

Tasmanian Revenue Online

User Guide – Payroll Tax

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Introduction

This guide is for approved users of TRO and provides instructions on its use. Online help facilities offer detailed guidance.

System Administrators can access technical information in [Tasmanian Revenue Online – System Administrator Guide – Payroll Tax](#).

Accessing TRO

www.tro.tas.gov.au

An authorised user has two login options:

1. using a TRO user name and password; or
2. using your AUSKey

NOTE: if you have an Auskey you can link it to your TRO account after you have logged in. Once linked, you can use your AUSKey to login to TRO in future sessions. To find out more about AUSKey go to <https://www.auskey.abr.gov.au>.

Log in with your TRO user name and password

Enter the user name and password supplied with your payroll tax registration or by your organisation's TRO administrator.

User names and passwords are case sensitive.

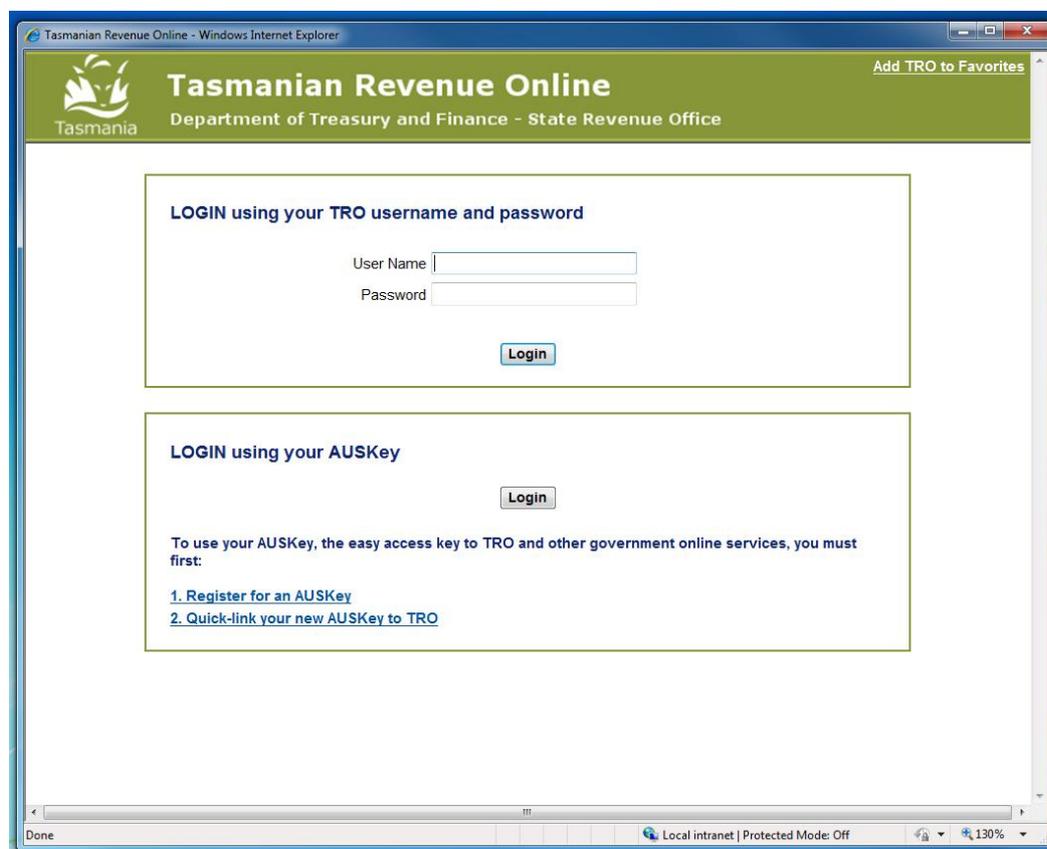


Figure I - TRO Login Screen

After you have logged in for the first time and if you **cannot remember your password**, type in your User name and click on the login button. To access your trigger phrase click the Show my Trigger Phrase button (Figure 2).

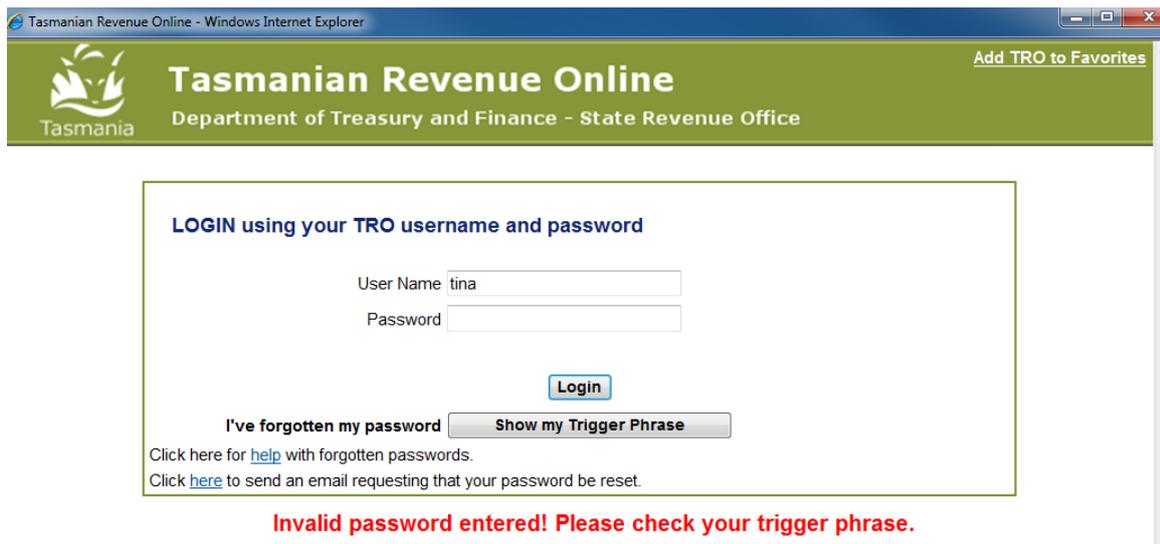


Figure 2 - Login screen with invalid password error message

Changing your Password

If you are logging in for the first time, you must change your password. Type in your User Name and your temporary password and click on 'Login', (Figure 3).

