Single Touch Payroll, Employer User Guide (Portal)

September 2020

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Contents

Introduction

Purpose

The purpose of this document is to assist employers in understanding how they can load and submit STP files via the STP Portal.

None of the information within this document in any way is intended to provide advice on how the data within the STP file is to be calculated.

What is STP?

Single Touch Payroll (STP) is an electronic reporting system initiated by the Australian government to assist in streamlining business reporting obligations. STP allows employers or their intermediary to report payments such as salaries and wages, pay as you go (PAYG) withholding and superannuation, directly to the Australian Taxation Office (ATO).

STP aligns your reporting obligations to your payroll processes and employers are required to report the payroll information to the ATO on or before the day of your pay cycle.
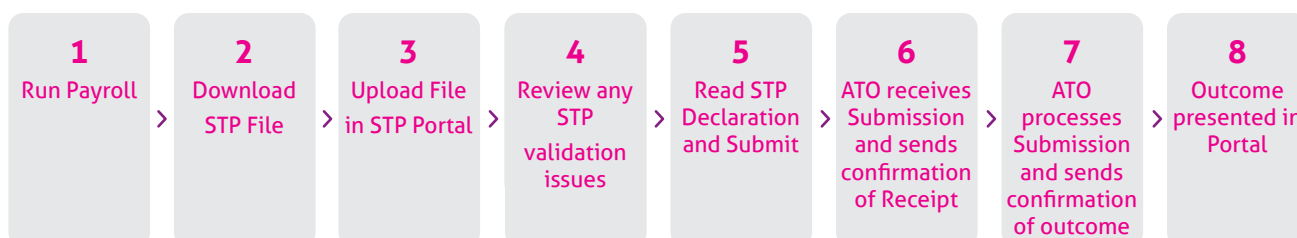
- Employers with 20 or more employees are required to report to the ATO through a Single Touch Payroll enabled software from 1 July 2018.

- Employers with less than 20 employees are required to report to the ATO through a Single Touch Payroll enabled software from 1 July 2019.

Single Touch Payroll was legislated on 16 September 2016 and additional information can be found within the Budget Savings (Omnibus) Act 2016

The STP Portal, will allow you to upload an STP file and submit the information to the ATO.

High-level Overview of STP Process

The STP Portal, will allow you to upload an STP file, submit the information to the ATO and present back the outcome from the ATO.
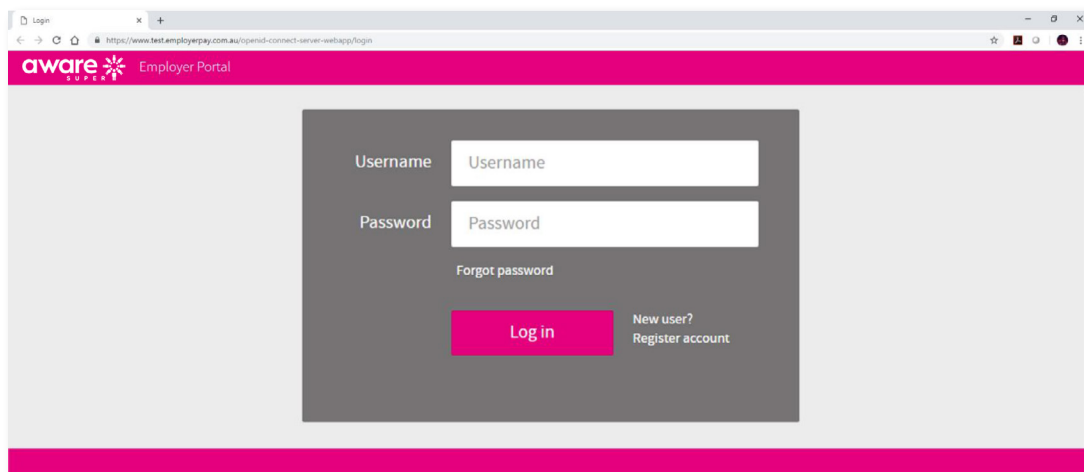
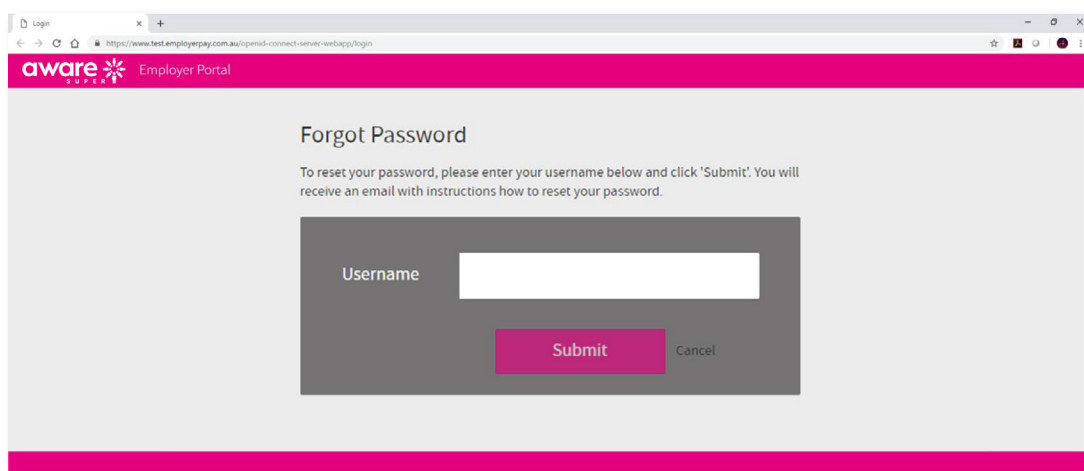| **1** Run Payroll | **2** Download STP File | **3** Upload File in STP Portal | **4** Review any STP validation issues | **5** Read STP Declaration and Submit | **6** ATO receives Submission and sends confirmation of Receipt | **7** ATO processes Submission and sends confirmation of outcome | **8** Outcome presented in Portal |

