

Payroll Software Developers Conference
Thursday 11 June 2009
Mercure Hotel, 355 Willis Street, Wellington

Time	09:30am - 4.10pm																
Attendees	<p>Chair: Dave Gillespie - Inland Revenue</p> <p>Payroll Software Developer (PSD):</p> <p>Martin Etherington..... Acclipse Julian Eriksen Ace Payroll Graham Coutts ADP Mark Lundon Advanced Management Systems Jodie Millar Attaché Chris Mar Datacom Christine Wild Frontier Software Fiona Waller Greentree Brian Duthie IMS Software Chris Pollard IMS Software Martin Gleeson..... iPayroll David Shepherd iPayroll Virginia Young Jade Software David Christie MACBusiness Software Dan Moulton..... MYOB Barry Hurman..... NZ Defence Force Vijay Nair NZ Defence Force Grant Bond..... PayGlobal Phil Gnad PayGlobal Esbé van Heerden PayGlobal Adèle van Soest PayGlobal Karl Hurren Rocket Payrolls Peter Steel Rocket Payrolls Katherine Truman SAP Matt Gardner SmoothPay Payroll John Fisher..... TechnologyOne Iain Rouse..... TechnologyOne</p> <p>Inland Revenue (IR):</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Carolyn Ayre</td> <td style="width: 50%;">Mark Bell</td> </tr> <tr> <td>Daniel Chetty</td> <td>Martin Fellows</td> </tr> <tr> <td>Dave Gillespie</td> <td>Gary Key</td> </tr> <tr> <td>Dr Craig Latham</td> <td>Pin-Ying Liao</td> </tr> <tr> <td>Paul Magill</td> <td>Neale McPherson</td> </tr> <tr> <td>Paul Novak</td> <td>Tia Rameka</td> </tr> <tr> <td>Keith Taylor</td> <td>Stephen Wellgreen</td> </tr> <tr> <td>Michael Wilson</td> <td>Kay Workman</td> </tr> </table>	Carolyn Ayre	Mark Bell	Daniel Chetty	Martin Fellows	Dave Gillespie	Gary Key	Dr Craig Latham	Pin-Ying Liao	Paul Magill	Neale McPherson	Paul Novak	Tia Rameka	Keith Taylor	Stephen Wellgreen	Michael Wilson	Kay Workman
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Minutes	Tara Bhula																

Minutes

Presentation	Presenter
Welcome and review of previous conference action points.	Dave Gillespie

Dave Gillespie welcomed all participants. Provided a brief overview of the day's agenda.

EMS Business Optimisation Project - Update**Carolyn Ayre**

• ir-File

The project is facilitating updates to the ir-File system to increase its ease of use. The updates have been group in to five priority categories. Group 1 is underway and will go live at the end of July/beginning of August 2009.

Group 1 changes include:

- Change the order of the return period date to start at 2009
- Remove references to IR346
- Change IR348 & IR345 sequence
- Update 'EDF' referencing to 'IR345/EDF'
- Add a 'Total amounts' function to the IR345/EDF screen
- Update information to help the customer choose best filing method

• Employer Documentation

A stock-take of all paper and online employer information and documentation has been conducted. The project is now looking to progress the findings and update some of the information and documentation.

- Identified various publications, web content and supporting documentation that requires updating
- Gap analysis in publications – out of date and information not relevant
- Prioritise updates
- Working with business units to get these changes underway

• Payroll Providers Relationship

Project findings report has been endorsed by IR's Executive Board and the Project Steering Committee. The project is now progressing the recommendations to establish a single point of liaison for Payroll Software Developers [PSDs].

• C-Series

Project is currently working on developing a web service option to provide customers the ability to download their c-series data and send to IR electronically. Work continues (covered in a separate presentation **page 5**).

Inland Revenue & Payroll Software Developers (EMS Business Optimisation Project)**Michael Wilson**

Michael Wilson gave an overview of PSDs feedback and the recommendations to address the feedback.

Q: (Graham Coutts) Could a unique identifier be provided in payroll data/files which identifies the payroll package? ATO use this model to provide info back to their Payroll Software Developers for market share etc.

A: Yes, the project will consider this.

Q: (Matt Gardner) What is the timeline for ir-File integration product development from IR?

A: The project is submitting a recommendation and request for funding to its Governance Committee this coming July 2009. Subject to a positive decision, timelines can then be established. IR Executive Board and Governance Committee have voiced their support for a system to be developed.