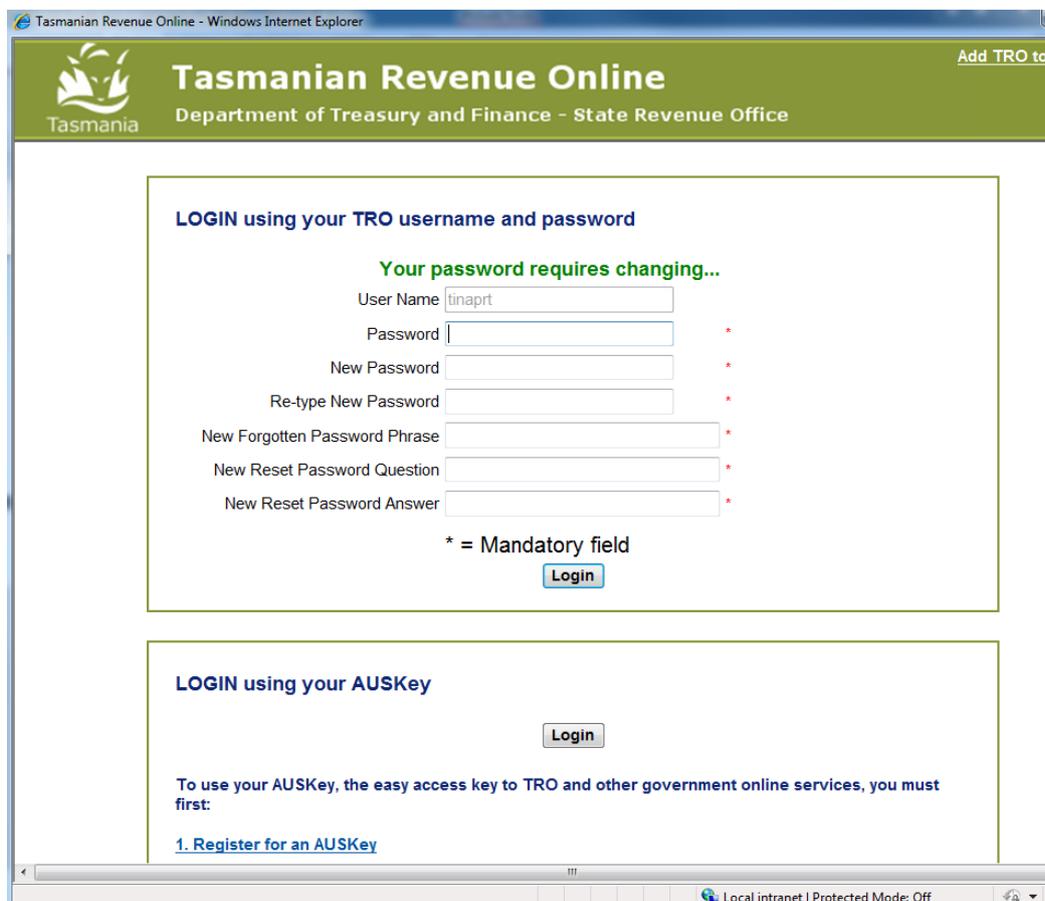


Figure 3 - Change of Password Screen

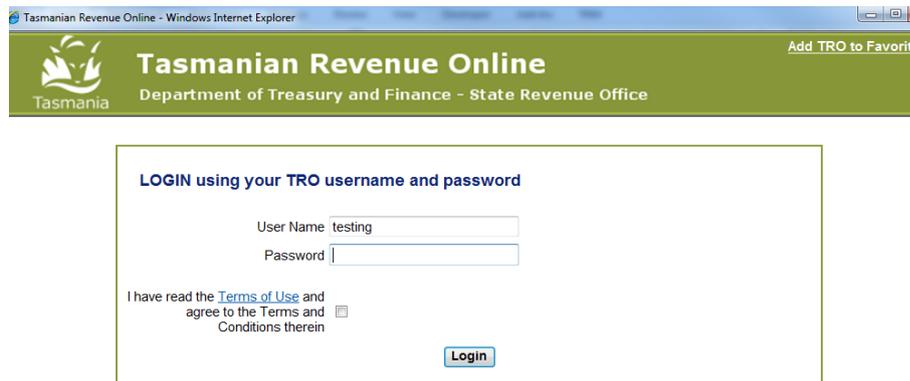
1. The user name field will be automatically populated with your details.
2. Enter your temporary password.
3. Enter a new password. The password must be at least 6 characters long and should be a mix of alpha and numeric characters. **It is case sensitive.**
4. Re-type your new password.
5. Enter your New Forgotten Password Phrase. This field is compulsory, and is to assist you in remembering your password. For example, if your password is “Fido2010” because it’s your dog’s name and birth year, the Forgotten Password Phrase should be “Dog’s Name + Year of birth”. Do not put your actual password in this field.
6. Enter your ‘New Forgotten Password Question’. You will be asked this question if you need to reset your password.
7. Enter your ‘New Forgotten Password Answer’. This is the answer to the New Forgotten Password Question.
8. Click on the **Login** button.
9. You must accept the TRO Conditions of Use (see below) and login again using your newly created password.

To change your password again at a later date, log in to TRO and click on Change Password on the left side menu.

Conditions of Use

New users are not able to access TRO without agreeing to the Conditions of Use. The conditions will not appear on subsequent logins.

1. Click on the Conditions of Use link.
2. If you agree with the conditions, click the box next to the agreement box (Figure 4), and login.



The screenshot shows a web browser window titled "Tasmanian Revenue Online - Windows Internet Explorer". The page header includes the Tasmanian Revenue Online logo, the text "Tasmanian Revenue Online", and "Department of Treasury and Finance - State Revenue Office". A link "Add TRO to Favorites" is visible in the top right. The main content area is titled "LOGIN using your TRO username and password" and contains the following elements:

- A "User Name" field with the text "testing" entered.
- A "Password" field.
- A checkbox next to the text: "I have read the [Terms of Use](#) and agree to the Terms and Conditions therein".
- A "Login" button.

Figure 4 - Conditions of use checkbox

Logging on with your AUSKey

Linking your AUSKey for your TRO Account

1. [Register for AUSKey](#) and install it on your computer or USB stick;
2. Go to the [TRO login screen](#) and login using your existing TRO user name and password;

Important: if you are accessing your AUSKey from a USB stick, you must run the web browser from the same USB stick.

3. Click on 'Link AUSKey' in the left side menu. If your AUSKey is already linked, an 'Unlink AUSKey' link will display.

If neither link appears it means you have not provided your ABN to the State Revenue Office. Email your ABN to the SRO at taxhelp@treasury.tas.gov.au.

You should allow one business day for processing.

Logging On

1. Click on the **AUSKey login** button from the Login screen (see Figure 5);
2. Select the AUSKey you are using, enter your AUSKey password and click continue.
3. Type in your AUSKey password;
4. Click on the **Continue** button.

https://thirdparty.authentication.business.gov.au - Government Authentication Service - Microsoft Internet Exp...

Australian Government Authentication Service

Login

001

Department of Treasury and Finance Tasmania
Tasmanian Revenue Online

You have been redirected to the Government Authentication Service.
This service requires that you identify yourself using your Credential.
The information on your Credential will be returned to the Agency with which you are doing business.
Please select your Credential and enter your password.

Select: Jebediah, Springfield - 12300009671 - Password:

CONTINUE ✓ CANCEL ✗

Accessibility Copyright Disclaimer Security and Privacy Glossary Help

Done Internet

Figure 5 - AUSKey login screen

About TRO

Main Functions

Logging in takes you to the TRO home page (Figure 6). You can return to this screen at any time by selecting your company name at the top of the left side menu.

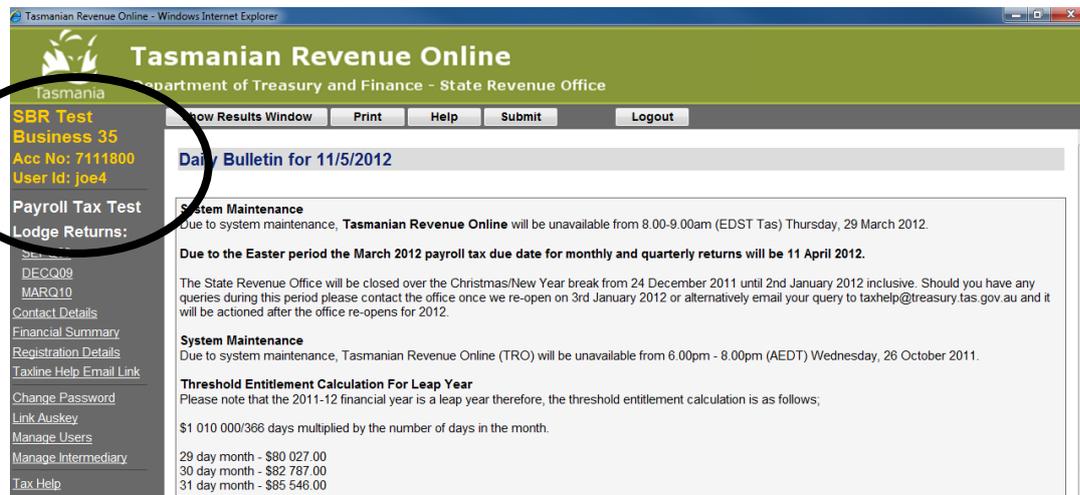


Figure 6 - TRO Home Page

Figure 7 illustrates the main functions that can be accessed from the left side menu. If you cannot access some of these, it is likely that your administrator has not given you access to them. Please speak first to your TRO systems administrator to clarify your level of access before calling the State Revenue Office.