Portal Access

Log In

Enter your *Username* and *Password*, and then *click Log in.* Don't forget, passwords are case sensitive.

Your Username will either be created by yourself during the registration process or by your administrator when they set your user up. Your *Password* will be sent to you via email when your user is created. You will be prompted to reset your password when you first log in.
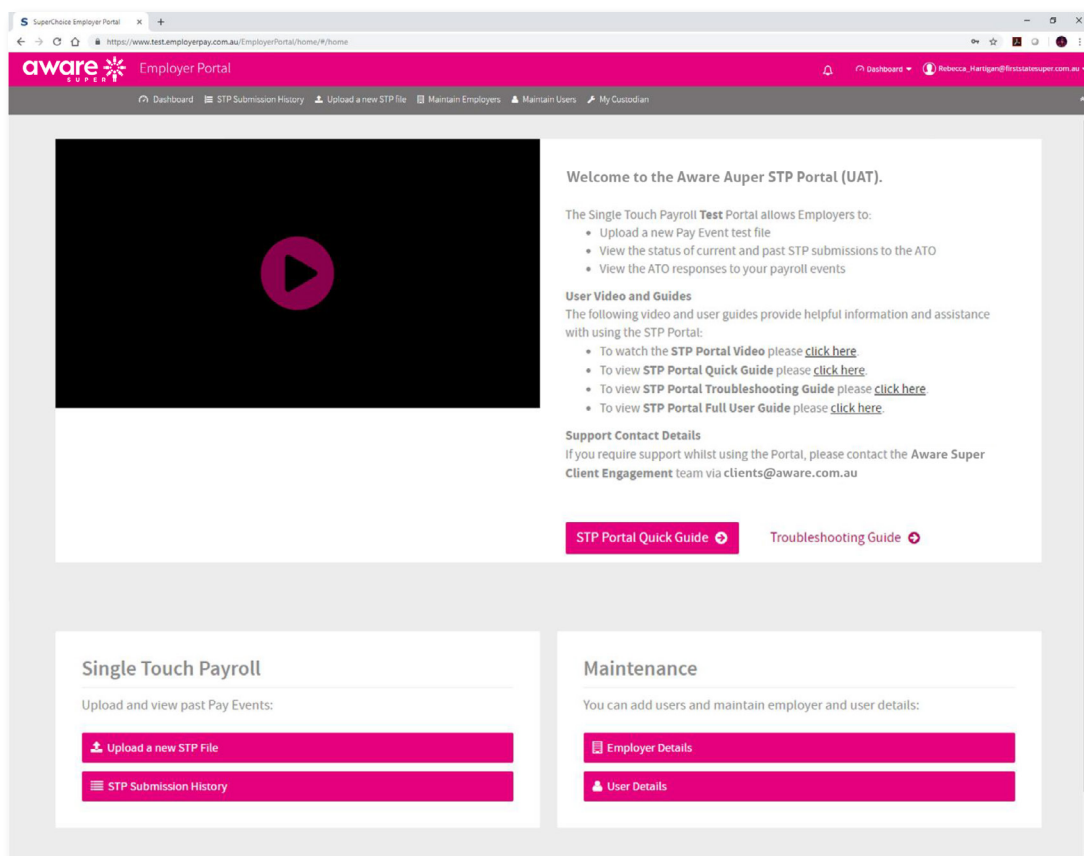

If you have forgotten your password select *Forgot password,* enter your *Username* and then *Submit.* You will then receive an email with a new password. On entering the new password in you will be required to reset your password.

Dashboard

On logging in you will be taken to the Dashboard.

The Landing page provides you with links to various functions within the STP Portal:

|	
Dashboard	Return to the Dashboard from many screens within the STP Portal.
Upload a new STP File	Upload a new STP File.
Submission History	View previously loaded STP files and ATO responses.
Maintain Employers	Maintain your employer details.
Maintain Users	Maintain your user details.
User Icon	Log out or change your password

If you are not able to view any of the above functions, your allocated user permission restricts you from accessing this functionality. Please contact your STP Portal administrator should you require access.

User Icon

On selecting the User Icon 🔘, you will be provided with the option to *Log Out* or *Change Password.* The User Icon can be accessed from all of the STP Portal pages.
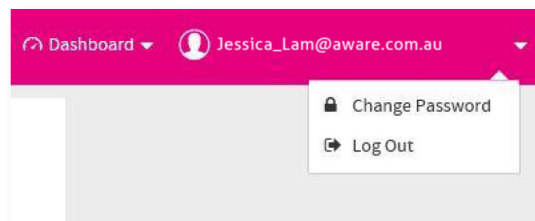
Log Out

If you select *Log Out,* you will be logged out of the STP Portal and taken back to the log in screen. To end the session, close your web page.