Q: (Fiona Waller) - Any thought around the Payroll Software Liaison Unit being expanded to include all software developers as a whole? ATO software deals with all software. Are we looking to expand to all software packages, eg. finance etc.

A: This is the initial plan however there is real value in extending the concept to include all software developers. We will review the process to determine how quickly we can incorporate all developers in this process. IR will look at mirroring the ATO model. Dave will be meeting with them to better understand their approach.

Q: What is the process of getting approval to progress this work?

A: Project is preparing a paper that outlines recommendations and requesting funding. Project seeks Steering Committee approval. Paper then goes up to IR Governance Board for approval. *Action point #1 raised.*

Q: Will all of the additional project scope options be agreed to or only some?

A: There is a possibility that not all additional scope will be agreed to.

Inclusive with *Action Point #1.*

Developer input into the policy process - Policy Advice Division (PAD)**Craig Latham
Keith Taylor**

Craig Latham provided an overview of the Policy Advice Division (PAD) and explained of what features and links are available via the PAD website, i.e. current government programme of work, external comms, consultation documents for public feedback.

<http://www.ird.govt.nz/taxpolicy/>

Q: (Matt Gardner) How can individuals receive Policy information?

A: The IR website provides a subscription service where you select what you wish to receive.

Q: (Barry Hurman) The Tax Policy subscription - will this continue to be sent?

A: Yes.

Payroll Specifications review, incl. the recent Payroll Lessons Learnt workshops**Dave Gillespie**

Dave Gillespie gave an overview of the outcome of the recent "Lessons Learnt" workshops.

Q: (Graham Coutts) - could feedback on the specifications be provided via word document track changes?

A: We will be including a history page in the specification in addition to marking the changes from the previous specification issued, rather than using 'track changes' perse.

Participants agreed with the workshop findings.

Payroll Specifications**Paul Novak**

Q: (Katherine Truman) Can date not be negotiated with ACC?

A: Earlier discussions with ACC indicate that this is not possible as the review process is

required by ACC is not completed until December. We will liaise with ACC to determine if they are able to make changes to their timeline.

Q: (Carolyn Ayre) Can specifications be released without the ACC Levies?

A: Yes, it can.

Comment: Payroll Developers don't care if specifications go out with a proviso. "ACC levies to be confirmed."

Q: (Fiona Waller) Should the group who were involved in the Lessons Learnt Workshop form a consultation group?

A: The Payroll Developers group to give this some thought and advise back to IR subsequent vote was "yes".

Managing developers queries

**Paul Magill &
Martin Fellows**

Queries are now being accepted via email.

Observation: (Mark Lundon) Payroll Developers and Customers (Employee/Tax Agent calling 0800 helpdesk no.) appear to receive differentiating answers to the one question. *Action Point #2 raised.*

Observation: (Matt Gardner) The online calculator for working out annualised income differs for Customers and Payroll Developers. *Action Point #3 raised.*

Q: (Fiona Waller) Where Developer and Customer receives differentiating answers to a same question, can an incident number not be issued to each in order to match queries. Developer query may arrive via email and customer may contact the 0800 helpdesk.

A: An incident number can only be issued for Developers enquiry. The Customer enquiry can not be issued with a number as these calls are taken by the 0800 helpdesk staff with the objective to respond immediately.

Q: (Mark Lundon) Does the priority rating have a bearing on the resolution time? *Action Point #4 raised.*

Payroll system Findings

Kay Workman

Action Point - - Action points # 7 raised

1. Confirm the IR Policy for expired special tax rate certificates [STC]
2. Confirm if complying funds employer contributions can be combined with KiwiSaver employer contributions to meet the compulsory employer contributions rate of 2%

Comment: Julian Eriksen would like to see Payroll System presentation as a regular feature at these meetings.

A: IR will ensure that the appropriate level of information is provided to all Developers in a timely fashion. Key findings and issues will be incorporated into the two monthly newsletter

Payroll Giving**Gary Key**

It should be noted that Payroll Giving is only available to employers who file electronically. Not clear how the employer would obtain the charities bank details, as neither IR or Charities Commission can supply this. Developers noted that this could lead to fraudulent behaviour, as IR will not be receiving detailed donation information, only the tax credit amount.

Q: (Fiona Waller) Is there the ability to get a list of all the donees who have donated to a charity. Charity may request a list of payees? Would charities not want to know where payments have come from?

