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 <u>Tasmanian Revenue Online – System</u> <u>Administrator Guide – Payroll Tax</u>.

Accessing TRO

www.tro.tas.gov.au

An authorised user has two login options:

- I. 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 <u>https://www.auskey.abr.gov.au</u>.

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.

🖉 Tasmanian Revenue	Online - Windows Internet Explorer	
Tasmania	Tasmanian Revenue Online Department of Treasury and Finance - State Revenue Office	Add TRO to Favorites
	LOGIN using your TRO username and password	
	Password	
	LOGIN using your AUSKey	
	Login To use your AUSKey, the easy access key to TRO and other government online services, you must first:	
	1. Register for an AUSKey 2. Quick-link your new AUSKey to TRO	
<	11	*
Done	😪 Local intranet Protected Mode: Off	🖓 🕶 🔍 130% 💌

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).

실 Tasmanian Revenu	e Online - Windows Internet Explorer	
Tasmania	Tasmanian Revenue Online Department of Treasury and Finance - State Reve	<u>Add TRO to Favorites</u> nue Office
	LOGIN using your TRO username and password	
	User Name tina	
	Password	
	Login	
	I've forgotten my password Show my Trigger Phrase	
	Click here for help with forgotten passwords.	
	Click here to send an email requesting that your password be reset.	
	Invalid password entered! Please check	your trigger phrase.

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).

imania	Tasmanian Revenue Online Department of Treasury and Finance - State Revenue Office	
	LOGIN using your TRO username and password	
	Your password requires changing	
	User Name tinaprt	
	Password *	
	New Password *	
	Re-type New Password *	
	New Forgotten Password Phrase	
	New Reset Password Question *	
	New Reset Password Answer *	
	* = Mandatory field	
	Login	
	To use your AUSKey, the easy access key to TRO and other government first:	online services, you must
	1. Register for an AUSKey	

Figure 3 - Change of Password Screen

- I. 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 Forgotton 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.

- I. 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.

🍯 Tasmanian Revenue	Online - Windows Internet Explorer		
Tasmania	Tasmanian Revenue Online Department of Treasury and Finance - State Reven	<u>Add TRO to Favorite</u> ue Office	
	LOGIN using your TRO username and password User Name testing Password Password I have read the Terms of Use and agree to the Terms and Conditions therein Login		

Figure 4 - Conditions of use checkbox

Logging on with your AUSkey

Linking your AUSkey for your TRO Account

- I. <u>Register for AUSkey</u> and install it on your computer or USB stick;
- 2. Go to the <u>TRO login screen</u> 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 <u>taxhelp@treasury.tas.gov.au</u>.

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 Ser	vice
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:	
Accessibility Copyright Disclaimer Security and Privacy Glossary	Help

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.

	🥖 Tasmanian Revenue Online - Wi	indows Internet Explorer	_ D _ X
	Tasmania Para	smanian Revenue Online artment of Treasury and Finance - State Revenue Office	
	SBR Test	now Results Window Print Help Submit Logout	
/	Business 35		A
(Acc No: 7111800	Dai y Bulletin for 11/5/2012	
\	User Id: joe4		
	Payroll Tax Test	System Maintenance	
	Lodge Returns:	Oue to system maintenance, Tasmanian Revenue Online will be unavailable from 8.00-9.00am (EDST Tas) Thursday, 29 March 2012.	
	<u>56- 211</u>	Due to the Easter period the March 2012 payroll tax due date for monthly and quarterly returns will be 11 April 2012.	
	DECQ09	The State Revenue Office will be closed over the Christmas/New Year break from 24 December 2011 until 2nd January 2012 inclusive. Should you have	ve any
	MARQ10	queries during this period please contact the office once we re-open on 3rd January 2012 or alternatively email your query to taxhelp@treasury.tas.gov	au and it
	Einancial Summary		
	Registration Details	System Maintenance Due to system maintenance, Tasmanian Revenue Online (TRO) will be unavailable from 6.00nm - 8.00nm (AEDT) Wednesday, 26.October 2011	
	Taxline Help Email Link		
	Change Password	Threshold Entitlement Calculation For Leap Year Please note that the 2011-12 financial year is a leap year therefore, the threshold entitlement calculation is as follows:	
	Link Auskey		
	Manage Users	\$1.010.000/300 days multiplied by the number of days in the month.	
	Manage Intermediary	29 day month - \$80 027.00 30 day month - \$82 787.00	E
	Tax Help	31 day month - \$85 546.00	

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.

