MYOB Advanced
Single Touch Payroll

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## Contents

**Single Touch Payroll**  
4

### Setting up Single Touch Payroll  
4

- Enabling the STP Feature .................................................. 5
- Registering for SBR .......................................................... 5
  - Registering the Software ID Online .................................. 6
- Setting up my.MYOB Logins .............................................. 8
  - Activating the MYOB External Identity Provider .................. 8
  - Associating Advanced Users with my.MYOB Logins ............. 9

### Checking Your Data ...................................................... 10

- Employees ........................................................................ 11
- Payers ............................................................................. 11
- Pay Items ......................................................................... 11

### Activating Single Touch Payroll ...................................... 13

### Submitting Data via STP .................................................. 14

- Managing STP Submissions .............................................. 14
  - Lodgement Status .......................................................... 15
  - STP Batch Details .......................................................... 16
- Employee Terminations and STP ....................................... 19
  - Setting up ETP Pay Items ............................................... 19
  - Processing Terminations ............................................... 19
  - Historical Terminations ............................................... 20
Fringe Benefits and STP ................................................................. 21
Pay Dates for FBT Pay Runs ......................................................... 21
Finalising STP Data ................................................................. 22
Updating Employee STP Data .................................................. 23

Troubleshooting 24
Single Touch Payroll

Single Touch Payroll (STP) is an ATO requirement for reporting payroll data, which allows you to report to the ATO directly from your payroll software at the same time as you pay your employees. You do not need to provide payment summaries to your employees for the payments you report through STP—instead, they can view their payment information online using their myGov account.

STP is required from 1 July 2018 for employers with 20 or more employees, and from 1 July 2019 for all employers.

MYOB Advanced supports STP reporting, once the system has been set up to use it. See the Single Touch Payroll section on the ATO website for more information.

Setting up Single Touch Payroll

To set up and activate payroll reporting via Single Touch Payroll:

1. Enable the STP feature on the Enable/Disable Features form (CS.10.00.00).
2. Register for Standard Business Reporting (SBR), if you have not done so already.
3. Ensure that any users who will be sending STP data to the ATO have my.MYOB login accounts associated with the MYOB Advanced logins. (This is already the case for users who have signed up for Secure Authentication.)
4. Check your data to ensure that there is no missing information that would cause STP data to be rejected by the ATO.
5. Activate STP reporting on the Single Touch Payroll tab of the Payroll Preferences form (MP.PP.11.00).
6. Re-check your data to ensure that all pay items have the correct ATO reporting categories for STP.
Enabling the STP Feature

To enable Single Touch Payroll functions, tick the “STP” feature under “Advanced People” on the Enable/Disable Features form (CS.10.00.00).

Ticking the STP feature enables the various forms and fields used to set up and manage the STP functionality.

Registering for SBR

MYOB Advanced uses the Standard Business Reporting (SBR) mechanism for sending data to the ATO. If you have already registered for SBR on the SBR Registration tab of the Payroll Preferences form (MP.PP.11.00), you can skip this step; otherwise perform the configuration steps below.

**Note:** Companies that are already registered for SBR will have a value in the Last Requested Date column in the table at the bottom of this form.

To register for SBR, you must generate a software ID for each company in the system, then register the IDs with the ATO, which authorises MYOB to send information to the ATO on your behalf.

Generate IDs by clicking each of the Request Software ID links in the table at the bottom of the SBR Registration tab—note each ID down as it is generated. Once you have IDs, you can register them in one of two ways:

- Call the ATO on 1300 85 22 32 and work through the process with the ATO representative.
- Use the ATO’s Access Manager website ([https://am.ato.gov.au/](https://am.ato.gov.au/)) to update and assign the information to your business. This requires an AUSkey login, and the person registering the software ID must have administrative rights for the business’s AUSkey account.
Registering the Software ID Online

1. Log in to the ATO's Access Manager (https://am.ato.gov.au/), upon login, the system will try and identify the site using their AUSKey.

