Department of Treasury and Finance

LIQUOR AND GAMING BRANCH

GPO Box 1374 HOBART TAS 7001 Australia
Telephone (03) 6166 4040

Email wagering@treasury.tas.gov.au Web www.gaming.tas.gov.au

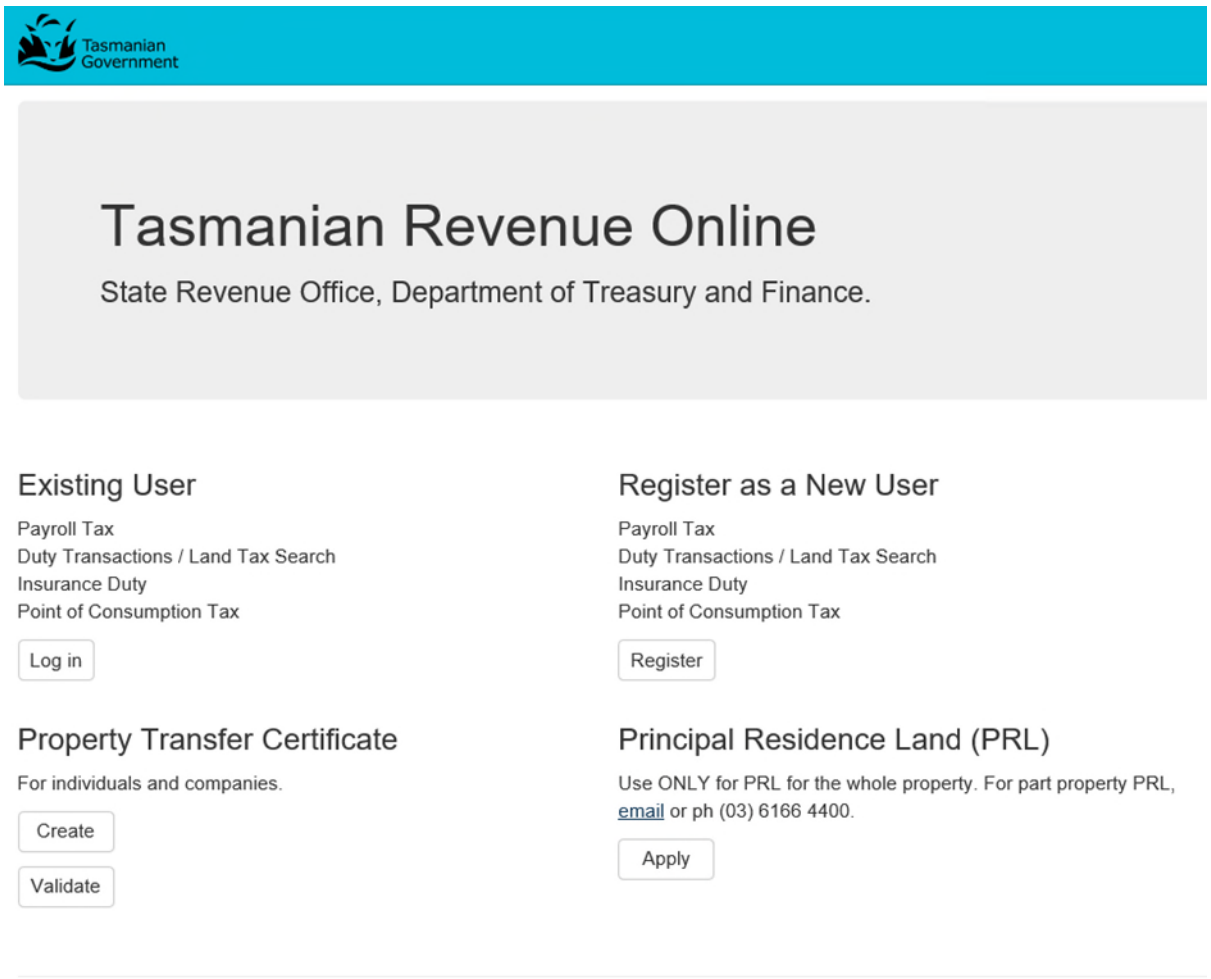
Tasmanian Government

Point of Consumption Tax - System Help Guide

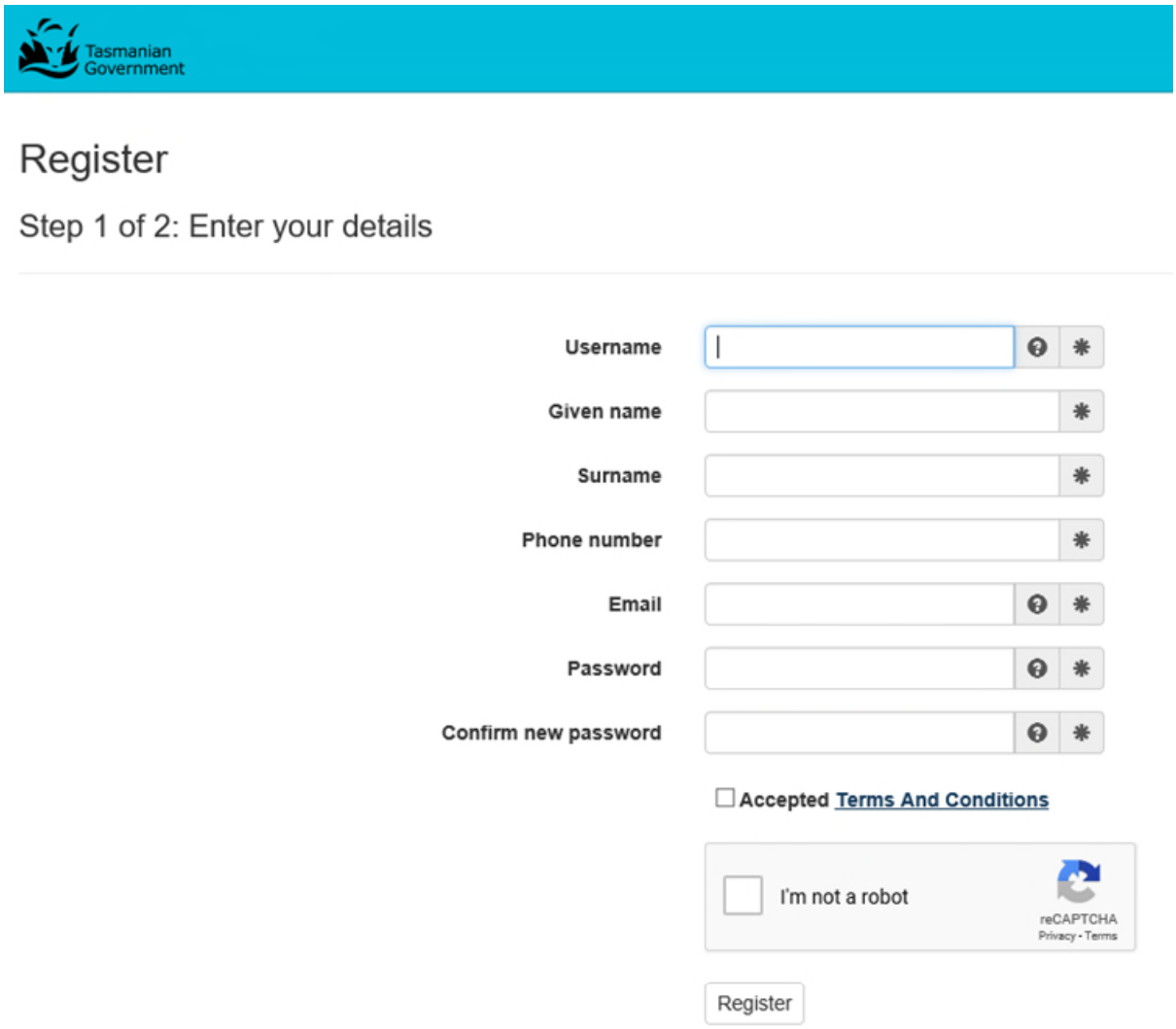
Table of Contents

Registering as a new user

1. Go to www.tro.tas.gov.au
2. Under the 'Register as a New User' heading, click on the 'Register' button as shown below:



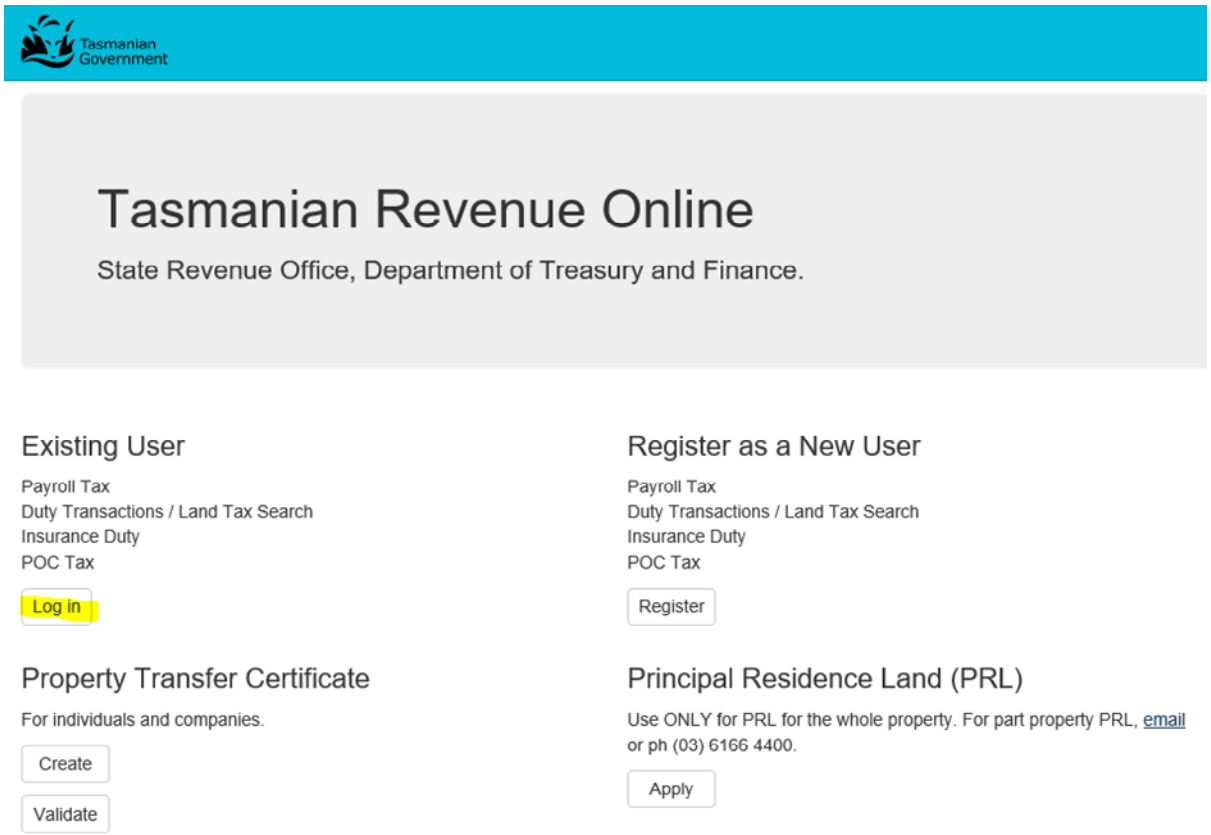
3. The registration screen will be displayed as shown below:



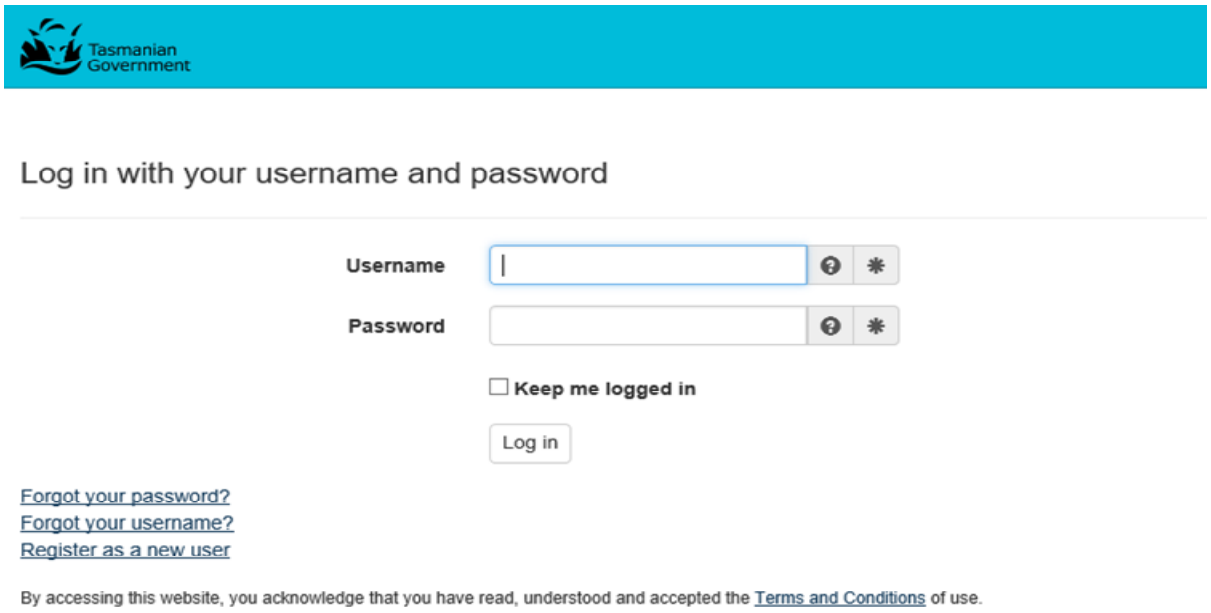
4. Enter your details as prompted.
5. Your password must be a minimum of 8 characters/numbers. It must contain a minimum of 3 of the 4 types of characters (i.e. lowercase, uppercase, digits and non-alphanumeric).
6. Read the terms and conditions, then tick the 'Accepted Terms And Conditions' checkbox.
7. Tick the 'I'm not a robot' checkbox.
8. Click on the 'Register' button.
9. An email will be sent to the email address entered. Open the email and click on the link as prompted.
10. Enter your 'Password'.
11. Click on the 'Login' button.

Logging in as an existing user

1. Go to www.tro.gov.au
2. Under the 'Existing User' heading, click on the 'Log in' button as shown below:



3. The log in screen will be displayed as shown below:

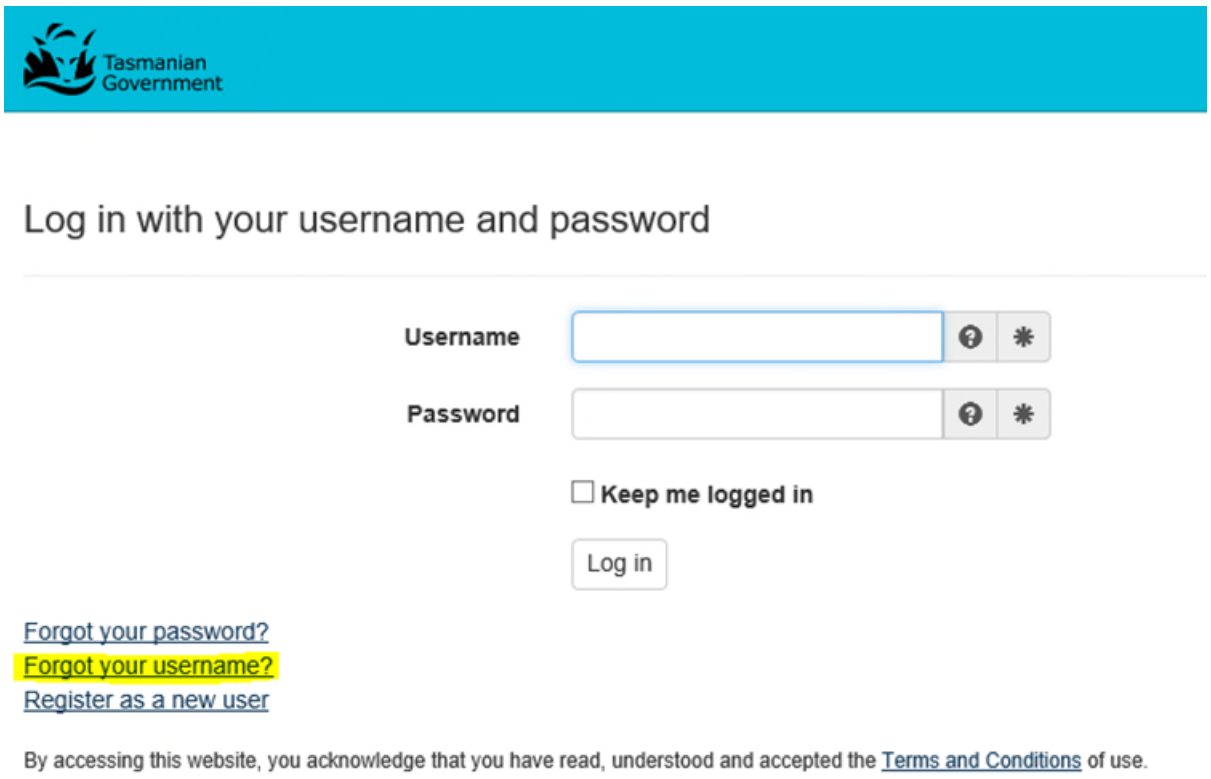


To log in with your TRO username and password:

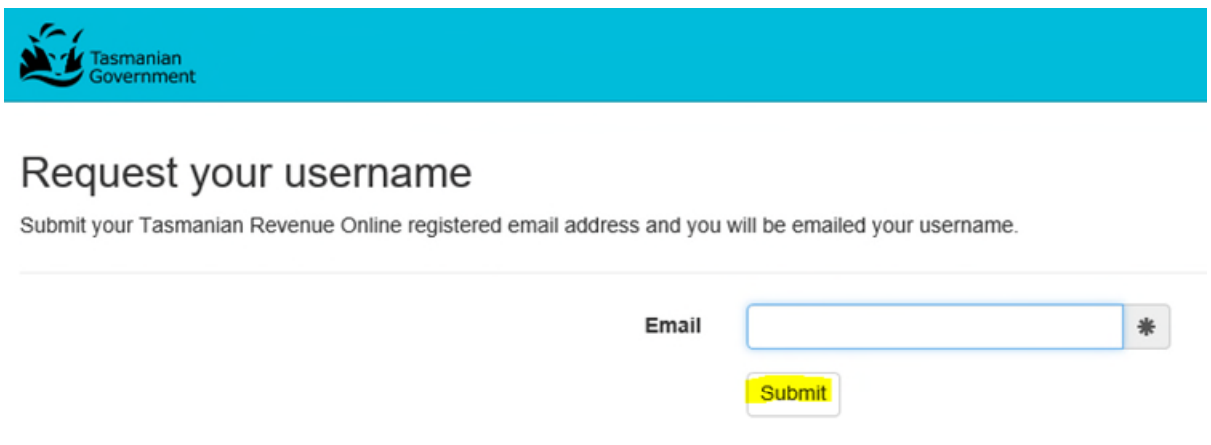
4. Enter your ‘Username’.
5. Enter your ‘Password’.
6. Tick the ‘Keep me logged in’ checkbox, only if you want to remain logged in.
7. Click on the ‘Log in’ button.

Logging in when you have forgotten your username

1. Go to www.tro.tas.gov.au
2. Click on the 'Log in' button under 'Existing User'.
3. Click on the 'Forgot your username?' link as shown below:



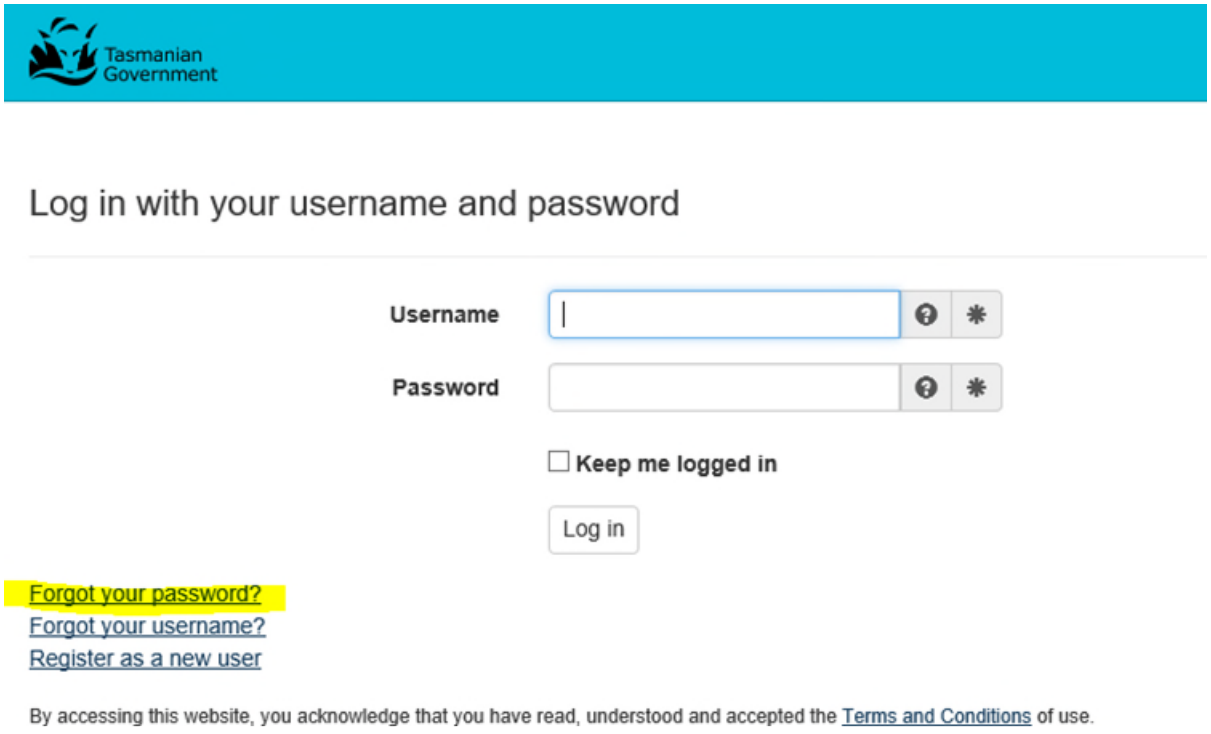
4. Enter your 'Email' address.
5. Click on the 'Submit' button as shown below:



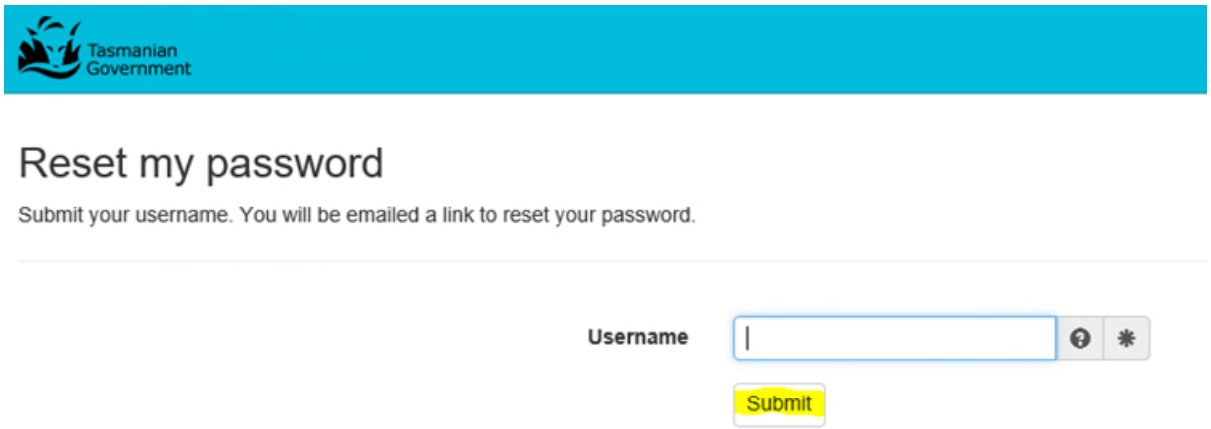
6. An email with your username will be sent to your registered email address.

Logging in when you have forgotten your password

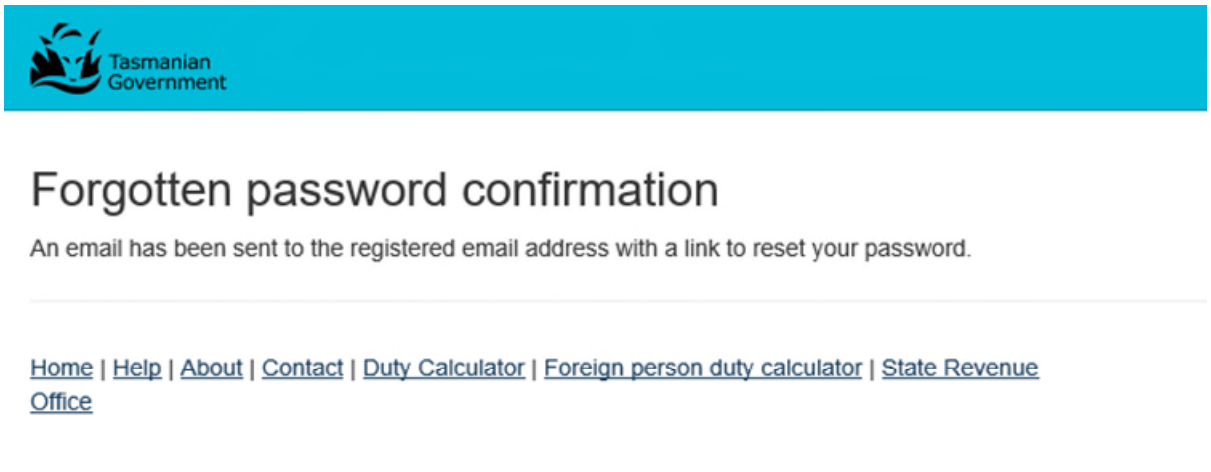
1. Go to www.tro.tas.gov.au
2. Click on the 'Log in' button under 'Existing User'.
3. Click on the 'Forgot your password?' link as shown below:



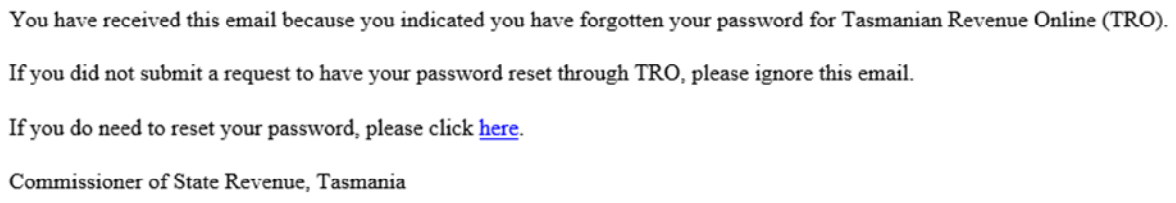
4. Enter your 'Username'.
5. Click on the 'Submit' button as shown below:



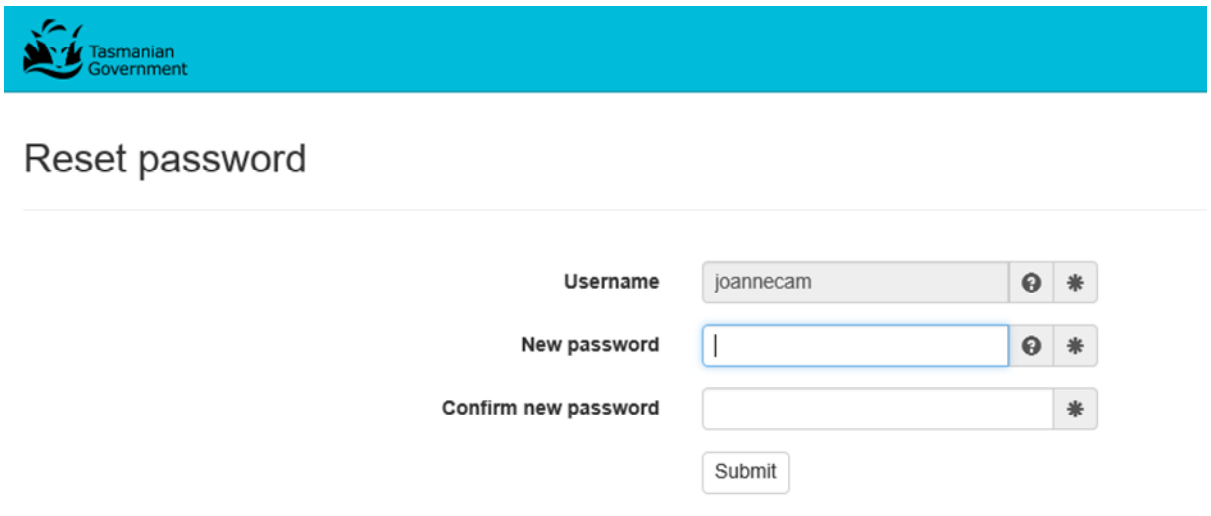
6. The following message will be displayed:



7. An email will be sent to your registered email address.
8. Click on the link within the email to reset your password as shown below:



9. The reset password screen will be displayed as shown below:

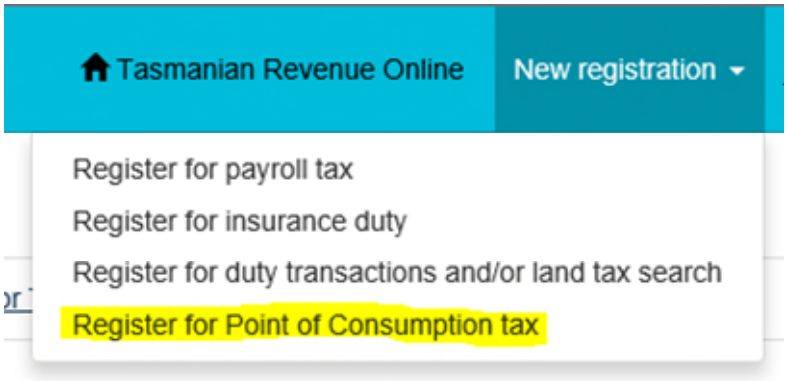


10. Enter your 'Username'.
11. Enter your 'New password'.
12. Re-enter your password.
13. Click on the 'Submit' button.

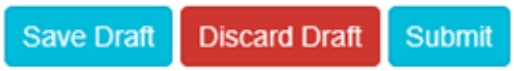
14. Enter your new ‘Password’.
15. Click on the ‘Log in’ button.

Registering for Point of Consumption tax

1. Go to www.tro.tas.gov.au
2. Click on the 'New registration' menu in the top right hand corner of the screen as shown below:



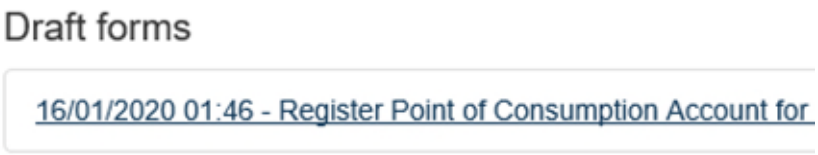
3. Select the 'Register for Point of Consumption tax' option as highlighted in above image.
4. Enter your details within the form.
5. All mandatory fields are marked with an asterisk (*).
6. Click on the 'Submit' button once filled out as shown below:



7. Alternatively, you can click on the 'Save Draft' button. This will give you the option to complete the point of consumption registration form at a later date.

Accessing draft registration forms

1. All draft registration forms are located on your home page under ‘Draft forms’ as shown below:



2. Click on the required form to access your incomplete version.
3. Finish entering your information in the form.

To submit a draft form

1. Click on the ‘Submit’ button as shown below:

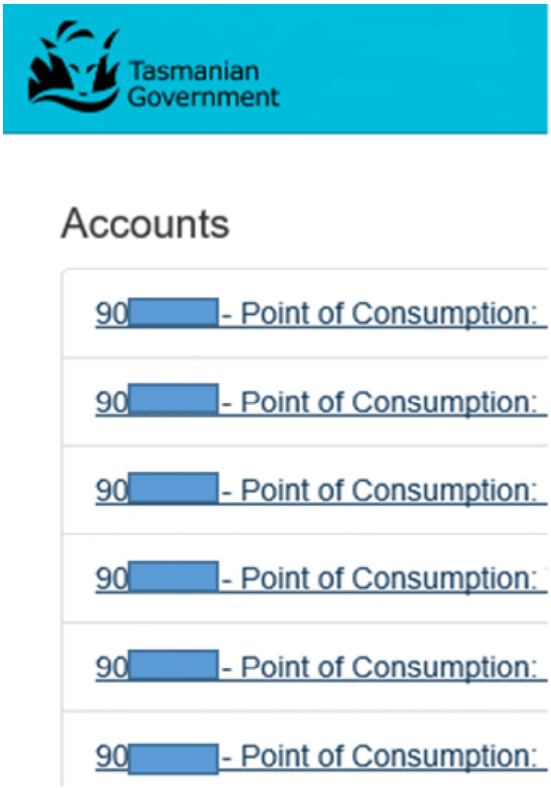
2. The draft form will then be removed from the ‘Draft forms’ list on your home page.