🖀 Tasmanian Revenue Online - Results Window - Microsoft Internet Explorer			
Results Windov	v for priutrain Hide Results Select All Show All Print	Update 📲	
Time	Message	Read	
Date 07/04/2010			
19/12/2008 08:38 EST (Tas)	A problem was encountered updating the system - check that your data is correct and retry. Alternatively, please <u>click here</u> for assistance with checking your settings as the problem may relate to pop-up blockers on your computer. If the problem persists, please contact TRO System Administrator.		
03/07/2008 14:10 EST (Tas)	Ref no: 60059990067208 : Monthly Payroll Tax Return 1002 Taxable Amount: \$100000.00 Tax: \$6240 00 Int \$4514 40 Pen: \$0 00 Net Tax: \$10754 40		



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.

Pasmanian Revenue Online - W	Indows Internet Explorer		
Ta Tasmania Dep	smanian Revenue Onlii artment of Treasury and Finance - State	ne Revenue Office	
SBR Test	Show Results Window Print Help	Submit Logout	
Business 35			
Acc No: 7111800	Tasmanian Revenue Online - My Detai	ils	
User Id: joe4	-		
Payroll Tax Test	User ID	joe4	
Lodge Returns:	Given Name	EI *	
SEPQ09	on an an a		
DECQ09	Initials		
MARQ10	Sumame	Nino	*
Contact Details			
Financial Summary	Title	Mr 👻	
Registration Details	Telephone		
Taxline Help Email Link			
Change Password	Facsimile		
Link Auskey	Mobile		
Manage Users	[mail		
Manage Intermediary	Ellia		
Tax Help	Forgotten Password Phrase	testing	
TRO Help			
Downloads			
SRO Website			
	Submit Reset Help		
Logout			

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.

- I. 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.

- I. 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.

a rasmania	an revenue on me - rax neip index - windows internet explorer		=
Tasr Tax H	nanian Revenue Online lelp Index		*
Payro	il tax:		
Payro	III tax - Contents		
	Pay-roll tax - what is it and who is liable		
	Pay-roll tax - requirement for registration of employers		
	Pay-roll tax - exempt employers		
	Pay-roll tax - cancellation of registration		
	Pay-roll tax - what are wages, taxable wages, total Australian wages and Australian group wages?		
	Pay-roll tax - rate of tax and general exemption amount		
	Pay-roll tax - when must tax be paid and a return lodged?		
	Pay-roll tax - examples of calculations for determining the appropriate general exemption and tax payable		
	Pay-roll tax - annual reconciliation return		
	Pay-roll tax - interim payment		
	Pay-roll tax - what is an employer?		
	Pay-roll tax - allowances and reimbursements		
	Pay-roll tax - fringe benefits		
	Pay-roll tax - employer superannuation contributions		
	Pay-roll tax - salary sacrifice		
	Pay-roll tax - director?s remuneration		
	Pay-roll tax - eligible redundancy payments		
	Pay-roll tax - workers? compensation		
	Pay-roll tax - rebates		
	Pay-roll tax - when are organizations grouped for the purposes of pay-roll tax?		
	Pay-roll tax - what contractor payments are taxable?		
	Pay-roll tax - employment agency provisions		
	Pay-roll tax - refunds		
	Pay-roll tax - Public Rulings and Guidelines		
	Link to Payroll Tax Act 1971		
	Link to Taxation Administration Act 1997		
	Contact us for more information		
			÷
<	m	Þ	

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.

Tasmanian Revenue Online	
Tasmania Department of Treasury and Finance - State Revenue Office	
SBR Test Show Results Window Print Help Submit Logout	
Business 35	
Acc No: 7111800 Tasmanian Revenue Online - Contact Details for Payroll Tax Test	
User Id: joe4	
Payroll Tax Test Enter the new details:	
Lodge Returns: Sumame	
SEPQ09	
DEC009 Given Name/Initials	
MARQ10 Title Mr 🔹	
Contact Details	
Financial Summary Telephone (Include area code, eq.03.1234.5678)	
Registration Details	
Taxine Help Email Link Facsimile (Include area code eo 03 1234 5678)	
Change Password	
Link Auskey Email	
Manage Users Mobile	
Manage Intermediary (format: 0412 345 678)	
IRO Help	

Figure 12 - Contact Details

- I. 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.