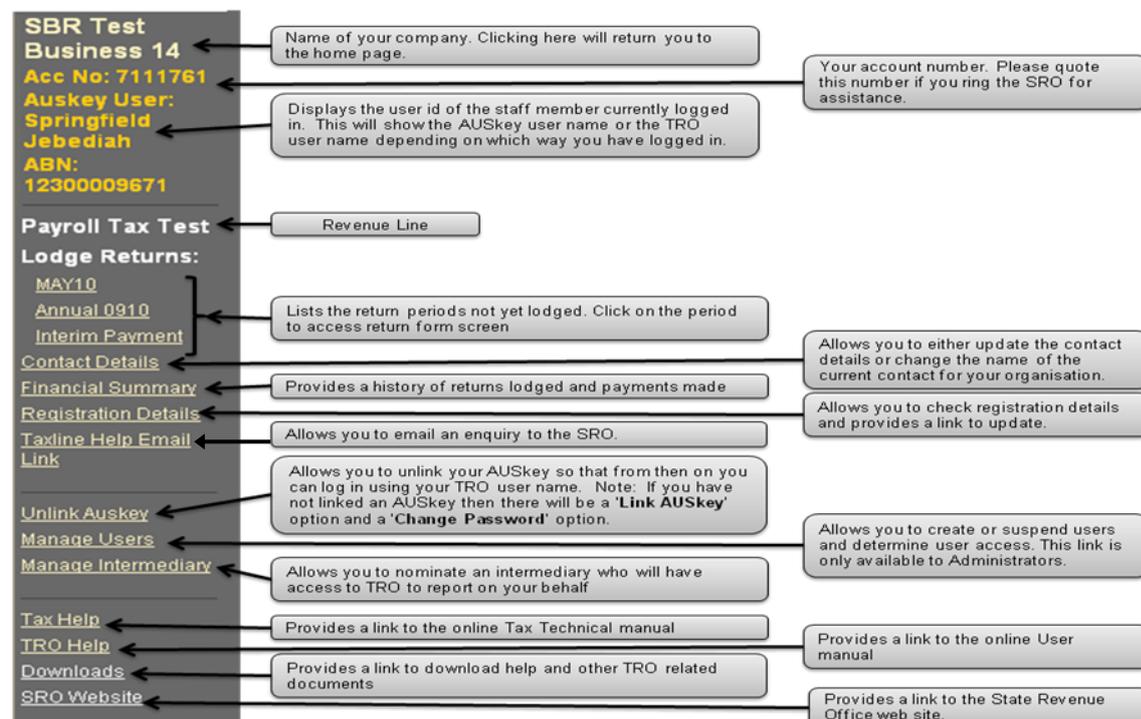


Figure 7 - Explanation of Main Menu Options

Daily Bulletin

On each log in, the Home Page Daily Bulletin will display updated information such as:

- changes to legislation;
- new rulings or guidelines;
- client education seminars;
- system outages;
- system enhancements.

Results Window

The results window (Figure 8) logs each action that is performed in TRO. It enables the user to view errors and the lodgement details of each transaction. The contents of the results window will remain until the 'read' option is ticked and the update button selected. In this case the information will be removed during overnight processing.

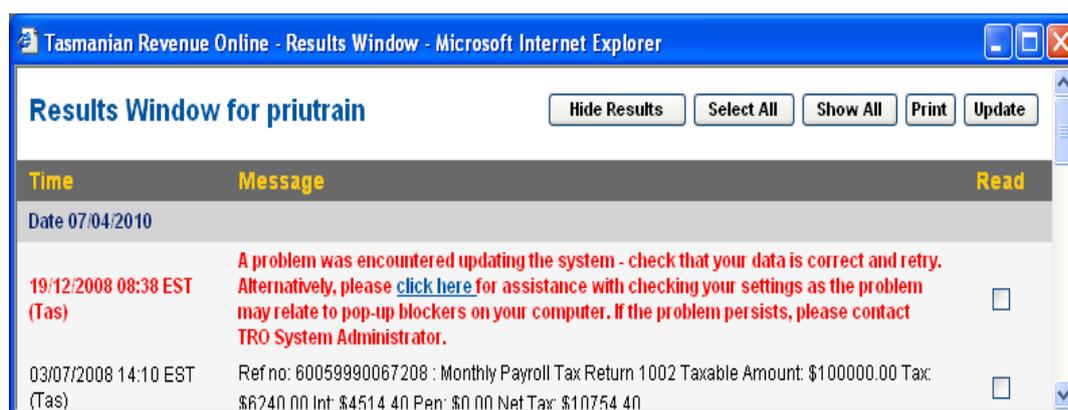


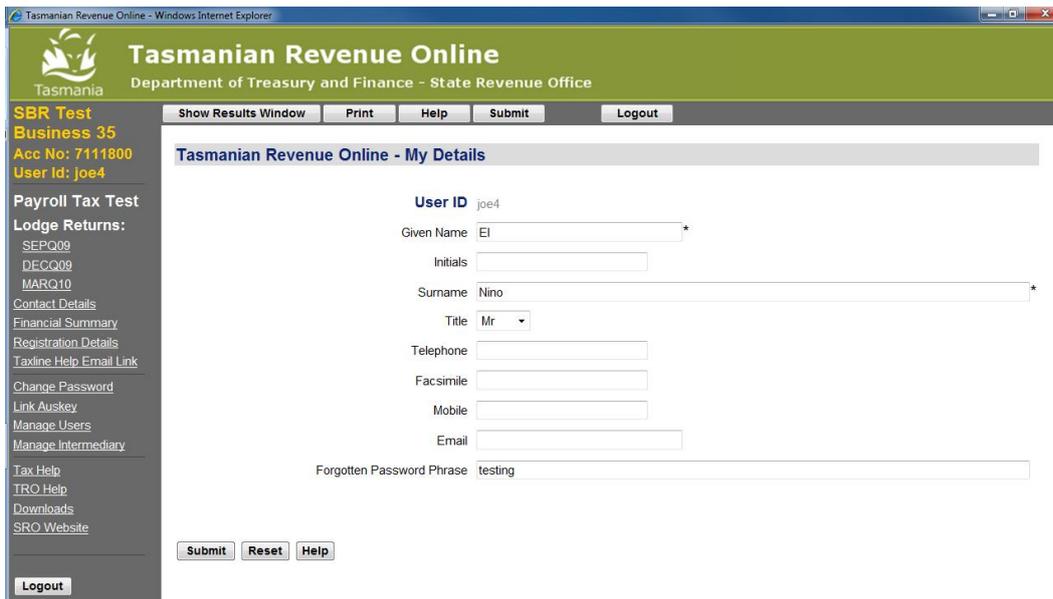
Figure 8 - Results Window

Button	Function
Hide Results	Closes the results window. To open it again, click on the Show Results Window button on the main TRO screen.
Select All	Enables you to mark all entries as read. Once selected, it will change to a De-Select All button.
Show All	Displays all entries in the results window. Print Enables you to print all entries in the result window.
Update	Refreshes the results window and removes entries marked as read.
Read	Once you click on a box to mark an entry as Read it will be hidden from the Results Window once you click Update . Read entries are removed from the Results Window overnight. To ensure TRO performs at an optimal level, it is recommended that the entries in the Results Window are removed periodically. Click on the reference number to review the return.