   ![Access Manager Login](image1)

   **Welcome to Access Manager**
   Access Manager allows you to control access by your staff to ATO online services for your business.
   The functions of Access Manager are described in Using Access Manager and the Extranet. If you require further assistance please Contact Us.
   For scheduled downtimes and details of issues currently affecting Access Manager visit System maintenance and issues.

   **Accessing Access Manager**
   To log into Access Manager, you need an AUSkey. This is an important security measure and your key to our online services.
   To register, visit https://am.ato.gov.au/.
   Visually impaired users can navigate to the Accessibility page for assistance with using this site.

   **Logging of Access Manager access**
   For statistical purposes, we record your login details and the date and time you logged into Access Manager.

   ![Access Manager Menu](image2)

   ![Access Manager Notify](image3)

   ![Access Manager Links](image4)

2. Once access has been authorised, select **My hosted SBR software services** from the menu on the left.

3. Click **Notify the ATO of your hosted service**.
4. Search the service provider name for MYOB AUSTRALIA PTY LTD as a hosted SBR software service provider:

5. Click the ABN link for MYOB AUSTRALIA PTY LTD.

6. Enter your software ID and click Next.

   **Note:** The entered Software ID must match the ID was provided by MYOB Advanced, or transmissions using MYOB’s service will not be successful.

7. Read the notification statement then click Save.

8. A green success message will appear on the next screen to confirm your notification.
Setting up my.MYOB Logins

Ensure that any users who will be sending STP data to the ATO can log in to MYOB Advanced using a my.MYOB login. A my.MYOB login is created and associated with an Advanced login when a user signs up for Secure Authentication. Secure Authentication was introduced in the 2018.1.2 release, and is required for all logins after 1 December 2018.

Activating the MYOB External Identity Provider

As of the 2018.1.2 release, my.MYOB logins are enabled by default. In previous releases, the MYOB provider had to be made active on the Security Preferences form (SM.20.10.60). This provider is now active by default and the table of Allowed External Identity Providers is now read-only.
Associating Advanced Users with my.MYOB Logins

As of the 2018.1.2 release, users are able to sign up for Secure Authentication, which associates a my.MYOB account with their MYOB Advanced login as part of the signup process. In previous releases, my.MYOB logins had to be set up manually—the introduction of Secure Authentication means that all users (not just users who will be submitting STP data) can set up logins automatically.

To check that a user has a my.MYOB login associated with their Advanced login, check the External Identities tab of the User Profile form—if there is a value in the User Key column for the MYOB provider, they are associated with a my.MYOB login.

Once a user has signed up for Secure Authentication, they can login by clicking the Sign in with Secure Authentication button on the MYOB Advanced login screen:
Checking Your Data

Before starting to use STP, check your data to ensure that there is no missing information that would cause STP data to be rejected by the ATO.

**Note:** We recommend that you run the validation checks before activating STP reporting, in case there are a large number of records that need to be corrected. However, you should run the checks again after activating STP, to ensure that the ATO reporting categories assigned to your pays items are correct—see page 11.

You can run validation checks on your data from the Check Data form (MP.PP.50.20)—doing so will highlight any errors that would prevent an STP batch from being sent to the ATO. (These validation checks are also run automatically when a pay is processed, but in that case only the records involved in the pay are checked.)

Click the **Run validation** toolbar button, and details of all data validation errors appear in the main table. If there are no errors, the table will remain empty.

The system checks employee records, payer records (i.e. branches) and pay items. Click on the ID column to open the record in the appropriate editing window, so you can make the necessary corrections.
Employees

The following details on the Employees form (EP.20.30.00) must exist and contain valid information:

- Last Name
- Date of Birth
- Address Line 1
- City
- Post Code (only if the Country is AU - AUSTRALIA)
- State (only if the Country is AU - AUSTRALIA)
- Payment Summary Type - this is set on the Employment tab of the Pay Details form (MP.PP.23.10).

**Note:** If you need to change or set the Payment Summary Type for the employee, tick the **Update open pay(s)** and **Update completed pay(s)** boxes on the Pay Details form before saving—this ensures that all of the employee’s current and historical pays will include the Payment Summary Type, which means that they will be included in STP reporting.