Change Password

If you select *Change Password,* you will see the Change Password screen. Enter in your current password and new password details.

Upload a new STP File

From the Dashboard select the *Upload a new STP file* button and you will be taken to the STP File Upload Wizard..
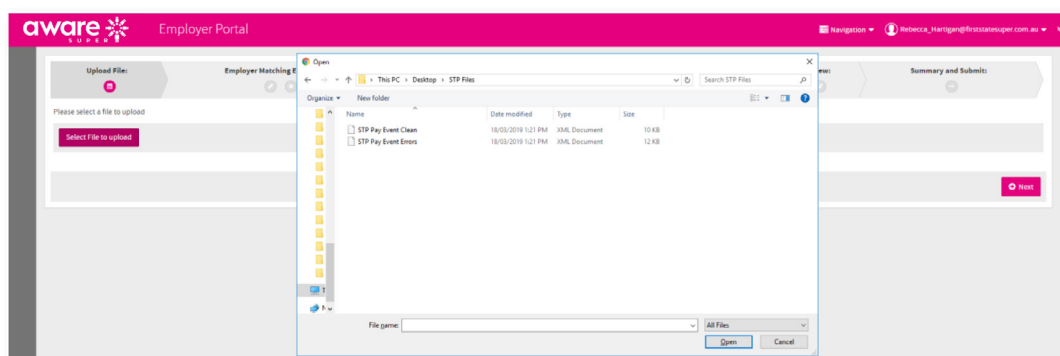

Upload File

Click on *Select File to Upload*

A navigation screen will pop up. Navigate to where you have stored the file from your payroll system. Select the file and click *Open.*

Select *Next.* The file uploaded to the STP Portal will be validated to ensure the file format is compliant to the ATO STP Standards.employers.

Employer Matching Exceptions

The STP Portal will match the employer within the file you are uploading, to the same employer stored within the portal.

If your user account has not been provided with access within the STP Portal to the employer you are uploading the STP file for, then you will receive the following error message.
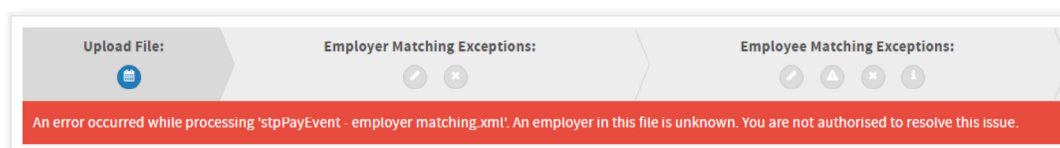
If your user account has not been provided with access to the employer then contact your Administrator to be provided access.

Employee Matching Exceptions

Employee Matching messages will appear when data identifying the employee within the file differs to the details stored within the STP Portal. For new employees, the portal will automatically create new employee records within the database. If your file contains Payroll Numbers (which is a mandatory field), then you should not receive any employee matching exceptions.

Validation Issues

The Validation Issues page will be displayed if there is data within your file that is not compliant to the ATO STP Data requirements and fails validation. All data from within the file will be displayed in the review grid and errors and warnings will be displayed for fields which have failed a validation.
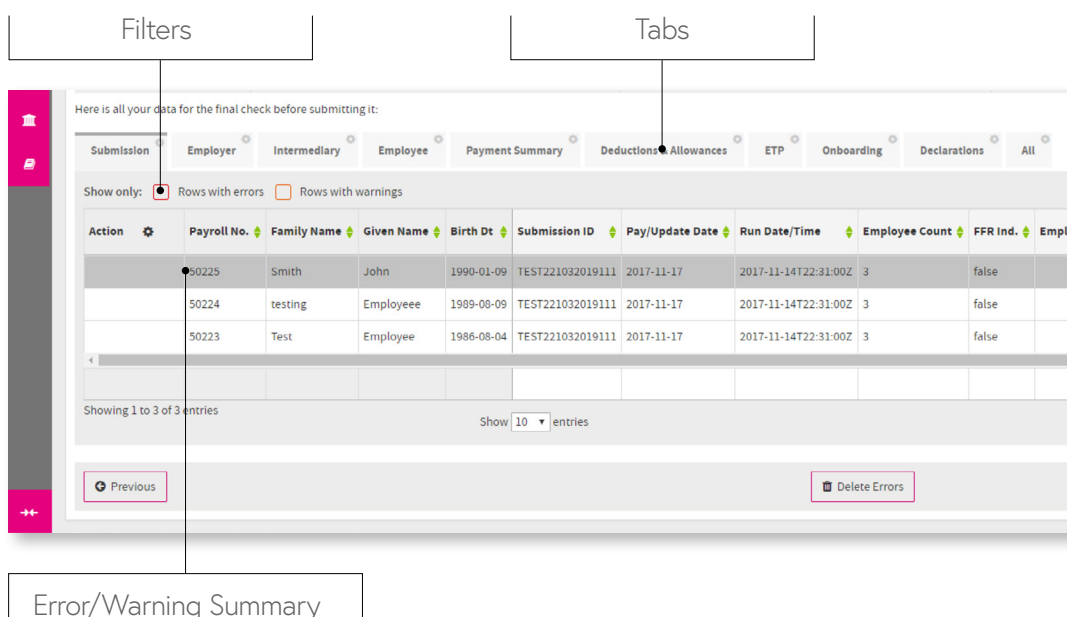
Errors: You will not be permitted to submit a file with Error Validations.
Please correct the data within your payroll system, regenerate the STP file and reload into the STP Portal.