To discard a draft form

1. Click on the ‘Discard Draft’ button.
2. The draft form will be removed from the ‘Draft forms’ list on your home page.

Viewing your accounts

1. All ‘Accounts’ are displayed on the home screen as shown below:

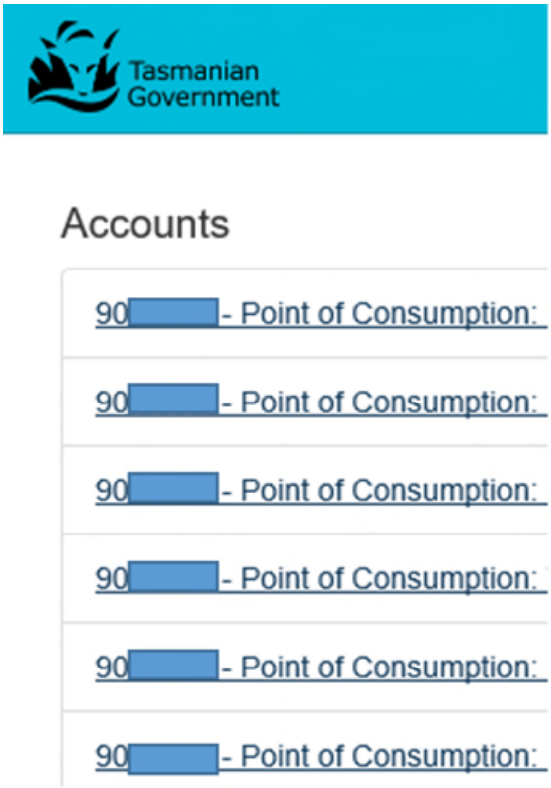


2. Click on one of your accounts.
3. Your account details will be displayed.
4. To display another one of your accounts, click on the ‘Select account’ menu in the top right hand corner of the screen as shown below:

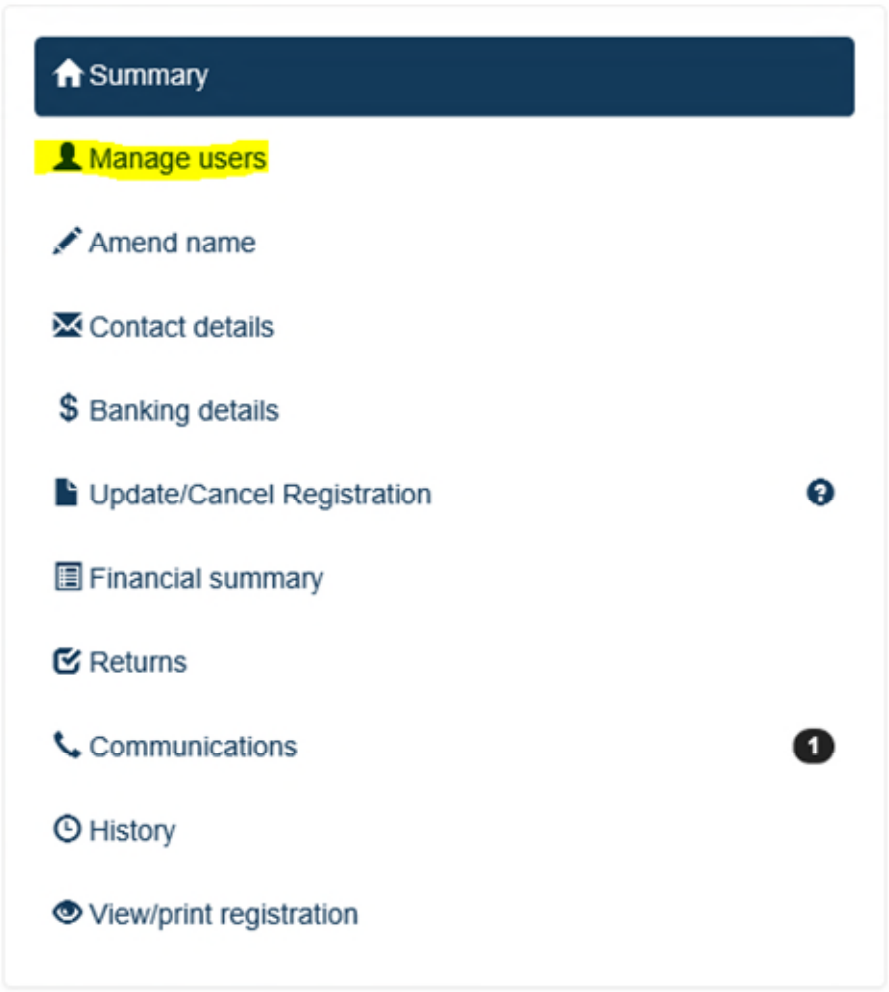
5. All of your accounts will be displayed.
6. Click on the required account.
7. The details of that account will then be displayed.

Updating user access

1. All ‘Accounts’ are displayed on the home screen as shown below:



2. Click on the required account.
3. Within the box on the left hand side, click on the ‘Manage users’ option as shown below:



4. Click on the 'Update' button of the required user to edit.
5. The 'Edit user' screen will be displayed as shown below:

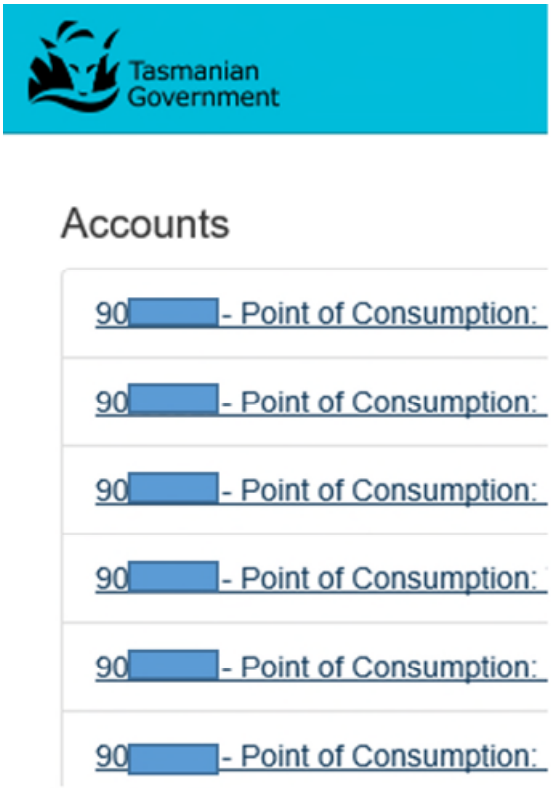
Function	Start date	End date
☑ Account administrator	17/01/2020	
☑ Banking details	17/01/2020 *	
☑ Contact details	17/01/2020 *	
☑ View history	17/01/2020 *	
☑ Manage registration	17/01/2020 *	
☑ Communications	17/01/2020	
☑ Submit return	17/01/2020 *	
☑ Amend return	17/01/2020 *	
☑ Submit annual return	17/01/2020 *	
☑ Amend annual return	17/01/2020 *	

Update

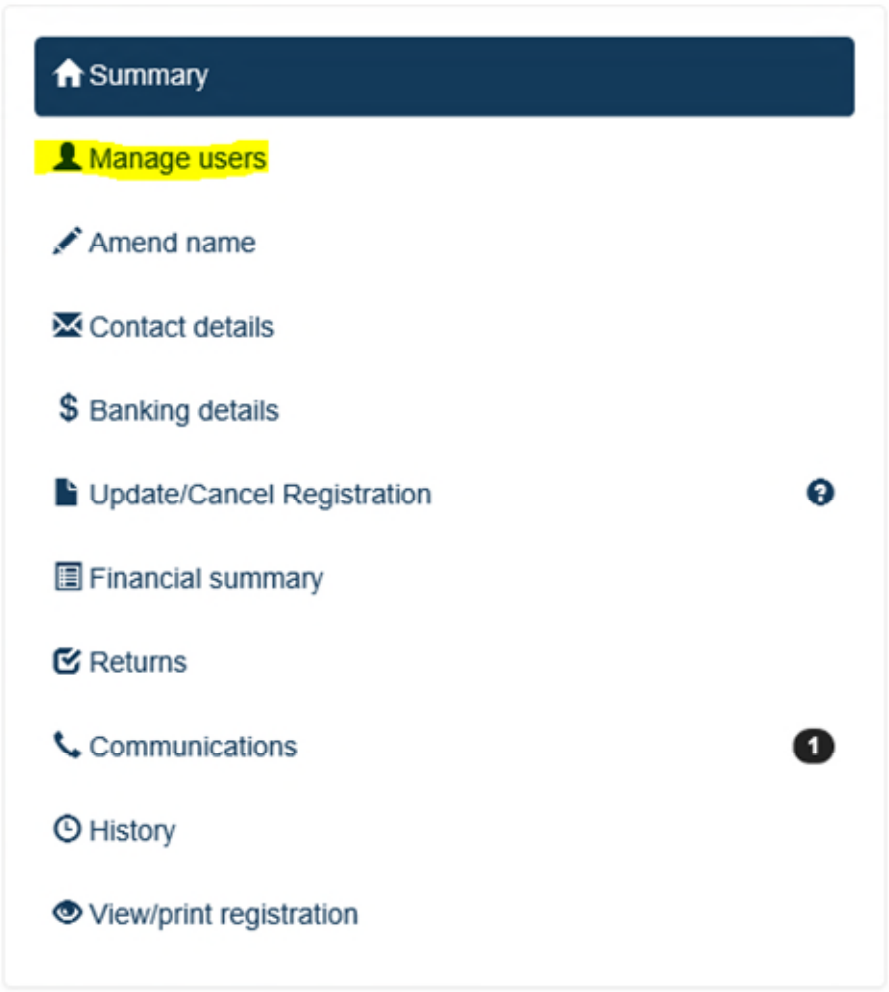
6. Update the user access by ticking the function that are required and unticking those that are not.
7. Enter an ‘End date’ for access that is required for specific time-frames.
8. Click on the ‘Update’ button.