Payers

The following details on the Branches form (CS.10.20.00) must exist and contain valid information:

- ABN
- Company Name
- Phone 1
- Address Line 1
- City
- Post Code (only if the Jurisdiction Country is AU - AUSTRALIA)
- State (only if the Jurisdiction Country is AU - AUSTRALIA)

Pay Items

Check allowances’ categories on the Pay Item Liabilities form (MP.PP.10.25). In particular, make sure user no allowance pay items are using the “Allowances” category, as this category only applies to Payment Summaries, not STP. Available STP categories are:

- Allowance Car
- Allowance Laundry
- Allowance Meals
- Allowance Other
- Allowance Transport
- Allowance Travel
The following validation rules are also applied to other pay items:

- Taxable Income pay items must have a reporting category.
- Employer Super pay items with the category “SG Superannuation Guarantee Contributions” or “AP Award/Productivity Contributions” must have an ATO reporting category.
- Employee Super pay items with the category “SS Salary Sacrifice” must have an ATO reporting category.

**Note:** You must also set up ETP pay items for use when terminating employees—see page 19.

**Timing of Pay Item Changes**

It is important to note that until STP reporting is activated (see page 13), the system assumes that you are still producing Payment Summaries, and will expect all pay items to have reporting categories that relate to Payment Summaries. This means that if you update your pay items to use STP-related reporting categories before activating STP reporting, errors will appear on the Pay Item Liabilities form. **These errors can be ignored**—once you activate STP reporting, the system will expect pay items to have reporting categories relating to STP and the errors will disappear.

**Note:** The default ETP pay items (see page 19) are created with STP-related reporting categories, so errors will always appear for them until STP is activated.

To be sure that your pay items all have the correct reporting categories, we recommend that you run the validation checks before activating STP, and again after.
Activating Single Touch Payroll

Enabling the STP feature (see page 5) adds a Single Touch Payroll tab to the Payroll Preferences form (MP.PP.11.00): 

Read the Terms of Use linked to on this tab, then tick the **Enable Single Touch Payroll reporting** check box:

Once STP reporting has been enabled, an **STP Enabled Date** field appears on this tab, displaying the date and time STP was enabled.

**Note:** Once you have enabled STP reporting, the ATO requires that you continue using it from then on. The **Enable Single Touch Payroll reporting** check box cannot be unticked once you have submitted your first STP batch.

You are now ready to report pay data to the ATO via Single Touch Payroll.

Re-checking your Data

We recommend that you run the data validation checks again after activating STP to ensure that all pay items have the correct reporting category—see “Timing of Pay Item Changes” on page 12.
Submitting Data via STP

Once Single Touch Payroll is enabled, payroll data is reported to the ATO automatically each time a pay is run.

**Note:** Because STP data includes year-to-date totals for employees, you do not need to go back and send STP data for historical pays—once you have run a pay and generated STP data for all employees, your reporting will be up to date.

When a pay run is processed, the STP validation checks are run on all records included in that pay run (see “Checking Your Data” on page 10). Any errors must be corrected before the pay can be completed.

When a pay run is completed, a Single Touch Payroll batch is created and automatically submitted to the ATO. Before the batch is submitted, you must accept a declaration that the data is correct and that you are authorised to submit it (this is an ATO requirement).

![Managing STP Submissions](image)

Tick I agree and click OK to submit the STP data.

Managing STP Submissions

Once a Single Touch Payroll submission has been made, you can view and manage it on the Manage Submission form (MP.PP.50.19). You can access this form in several ways:

- The STP batch’s ID code is displayed on the header of the Pay Run Details form (MP.PP.31.20). Click the ID code to open the Manage Submissions form and display the STP batch for the pay run.

- The **STP Batch** column on the Manage Pays form (MP.PP.41.10) displays the ID code of the STP batch for each pay. Click one of the ID codes to open the Manage Submission form and display the STP batch for the relevant pay run.

- Open the Manage Submissions form directly from the navigation pane, then select the batch to show from the **Batch number** field.