Current User Details

The current user My Details screen (Figure 9) can be used to update your telephone, fax and email details and your password trigger phrase.

1. Double click on the  icon on the home page to display the My Details screen.



Tasmanian Revenue Online
Department of Treasury and Finance - State Revenue Office

SBR Test Business 35
Acc No: 7111800
User Id: joe4

Payroll Tax Test

Lodge Returns:
SEP09
DEC09
MARG10

Contact Details
Financial Summary
Registration Details
Taxline Help Email Link

Change Password
Link Auskey
Manage Users
Manage Intermediary

Tax Help
TRO Help
Downloads
SRO Website

Logout

Show Results Window Print Help Submit Logout

Tasmanian Revenue Online - My Details

User ID joe4

Given Name EI *

Initials

Surname Nino *

Title Mr

Telephone

Facsimile

Mobile

Email

Forgotten Password Phrase testing

Submit Reset Help

Figure 9 - Edit My Details

2. Click in the required fields and update your details.
3. Click on **Submit**.
4. Click on **OK**.

System time out

To ensure only authorised users access TRO, there is a 60 minute inactivity timeout.

Downloads

Select to download this guideline and other help material.

Taxline Help

Select the Taxline Help for tax related questions.

Navigating around TRO

Important: Do **not** use the internet back arrow while navigating between TRO screens.

Use the menu options on the left side of the screen. You will be prompted to save information prior to exiting a current screen.

Online Help

Field Level Help when lodging returns

To access field level help:

1. Move your mouse over the desired field and click on the name for a description of the field.
2. Where relevant, fields also contain relevant links to the Tax Technical manual, rulings or guidelines.

Screen Level Help

Each monthly or annual return screen has useful information.

1. Select the relevant return from the left side menu.
2. Select the Help Button from the menu at the top of the TRO screen and click on the associated link for a list of topics from the Tax Technical manual.

Tax Technical Manual

A comprehensive, online Tax Technical manual is available to help in determining your tax liability. Simply select the **Tax Help** button from the left side menu for the Help Index (see figure 15) and choose your desired topic.

1. Scroll to select the payroll tax option to display the list of subheadings.
2. Select to display the subheadings and again to hide them.
3. Select the close box to exit and return to the Help window.
4. Select another subheading or select the close box to exit Help.

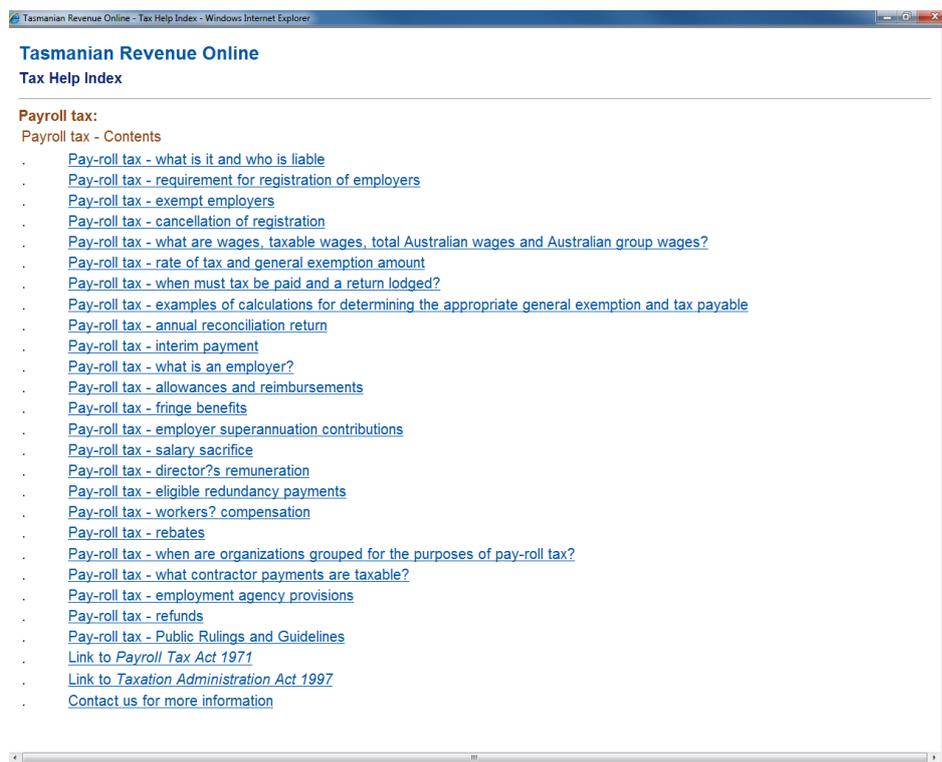


Figure 10 - Tax Technical Manual

Online User Manual

To access the Manual:

1. Select the **TRO Help** button from the menu on the left hand side of the screen.
2. Select a high level heading such as the returns module to display the full list of subheadings for that topic area.
3. Select once to display the subheading and select again to hide them.

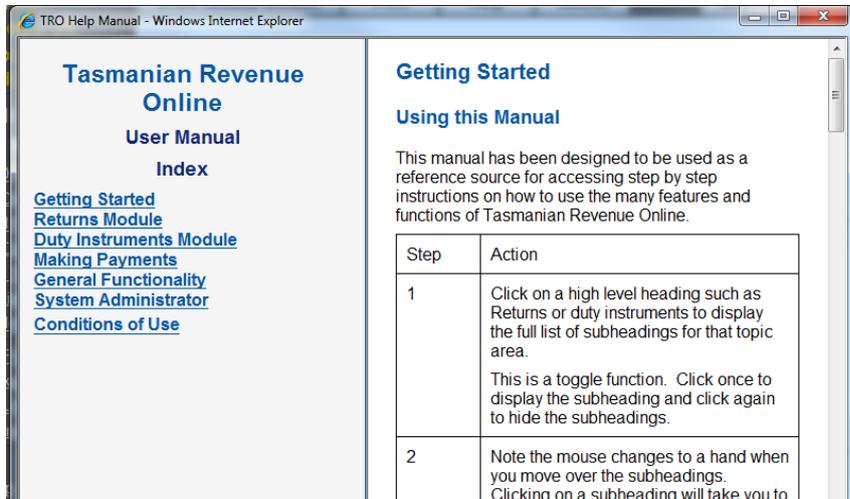


Figure 11 - TRO Online User Manual

4. Select the relevant sub-heading.
5. Select the close box to exit and return to Help.
6. Select another subheading or select the close box to exit Help.

Contact Details

You can nominate one person in your organisation to be the contact for all enquiries from the SRO.