Warnings: You will be permitted to submit STP files with Warning validations

By selecting the Download button, you can extract a list of all the warning and error validations. The file will appear at the bottom of your web browser. Click on the downloaded spreadsheet to open it. This will open a .csv file containing a list of the warnings and errors that require correction

Review

The review screen allows you to view the data in a grid style. Errors and warnings will also be highlighted within the grid. Once all the errors have been resolved select the *Next* button. If you have no matching exceptions or validation issues within the file you will be taken directly to this page.

Filters ⌐

Tabs ⌐

Error/Warning Summary

Errors/Warnings

Any fields which contain invalid data will be highlighted in the review grid as above. The user can hover over a cell in the review grid to view the error/warning message. Users can also click the View Warnings and Errors Action icon on the left side of each employee record which will cause a pop-up list of validation issues for that employee to appear. Note the users cannot edit data from within the review grid. It must be corrected from within the payroll system and a new file must be loaded.
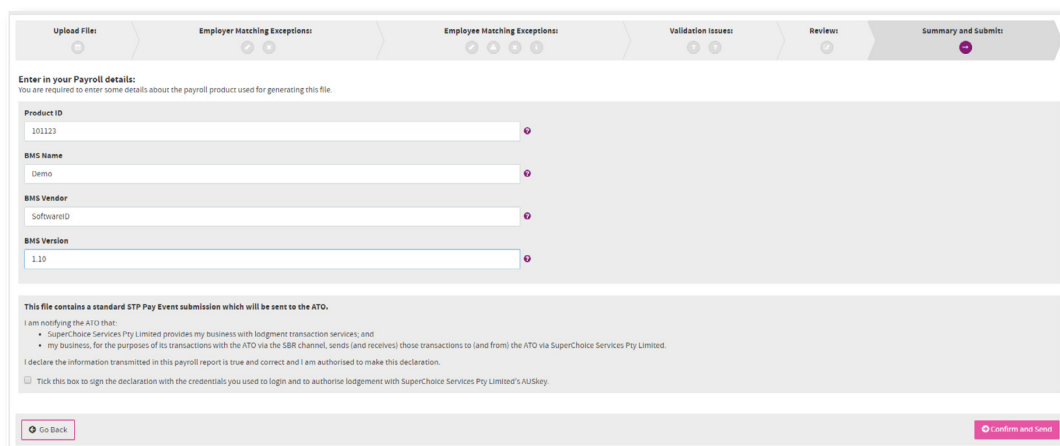
Tabs

At the top of the review grid, there are tabs which contain columns from different sections of the STP file. These include: Submission, Employer, Intermediary, Employee, Payment Summary, Deductions & Allowances, ETP, Onboarding, Declarations and All. The user can click on these tabs to view the data relating to that section of the file.

Filter and Search

There are two filters which can be toggled on/off. Enabling these filters will only display the employee records which contain errors, warnings or both. There is also a search box for filtering employee records which contain specified key words. Hover over the question mark icon next to the search box for guidance on how to use wildcards in a search

Submit

The submit screen allows you to review / enter in the relevant payroll information and accept the ATO Declaration and Signing Statements.

Payroll Information:

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 used.

If you are using an instance of the Employer Portal which is Payroll specific, then these values will be automatically defaulted, otherwise these will need to be manually entered on the first submission (will be automatically populated for all subsequent submissions).

Contact your Payroll Software provider if you are unsure of these details.

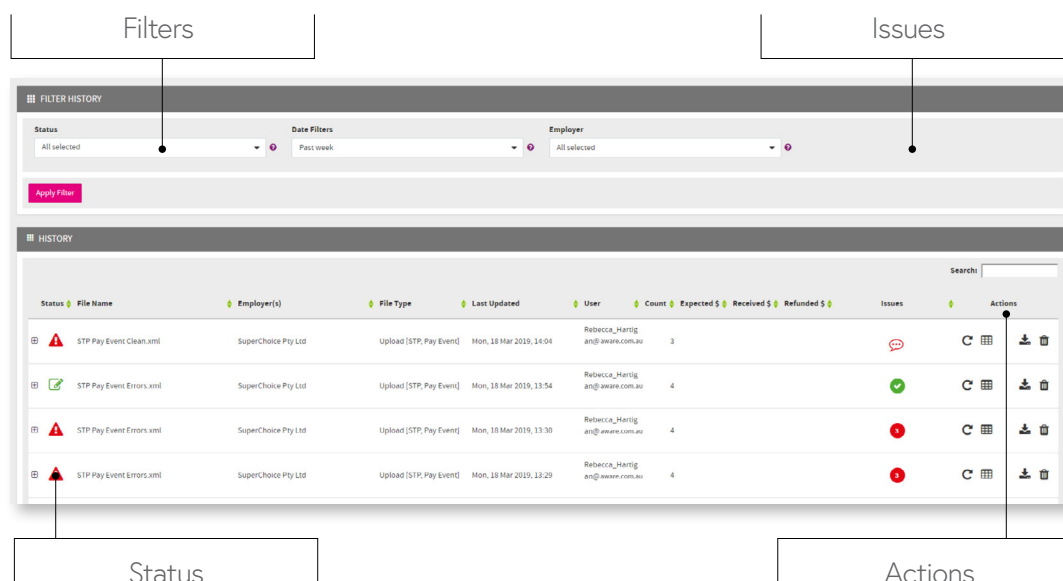## ATO Declaration and Signing Statements

