

Tax agent services

A reference for Tax Agent Portal, ELS and phone services

Effective January 2011

This guide provides information about the options available to you when interacting with us and helps you choose the most appropriate service for your enquiry.

TAX AGENT PORTAL

The Tax Agent Portal (TAP) is a secure website providing access to your client information and to our facilities and administrative systems. You can access it 24 hours a day, 7 days a week.

➤ To access the TAP, visit www.tap.ato.gov.au

For assistance, refer to the 'Help' links throughout the TAP for comprehensive function assistance.

⚠ To access the TAP, you must have either an AUSkey or an ATO digital certificate. For more information refer to www.ato.gov.au/register

ELECTRONIC LODGMENT SERVICE

The electronic lodgment service (ELS) is an electronic data exchange system that allows you to transmit tax returns, activity statements, forms and schedules to us, and receive reports and electronic forms from us.

➤ For more information about ELS, refer to www.ato.gov.au/ELSessionals

REGISTERED AGENT PHONE LINE

13 72 86 Monday to Friday, 8.00am–6.00pm

Fast Key Codes (FKC) will save you listening to menu options.

When you phone:

- wait for 'Welcome...' message
- enter the relevant FKC
- enter your registered agent number when prompted
- press the '#' key.

Phone calls will be monitored or recorded for quality assurance purposes.

⚠ **13 72 86** is exclusively for registered agents. Do not advise your clients to use this number.



	TAP	ELS	FKC
Account information			
For business clients:			
■ account balance	✓		1251
■ explanation			1251
■ notice of assessment			1251
■ refund or credit transfer	✓		1251
■ replacement cheques	✓		1251
■ view details and list	✓		
For personal clients:			
■ account balance	✓		1252
■ explanation			1252
■ notice of assessment			1252
■ refund or credit transfer	✓		1252
■ replacement cheques	✓		1252
■ view details and list	✓		
Bank details (FID) – update for activity statement roles	✓		113
Deferred company instalments			124
General interest charge (GIC)			
■ view calculation details	✓		
■ GIC remission requests	✓		
■ assistance with			122
Higher Education Loan Program (HELP)	✓		121
Failure to lodge and other penalties	✓		122
Withholding variations, section 15-15, vary an individual pay as you go (PAYG) rate of withholding			123
Activity statements			
Claim fuel tax credits via business activity statement	✓	✓	
Completing an activity statement for business and personal clients – assistance with			141
Confirm lodgment and processing	✓		
Lodge			
■ business activity statement (BAS)	✓	✓	
■ instalment activity statement (IAS)	✓	✓	
■ annual goods and services (GST) return		✓	
■ annual IAS		✓	
Receive and change method of receiving	✓		
Request to start/cease receiving via ELS		✓	
Respond to our request to contact activity statement exceptions			142
Revise	✓	✓	
Vary instalment amount	✓	✓	
View and prepare	✓		

	TAP	ELS	FKC
Debt and payment			
Download payment slips	✓		
Payment arrangements, GIC remission requests and demands/ notices about tax debts	✓		122
View activity statement payment options and methods	✓		
Lodgment			
Advise return not necessary and further returns not necessary	✓	✓	
Amendment for an individual return		✓	
Auditor/actuary contravention report	✓		
BAS and IAS	✓	✓	
Confirmation and information about lodgment of activity statements, business income tax returns, super and fringe benefits tax			1311
Confirmation and information about personal income tax returns			1312
Lodgment deferral			
■ self-assessed lodgment deferral	✓		
■ request for additional time to lodge	✓		
Lodgment program issues including deferral request procedures			132
Objections			
■ objection	✓		
■ submit further information for an objection	✓		
Private binding ruling (PBR)			
■ application for a PBR	✓	✓	
■ submit further information for a PBR	✓		
Respond to lodgment notices from us			133
Submit a range of online forms (refer to 'TAP help' for details)	✓		
Tax returns and schedules (refer to 'ELS guide' for details)		✓	
View income tax lodgment status	✓		

	TAP	ELS	FKC
Practice management			
Add/delete a client to or from your client list	✓	✓	
ATO digital certificates			
■ general advice			33
■ digital certificate technical help including system specifications, installation and firewall problems			35
AUSkey – general enquiries and technical support (including downloading and installation)		1300 287 539	
ELS			
■ submit ELS password reset form	✓		
■ assistance with all ELS transactions including password reset and validation			31
■ assistance with technical issues, connections, firewalls and virtual private network (VPN)			35
Mail			
■ set up and update correspondence preferences		✓	
■ send and receive messages for a range of topics	✓		
Report tax evasion			34
Tax Agent Portal			
■ assistance including access, technical difficulties, functions and navigation			33
■ submit feedback form	✓		
■ view current users report within online access manager	✓		
Tax Practitioner Services			
■ complaints resolution, issues management, complex administrative issues			32
■ natural disaster assistance			5
■ practice support – by arrangement with a relationship manager at your premises			32
■ submit <i>Tax practitioner services referral</i> form to escalate issues	✓		
View your tax practice details	✓		
Website www.ato.gov.au – navigation assistance			33