Inviting a user to access your account

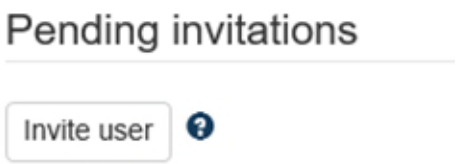
1. All ‘Accounts’ are displayed on the home screen as shown below:



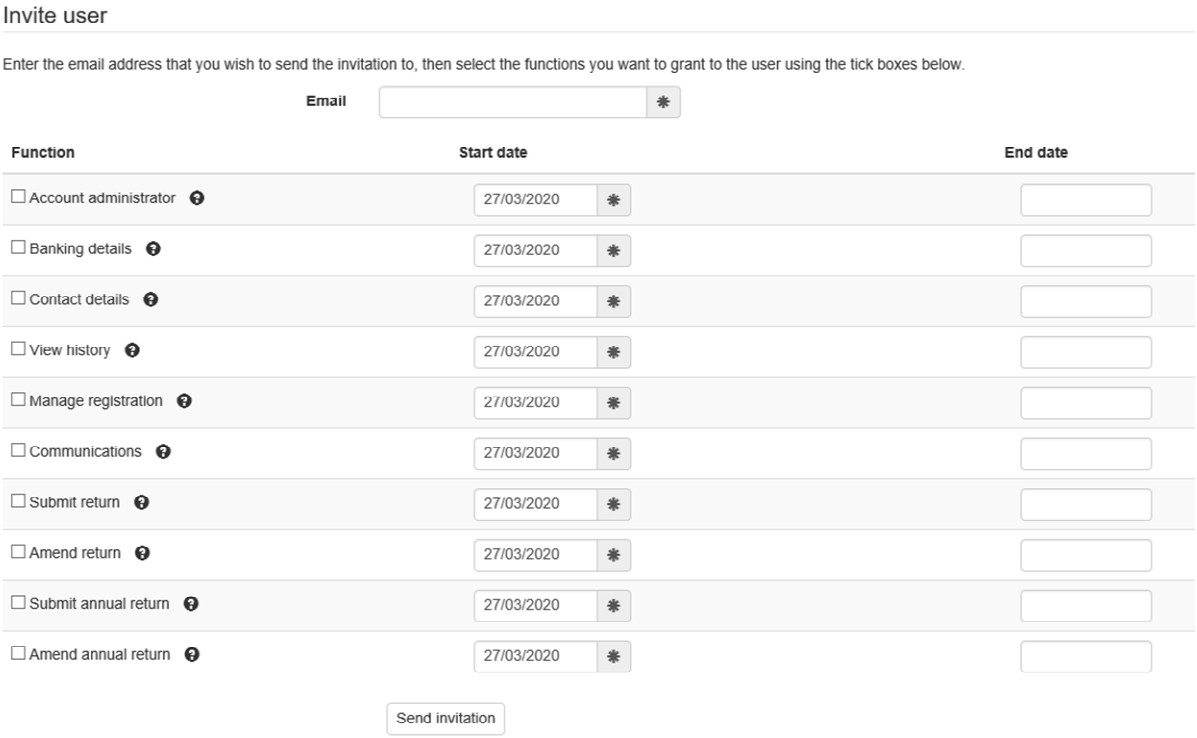
2. Click on the required account.
3. Within the box on the left hand side, click on the ‘Manage users’ option as shown below:



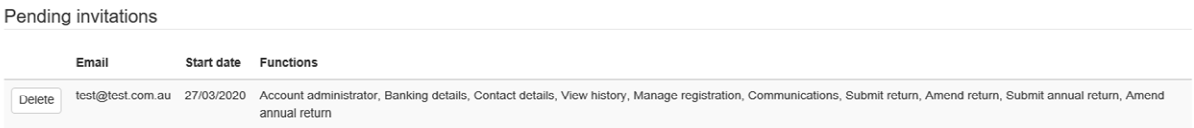
4. Under the heading 'Pending invitations', click the 'Invite user' button as shown below:



5. Enter the email address of the user you would like to send the invitation to.
6. Tick the 'Functions' you wish to wish the new user to be able to have access to along with the 'End date' (if required) as shown below:



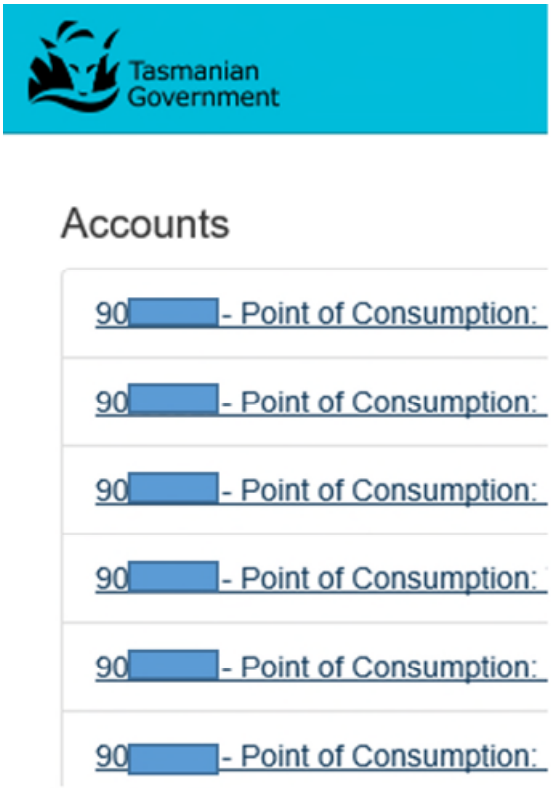
7. Click on the 'Send invitation' button.
8. The pending invitation will be displayed as shown below:



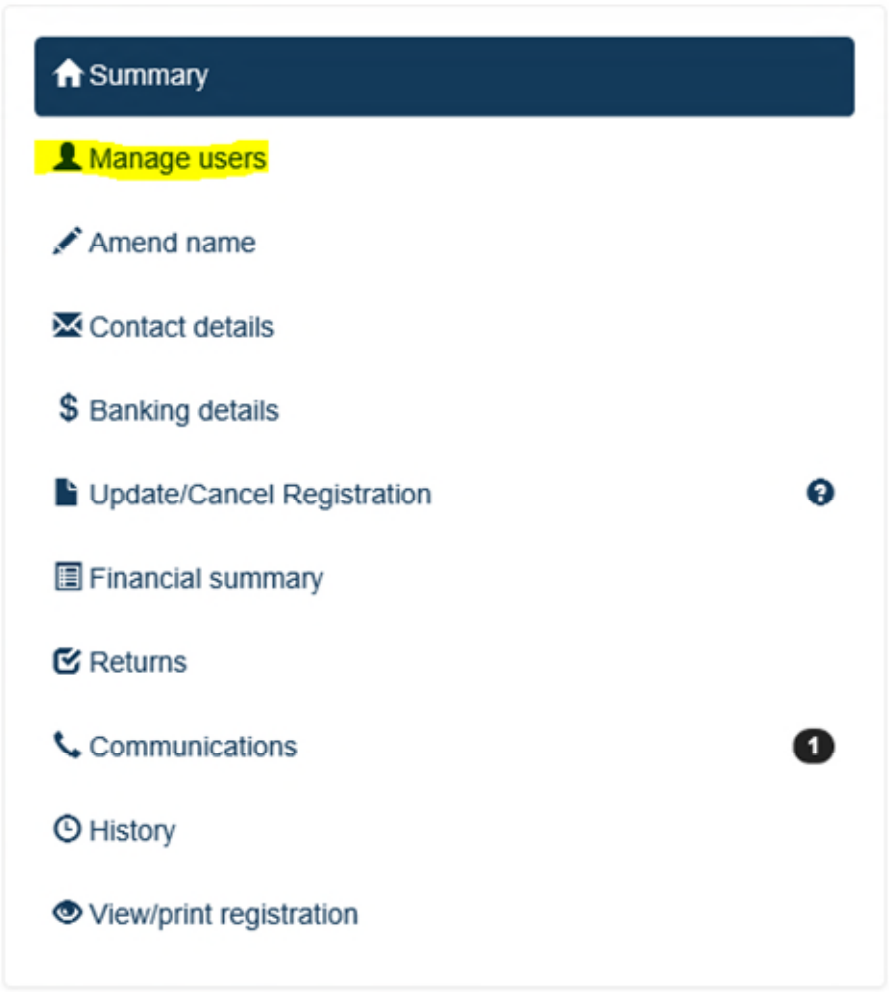
9. The nominated user will be emailed an invitation.
10. Once the user has responded via the link within the email, the pending invitation will no longer be displayed.