The Manage Pays form will display an alert if any pays include a failed STP submission, or if any historical, future-dated pays are missing an STP batch (see What do I do if a submission fails? on page 24).
Lodgement Status

The status of the batch’s lodgement with the ATO is on the header of the Pay Run Details form and in the STP Batch Status column of the Manage Pays form. The Manage Submissions form gives more detailed information about the batch’s status.

Possible statuses are:

- **No status** – the batch hasn’t been sent yet.
- **Not created** – the system was unable to create an STP batch for the pay run, or the pay run was created before STP was enabled, but is future-dated to a date after STP was enabled.
- **Not required** – there was no need to create an STP batch for the pay run, e.g. if the pay run was cancelled.
- **Submission pending** – the batch has been sent, but no reply has been received yet.
- **Submission received** – the batch has been sent and successfully received by MYOB’s online services.
- **Submission failed** – the batch could not be sent to MYOB’s online services.
- **Submission successful** – the batch has been successfully lodged with the ATO.
- **Submission not successful** – the batch has been lodged with the ATO, but one or more

To update the status once the batch has been sent, click **Check Lodgement Status** on the Manage Submissions form.

**Note:** Response times from the ATO can vary according to the size of the payroll and the status of the ATO’s services. It can take between a few minutes and a few hours to receive a response, depending on these factors.

On the Manage Submissions form, a batch’s status is broken down into three levels:

- The status of the batch as a whole is displayed in the form header.
- The status of each branch included in the batch is displayed on the Payer Details tab.
- The status of each employee included in the batch is displayed on the Payment Details tab.
Any “Submission not successful” errors in one level will affect the level above, i.e. if one employee is the batch has the status “Submission not successful” on the Payment Details tab, then that employee’s branch will also have the status “Submission not successful” on the Payer Details tab, which will result in the batch having the “Submission not successful” status on the header.

If the batch includes any errors, an extra Errors tab is available on the Manage Submissions form. This tab contains full details of each error, allowing you to identify and correct the problems. See “Once you have successfully submitted STP data, you do not need to generate Payment Summaries for employees or submit the usual PSAR to the ATO. If you started STP submissions before 1 July 2018, you do not need to generate Payment Summaries or the PSAR for the 2017/18 financial year.

What do I do if a submission fails?“ on page 24 for more details on dealing with rejected submissions.

**STP Batch Details**

The Manage Submissions form displays all information included in the STP submission. This information is split into several sections.

**Note:** The details on the Payer Details tab are the totals for the originating pay run only. The details on the other tabs are year-to-date totals for the entire financial year.

**Form Header**

The header area of the form displays information about the submission.

**Payer Details Tab**

The Payer Details tab displays lodgement statuses and totals for each branch included in the originating pay run.
Note: If an employee has been paid from another branch in the past, the amounts for that branch will not be included in their totals for this STP batch. This is not a problem—once STP data is finalised at the end of the financial year (see page Error! Bookmark not defined.), all amounts will be included.

If the batch could not be sent to the ATO, a Re-send to ATO button is available on the toolbar for this tab.

Payment Details Tab

The Payment Details tab displays statuses and year-to-date income information for each employee included in the batch.

Allowances and Deductions Tab

This tab displays year-to-date totals for the deductions and/or allowances for each employee in the batch.

Terminations Tab

This tab displays information on the termination payments for any terminated employees included in the batch.
Employee Details Tab
This tab displays taxation and contact details for each employee included in the STP batch.

Errors Tab
This tab appears if any errors were returned when the batch was sent to the ATO, and displays the details of all errors. You can click on the ID code of the entity (branch, employee or pay item) that each error applies to—this will open the editing window for that entity so that you can correct the information.
Employee Terminations and STP

Details of employees’ termination payments (ETP) are included in STP data. To be able to process ETPs, pay items must be set up for all termination payment items.

A separate process must be followed if an employee was terminated during the financial year in which STP was enabled, but before the date when STP was enabled.

Setting up ETP Pay Items

To be able to process terminations after STP has been enabled, you will need to set up pay items for all payments that will be included in employee termination payments (ETP). Generic taxable and non-taxable ETP pay items are added automatically, but you will need to add any additional ETP pay items that you need. When setting up ETP pay items:

- Set the Type to “ETP TAXABLE” or “ETP TAX FREE”, depending on its taxation status.
- For “ETP TAXABLE” pay items, set the Taxation option, which can either be a custom rate or custom amount. If a custom rate, enter the rate in the Tax (@ (%)) field.