The ATO requires employers to sign a Declaration and Signing Statement. The appropriate Declaration and Signing Statement will be automatically displayed, based on the data provided within the file uploaded.

ATO Declaration Type	ATO Declaration Type	Declaration and Signing Statement
Employer Sending Service Provider	Employer submitting themselves (i.e. no intermediary data in the Employer XML) with only Single ABN.	I am notifying the ATO that: • SuperChoice Services Pty Limited provides my business with lodgement transaction services; and • my business, for the purposes of its transactions with the ATO via the SBR channel, sends (and receives) those transactions to (and from) the ATO via SuperChoice Services Pty Limited. I declare the information transmitted in this payroll report is true and correct and I am authorised to make this declaration. ☐ Tick this box to sign the declaration with the credentials you used to login and to authorise lodgement with SuperChoice Services Pty Limited's AUSkey.
Employer Sending Service Provider	Employer submitting themselves (i.e. no intermediary data in the Employer XML) with Multi ABNs.	I am notifying the ATO that: • SuperChoice Services Pty Limited provides these businesses with lodgement transaction services; and • these businesses, for the purposes of its transactions with the ATO via the SBR channel, sends (and receives) those transactions to (and from) the ATO via SuperChoice Services Pty Limited. I declare the information transmitted in these payroll reports is true and correct and I am authorised to make this declaration. ☐ Tick this box to sign the declaration with the credentials you used to login and to authorise lodgement with SuperChoice Services Pty Limited's AUSkey.
Registered Agent Sending Service Provider	Intermediary submitting on behalf of Employer (i.e. intermediary data in the Employer XML) with only Single ABN.	I am notifying the ATO that: • SuperChoice Services Pty Limited provides my client with lodgement transaction services; and • my client (the entity), for the purposes of its transactions with the ATO via the SBR channel, sends (and receives) those transactions to (and from) the ATO via SuperChoice Services Pty Limited. • I have prepared this payroll report in accordance with the information supplied by the entity. • I have received a declaration from the entity stating that the information provided to me is true and correct. • I am authorised by the entity to give this document to the Commissioner. ☐ Tick this box to sign the declaration with the credentials you used to login and to authorise lodgement with SuperChoice Services Pty Limited's AUSkey.

Once you have entered in the Payroll Information, if you are ready to send the data to the ATO click on the checkbox and Confirm and Send. You will be returned to the Submission History screen.

Submission History

The Submission History screen will let you view the STP files which have been uploaded by your organisation and the current status of the files. You can filter, search and sort by various data elements. The Submission History screen can be accessed via the Dashboard

Filters

The top section of the Submission History screen allows you to enter in a criterion to filter the files that are displayed within the screen. You can select the filters as you need from:

> The STP portal only allows a user to view and access data for the Employer or Employers for which their user is authorised. Important: If your Organisation has a requirement to segregate employee data at a lower level than Employer ABN, please contact your STP Portal administrator to ensure your Employer and User set-up is appropriate to ensure correct data privacy.

Status:	The status indicates which stage the file is in. See the table below for more information.
Date Filters:	Select the date range you wish to search within.
Employer:	Select the employer that you wish to search on.

Status

The status of the file will be updated throughout the duration of the submission and response process. This icon is displayed on the left side of the screen beside each STP file. The statuses below refer to single-employer submissions only. Multi-employer submission statuses should be interpreted differently. A table of these statuses is provided in the appendix.

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.
	Member Matching Exception	These exceptions arise where the employee data provided does not match stored data. As the Payroll Number is a mandatory field within the file and the STP Portal matches on this it is not expected that you will experience this.
	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.
	Ready for Processing	There are no validation errors within the file and it can be submitted to the ATO.
	Confirmed and 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.

ATO Responses

- 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.

- 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).

- As the STP Portal completes validation before submission to the ATO, 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.

Issues

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.

Status Icon	Status Wording	Required Action
✓ (green circle)	No Issues	No grid validations exist within the file.
4 (orange circle)	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 (red circle)	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.
✓ (green square)	No Issues	The ATO has returned no validation issues.
2 (orange square)	ATO Warnings	The ATO has responded with warnings. Review the warnings and update within your payroll as required.
2 (red square)	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.
💬 (speech bubble)	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.

Actions

The below are the actions that are permitted within the Submission History screen.

