SOFTWAREASSISTANT

PLS FAQ

The following guide aims to outline any current issues which may affect you from successfully lodging via PLS. You should always ensure you are running the most current software release to ensure you are receiving the latest available PLS changes. Latest updates can be found in the following location on our website: https://www.softassist.com.au/LatestUpdates.aspx

The latest public version available is 2017.4.0.
This release is available here: https://www.softassist.com.au/Downloads/a2017_04_00.exe

Please be advised the following forms must now be lodged via PLS:
Individual, Company, Trust, Partnership, Fund, SMSF, FBT

Common issues

The following are common issues that have been logged by Software Assistant clients. Please see the resolution available under each issue. There may be some issues that are currently a work in progress. Fixes of this nature will be advised via email.

> ⚠ **IMPORTANT**
> For a current list of authentication errors via PLS, see the following ATO topic:
> https://www.ato.gov.au/Tax-professionals/Services-and-support/In-detail/Practitioner-lodgment-service-user-guide/?page=43

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ERROR_ITEM_VALUE_INVALID_PATTERN : "XXXX" does not match the pattern " [0-9] {2}"

```
ERROR_ITEM_VALUE_INVALID_PATTERN : "130" does not match the pattern "[0-9]{2}" (item type =
null, uniqueID = /{http://www.sbr.gov.au/ato/smsfar}ElectronicContactTelephone[0]/
{http://www.sbr.gov.au/ato/smsfar}ElectronicContact.Telephone.Area.Code}

Invalid string value: "130" does not match the pattern "[0-9]{2}".
```

Error: ERROR_ITEM_VALUE_INVALID_PATTERN
Affects: Multiple form types
Resolution: When lodging via PLS, the area code shown on the cover page of the tax return and/or declaration page of the tax return must **not** be longer than **two** digits. In this example, the area code shown on the return is **130**. This must be changed to a maximum of two digits.

> ❗**NOTE**
> If the number shown is a mobile number, the area code can be changed to the country code, such as 61 for Australia. Enter the full mobile number in the second field provided.
>
> If the problem relates to your contact number as a Tax Agent, ensure you change the number under Assistant **Options > User** tab to a maximum of two digits for the area code.

CMN.ATO.AUTH.007 - Incorrect permission to submit or retrieve this file

```
STATUS: REJECTED
CODE:
CLIENT NAME:
FORM: Partnership Return
YEAR: 2017

1. Error – CMN.ATO.AUTH.007
You do not have the correct permission to submit this request or retrieve this file.
Review your permissions in Access Manager or contact your AUSkey Administrator.
```

Error: CMN.ATO.AUTH.007
Affects: Multiple form types
Resolution: This issue is typically seen when lodging a Partnership or Trust tax form via PLS however it can affect multiple forms. Firstly, check the permissions shown in the ATO Access Manager Portal have been configured correctly and that you are authorised to lodge for the client via the ATO Portal.

If you are still receiving permission issues, there have been instances where the ABN shown on the return is inactive. Remove the ABN from the form and attempt to re-lodge. If the lodgment is successful, consult with your client regarding any changes to their ABN.

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CMN.ATO.GEN.001001 - Report TypeVariation Code has not been supplied

```
STATUS: REJECTED
CODE:
CLIENT NAME:
FORM: Business activity statement
YEAR: 2017

1. Error - CMN.ATO.GEN.001001
Mandatory field not supplied.
 - Report TypeVariation Code
```

**Error:** CMN.ATO.GEN.001001
Affects: Activity Statements
Resolution: This issue occurs when an Activity Statement (BAS/IAS) does not correctly pre-fill via PLS and is missing a variation code. The Report TypeVariation Code is a mandatory field which is pre-filled when you start a PLS Activity Statement and is shown here:

Business Activity Statement

HANDISTUFF PTY LTD

40 Ferguson Street

BRISBANE   QLD   4000

If this character is missing, you must ensure the form pre-fills to correct retrieve this unique character as this defines the type of Activity Statement. To force the Activity Statement to pre-fill again, select **Tools > Load values from SBR** from within the Activity Statement.

If you receive the error 'Access to the activity statement is not available'. Please see the next issue and resolution detail.

# Access to the activity statement is not available when attempting to pre-fill
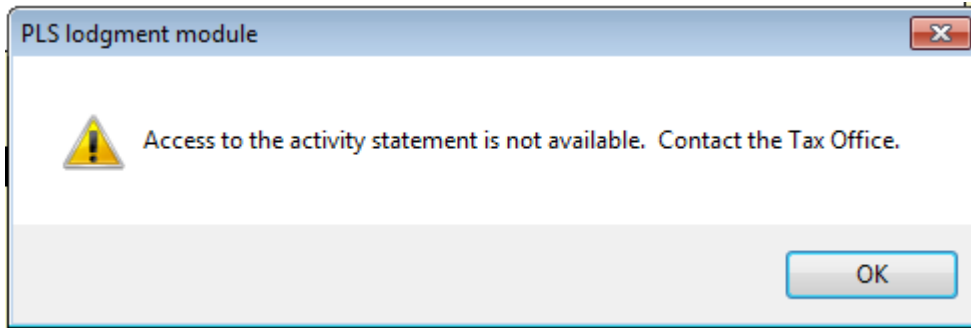
Error: Access to the activity statement is not available. Contact the Tax Office.
Affects: Activity Statements
Resolution: This issue occurs when Assistant attempts to pre-fill and activity statement and fails. Ensure you are the registered agent to lodge on behalf of this client, and that the ATO Access Manager Portal permissions have been configured correctly.

