 files through the existing file upload processes. Even after an employer has transitioned to STP2 you are able to upload STP1 files.

14 My Payroll System requires me to configure the name of my Sending Service Provider (SSP) in their Software. Who is this?

SuperChoice is providing the Sending Service Provider "SSP" service when using the STP Portal. **Action Required** – If you are required to configure the Sending Service Provide name in your Payroll Software – please use "SuperChoice Services Pty Limited".

15 I have uploaded a file in the portal can I delete it?

Once a file has been submitted to the ATO it <u>cannot</u> be deleted.

If a file has been uploaded and has failed validation or is yet to be submitted to the ATO, this file can be deleted. This will remove the file from submission history.

16 Where can I get more information about STP and how can an employer contact the ATO?

The ATO has information and resources on their website at www.ato.gov.au/stp to help you understand Single Touch Payroll.

Find out more:
- What is STP
- Expanding Single Touch Payroll Phase 2
- STP Phase 1 Employer Reporting Guidelines
- STP Reporting Options
- STP for Intermediaries

Where to find answers to your questions:
- Join ATO community – the ATO online forum – to ask questions about STP
- Contact the ATO call centre on **13 28 66**

17 How can I contact SuperChoice for more Information?

If you have questions or need help with our STP2 solution, please contact our Client Services team via e-mail: services@superchoice.com.au or telephone: 1300 659 456.