

# MYOB PayGlobal Release Notes

v4.64.0.1

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## Introduction

These PayGlobal release notes describe the software enhancements and issues resolved between the current **PayGlobal 4.64.0.1** release version and the previous PayGlobal 4.64.0.0 release version.

If you are upgrading from an earlier version than PayGlobal 4.64.0.0, then you need to download and read the relevant release notes from the website.

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***IMPORTANT: This release DOES NOT include any database changes***

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## Disclaimer

Information in this document is subject to change without notice and does not represent a commitment on the part of MYOB NZ Limited and MYOB Australia Pty Ltd. While every effort has been made to ensure that the information contained within this document and the features and changes described are accurate, MYOB NZ Limited and MYOB Australia Pty Ltd cannot accept any type of liability for errors in, or omissions arising from the use of this information.



## Issues Resolved

This chapter describes issues resolved in this release version.

### Australia

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**IMPORTANT:** *EVERY Australian customer database is required to take this patch release.*

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#### Online Services customers

Your test environment will be upgraded during the evening Friday 8<sup>th</sup> July 2022 and your live environments will be upgraded during the evening Tuesday 12<sup>th</sup> July 2022

#### On-premise customers

- If you have already been upgraded to v4.64 you will need to upgrade to v4.64.1 as soon as possible.
- If you are yet to be upgraded to v4.64 **AND**
  - have an existing booking with Professional Services to complete an EOFY Upgrade package, your consultant will ensure you are upgraded to v4.64.1
  - plan to complete the upgrade on your own or use a 3<sup>rd</sup> party, you will need to upgrade to v4.64.1 as soon as possible.

### STP v3 – Incorrect YTD amounts when YTD Lump Sum E amount is under \$1200

#### What's the issue?

For customers on v4.58 or older, the \$1200 threshold was not respected. Meaning the full amount is/was reported in STPv3 as Lump Sum E.

For customers on v4.59 or newer that have employees with YTD Lump Sum E amounts less than \$1200, the "Payee Gross Payment" amount was being under reported by the amount of Lump Sum E.

#### How does this impact my EOFY reporting?

**For tax years 2018/19, 2019/20 and 2020/21** – The total income reported for employees who had YTD Lump E values under \$1200 was correct but how this income was disaggregated across the various STP reporting categories was not.

Employers are obligated to report YTD values in the correct 'STP reporting categories'.

For ATO guidance on reporting amendments to already completed finalisations, go to [https://www.ato.gov.au/Business/Single-Touch-Payroll/In-detail/Single-Touch-Payroll-Phase-2-employer-reporting-guidelines/?page=9#Amendments\\_after\\_finalisation](https://www.ato.gov.au/Business/Single-Touch-Payroll/In-detail/Single-Touch-Payroll-Phase-2-employer-reporting-guidelines/?page=9#Amendments_after_finalisation)



If you choose to report amendments to 2018/19, 2019/20 and 2020/21, these can only be submitted as full finalisations

Steps to create Full finalisations (i.e. all payees of a payer/tax year):

1. Go to the **Finalisations tab** in the STP manager
2. Click the **Finalise (Payers)** button
3. Set the **Tax year**
4. Click the **Select All** button and click submit.
5. Repeat for each tax year being amended

#### **For tax year 2021/22**

- If you have already sent your Finalisation Event to the ATO in **v3**, you will need to send the ATO a new full Finalisation Event. Refer to the steps above.
- If you have already sent your Finalisation Event to the ATO in **v4**, you **DO NOT** need to do anything – Lump E is reported correctly here.
- If you have not yet sent your finalisation event, then send your finalisation event as normal

#### Steps to check if you have employees with Lump Sum E amount of less than \$1200

Run the Employee YTD Trial Balance Report – PGPRHIST044

After the report has run, visually scan the Lump Sum E column for employee records with values less than \$1200.

Alternatively if the first pay for the new tax year (2022/23) hasn't been closed yet, you can also check the YTD Lump Sum E field on the Employees Accum (ii) tab by using customise columns to pull in the YTD Lump Sum E field and applying a custom filter to the column that looks for values greater than \$0.00 and less than or equal to \$1200.