Enter the new details:

Surname

Given Name/Initials

Title Mr

Telephone
(include area code, eg 03 1234 5678)

Facsimile
(include area code, eg 03 1234 5678)

Email

Mobile
(format: 0412 345 678)

Figure 12 - Contact Details

1. Select Contact Details from the left side menu.
2. Select the **Make me the Contact** button to automatically insert your own details or enter the contact person's details.
3. Select **Submit**.

Registration Details

You can view your existing registration details. Requests for changes must be submitted to the State Revenue Office.

The screenshot shows the 'Tasmanian Revenue Online' interface. The header includes the Tasmanian logo and the text 'Tasmanian Revenue Online' and 'Department of Treasury and Finance - State Revenue Office'. Below the header is a navigation bar with buttons for 'Show Results Window', 'Print', 'Help', 'Submit', and 'Logout'. The main content area is titled 'Tasmanian Revenue Online - Registration Details' and shows registration details for 'SBR Test Business 35'. The details are as follows:

Taxpayer Account Number	7111800
Postal Address Line 1	
Postal Location	
Postal Postcode	0
Employee Ratio	Interstate
Group Status	Ungrouped
Exemption Entitlement	Full
BSB Number	
Financial Institution	
No Account Number recorded	
Account Name	

At the bottom of the details section, there is a note: 'Please contact the [State Revenue Office](#) if you wish to change any of these details. You should quote the Taxpayer Account Number and the Revenue Line indicated in the title.'

The left sidebar contains a menu with the following items: 'SBR Test Business 35', 'Acc No: 7111800', 'User Id: joe4', 'Payroll Tax Test', 'Lodge Returns: SEP09, DEC09, MAR10', 'Contact Details', 'Financial Summary', 'Registration Details', 'Taxline Help Email Link', 'Change Password', 'Link Auskey', 'Manage Users', 'Manage Intermediary', 'Tax Help', 'TRO Help', 'Downloads', 'SRO Website', and a 'Logout' button at the bottom.

Figure 13 - Registration Details

To request changes to your registration details:

1. Click on **Registration Details** from the left side menu.
2. Click on **TRO System Administrator** link at the bottom of the screen.
3. Enter your new registration details.
4. Send your email.

The details will be updated and will be available in TRO the following business day.

Intermediary Users

Accessing Taxpayer Information/Returns

1. Login, select **Access Taxpayers** and **Submit**.
2. If you have access to more than one taxpayer, select the relevant taxpayer from the list.

Payroll Tax Periodic Returns

Submitting a Payroll Tax Periodic Return

On the left side of the screen under the heading Lodge Returns will appear a list of unlodged returns. These will automatically display early in the return period.

To access and edit the return, select on the link. Once the payroll tax form appears, click in the Salaries and Wages field to begin entering your wage details. You can move between fields by using the Tab key.

Fields marked by an asterisk are mandatory.

Interstate Wages, Interstate Group wages and Tasmanian Group Wages

If these fields apply to you they will appear on your TRO screen.

If any of the fields are not completed, the general exemption will not be calculated and tax will be calculated on the whole Gross Wages Figure. If these fields are completed TRO will calculate your entitlement to the general exemption.

1. When all details have been entered, select submit.
2. Select OK button to confirm you wish to proceed.

If your Return will not submit and you receive an error message in your Results Window, refer to the Troubleshooting section of this manual.

Confirming the lodgement

Once a return has been submitted, TRO will send confirmation (figure 19). The confirmation screen sets out the amount due and a payment reference number that should be quoted when the payment is made.

Important: This screen only confirms that you have lodged your return. It does not indicate that payment has been made.



Figure 14 - Lodgement Confirmation Screen

To view the return lodgement confirmation at a later date from the Results Windows:

1. Select the Show Results Window button.
2. Select the hyperlinked reference number marked on the entry you wish to view.

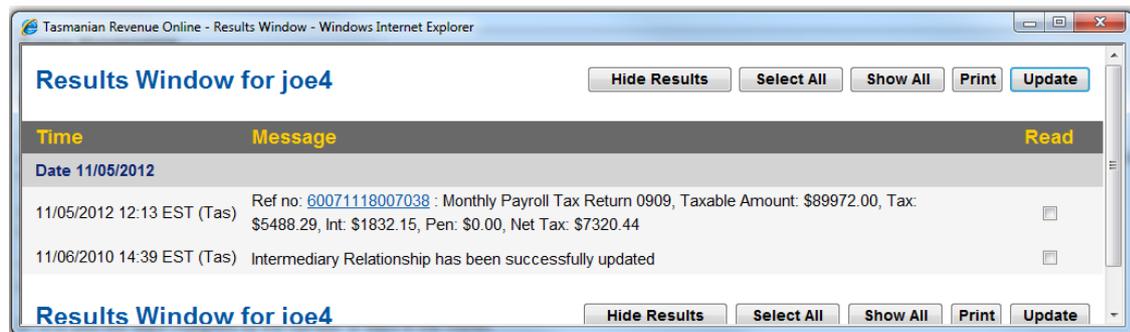


Figure 15 - Results Window

Once a record is removed from the results window you will no longer be able to view it from this window. Refer to the Financial Summary Screen section of this manual for information on how to access your information.

Submitting a Payroll Tax Annual Adjustment Return

On the left side of the screen under the heading Lodge Returns, there is a list of unlodged returns. (Figure 22).

The screenshot shows the 'Payroll Tax Return from 01/07/2011 to 30/06/2012' form in the Tasmanian Revenue Online system. The form is titled 'SBR CAM 01' and 'Payroll Tax Return from 01/07/2011 to 30/06/2012'. It includes a 'Logout' button and a 'Submit' button. The form is divided into several sections: 'Salaries and Wages', 'Allowances', 'Bonuses/Commission', 'Contractor Payments', 'Director's Fees', 'Fringe Benefits', 'Superannuation Contributions', 'Termination Payments', 'Shares/Options', 'Other', 'Interstate Wages', 'Gross TAS Wages paid by other group members', 'Gross IS Wages paid by other group members', 'Total Australian Wages', 'Total Tasmanian Group Wages', 'Total Australian Group Wages', 'Estimates Used', 'Gross Wages', 'Less Threshold Entitlement', 'Taxable Amount', 'Tax Payable at 6.1%', 'Less Tax Paid', 'Tax Owning', 'Interest Due', 'Penalty Due', and 'Total Due'. The form also displays the user ID 'cheryl02' and the account number '7111397'. A note states: 'This return is to be lodged by 21 July. Failure to submit this return by the due date may result in interest and/or penalty being applied in accordance with the Taxation Administration Act 1997.' At the bottom, there is a 'Submit' button and a 'Reset' button. A note at the bottom states: 'Should you wish to lodge a nil return, please enter \$0.00 into all mandatory fields and then submit. * - Mandatory field'.

Figure 16 - Annual Payroll Tax Form

To access and enter your Annual Adjustment Return details, click on the link to the return. For example, click on Annual 01/02. Once the payroll tax form appears, click in the Salaries and Wages field to begin entering your wage details. You can move between fields by using the Tab key.

All fields are mandatory.

Once you have completed your return click submit and then OK to confirm you want to submit the return.

Interstate Wages, Interstate Group wages and Tasmanian Group Wages

If you are unable to obtain the wages details to include in this field you will need to tick the "estimates used" box (directly below this field) and then include an estimate. In this case no threshold entitlement will be allowed and tax will be assessed at a flat rate on the Gross Wages Figure.

The fields displayed on the return screen will depend on whether the business operates only in Tasmania or interstate and whether they are a member of a group and the role of the member in the group. The information requested is based on your registration details. If you consider that the registration details are incorrect you should email the SRO with the correct information.