Removing a user

1. All ‘Accounts’ are displayed on the home screen as shown below:



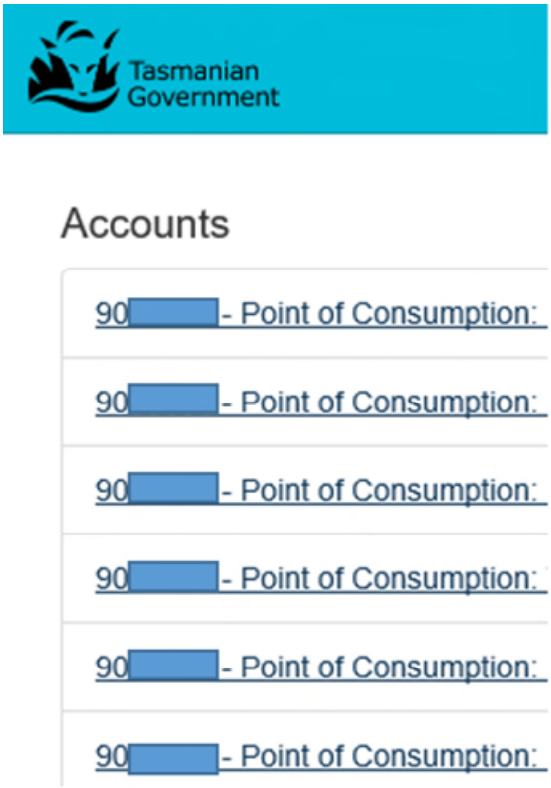
2. Click on the required account.
3. Within the box on the left hand side, click on the ‘Manage users’ option as shown below:



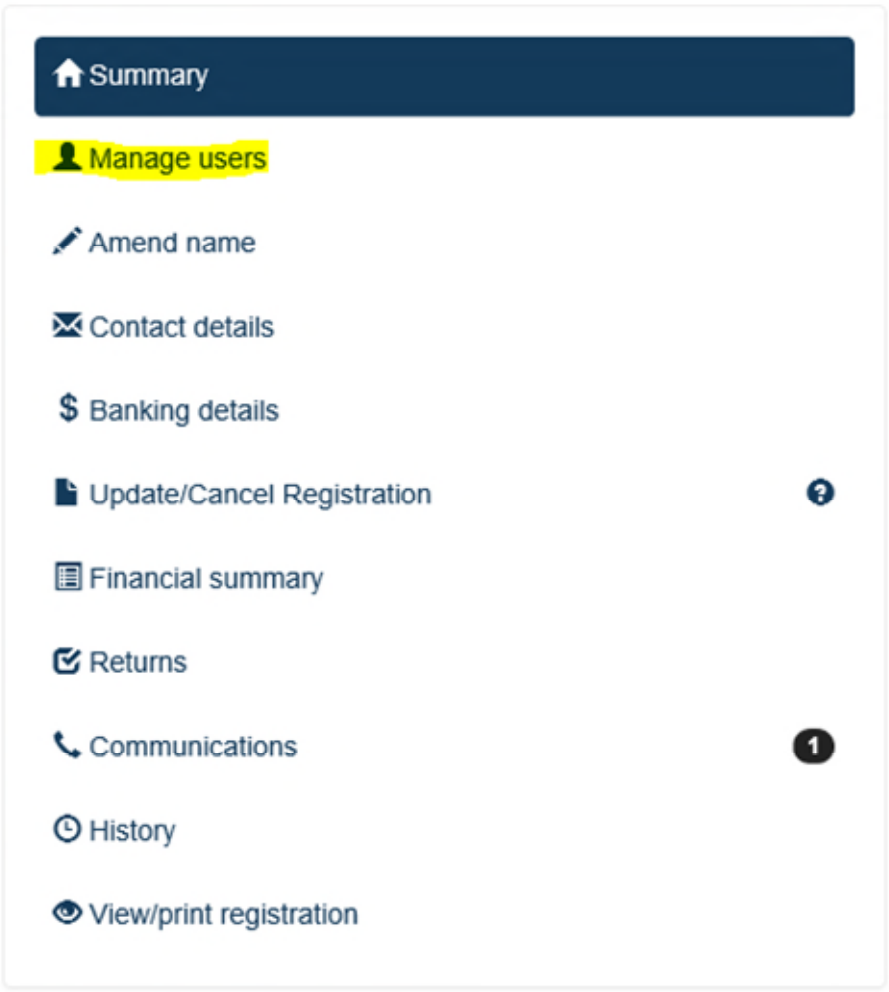
4. Click on the ‘Update’ button of the required user.
5. The ‘Edit user’ screen will be displayed.
6. Click on the ‘Remove User’ button.
7. The user is removed from the list of users and will no longer have access to this account.

Suspending a user

1. All ‘Accounts’ are displayed on the home screen as shown below:



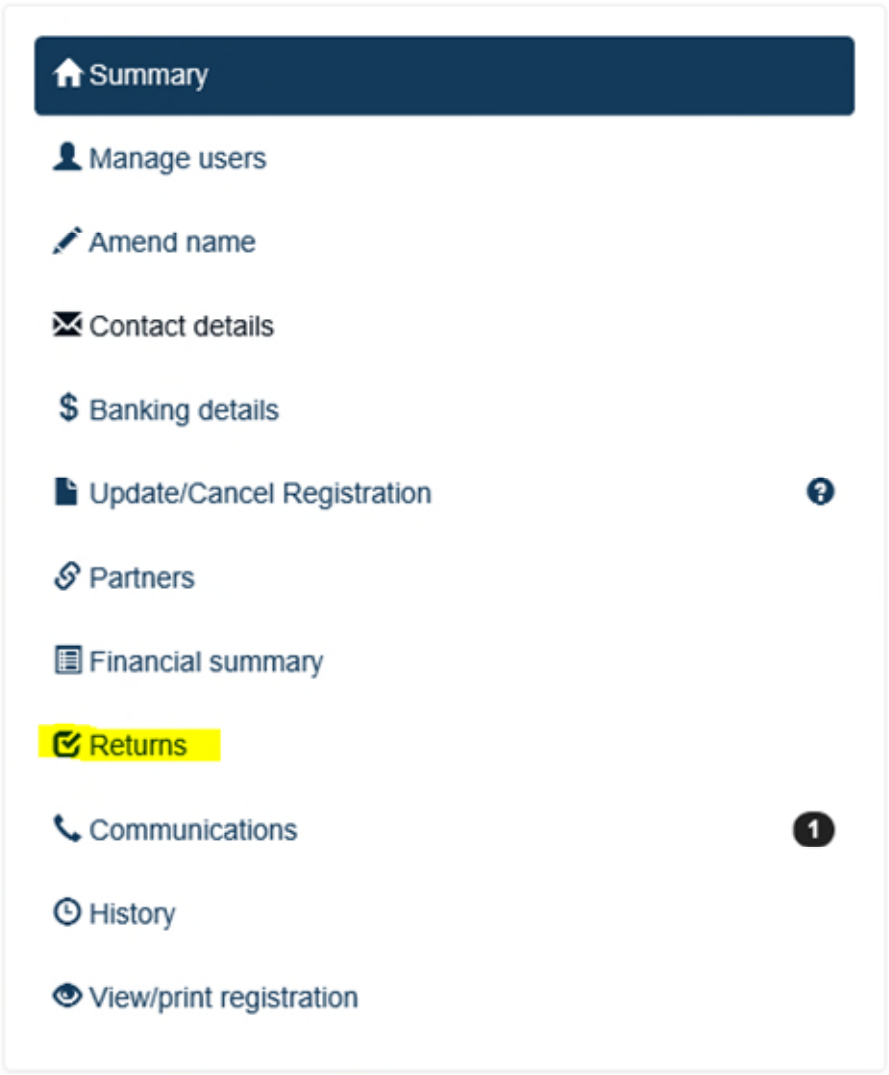
2. Click on the required account.
3. Within the box on the left hand side, click on the ‘Manage users’ option as shown below:



4. Click on the ‘Update’ button of the required user to edit.
5. Tick the ‘Suspended’ checkbox, then click on the ‘Update’ button.
6. The user is now displayed as ‘Suspended’.