#### **What if I can't take the patch to upgrade my PayGlobal application before 14 July 2022?**

To get your 2021/22 Finalisations to the ATO on-time with the Lump Sum E reported in the correct category, the alternative workaround is to:

1. Open a manual pay for 2021/22
2. Add a transaction to reverse the YTD amount created from Allowances that had Tax Override = Lump sum in Arrears.
3. Re-add the YTD amount using an Allowance that has Tax Override = Bonus.
4. Process and Close the pay
5. Create a new Finalisation Event.

If the 2021/22 was finalised using v3, you need to send a full finalisation as per steps above.

If the 2021/22 was finalised using v4, you don't need to do anything.

#### **What if I only become aware/choose to do something about this issue after 14 July 2022?**



The ATO expects any amendments to be reported as soon as possible. See the link for ATO guidance above.

As with any other YTD data correction you are expected to send the ATO a new Finalisation Event.

*Reference Number: PGDEV-6204*

## STP v3 - Finalisation Performance Issue

### What's the issue?

For customers with very large numbers of transactions for the payer/tax year being reported, this **may** cause the queries used to retrieve STPv3 data to take more than 30 seconds.

If this happens you will experience a **time out error** which prevents the Finalisation submissions from being sent to the ATO.

### Resolution

The time-out error has been resolved.

STP processes now use the time out configured in SQL.dat file.

If you have not already sent your 2021/22 Finalisation submission(s) we strongly recommend taking this release as soon as possible.

*Reference Number: PGDEV-6210*

## STPv4 - Revised definition of "Run Date/time" and YTD pay inclusions

### What's the issue

STPv4 pay events submitted before pay day were triggering the following error:

*"CMN.ATO.PAYEVNT.000200 The Run Date/Time Stamp cannot be later than the time message received in the channel"*

This meant you had to wait until on/after pay day to successfully resend the pay event. Causing an unnecessary waste of payroll people's time.

This issue impacts EVERY Australia database.

The ATO definition of this field is stated as *"this date must always be set to the date/time when the YTD amount was created by the pay run and discretely attributed to the pay result reported"*

The ATO have clarified that **"discretely attributed"** means the ATO are actually looking for the date the pay being reported was locked down so that no further changes are made to the pay that might impact the PAYER totals. For PayGlobal, this translates to the date the Pay is CLOSED. PayGlobal had been reporting this as Pay Day.

### Resolution

In respect to the impact this has on the YTD figures reported, the ATO acknowledges that employers complete pays out of chronological sequence - including submitting a future pay before a current pay.



As such the YTDs need to be reflective of what is held on file as at the Pay CLOSED date. Meaning PayGlobal now picks up all closed pays for the payer/tax year in the database that have a CLOSED with a Date/time equal to or less than the pay sequence being reported.

*Reference Number: PGDEV-6203*





## Known Issues

### STP

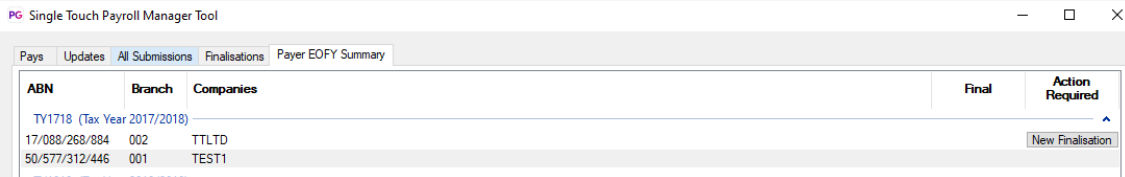
#### STPv3 – “Partial” Updates/Finalisations create false Action required on Payer EOFY Summary tab

The STP v3 schema has a limitation that prevents PayGlobal from being able to accurately detect whether or not a payer has finalised all employees.

As such it is **not recommended** to use the partial finalisation or partial update feature for tax years that will be sent via v3.

If you do so, then the *Payer EOFY Summary tab* will display the “New Finalisation” button under the *Action required* column.

The only way to get rid of the action is to submit a Full Finalisation.