Amending Submitted Returns

Once your return has been submitted you cannot make changes. If you need to amend details in a return that has been submitted via TRO, select the taxhelp email link to email the correct return details to taxhelp@treasury.tas.gov.au. The return will be amended and will show on the Financial Summary screen of TRO the next business day.

Payment Options

Whilst a variety of payment options are available, the preferred payment options for TRO users are **BPay** or **electronic payment authorisation**.

It takes approximately 48 hours for a BPay or electronic payment authorisation payment to be cleared and updated in TRO. The Financial Summary screen will display \$0.00 in the payment column until the payment has been cleared.

BPay Payments

The BPay Biller Code and unique reference number are shown on the Lodgement Confirmation Screen (figure 22)



Figure 17 - BPAY Biller Code

Electronic Payment Authorisation Payments

Before using Electronic Payment Authorisation (EPA) you will need to apply to the SRO using this [form](#).

The EPA link will only be displayed in the Return Lodgement Confirmation screen if the client has lodged an EPA with the office.

To make an EPA payment using TRO:

1. Click on the link to EPA payment (see figure 18);
2. You can override the amount payable if required.

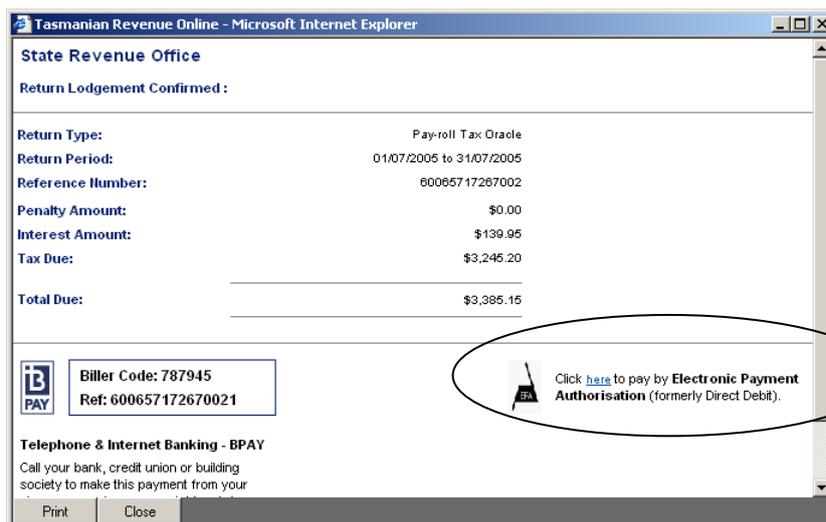


Figure 18 - Electronic Payment Authorisation (EPA)

Other payment methods

To make payments by cheque/EFT you must quote the 14 digit reference number with your payment (see figure 19).

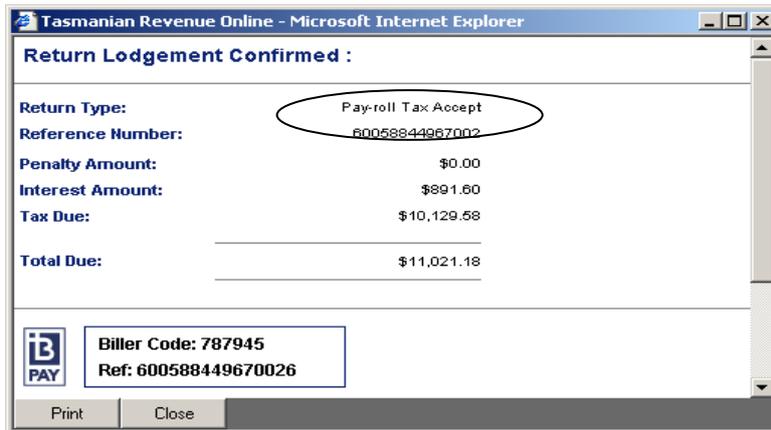


Figure 19 - Payments Reference Number

Interim Payments

Interim payments can be made for annual adjustment returns. Interim payments may be lodged with an application for extension of time to lodge the annual adjustment return. This payment can greatly reduce any interest and penalty payable. If paying by BPay or EPA, these options will be available on the interim payment screen (Figure 20). Otherwise please quote the 14 digit reference number displayed on the screen when making your payment.

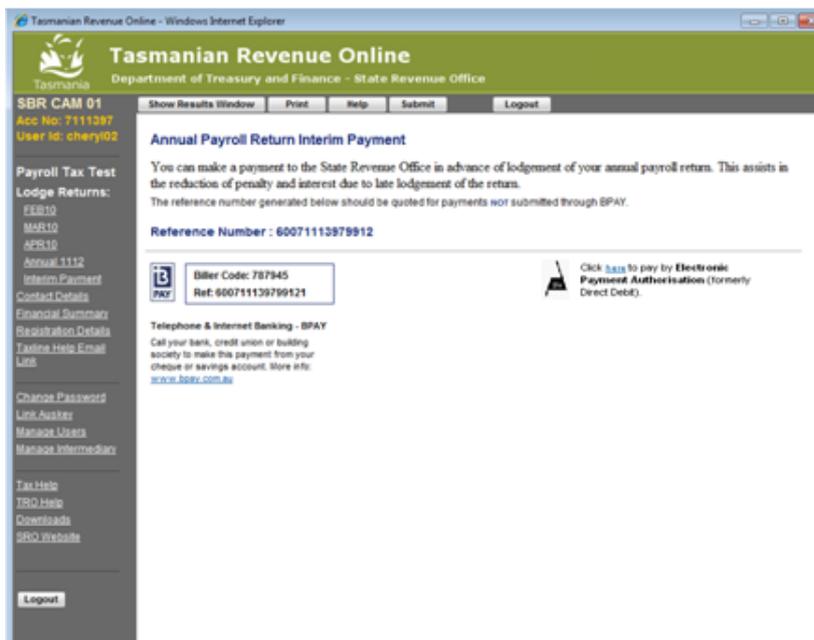


Figure 20 - Interim Payment Screen

Interest and Penalty Tax

Interest and penalty tax are automatically calculated on a late return. Outstanding interest or penalty tax is added to the amount due and included in the total amount due.

Financial Summary Screen

The Financial Summary screen (figure 21) displays a list of your lodged returns and payments.

Tasmanian Revenue Online - Financial Summary for Payroll Tax Test

Show Financial Summary for: 2009/2010 or: [Show Unbalanced Periods Only](#)

Period	Tax	Penalty	Interest	Payments	Other	Balance
MAY10	\$679.24	\$0.00	\$183.35	\$0.00	\$0.00	\$862.59
SEP09	\$21,470.79	\$0.00	\$6,999.30	\$0.00	\$0.00	\$28,470.09
AUG09	\$21,470.79	\$0.00	\$7,225.20	\$0.00	\$0.00	\$28,695.99
Total	\$43,620.82	\$0.00	\$14,407.85	\$0.00	\$0.00	\$58,028.67
Other periods Balance						\$0.00
Total						\$58,028.67

* Assessment is pending verification by the State Revenue Office

<< To proceed, choose an option from the left

Figure 21 - Financial Summary Screen

To view your summary in TRO, select **Financial Summary** from the menu options.

The data is displayed by financial year and the screen defaults to the current period. To view earlier periods select the financial year required from the drop down menu.

The return details submitted today will display as \$0.00 until the details are authorised by the SRO and TRO is updated overnight. Payments will display once they are processed and allocated to your account by the SRO.