Action Icon	Action Wording	Required Action
▦	View detailed information	Clicking on this icon will take you to the STP review grid and allow you to view the detailed information for this file.
⬇	Download this file	Clicking on this icon will allow you to download the file.
🗑	Delete this file	Clicking on this icon will delete the file. Files that have been submitted to the ATO cannot be deleted.

Maintain Employers

The Employer Maintenance section allows you to update details about your business and ensure that the Employer Portal is in sync with your payroll system. This can be accessed from the Dashboard by selecting *Maintain Employers.*.

> The information populated in the Employer Maintenance screen will be shown in the grid, however it is the information that is provided within the uploaded STP file that will be sent to the ATO
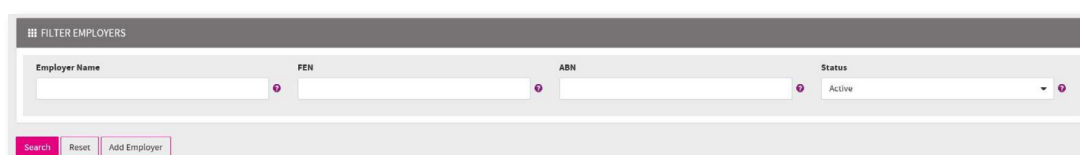
Editing an existing employer

- Select Employer Details from the Maintenance section within the Dashboard.

Or, from the link in the navigation bar at the top of the Dashboard.

- Enter in key employer data within the filter criteria, for example ABN. And then select Search to bring up a list of associated employers.

- Select the employer to update from the list.

- Make your changes within the following sections. Scroll to the bottom of the screen and select Save if you make any changes.

Contact details

You can change any details on this screen. Given name, Family name and email address are required fields.

Address details

You can change any details on this screen. Address Line 1, Suburb, Post Code, State and Country are required fields.

Maintain Users

The User Details section lets you update details about your user account, as well as set up new users if you have the appropriate level of access. This can be accessed by selecting:
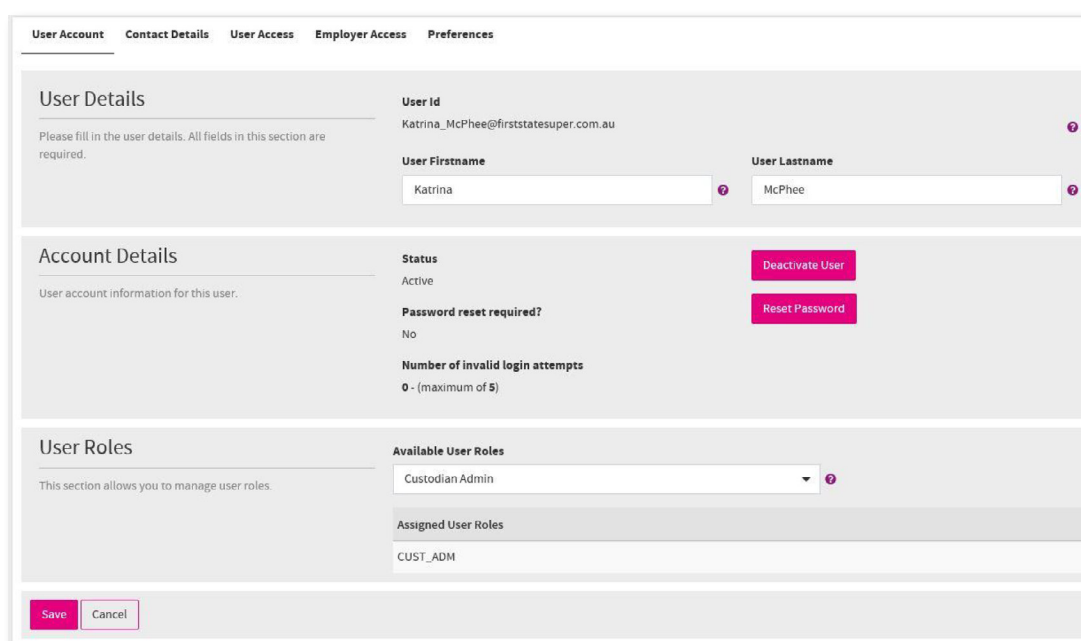
- *Maintain Users* from the link at the top of the Dashboard screen, **or**
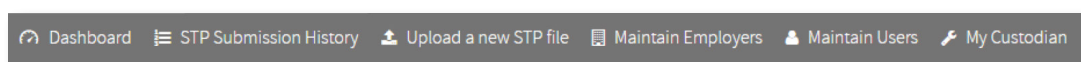
- *User Details* from the Maintenance section in the bottom-left corner of the Dashboard screen.
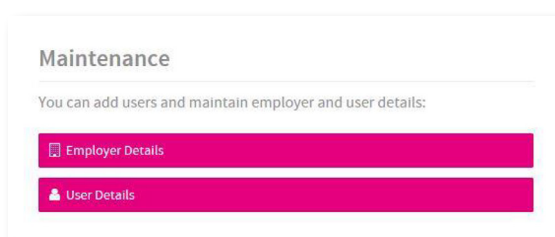
- Enter in key user data within the filter criteria, for example Surname. And then select Search to bring up a list of associated users.

