

Payroll, made easy

Part 7 FAQs

I am reconciling EOFY data and have a positive variance. What could be causing this?

The most common reasons for a positive variance are:

- Salary sacrifice deduction categories are incorrectly classified as 'default' rather than salary sacrifice superannuation or salary sacrifice other employee benefits.
- Pay categories are incorrectly classified as per STP Phase 2 guidelines, e.g. the 'exclude from payment summary/income statement' has been used in the incorrect circumstances.

If none of the above prove fruitful, then we highly recommend to compare each employee's earnings stated between the STP YTD and Payroll YTD worksheets. It will help in pinpointing the specific affected employee to then investigate further.

For more information, refer to: [Single Touch Payroll \(STP\) End of Year Reconciliation | Payroll Guide](#)

I am reconciling EOFY data and have a negative variance. What could be causing this?

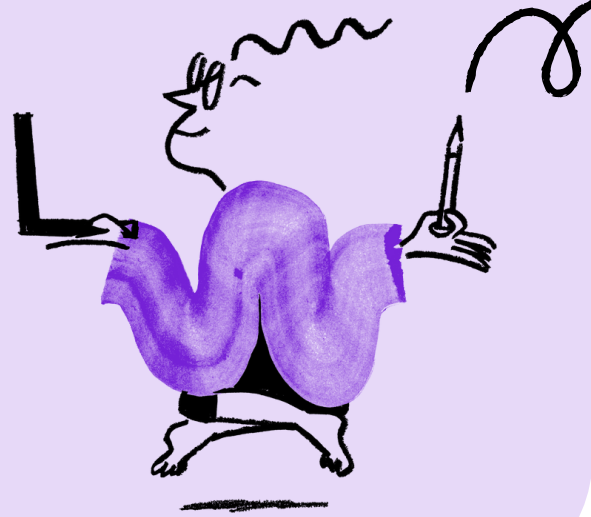
Negative variances are likely to occur if there is payroll data that has not been reported via STP, e.g. a pay event failed, was partially successful or was not lodged at all. In most cases lodging an Update Event will resolve the issue. For more details, refer to: [Single Touch Payroll \(STP\) End of Year Reconciliation | Payroll Guide](#)

Can I complete the reconciliation process at any point during the financial year?

Yes, the YTD excel workbooks are available for download in every STP event so this process can be done whenever is necessary.

I am getting the following error when I lodge my finalisation event: "CMN.ATO.AUTH.008: You are not authorised to submit this lodgement on behalf of the client." How do I fix this?

This error will most likely occur if lodging as a Tax/BAS agent or an intermediary for multiple employing entities. This cannot be rectified within the payroll system. The resolution will depend on your ATO Settings and can be found [here](#).



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Part 7 FAQs (cont.)

Can I still view or print payment summaries for my employees?

No. Since the introduction of STP Phase 2, income statements (formerly payment summaries or group certificates) are accessed by the employee via their MyGov portal. The only exception are WPN holders who are not yet using STP.

Where do I enter reportable fringe benefits for my previously terminated employees?

This will need to be done in an Update Event as terminated employees are not included in the Finalisation Event. We recommend completing this step as part of the reconciliation process, so once you've been able to remove any variances or discrepancies you can lodge an update event and enter RFB if needed. See: [Marking your employees as final within an update event | Payroll Web Platform](#)

My employee has duplicate income statements in MyGov, why is that?

This can happen if the business has transitioned between different software or changed ABN during the financial year and there is an overlap in reported data. To provide a tailored solution our Support team will need a few pieces of information:

- The specific scenario your business falls into, e.g. did you change payroll software during the FY? If yes, when and did you finalise STP or carry over balances? See: [Transition options available with STP reporting | Payroll Guide](#)
- Screenshots of the employee's income statement/s including the business ABN and BMS ID.
- Any troubleshooting steps you've taken so far.

What is an Amended Finalisation Event?

If you identify that an employee's earnings need adjusting after lodging a finalisation event, you will need to lodge an amended finalisation event. You must lodge an amended finalisation event as quickly as practicably possible to make sure the employee does not use an outdated Income Statement to lodge their tax return. Read: [How do I amend a Single Touch Payroll \(STP\) finalisation event | Payroll STP FAQ](#).

When would I need to complete an Earnings Reset Event?

There are a number of scenarios outlined [here](#).



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Part 7 FAQs (cont.)

Can rounding cause a variance?

Yes, it can. We have seen variances occur if pay categories are set to round to anything more than 2 decimal places.

I've created and lodged the Finalisation Event however, my employees' income statements are not tax ready. Why is that?

There are two main issues that could be causing this:

1. The finalisation event is not the last event that has been lodged. If another pay event or update event has been lodged, the employees may no longer be marked as 'is final'. If this is the case, you may need to lodge an amended finalisation event to ensure all employees are marked as final appropriately.
2. If you've only just lodged the finalisation event please note that it can take up to 72 business hours to reflect in the ATO Portal and subsequently in MyGov.

Is there a way for me to notify my employees that the finalisation process is complete?

Yes, once the finalisation event has been lodged successfully you can open the event, navigate to the Actions button on the far right and select 'send notifications'.

How do I handle warnings in an STP event?

This will depend on whether you are seeing a validation warning or an error message. For more information, see: [Common STP lodgement validation warnings | Payroll Web Platform STP Lodgement Errors](#)

Where can I access more resources regarding the EOFY process?

You will find links to a number of articles and videos on the [End of Financial Year Hub](#).