- You can display the return details for any period in the current year, click on the relevant link under the heading 'Period'. For example, SEP-11
Monthly figures are replaced once the Annual Adjustment return has been lodged and processed.
- For payroll tax grouped businesses, \$0.00 will be displayed for the annual return period until all group members have submitted their return.
- For returns that are not balanced, select the **Show Unbalanced Periods Only** option.

Once you have accessed your return you can view the BPay details or make an EPA payment from that screen.

Troubleshooting

If TRO becomes **temporarily unavailable**, refresh the database by pressing F5.

Login screen does not appear or the return will not submit

Your software may be blocking popup windows. To correct this, please add TRO to a list of trusted sites on your computer. To do this:

Allowing pop-ups

Internet Explorer – Pop-up blocker settings

To allow pop-up windows when using Internet Explorer:

1. Open an internet explorer window leaving it at its default homepage.
2. Click on the **Tools** option.
3. Click on the **Pop-up Blocker** option. If the pop-up blocker is turned off, skip to the section on trusted sites. If not, go to step 4.
4. Select **Pop-up Blocker Settings**.
5. Type in *.tas.gov.au into **Address of Web Site to allow** text box.
6. Click the **Add** button.
7. Ensure that *.tas.gov.au is listed in the **Allowed sites** list.
8. Ensure **Filter level** is set to **Medium: Block most automatic pop-ups**.
9. Click the **Close** button.

Internet Explorer – Trusted site settings

To add TRO as a trusted site when using Internet Explorer:

1. Open an internet explorer window leaving it at its default homepage.
2. Click on the **Tools** option.
3. Click on the **Internet Options...**
4. Click on the **Security** tab
5. Select **Trusted Sites**.
6. Click the **Sites** button.
7. Type <https://www.tro.tas.gov.au> into the **Add this Web site to the zone** text box.
8. Ensure that <https://www.tro.tas.gov.au> is listed in the **Web sites** list.
9. Ensure **Require server verification** is ticked.
10. Click on **OK**.
11. You should now be back on the **Internet Options** dialogue box. Click the **Apply** button if it is active.
12. Click on **OK** to complete the process.
13. Close all browser windows again, to ensure the settings have been successfully saved, and then log into TRO as normal.

Mozilla Firefox – Pop-up blocker settings

To allow pop-up windows and to add TRO as a trusted site when using Mozilla Firefox:

1. Open your Firefox internet browser.
2. Click on the **Tools** option.
3. Select **Options...**
4. Click on the **Content** tab.
5. If **Block popup windows** is checked, continue by adding the TRO website to the exceptions list. If not checked, check the box then proceed to the exceptions list.
6. Click the **Exceptions** button.
7. Type in ***.tro.tas.gov.au** into the Address of Web site text box.
8. Click **Allow** button.
9. Ensure that *.tas.gov.au is listed in the **Site** list.
10. Click the **Close** button.
11. You should now be back on **Options** dialogue box.
12. Click on **OK** to complete the process.

Clearing Temporary Internet Files

Internet Explorer

1. Open an internet explorer window leaving it at its default homepage.
2. Click on the **Tools** option.
3. Click on **Internet Options**.