Processing Terminations

When an employee is terminated after STP has been enabled, their termination details will be included in the STP data for the pay run that includes their termination pay. Open the Termination window as usual by clicking Termination on the Employee’s Current Pay form (MP.PP.31.30), select “Other” for the reason, then enter termination payments on the appropriate tab. Continue to process the pay as normal.
Historical Terminations

As the ETP pay item types were not available before the introduction of STP features, if an employee was terminated before STP was enabled, their ETP would have been processed by adding custom pay items with a custom tax rate/amount.

In these cases, you will need to use the Update Historic Terminations form (MP.PP.50.21) to enter ETP information for the custom pay items, which will add their termination payment amounts to the STP data.

To add termination payment amounts to the STP data:

1. Use the Employee ID and Pay Run ID fields to select the terminated employee and the pay run that contained their final pay.

2. If a termination date was entered on the Termination form, it will be displayed in the Current Pay Termination Date field; otherwise you must enter the termination date manually.

3. All income and allowance pay items for the employee are displayed in the main table. For each pay item:
   a. Select the ETP code that applies to the item.
   b. Select the ETP tax treatment (taxable or non-taxable) that applies to the item.
   c. For taxable items, enter the amount of tax withheld.

4. Click Save.

   **Note:** See the ATO website for detail on ETP codes.

Termination payment amounts for the employees will be submitted when a finalisation declaration is sent (see page 22), or when a manual update of STP data is sent (see page 23).
Fringe Benefits and STP

When reporting via STP, reportable fringe benefits are set up as normal, i.e. pay items for reportable fringe benefits must configured on the Pay Items form (MP.PP.22.10) as follows:

- The pay item’s **Type** should be set to “FRINGE BENEFIT REPORTING”.
- The pay item’s **Taxation** field must be set to “Tax-free (Paid after tax)”.
- Set the **Apply grossed-up multiplier** and **Fringe Benefits are exempt from Fringe Benefits Tax** options on the Additional Info tab as appropriate. (You may need to set up multiple pay items for each fringe benefit to cater for the different combinations of these two options, e.g. you may need to set up exempt and non-exempt items for one fringe benefit, or grossed-up vs not grossed-up items for another.)
- The item’s **ATO Category** on the Pay Item Liabilities form (MP.PP.10.25) must be set to “Reportable fringe benefits amount”.

Once they are set up, add fringe benefit pay items to employees Standard and Current Pays in the same way as any other pay item.

**Note:** See Managing Employee Pays > Pay Items > Fringe Benefits in the Payroll section of the MYOB Advanced User Guide for more information on setting up and processing reportable fringe benefits.

Pay Dates for FBT Pay Runs

To ensure that Fringe Benefit Tax amounts are included in STP reporting for the correct year, you must ensure that the dates for pay run(s) that include reportable fringe benefits are set as follows on the Pay Run Details form (MP.PP.31.20):

- The **Pay period starts** and **Pay period ends** dates must be within the FBT year, back-dated if necessary.
- The **Physical pay day** date must be current; otherwise the STP report will be deemed late.
Finalising STP Data

At the end of each financial year, you must send a finalisation declaration for each employee. This updates STP data for all active and inactive employees (including terminated employees), and indicates that you have provided all of their information for the financial year through STP reporting. From this data, the ATO will pre-fill each employees taxation information in their myGov account.

**Note:** When an employee is terminated, a finalisation declaration is automatically included in the STP batch for the pay run that they were terminated in.

Send finalisation declarations on the Finalise form (MP.PP.50.23):

Use the controls at the top of the form to filter the list of employees, tick the boxes for all employees you want to send a finalisation declaration for, then click **Submit Finalisation Event** to send declarations for the selected employee(s).