ABN	Branch	Companies	Final	Action Required
TY1718 (Tax Year 2017/2018)				
17/088/268/884	002	TTLTD		
50/577/312/446	001	TEST1		New Finalisation
TY1818 (Tax Year 2018/2019)				

#### Capturing the “Prior Tax Country” for Working Holiday Makers/ Inbound Assignees to Australia who have become AU residents

If the employee has been a working holiday maker or inbound assignee for **any part** of the tax year being reported, the “Prior Tax Country” **must** be populated.

This is true even if the employee is now reported as “Salary and Wages” where this field is no longer required and so editable.

If this has not been previously captured, or has been cleared, you can re-populate on the Employee > Tax tab by temporarily setting “Inbound Assignee” to “Yes,” populating the “Prior Tax Country” as needed, and then resetting Inbound Assignee to “No.”



### Future/Planned Terminations

If you are using Employee Self Service to manage employee cessation processes and the workflow is populating the Termination Reason field, this will cause submission errors because STP requires both Termination Date and Cessation Reason fields to be either both populated or both empty.

Simply emptying the Employee Termination reason field will not fix the problem, as the Termination Date and Cessation Reason are pulled from the EmployeeHistory table.

There are two options:

1. Create a new UDF to record "Planned Termination Reason" and have your ESS Cessation workflow solution updated to send the reason to that field not the Employee Termination Reason as this is intended to have data in it only AFTER the employee is actually terminated.
2. Use a SQL script to clear the EmployeeHistory.TermReasonCode field for all records where the employee was still actively employed namely those where EmployeeHistory.TerminationDate is empty.



## Process/Task Reminders

### STPv4 Readiness Checklist

The PayGlobal teams have been fielding a number of calls relating to tasks that have been missed as part of preparation for transition to STP Phase 2 (v4).

Several configuration tasks **must** be completed before you can successfully submit STP submissions via the ATO 2020 (v4) service.

Please ensure EVERY action below has been completed before sending any submissions as v4

#### *1 – Pay period*

EVERY pay period must be linked to an Internal Company. STPv4 does not use the main company listed in Company Settings due to performance issues.

#### *2 - Internal Companies*

For each unique Payer (ABN and ATO Branch Number), you must update the following fields:

##### **STP start date v4**

The date must be on/after 1st January 2021 AND no later than either 31 August 2022 or the date your independent deferral from the ATO.

##### **Registered for seasonal workers**

You must set this field to Yes if the Payer is registered with the ATO to employ people under the old Seasonal Workers Program or the new Pacific Australia Labour Mobility (PALM) scheme. This ensures these employees are correctly taxed at a reduced rate.

##### **Registered for working holiday makers**

You must set this field to Yes if the Payer is registered with the ATO to employ working holiday makers. This ensures these employees are correctly taxed at a reduced rate.

#### *5 - Termination Reasons*

In STPv4 the reason an employee leaves your organisation must be reported to the ATO, who will then pass this data to Services Australia.

Each termination record must have the "Cessation reason" field populated to avoid your STP submissions being rejected.

#### *6 - Countries*

When a country is reported to the ATO, the ATO require a 2-char ISO3166 code.

Please ensure every Country record has the CountryCode field configured to be the 2-char ISO3166 code otherwise the reported country will be blank and cause an STP data validation error.



## 7 - Allowances

Review your allowance records in respect of the ATO's Disaggregation of Gross rules.

See here for ATO guidance - <https://www.ato.gov.au/Business/Single-Touch-Payroll/In-detail/Single-Touch-Payroll-Phase-2-employer-reporting-guidelines/?anchor=STPPHase2reportingQuickreferenceguide#STPPHase2reportingQuickreferenceguide>

Determine if any allowances need to be split to ensure payments are assigned to the correct reporting categories. If yes, you will need to check related Award Rules and Payroll Rules too.

**RECOMMENDATION: Engage with a MYOB PayGlobal Professional Services consultant to assist with award rule configuration changes**

Ensure each allowance has the correct settings for:

### Details (i) tab

#### Subclass

Subclass must be set for every leave allowance (this setting must also marry up with the ATO Reporting Category and Subcategory field settings)

#### Salary Sacrifice

All non-paying allowance used in a salary sacrifice arrangement must be set to Yes. Non-super allowances will be the ones to pay attention to.