If you continue to receive the error message when starting a PLS Activity Statement, check that the client has the correct Branch number shown next to their ABN in the Client Details window in Assistant. This is typically a 001 or 002. Not all clients will require this number and the number varies between clients. The correct number can be found on the Activity Statement report via the ATO Portal.
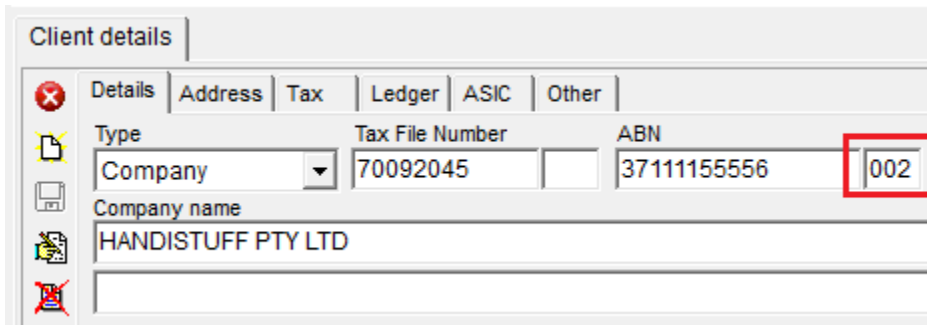
CMN.ATO.AS.EM200 - For simpler BAS lodgment labels G2, G3, G10 or G11 must not be provided

```
1. Error - CMN.ATO.AS.EM200
   For simpler BAS lodgment labels G2 or G3 or G10 or G11 must not be provided.
```

Error: CMN.ATO.AS.EM200
Affects: Activity Statements
Resolution: Refer to the following ATO topic on Simpler BAS and the changes.
https://www.ato.gov.au/Business/Business-activity-statements-(BAS)/Goods-and-services-tax-(GST)/Simpler-BAS/

Error calling SBR Core services

Error: Error calling SBR core services
Affects: Can affect all forms
Resolution: This message means the ATOs PLS gateway is currently down for maintenance. Please use the following page to check the current status of the PLS gateways: https://sbr2-status.mybluemix.net/.

ATO SBR2 should be green with all scenarios passing to ensure all PLS functions are working correctly. If all scenarios are green and the same error persists, contact the ATO for assistance.

Communication Exception occurred connecting to VANguard STS

Error: Communication Exception occurred connecting to Vanguard STS
Affects: Can affect all forms
Resolution: Usually shown if the Windows date/time is set incorrectly. Check to ensure your date and time is set correctly via the Windows clock at the bottom right corner of your screen. This error can additionally be shown if a Firewall is active and is blocking the connection between yourself and the ATO. Try disabling your Anti-virus or Firewall and attempt to re-lodge.

CMN.ATO.GEN.EM0004 – Income TaxableAdjusted Amount

```
1. Error – CMN.ATO.GEN.EM0004
Errors detected.
Income TaxableAdjusted Amount - Errors have been detected and the form
processed. Review errors and update where required.

2. Error – CMN.ATO.GEN.EM0002
Lodgment Failed. Contact the ATO. Error code {Code}
Income TaxableAdjusted Amount - Income TaxableAdjusted Amount - Errors
detected and the form has not been processed. Review errors and update
```

Error: CMM.ATO.GEN.EM0004
Affects: Can affect all forms
Resolution: This error is often shown together with a separate EM error number and is often difficult to troubleshoot. Ensure you check the return accuracy as in most cases this error is due to an issue with validity of the return data. For example, we have seen this error occur when a taxpayer's DOB is incorrect

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CMN.ATO.AS.EM024 – Access to the activity statement is not available.

```
1. Error - CMN.ATO.AS.EM024
Access to the activity statement is not available.  Contact the Tax Office.
Access to the activity statement is not available. This may be due to:

you are not authorised to have access
the record is restricted
the ABN you have provided is not recognised by the Tax Office
the TFN you have provided is not acceptable, or
your proof of identity is not accepted
```

Error: CMN.ATO.AS.EM024
Affects: Activity Statements
Resolution: Ensure you are first authorised to lodge on behalf of the client by checking the TFN/ABN via the Tax Agent Portal. Check the ATO Access Manager gateway to ensure you have permissions to transmit Activity Statements. Next, ensure the branch number if entered in the client details form (001, 002 etc.) matches for the forms you are attempting to lodge.

If the problem persists, you must contact the ATO on 1300 139 373 and supply the following information:

Name
Address
TFN or ABN
Account or client number (if applicable), and
The Activity Statement Period.

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Cannot locate a specific quarter when pre-filling a PLS Activity Statement

Error: N/A
Affects: Activity Statements
Resolution: You may find when attempting to pre-fill an Activity Statement that a particular quarter or period is unavailable. If this is an upcoming or new period, this is often due to ATO delays as to when the quarter will be made available for prefill via PLS and often resolves itself. However, there is usually a workaround.

First, try removing the Reporting period "From" and "To" dates from the form once the initial pre-fill has occurred. Then, select **Tools > Load values from SBR** to force the pre-fill to pull all available periods, present and past.

If you still cannot see the required period, manually enter the exact period you are trying to pre-fill in the "From" and "To" dates and select **Tools > Load values from SBR**.

If both of these methods fail, it is likely the period is not yet available for pre-fill via PLS (new periods only). Past periods or quarters are often only available for a limited time until from which point they will need to be entered manually.

Contact us

For further information on PLS, please contact the Support Desk.

Email:	TEL:
supportanz@thomsonreuters.com	1800 074 333