Any employees whose STP data has been finalised will have a tick in the **Finalised** column on this form.
Updating Employee STP Data

Normally, employees’ Single Touch Payroll data is updated during the pay run, when STP data for a pay is sent to the ATO. In certain rare cases, it may be necessary to update employees’ STP data outside of a pay run.

Send STP updates on the Update form (MP.PP.50.22):

![Submit Update Event](image)

Use the controls at the top of the form to filter the list of employees, tick the boxes for all employees you want to send an update for, then click **Submit Update Event** to send updates for the selected employee(s).

This updates the STP data for all active employees; no payer information is sent.
Troubleshooting

What data is included in STP submissions?

Each STP submission includes:

- Contact information for the payer (employer)
- Contact and personal details for each employee included in the originating pay run
- Year-to-date pay information for each employee included in the originating pay run, including allowances, deductions, superannuation and FBT

All information included in a batch can be viewed on the Manage Submission form (MP.PP.50.19)—see “STP Batch Details” on page 16.

Do I still have to send Payment Summaries?

As the Single Touch Payroll data provides all year-to-date values, the STP process replaces the old Payment Summary process. Employees can view their payment information online using their myGov account.

**Note:** If any employees do not have a myGov account (this may be the case for working holidaymakers or seasonal workers), they can contact the ATO for a printed copy of their payment information.

Once you have successfully submitted STP data, you do not need to generate Payment Summaries for employees or submit the usual PSAR to the ATO. If you started STP submissions before 1 July 2018, you do not need to generate Payment Summaries or the PSAR for the 2017/18 financial year.

What do I do if a submission fails?

When an STP submission returns an error, you will need to examine the error response and make the appropriate corrections. The method for addressing the error depends on the error status returned:

- **If a batch has the “Not created” status,** this could mean that the internal process that creates the STP batch has failed, or that the originating pay run was completed before STP was enabled, but is future-dated to a date after STP was enabled. Open the pay run from the Manage Pays form (MP.PP.41.10) and click the Create STP Batch button to create a batch manually.

- **If a batch has the “Submission failed” status,** this means that the batch could not be sent to MYOB’s online services, which forward the data to the ATO. You will need to re-send the batch manually by clicking the Re-send to ATO button on the Payer Details tab of the Manage Submission form (MP.PP.50.19).

- **If a batch has the “Submission not successful” status,** this means that the batch was successfully submitted to the ATO, but the ATO rejected some or all of the batch. You will need to open the batch on the Manage Submission form (MP.PP.50.19) and review the Errors tab to see exactly which records in the batch were rejected. You can then click on the ID of each record to open it in a new window and correct the problems that resulted in the error. Generally, it is not necessary to re-submit the batch—the issues will simply be corrected in the STP batch for the next pay run.
Note: Records are rejected on an individual basis, i.e. only those employee records that have the “Submission not successful” status have been rejected by the ATO; all others have already been accepted.

How does STP affect pay run reversals?
If a pay run is reversed, the reversal will not be included in STP reports; however, the STP batch for the replacement or subsequent pay run will report the correct YTD totals.

What do I do if a my.MYOB login fails?
If you are unable to log in with the my.MYOB/Secure Authentication login associated with an MYOB Advanced user, try removing the association on the User Profile form (SM.20.30.10), then re-associating the user with their my.MYOB login after STP reporting has been activated.

How do I correct incorrect reporting categories?
Allowance amounts in STP must be assigned the correct STP category (see page 11)—this category comes from the allowance’s pay item.

If a pay item has been assigned the wrong category, update it on the Pay Item Liabilities form (MP.PP.10.25) and click Update Pay History. The next time STP data is sent, the amounts in each category will be corrected.

However, if the wrong pay item was processed in an employee’s pay, you’ll need to process a deduction pay item that has the same reporting category as the incorrect pay item, then a payment for the correct pay item.

For example, if an allowance pay item with the category “Allowance Car” was included in an employee’s pay instead of one with the category “Allowance Transport”, add a deduction with the “Allowance Car” category and an allowance with the Allowance Transport” category to a new pay run (both with the same amount as the original, incorrect allowance). Once this pay run is processed and STP data for it is sent to the ATO, the correct amounts will be recorded in each category.