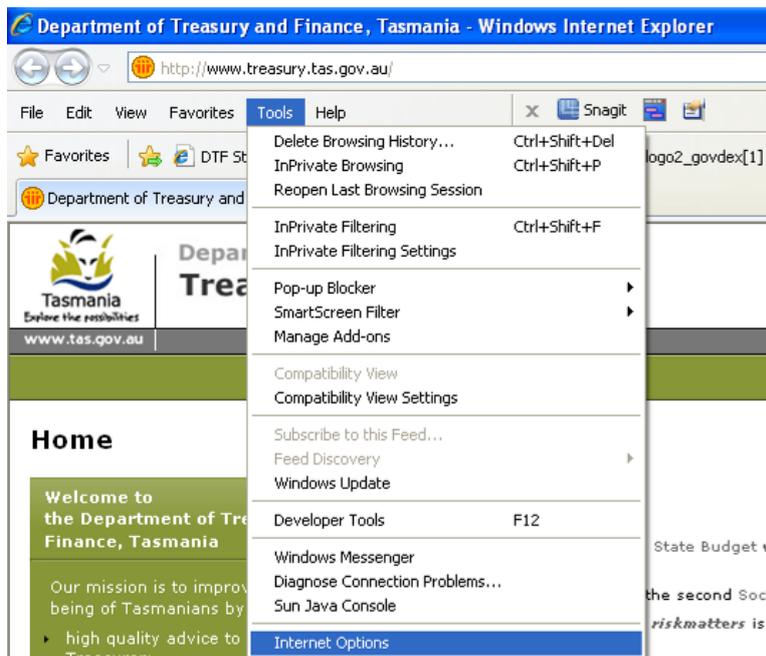


Figure 22 - Internet Explorer Tools Menu

4. In the Browsing History section, click on the Delete button.

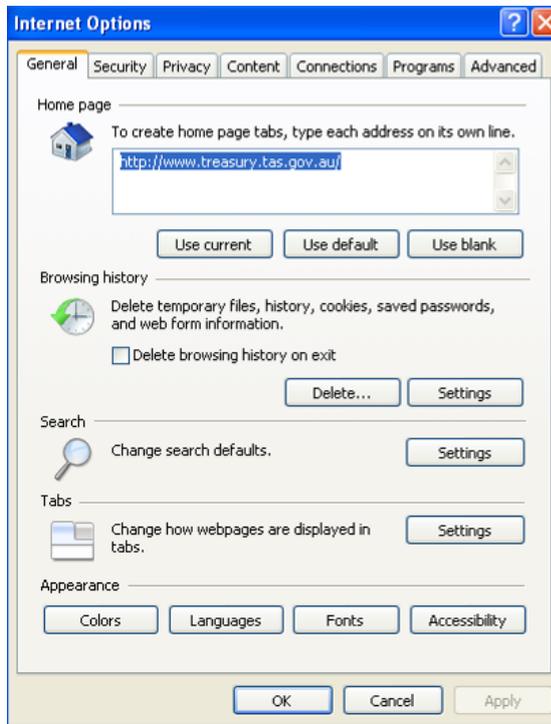


Figure 23 - Internet Options

Ensure that Temporary Internet files, Cookies and History are ticked

5. Click on the Delete button.

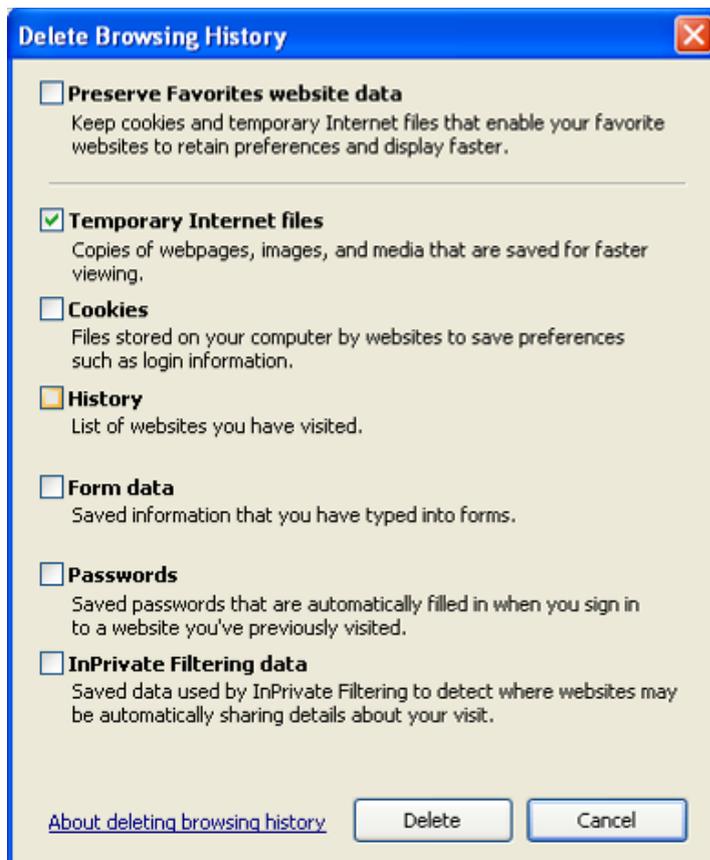


Figure 24 - Delete Browsing History

6. Once done, ensure you exit out of all Internet pages so that the changes can take effect.

Mozilla Firefox

1. Click on the Tools menu.
2. Click on Options.

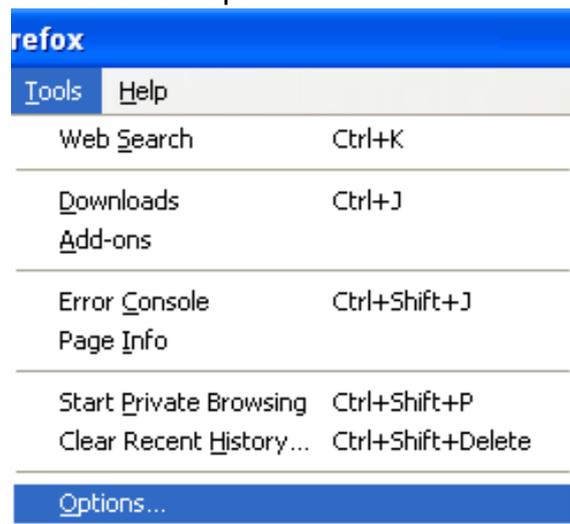


Figure 25 - Mozilla Tools Menu

3. Click on the Advanced tab.
4. Click on the Network tab.

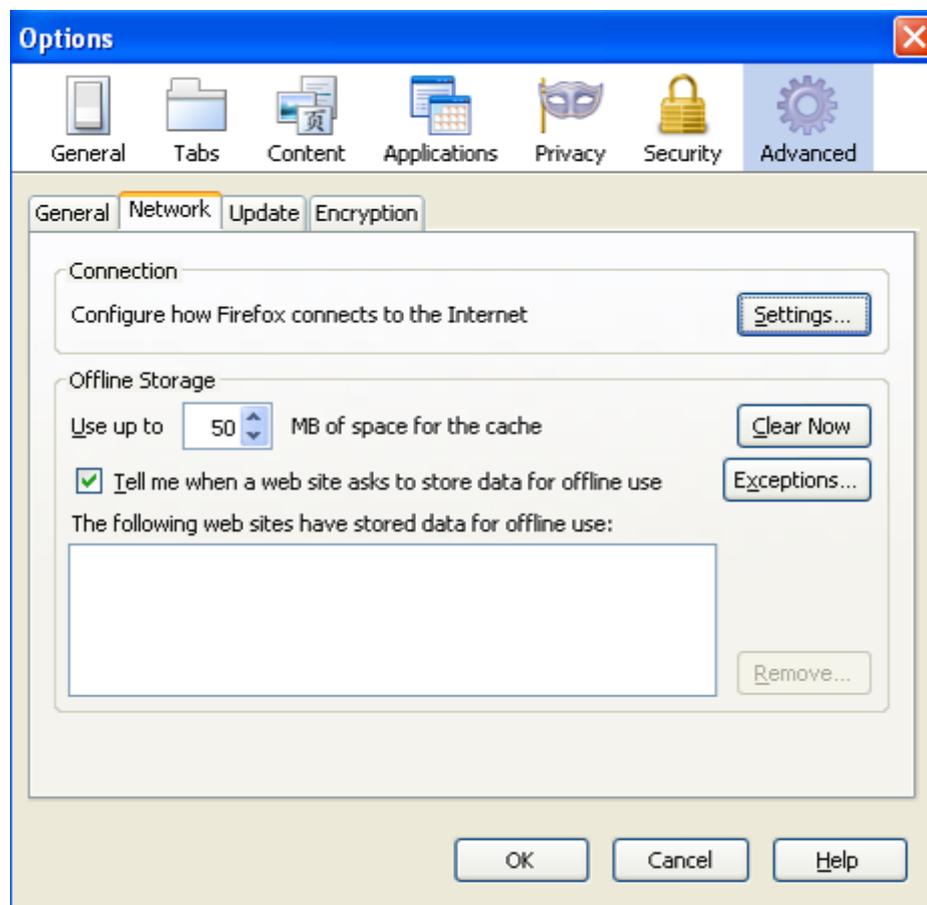


Figure 26 - Mozilla Options

5. In the Offline Storage section, click on the Clear Now button
6. Click on the OK button
7. Close down all Firefox windows to ensure that the settings take effect.

Compatibility View Settings

Internet Explorer Version 10 or above

If you are using Internet Explorer 10 or above to access TRO, you may need to change your web browser's Compatibility View Settings to ensure that all TRO fields display correctly.

1. Open the tools menu.
2. Select **Compatibility View Settings**.

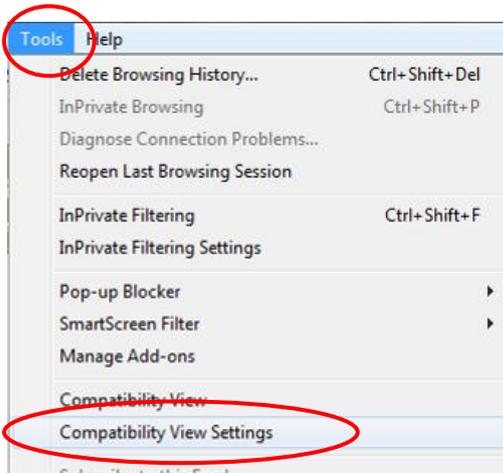


Figure 27 - Tools Menu

3. In the 'Add This Website' box, add the following:
 - a. **tas.gov.au**
 - b. **business.gov.au**
 - c. **abr.gov.au**
4. Click on the close button.

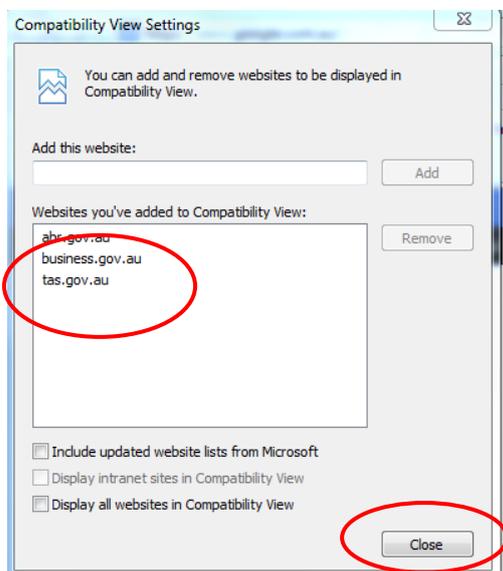


Figure 28 - Compatibility View Settings

Systems Help

Telephone: (03) 6166 4400

Email: revsysadmin@treasury.tas.gov.au

All screen shots used in this guideline are from the SRO test database. None of the information represents taxpayer information.