Ta Tasmania Dep	smanian Rev artment of Treasury a	/enue	Onli ce - State	ne Revenue	Office				
SBR Test	Show Results Window	Print	Help	Submit		Logout			
Acc No: 7111800	Tasmanian Revenue	o Onlino -	Registra	tion Deta	ile				
User Id: joe4	Registration Details for SBRT	est Rusiness 34	for Revenue	line Payroll T	av Test				
Payroll Tax Test			, 101 110101101	2 Line r ujren r					
Lodge Returns: SEPQ09	Taxpayer Account N	umber							7111800
DECQ09 MARO10	Postal Address Line	1							
Contact Details	Postal Location								
Financial Summary	Postal Postcode								0
Registration Details	Employee Ratio								Interstate
	Group Status								Ungrouped
Link Auskey	Exemption Entitleme	nt							Full
Manage Users	BSB Number								
Manage Intermediary	Financial Institution								
Tax Help	No Account Number	recorded							
Downloads	Account Name								
SRO Website	Please contact the <u>State Revenue</u>	<u>e Office</u> if you w	ish to change a	ny of these deta	ills. You sho	IId quote the Tax	payer Account Number and th	e Revenue Line indicated	in the title.

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

- I. 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.

- I. 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.

🍘 Tasmanian Revenue Online - Win	dows Internet Explorer	Lingent and	x
State Revenue Offic	e		ſ
Return Lodgement Co	onfirmed :		
Return Type:	Payroll Tax Test		
Return Period:	01/07/2009 to 30/09/2009		
Reference Number:	60071118007038		=
Penalty Amount:	\$0.00		
Interest Amount:	\$1,832.15		
Tax Due:	\$5,488.29		
Total Due:	\$7,320.44		_

Figure 14 - Lodgement Confirmation Screen

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

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

Tasmanian Revenue Online - Results Window - Windows Internet Explorer						
Results Window	for joe4	Hide Results Select All Show All Print	Update			
Time	Message		Read			
Date 11/05/2012			E			
11/05/2012 12:13 EST (Tas)	3 EST (Tas) Ref no: <u>60071118007038</u> : Monthly Payroll Tax Return 0909, Taxable Amount: \$89972.00, Tax: \$5488.29, Int: \$1832.15, Pen: \$0.00, Net Tax: \$7320.44					
11/06/2010 14:39 EST (Tas)	Intermediary Relationship has been successful	ully updated				
Results Window	for ioe4	Hide Results Select All Show All Print	Update -			

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).

	Show Results Window Pr	rint _	нер	Submit	Logout		
Icc No: 7111397 Jser Id: chervi02	Payroll Tax Return from	m 01/07	7/2011 1	to 30/06/2	012		
	SBR CAM 01			Aci	of No: 7111397		User Id: chervi02
ayroll Tax Test	This return is to be loda	ed by 2	1 July				
odge Returns: FEB10	Failure to submit this return by Administration Act 1997	the due d	late may n	esult in intere	st and/or penalty being ap	plied in accordance with	I the Taxation
MAR10	Salaries and Wages			*		Interstate Wages	*
APR 10 Annual 1112	Allowances			*	Gross TAS Wages	paid by other group	*
Interim Payment						members	
ontact Details	Bonuses/Commission			* 9	Fross IS Wages paid by oth	er group members	*
	Contractor Payments			*	Tota	I Australian Wages	\$0.00
tegistration Details	Director's Fees			*	Total Tasma	inian Group Wages	\$0.00
<u>axline Help Email</u> ink	Fringe Benefits			*	Total Austr	alian Group Wages	\$0.00
	Superannuation			*		Estimates Used 📰	
hange Password	Contributions Termination Payments			*		Gross Wares	\$0.00
J <u>ink Auskey</u> Janage Users	Shares Options			×	Loss Th	rachold Entitlement	\$0.00
lanage Intermediary	Sharesropions			<u> </u>	2000 111	Transla Amount	00.00
	Other					Taxable Amount	\$0.00
ax Help					1	ax Payable at 6.1%	\$0.00
RO Help						Less Tax Paid	\$0.00
RO Website						Tax Owing	\$0.00
<u>Ro Hebsie</u>						Interest Due	\$0.00
						Penalty Due	\$0.00
Logout						Total Due	\$0.00
			Should yo	u wish to lod	ge a nil return, please ente	r \$0.00 into all mandate	ry fields and then submit.
						* - Mandatory field Su	Jbmit Help Reset

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)

🎒 Tasmanian Revenue Onlin	e - Microsoft Internet Explorer	_ 🗆 ×			
Return Lodgement Confirmed :					
Return Type:	Pay-roll Tax Accept				
Reference Number:	60058844967002				
Penalty Amount:	\$0.00				
Interest Amount:	\$891.60				
Tax Due:	\$10,129.58				
Total Due:	\$11,021.18				
Biller Code: 787945 Ref: 600588449670	i 1026				
Print Close					

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 <u>form</u>.