	TAP	ELS	FKC
Registration			
Australian business register (ABR) www.abr.gov.au – navigation assistance			113
Duplicated tax file numbers (TFNs) or Australian business numbers (ABNs)			111
Grouping and branching, joint venture registrations, consolidations and government controlled registrations			112
New business registrations or changes to existing registration details or other general registration enquiries			113
Register for			
■ ABN		✓	
■ GST and PAYG withholding	✓	✓	113
■ fringe benefits tax (FBT), luxury car tax (LCT), wine equalisation tax (WET)		✓	
■ fuel tax credits		✓	114
■ TFN (non-individual)		✓	
Update client details			
■ addresses, contacts, main trading name, some tax types	✓	✓	
■ advise that a client is deceased	✓	✓	
Cancel registration for			
■ GST, PAYG withholding, LCT, WET	✓		113
■ fuel tax credits	✓		114
■ ABN or TFN			113
View client registration details and tax type summary	✓		
Reports available			
■ Activity statement (AS) lodgment		✓	
■ Activity statement summary		✓	
■ BAS and IAS – outgoing activity statements		✓	
■ Client account running balance	✓		
■ Client statistics		✓	
■ Client list for AS purposes		✓	
■ Correspondence preference	✓		
■ Due lodgment		✓	
■ Electronic funds transfer (EFT) reconciliation		✓	
■ Family trust/interposed election	✓		
■ Income tax client list		✓	
■ Income tax lodgment status	✓		
■ Mass marketed scheme investor lists	✓		
■ Outstanding activity statements	✓		
■ PAYG income tax instalment	✓		
■ Pre-filling	✓		
■ Senior Australians tax offset	✓		
■ Year to date summary reports for revenue product, excise revenue product and interest	✓		

	TAP	ELS	FKC
Tax law and advice – general enquiries			
Capital gains tax – business			2121
Capital gains tax – personal			2122
Consolidations			213
Deferred company instalments			124
Division 7A			213
Excise and fuel schemes (excluding fuel tax credits)			115
FBT			24
Fuel tax credits			114
GST			23
GST grouping/branching			23
HELP			121
Income tax – business			213
Income tax – personal/pre-filing			214
Information matching			15
International tax issues			213
Natural disasters			5
New taxation measures – business			25
New taxation measures – personal			214
Non-profit organisations			24
PAYG instalments and withholding			211
Research and development topics			213
Self-managed super funds – including eSAT			43
Simplified imputation system			213
Superannuation guarantee – including calculators			42
Super simplification			411
Super surcharge			412
Super enquiries – other			44

LETTERS – ALTERNATIVE PHONE SERVICE

If responding to letters from us, phone 13 72 86 and enter the relevant FKC.

If response number on letter is:		FKC
13 10 20	Phone 13 72 86 then	44
13 11 42 (debt issue)	Phone 13 72 86 then	122
13 11 42 (lodgment issue)	Phone 13 72 86 then	133
13 28 66	Phone 13 72 86 then	1251
13 28 61	Phone 13 72 86 then	1252
1300 130 926	Phone 13 72 86 then	142
1300 657 162	Phone 13 72 86 then	115
1300 650 286	Phone 13 72 86 then	15

OTHER PHONE SERVICES

	Phone
ATO publications Order ATO publications online at www.ato.gov.au/onlineordering	
Automated self-help ordering 24 hours a day, 7 days a week (have the full title or NAT number ready)	1300 720 092
Operator assisted ordering 8.00am–6.00pm weekdays	
Education programs For free seminars and workshops on a variety of topics, visit www.ato.gov.au/seminars	1300 130 282
EFT direct debit direct refund help line Direct debit payments and income tax electronic refund advice	1800 802 308
Payment hotline Methods of payment advice	1800 815 886
WET	1300 137 290

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PUBLISHED BY

Australian Taxation Office
Canberra
December 2010

JS 18108

The information in this publication is current at **January 2011**.

➤ For more detailed legal and policy information, visit:

- the tax professionals home page at www.ato.gov.au/taxprofessionals
- our Legal Database at law.ato.gov.au
- The Treasury website at www.treasury.gov.au