A: Not something that IR can provide. Check with the Charities Commission.

Action Point #8 raised

Q: (Katherine Truman) Can the Payroll Giving Specifications be released earlier?

A: Need to wait until bill is enacted.

Q: Why immovable?

A: Select Committee may change proposals in current Bill.

Q: Will IR accept more than one EMS version?

A: Yes.

Q: Why is there a requirement of different versions?

A: Different packages allow for those business that have not adopted payroll giving

Q: New ir-File after Royal Ascent?

A: New version required for anyone wanting to implement Payroll Giving.

Integrating ir-File directly into payroll software**Michael Wilson**

Q: (Michael Wilson) How many read the Payroll News?

A: All

Q: (Michael Wilson) How many are aware of the upcoming change to Payroll News?

A: Other than 2 or 3, not many aware.

Payroll News paper version is going to longer be issued. Will however continue to be available via e, individuals must register to receive. IR would like to send the electronic Payroll News to PSDs to send to their customers.

Q: Is it mandatory to register to receive?

A: No. It is seen as an additional channel option to receive information.

Q: (Matt Gardner) When will project receive confirmation to commence the ir-File Integration work (C-Series)?

A: Project will have a decision end of July 2009.

Q: (Matt Gardner) How soon before the Software Developers would receive specifications in order to build in to their specs?

A: Once project receives the go ahead, a plan would then be prepared in order to identify

timings, and is also subject to project securing IT resources and someone who would lead this stream of work.

Julian Eriksen announced that this was an "excellent stance to see".

Part of proposal would be to consult with Payroll Software Developers as the project progresses through development. An option would be to develop a focus/interest group with liaison via options of either email, video conference, or online forum.

Q: (Michael Wilson) The focus/interest group option, is it a good idea and who would be interested in being involved?

A: Is a good idea. Individuals interested were: Matt Gardener (SmoothPay), Julian Eriksen (Ace Payroll), Dan Moulton (MYOB), John Fisher (TechnologyOne), Esbe van Heerden & Adele van Soest (PayGlobal), Chris Mar (Datacom), Martin Etherington (Acclipse).

GST B2B – new initiative preview briefing for developers**Dave Gillespie**

Dave Gillespie gave an overview of the GST B2B project which has just begun. Project Manager appointed to this project is Phil Abernethy.

Mark Bell asked that the audience give some thought as to how they saw the future. He is looking to engage Payroll Software Developers seeking their views on work such as integrating GST return submission into software packages.

Action Point #10 raised.

Updates to IR Website for Payroll Developers**Dave Gillespie**

Dave Gillespie gave an overview of some of the options IR are looking at, including RSS feeds for developers, these changes include:

- Add a section for conferences including meeting notes and presentations
- Create a link to Policy Advice
- Newsletter archive section
- Add what's new "RSS" subscription
- Allow for FAQ to be regularly updated, incorporating the RSS link

We also need a process to manage environments who do not have access to the internet.

Action Point #10 raised.

Payroll Bureaus and Software Developers - Client Information Issues and Challenges**Dave Gillespie**

Chris Mar (Datacom) - Operating as a large bureau.

Issues noted for Bureaus and Payroll Software Developers:

- Customer to authorize bureau organization to represent them.
- Bureau to have a list of authorized staff to forward on to IR.
- 1000's of bureau clients on behalf of them an issue.
- Developers would like to be able to interact too.
- Australian example where AU customers don't understand NZ IRD systems.

Comment: IR staff do not appear to know what a Bureau or PI is?

Action Point #12 & 13 raised.

Open Forum – Postal Address Standards, Standard Business Reporting**Dave Gillespie**

- **Postal Address**

There are currently 8 million active addresses in FIRST.

FIRST is only able to accept and handle 2 lines for addresses. Currently, IR will not be looking to expand to more than 2 lines.

Q: (Dave Gillespie) Can anyone see any challenges with the 2 line capacity?

A: No issues raised.

- **Standard Business Reporting (SBR)**

Dave Gillespie provided an update.

There is a publication project who are looking at the disestablishment and posting out of paper information - moving and making available online.

Will also be reviewing and improving the issuing of Statements, in particular those that don't need to be sent out, i.e. zero balance, historical data.

Q: Issue raised re. incorrect statements possibly due to IR payment and processing issues. Is there any thought around IR checking information before it goes out?