- From the list, select the user ID you wish to update.

Update any required changes using the tabs at the top of the screen to navigate to each section. Select Save to save changes.

Update any required changes using the tabs at the top of the screen to navigate to each section. Select *Save* to save changes.

User Details

You can change all details on this screen. User First name and Last name are required fields.

Account Details

Select *Deactivate User* to deactivate the user. Please note that user accounts cannot be deleted.

Select *Reset Password* to create a new temporary password for the user. An email will be sent containing the temporary password which they will be prompted to reset upon logging in. Also refer to the Change Password link within the Dashboard.

Select *Unlock User* to return the number of invalid login attempts back to zero.

Creating New Users

Depending on your level of access, new users can be created to access the STP Portal.

- Select *Add User* from the User Maintenance screen

User Account

- Enter in the following details:

User ID

We recommend that generic user ID's are not created. For example, if you have an Administration team that require access create a user account for each user and not a generic user such as Admin that all staff can access. Select a user role from the drop-down list.
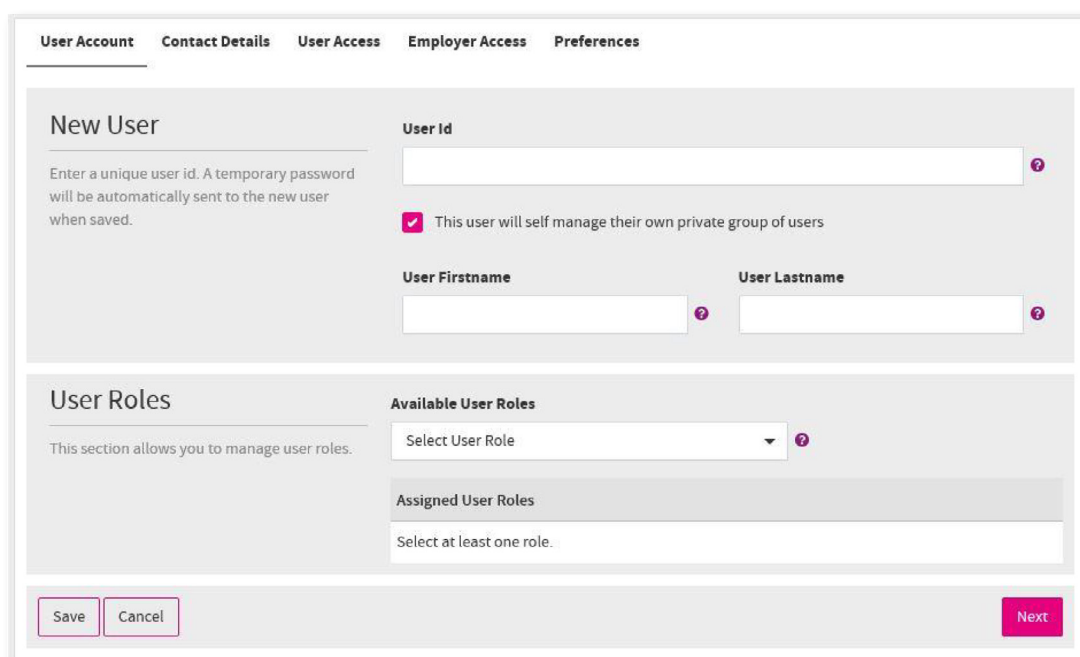
First Name:

Enter in the user's first name.

Surname:

Enter in the user's surname.

User Role:

Select the appropriate user role.
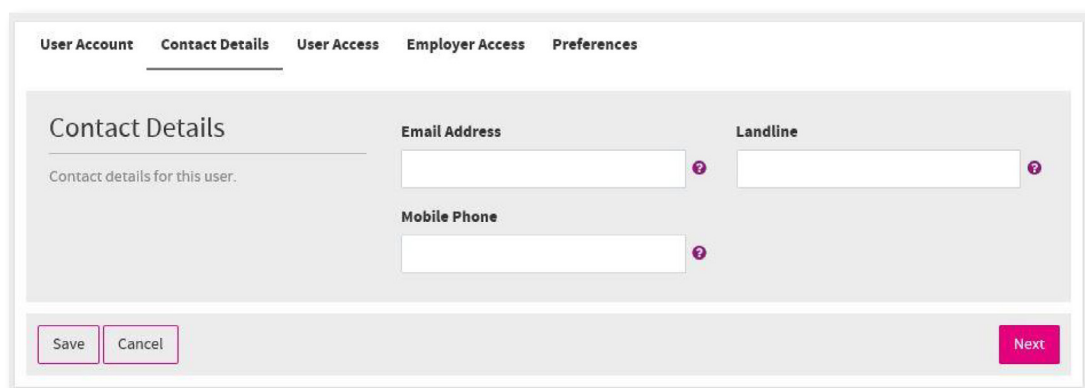

The "add as a self-managed user" checkbox, when enabled, will allow the newly created user to self- manage any users which they create. Any users which are created by that user will by default be assigned to that user. If this option is disabled, a higher-level user will need to manage these users. This checkbox is enabled by default.

Contact Details

- Enter the user contact details.

Email: Enter in the user's email address.

