

# Our services

Online and phone

**Effective July 2008**



View this overview online at  
[www.ato.gov.au/large](http://www.ato.gov.au/large)

This overview provides information on our:

- large corporates and multinationals homepage
- Business Portal
- electronic commerce interface (ECI)
- large business phone service, and
- Australian Business Register (ABR).

It provides you with options to interact with us and helps you decide the most appropriate service for your enquiry.

 For the latest tax news, updates, rulings and practice statements about large business, subscribe to our *Large Business Bulletin*: visit [www.ato.gov.au](http://www.ato.gov.au) and select For Businesses – Large Corporates and Multinationals home page – Large Business Bulletin – Subscribe.

### HOW OUR HOME PAGE HELPS YOU

Our large corporates and multinationals homepage is designed for your business needs. It provides information on tax issues that affect large businesses and gives you access to:

- our legal database
- the *Large Business Bulletin*
- subscriptions
- what's new
- Treasury website links
- key tax information
- legislative information
  - decisions and administrative guidelines
  - legislation and supporting material
  - legislative determinations
  - taxpayer alerts
- explanations of tax topics
- forms and publications
- online services, and
- objections, amendments, reviews.

You can also access the Business Portal and ECI.

 [www.ato.gov.au/large](http://www.ato.gov.au/large)



## HOW THE BUSINESS PORTAL HELPS YOU

The portal is a secure website for managing your business tax affairs, protected by digital certificate technology. Once you have installed a digital certificate on your computer, you can access the portal via a secure link from [www.ato.gov.au](http://www.ato.gov.au)

You can use the portal to:

- prepare, view, revise and print activity statements
- view your account details, including individual postings, account balances and general interest charge (GIC) calculations
- view your payment options, which include BPAY®
- request transfers and refunds of credit balances
- check the status of enquiries you have sent us
- view and update a wide range of business registration details (but not your company's legal name and trading name) and add and cancel some associated tax types
- send and receive messages, including attachments, on a range of topics, including
  - account details
  - business registration details
  - specific excise topics
- complete and send forms, including
  - applications for private rulings
  - requests for objections
  - providing further information (even if you did not lodge your original request through the portal)
  - auditor actuary contravention reports
- view the history of messages and online submitted forms
- manage your messages, including allocating messages to another user in the business
- access a range of online tools and calculators, and
- use Online Access Manager (OAM), a function that allows a primary digital certificate holder or delegated portal administrator to
  - administer access for your employees, and
  - appoint an entity to act as an 'agent for tax purposes' for your tax affairs on the portal.

## Business Portal help

Business Portal help is available on our online services homepage and provides information on the screens and features on the portal. Help features include:

- frequently asked questions
- 'How do I' demonstrations, and
- definitions of terms used in the portal.

## Portal requirements

To use the portal, a business must:

- have a valid Australian business number (ABN)
- have the minimum software and hardware requirements
- apply for and install our digital certificate and certain other software, and
- go to [www.ato.gov.au](http://www.ato.gov.au) and access the Business Portal website and log in.

## REGISTER FOR A DIGITAL CERTIFICATE

Digital certificates are electronic files used for identification for transactions over the internet. Many organisations are switching from traditional PIN or password systems to digital certificates because of the extra security the certificates offer.

Every person associated with your business that you want to deal with us online on behalf of your business will need their own digital certificate. You choose what they have access to when you complete the registration process.



To register or to find out more information visit [www.ato.gov.au/digitalcertificates](http://www.ato.gov.au/digitalcertificates)

## HOW ELECTRONIC COMMERCE INTERFACE (ECI) HELPS YOU

The ECI is a software application developed for business operators who need to lodge large numbers of reports in a single transaction.