#### Tax override type

- **Bonus** should be used for all lump sum payments in the current tax year, such as irregular bonuses, commissions, cashed-out leave.
- **Lump sum in arrears** should be used for all lump sum payments that relating to previous tax years
- **Return to work** should be used only for Non-WHM employee payments.

### Details (iii) tab

#### Use in Super OTE

Superannuation side this field defines whether the allowance relates to the employees "ordinary time earnings"

#### ATO Reporting Category

The list of options has been expanded - add/update each allowance record as per ATO guidance.

For more details refer to Configuring Allowances

#### ATO Reporting Subcategory

The list of options has been expanded - add/update each allowance record as per ATO guidance.

For more details refer to Configuring Allowances in the STP Manual



## 8 - Company Settings - Termination Allowances

Leave allowances must be linked to allowances with a Sub-type of "Leave on termination"

## 9 - Deductions

In STPv4 it is mandatory to report child support deductions. However, the ATO & Services Australia only want Child support deductions relating to "Standard" payments and "Garnishee notice" payments.

The Deduction Class must be set to L. Child support standard or R. Child support garnishee as applicable.

See Configuring Deductions in the STP Manual for more details

## 10 - Employee Records

Review your employee records to determine if you have CHP, IAA, SWP or WHM employees.

### Closely Held Payees (CHP)

CHP employees will need the following fields updated:

Employee's **Contract record** has:

- Include in online tax reporting = Yes
- Contract Type = Individual, Collective or blank

**Employee record** has:

- Closely Held Payee = Yes
- Inbound Assignee = No

### Inbound Assignee to Australia (IAA)

IAA employees will need the following **employee record** fields updated:

- Inbound Assignee = Yes
- Prior tax country = Country they last paid tax in

### Seasonal Workers (SWP)

SWP employees will need the following fields updated:

**Employee record** has:

- Tax rate = SWP
- Tax override rate = blank (prior to v4.64 this may have been 15%, PayGlobal now supports the tax calculation for SWP employees)
- Closely Held Payee = No
- Inbound Assignee = No

Employee's **Visa record**, Visa Subtype = Seasonal Worker

**Note:** The same settings apply to new employees on the PALM scheme



## Working Holiday Makers (WHM)

WHM employees will need the following fields updated:

**Employee record** has:

- Tax rate = W this now applies to both employers who are registered AND non-registered WHM employers
- Tax override rate = blank (prior to v4.64 for non-registered WHM employers this may have been set to a specific value. PayGlobal now supports tax calculations for both registered and non-registered WHM employers)
- Closely Held Payee = No
- Inbound Assignee = No

Employee's **Visa record**, Visa Subtype = Seasonal Worker



## Supported versions and environments

Compatible environments continuously change based on the developments in manufacturers' environments that are outside the control of MYOB.

MYOB actively manages the compatibility of MYOB PayGlobal with various environments.

The following sections outline the supported versions of MYOB PayGlobal products and the minimum environments they need to run.

### Employee Self-Service (ESS)

The current minimum supported version is v5.2.0.

Self Service 3.x and 4.x series are **no longer** supported.

*If you are using an unsupported version, please contact your account manager so that we can help you upgrade to a more recent, supported version.*

### Minimum Supported Environments

The **minimum** operating systems PayGlobal required is:

- Desktop Operating System - Windows 8.1
- Server Operating System - Windows Server 2012 until end of July, then SQL server 2014 SP3
- SQL Server 2014 (SP3)

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**IMPORTANT:** Support for SQL Server 2012 AND SQL Server 2016 SP2 expires **July 2022**.

*If you are on SQL Server 2016 SP2 the minimum supported version after this is SQL Server 2016 **SP3**.*

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- .NET Framework – It is recommended that latest version of .NET Framework run time is installed.
- Transport Layer Security (TLS) - TLS 1.2 is recommended but PayGlobal will fall back if the Operating System doesn't enable TLS1.2.

For more information, please see **MYOB PayGlobal Infrastructure and Components** available from <https://my.payglobal.com/downloads>



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