The initial login password for the user will be emailed to this email address.

Employer Access

- This screen allows you to assign the user access to employers (if you have the appropriate permissions).
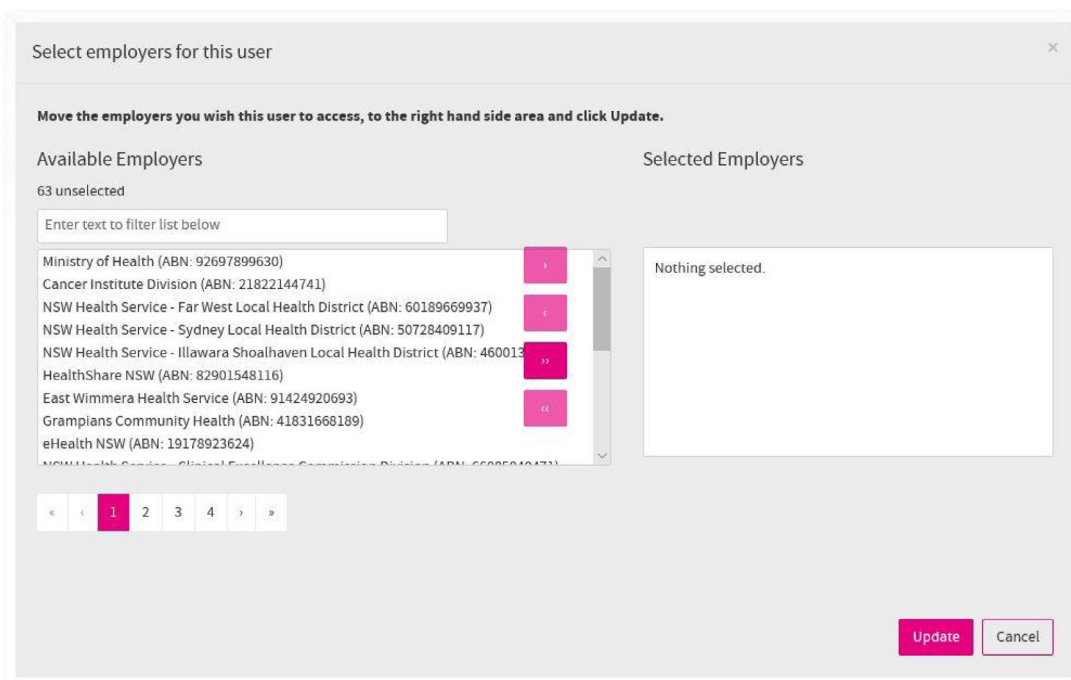
- Select the *Add/Remove Employers* button to display a list of the employers that the user can be granted access to. Select the employer and click on the > button to move the employer to the Selected Employers section. Select *Update*.

Select employers for this user ✕

Move the employers you wish this user to access, to the right hand side area and click Update.

Available Employers

63 unselected

Enter text to filter list below

Ministry of Health (ABN: 92697899630)
Cancer Institute Division (ABN: 21822144741)
NSW Health Service - Far West Local Health District (ABN: 60189669937)
NSW Health Service - Sydney Local Health District (ABN: 50728409117)
NSW Health Service - Illawara Shoalhaven Local Health District (ABN: 460013
HealthShare NSW (ABN: 82901548116)
East Wimmera Health Service (ABN: 91424920693)
Grampians Community Health (ABN: 41831668189)
eHealth NSW (ABN: 19178923624)
NSW Health Service - Clinical Excellence Commission Division (ABN: 66085040471)

Selected Employers

Nothing selected.

« ‹ 1 2 3 4 › »

Update Cancel

- Within the Employer Access screen, scroll to the bottom of the screen and select *Save.*

Appendix: Multi-Employer Submission Statuses

Status Icon	Status Wording	Explanation
	Receipt — Waiting	The ATO has received data for one or more employers from the file and have forwarded a technical receipt but they are yet to receive data for all employers.
	Receipt	The ATO have received data for all employers from the file and have forwarded technical receipts for all employers.
	Error Response — Waiting	The ATO has provided an error business response for one or more employers in the submitted file and responses are pending for the remaining employers.
	Warning Response — Waiting	The ATO has provided a warning business response for one or more employers in the submitted file and responses are pending for the remaining employers.
	Partial Success — Waiting	The ATO has provided a partial success for one or more employers in the submitted file and responses are pending for the remaining employers.
	Partial Success Response	The ATO has provided a partial success business response for one or more employers. This means that some of the child records (employees) have failed.
	Warning Response	The ATO has provided a warning business response. The ATO has accepted the file but there may be issues to correct in the payroll system.
	Error Response	The ATO has provided an error business response and the entire file has been rejected. This occurs when the parent record fails (i.e. Employer) or all child records fail (i.e. Employees).
	Success Response	The ATO has provided a successful business response and accepted all parent and child records present in the submitted STP file.

Version Control

Version	Date	Detail
v1.0	19/05/2018	Initial draft
v2.0	02/06/2018	Minor formatting changes
v3	29/06/2018	Formatting changes, added status icons, additional wording in some sections.
v3.1	10/05/2019	Formatting changes.
v4	03/09/2020	Branding change