The electronic transactions currently supported by the ECI include:

- excise fuel grants schemes claim forms, including
  - energy grants credits
  - alternative fuels
  - product stewardship for oil
- tax file number (TFN) declaration reports
- pay as you go (PAYG) reports, including
  - payment summary reports
  - withholding annual reports
  - *Withholding where ABN not quoted annual reports* (NAT 8247)
  - *Departing Australia superannuation payments (DASP) annual reports* (NAT 8246)
- investment body reports, including
  - annual investment income report (AIIR)
  - quarterly tax file number report (QTFN)
- bulk super reporting requirements, including
  - *Superannuation member contributions statement* (NAT 2710)
  - *Superannuation assessment variation advice statement (AVA)* (NAT 2626)
  - lost members register
  - surcharge member exit statement files
  - secure message files
  - request for super matching
- individual super reports, including
  - member contribution statement, assessment variation advice statement and member exit statement acknowledgement files
  - files created for the Australian Prudential Regulation Authority (APRA)
  - SuperMatch responses
  - searches of the super lost members register
- activity statements
  - business activity statements for large businesses and deferred GST clients
  - GST annual returns.

➤ For more information about ECI, including software requirements and installation details, visit our website at [www.ato.gov.au/oneservices](http://www.ato.gov.au/oneservices)

## HOW THE LARGE BUSINESS PHONE SERVICE HELPS YOU

Information about our online services is available on our website. If you require further assistance, the Large Business phone service can help you with registration, lodgment and account enquiries.

Phone us on **1300 137 286** between the hours of 8.00am and 6.00pm Monday to Friday.

If you would like to speak to an experienced staff member, phone us on **1300 137 286** between the hours of 8.00am and 6.00pm Eastern Standard Time.

**TABLE 1: Phone access codes (fast key codes)**

Access code (FKC)	For...
1	companies that are consolidated for income tax or are about to consolidate, with queries about: <ul style="list-style-type: none"> <li>■ account or lodgment of activity statements or income tax returns</li> <li>■ calculation of the consolidated PAYG income tax instalment (ITI) rate</li> <li>■ Business Portal navigation, or</li> <li>■ public key infrastructure registration.</li> </ul>
2	companies with queries about: <ul style="list-style-type: none"> <li>■ running balance accounts (RBAs), refunds and general GIC</li> <li>■ how and when to pay</li> <li>■ lodging activity statements or income tax returns</li> <li>■ the company's registration details</li> <li>■ Business Portal navigation, or</li> <li>■ public key infrastructure registration.</li> </ul>

➤ For more information on our phone service, visit [www.ato.gov.au/large](http://www.ato.gov.au/large)

## HOW THE ABR HELPS YOU

The Australian Business Register (ABR) is an extensive database of identity information that businesses provide when they register for an ABN. It provides instant online access to ABN details and transactions.

You can use the ABR to:

- register for
  - an ABN
  - GST
  - PAYG withholding
- access and update your business details
- check
  - the GST status and ABNs of other businesses for ordering and invoicing purposes
  - whether an organisation is a deductible gift recipient
  - whether a charitable organisation is endorsed by us as a taxation concession charity
- apply for a TFN (non-individuals only), and
- apply to cancel your ABN.

 To access the ABR, visit [www.abr.gov.au](http://www.abr.gov.au). This website also provides useful instructions and supporting information.

## MORE INFORMATION

For more general information about how we can assist your business:

- visit our website at [www.ato.gov.au](http://www.ato.gov.au)
- phone our publications ordering service on **1300 720 092**
- phone **1300 137 286** between 8.00am and 6.00pm, Monday to Friday, to speak to a tax officer, or
- email us at [LB&IClientServices@ato.gov.au](mailto:LB&IClientServices@ato.gov.au)

If you do not speak English well and want to talk to a tax officer, phone the Translating and Interpreting Service on **13 14 50** for help with your call.

If you have a hearing or speech impairment and have access to appropriate TTY or modem equipment, phone **13 36 77**. If you do not have access to TTY or modem equipment, phone the Speech to Speech Relay Service on **1300 555 727**.