A: IR does perform checks on information before it is sent but can't review each of the xxx million statements individually.

Next steps, questions, issues etc.**Dave Gillespie**

- **Review of Payroll Specification Process:**

A poll was conducted as to what the preferred option would be for PSD's to submit feedback, as a collective voice, back to IR with the review of draft/proposed payroll specifications. It was agreed that:

1. IR will issue specifications to all PSDs.
2. PSDs to submit their feedback to the Payroll Spec Review Working Group. (Name to be confirmed by Working Group - *Action Point #14 raised.*)
3. All PSDs review and provide feedback to working group.
4. Working Group will consolidate all feedback and will forward on to IR.

Representatives on the current working group are:

- Jade Software - Virginia Young
- Acclipse - Martin Etherington
- MYOB - Dan Molton
- PayGlobal - Adèle van Soest
- Northgate - Ngaire Gedye

The working group will be responsible for developing the process to solicit feedback from the developers and providing that feedback to IR with in the agreed timeline. *Action Point #15 raised.*

Q: (Matt Gardner) Log in to IR website - will there be ability to view/access retrospective EMS schedules for reconciliation purpose, and to provide a set of history data for new payroll software users to import into their software, i.e. will there be an option to download historical data when move from manual to online?

A: Online Services provides "Look at account" which may provide this in the future.

- **OBC Campaign targeting employers with \$100k PAYE**

If customers are having difficulty/encountering barriers to set up ir-File, do let us know emsbusoptproject@ird.govt.nz.

Wrap up
Dave Gillespie

In closing, Dave Gillespie thanked all for their participation.

Action Points				
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No.	Topic	Action Point	Responsibility	Due Date
1.	EMS Business Optimisation Project	Advise PSDs Governance Board decision to recommendations - incl. scope of work and timelines.	Carolyn Ayre & Dave Gillespie	30 July
2.	Managing Developers Queries	Clarify what the current process for queries is, i.e. Payroll Developers and Customers as to why it is that varying answers are given to one question.	Martin Fellows	30 August
3	Managing Developers Queries	Forward examples of calculation variance to Martin Fellows.	Matt Gardner	30 July
4. a	Managing Developers Queries	Check to see whether the email problem escalation template can escalate resolution time based on priority rating. Email protocol & SLA for PSD info.	Martin Fellow	30 August
4. b	Managing Developers Queries	Check to see whether the online PAYE calculator is able to show a date for version clarification.	Martin Fellows	30 July
5.	Managing Developers Queries	See whether a message noting "this is an approximation" can be noted alongside calculator until the issue is resolved.	Martin Fellows	30 July

No.	Topic	Action Point	Responsibility	Due Date
6.	Managing Developers Queries	Planning meeting is scheduled for the 8 th of July 2009 to investigate the discrepancies in the formula between the on line calculator and the Payroll specifications.	Martin Fellows	30 July
7.	Payroll System Findings	Check tax calculation worksheets as they appear to show differing information.	Kay Workman	30 July
8.	Payroll Giving	Project to liaise with Charities Commission to determine how employers will be able to obtain the list of approved charities	Gary Key	30 August
9.	Integrating ir-File (C-Series)	Email links to registration and Payroll News for PSD's to pass on to their customers.	Carolyn Ayre	30 July
10	e-GST	IR to ensure that all software developers are kept informed of e-GST progress and are consulted as appropriate	Philip Abernethy	Ongoing
11.	IR Website for Payroll Developers	Dave to provide the Payroll Developers with the timeline in relation to the above enhancements	Dave Gillespie	30 August
12.	Payroll Bureaus & Software Developers	Discuss with Keith Taylor issues around nominee restrictions for PI's and Bureaus when contacting IR Call Centre and helpdesk	Dave Gillespie	30 August
13..	Payroll Bureaus & Software Developers	Datacom to facilitate a discussion with all Bureaus to collectively provide IR with a joint outline of the issues and the suggested course of action.	Datacom	30 August
14.	General - Review of Payroll Spec	Advise the timeline for next payroll specification release. Include time allowance for PSD's to review, submit feedback to working group and for working group to inform IR.	Paul Novak	30 July

No.	Topic	Action Point	Responsibility	Due Date
15.	General - Review of Payroll Spec	Working Group to develop a process to obtain the feedback and provide that feedback to IR.	PSD Working group	30 July