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.

🚰 Tasmanian Revenue Online - Micros	oft Internet Explorer	
State Revenue Office Return Lodgement Confirmed :		-
Return Type:	Pay-roll Tax Oracle	
Return Period:	01/07/2005 to 31/07/2005	
Reference Number:	60065717267002	
Penalty Amount:	\$0.00	
Interest Amount:	\$139.95	
Tax Due:	\$3,245.20	
Total Due:	\$3,385.15	
Biller Code: 787945 Ref: 600657172670021		Click <u>here</u> to pay by Electronic Payment Authorisation (formerly Direct Debit).
Telephone & Internet Banking - BPAY Call your bank, credit union or building society to make this payment from your		
Print Close		

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).

🚰 Tasmanian Revenu	Tasmanian Revenue Online - Microsoft Internet Explorer					
Return Lodgement Confirmed :						
Return Type: Reference Number:	Pay-roll Tax Accept 60058844967002					
Penalty Amount: Interest Amount: Tax Due:	\$0.00 \$891.60 \$10,129.58					
Total Due:	\$11,021.18					
Biller Code: 7 Ref: 6005884 Print Close	87945 49670026					

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 On	line - Windows Inte	ernet Explorer					
Tasmanian Revenue Online Department of Treasury and Finance - State Revenue Office							
SBR CAM 01	Show Results W	indow Print	Help Su	bmit Logo	ut		
Acc No: 7111397		D	E'		N. T		
User la: cheryluz	Tasmanian	Revenue Online -	Financial S	ummary for Payro	oli lax lest		
Payroll Tax Test	Show Financ	ial Summary for: 20	09/2010 • OF	Show Unbalance	ed Periods Only		
No current	Period	Tax	Penalty	Interest	Payments	Other	Balance
Contact Details	MAY10	\$679.24	\$0.00	\$183.35	\$0.00	\$0.00	\$862.59
Financial Summary	SEP09	\$21,470.79	\$0.00	\$6,999.30	\$0.00	\$0.00	\$28,470.09
Registration Details	AUG09	\$21,470.79	\$0.00	\$7,225.20	\$0.00	\$0.00	\$28,695.99
Taxline Help Email	Total	\$43,620.82	\$0.00	\$14,407.85	\$0.00	\$0.00	\$58,028.67
LINK	Other periods Bala	ance					\$0.00
Change Password	Total						\$58,028.67
Link Auskey	* Assessment is p	ending verification by the S	tate Revenue Offi	ce			
Manage Users							
Manage Intermediary	<< To proceed, c	hoose an option from the	e left				
<u>Tax Help</u>							
TRO Help							
Downloads CDO Webeite							
SRO Websile							
Logout							
Done				🕵 Local int	ranet Protected Mo	de: Off	🖓 🕶 🔍 100% 🔻 🖉

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 <u>https://www.tro.tas.gov.au</u> into the **Add this Web site to the zone** text box.
- 8. Ensure that <u>https://www.tro.tas.gov.au</u> 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:

- I. 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 <u>*.tro.tas.gov.au</u> 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

- I. 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.

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
http://www.treasury.tas.gov.au/
Use current Use default Use blank
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Search
Change search defaults. Settings
Tabs
Change how webpages are displayed in Settings tabs.
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

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

- I. Click on the Tools menu.
- 2. Click on Options.

refox		
<u>T</u> ools	<u>H</u> elp	
Wel	b <u>S</u> earch	Ctrl+K
<u>D</u> ov <u>A</u> do	vnloads I-ons	Ctrl+J
Erro Pag	or <u>⊂</u> onsole Ie <u>I</u> nfo	Ctrl+Shift+J
Star Clea	rt <u>P</u> rivate Browsing ar Recent <u>H</u> istory	Ctrl+Shift+P Ctrl+Shift+Delete
Opt	ions	

Figure 25 - Mozilla Tools Menu

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

Options							×
General	Tabs	Content		Privacy	Security	Advanced	
General Ne Connect Configu	ion re how Fire	odate Encry	ption s to the Interne	st	Jocanty	Settings	
Offline S Use up t	itorage :o 50 me when a	MB of sp a web site as	bace for the car	the a for offline	use [<u>C</u> lear Now	
	owing web	sites have s	tored data for o	rrline use:		Domous	
						<u>Felliove</u>	
				ж (Cancel		



- 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.

- I. 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 4400Email: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.