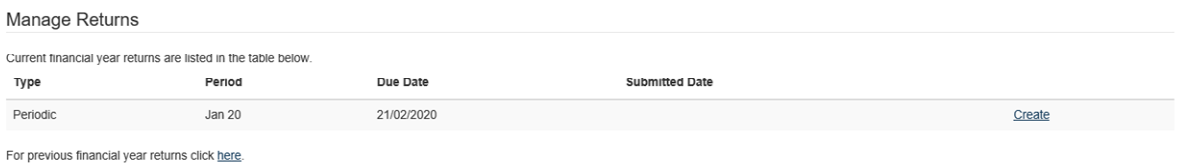
Submitting a periodic return

1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'Returns' option as shown below:

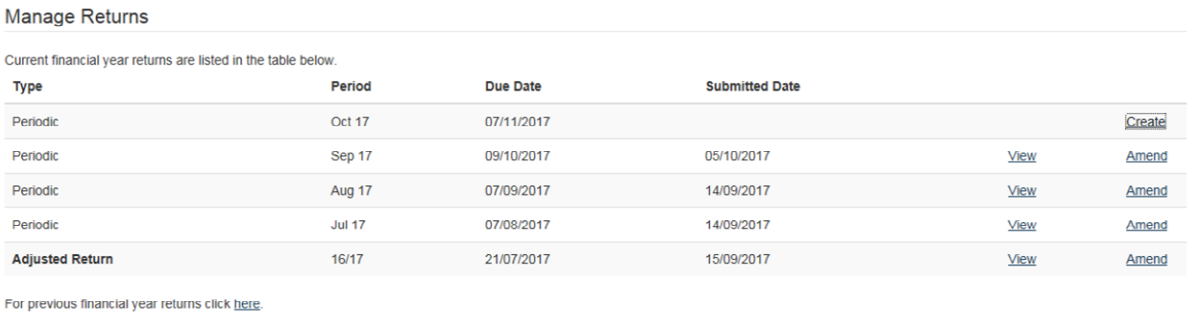


3. The 'Manage Returns' screen will be displayed as shown below:

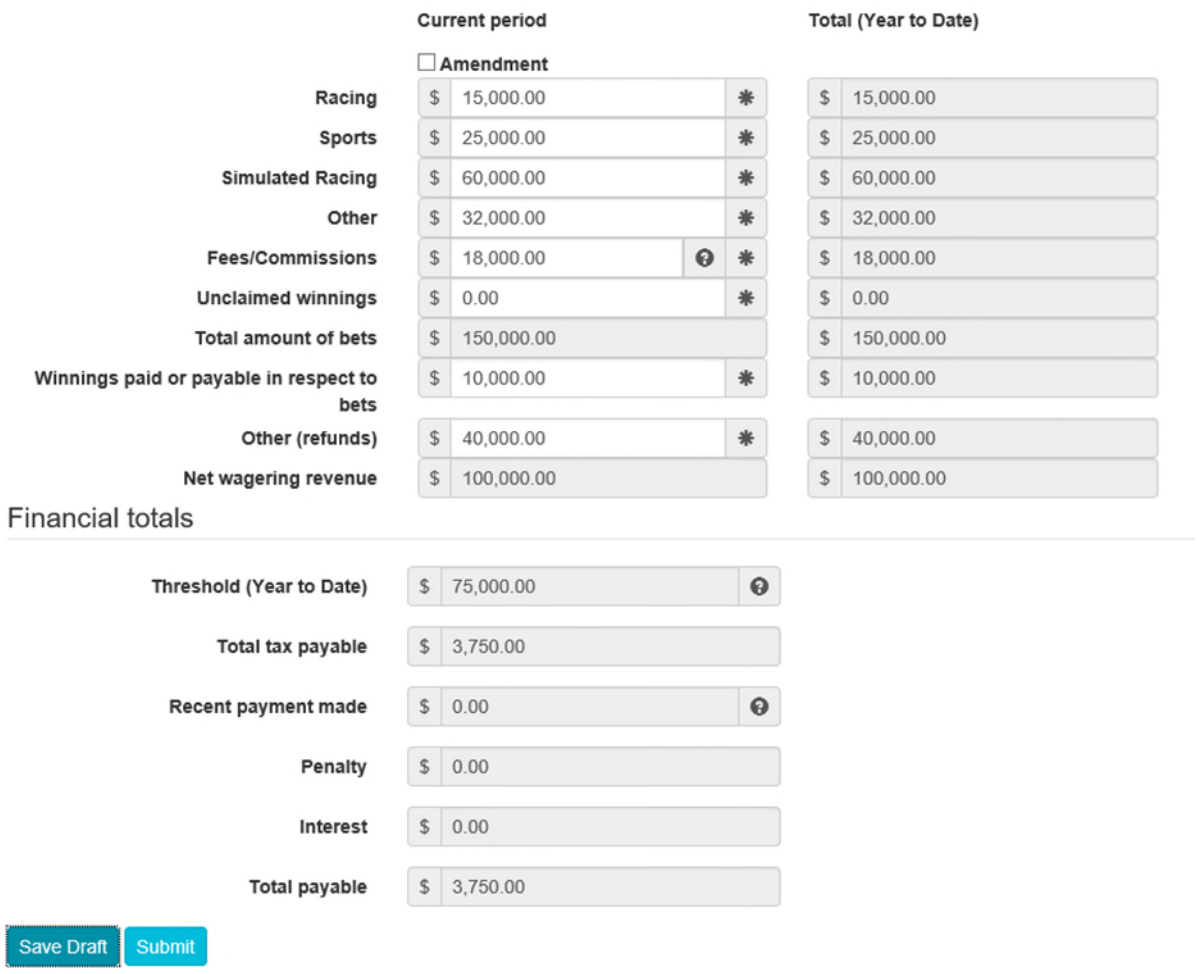
i) Prior to initial return being lodged:



ii) Once returns have been lodged:

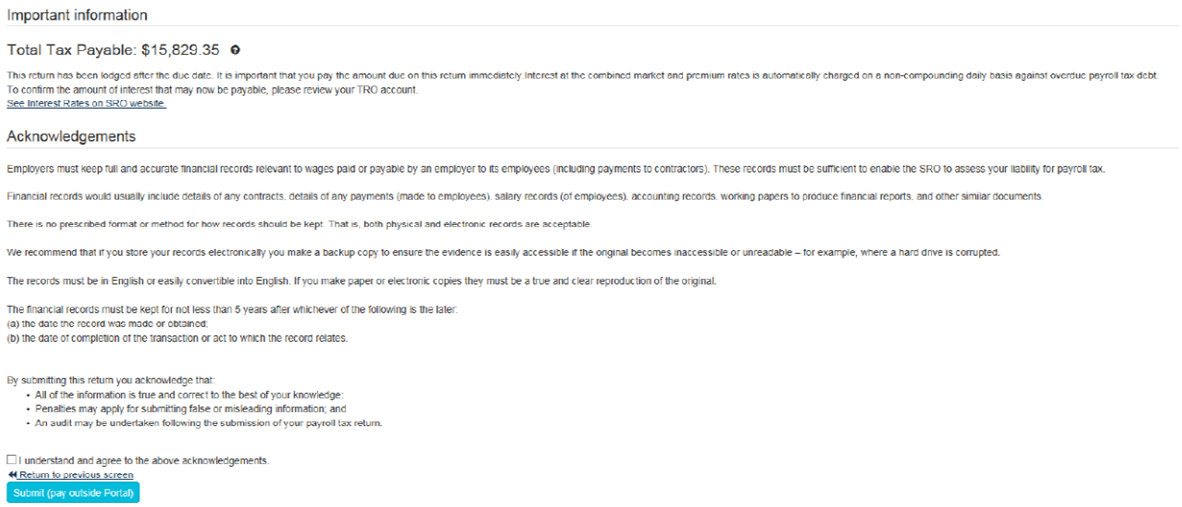


4. Select the 'Create' link of the periodic return to be submitted.
5. Enter the return details.



6. Click on the 'Submit' button.

7. The following screen will be displayed:



Important information

Total Tax Payable: $15,829.35

This return has been lodged after the due date. It is important that you pay the amount due on this return immediately. Interest at the combined market and premium rates is automatically charged on a non-compounding daily basis against overdue payroll tax debt. To confirm the amount of interest that may now be payable, please review your TRO account.
See Interest Rates on SRO website.

Acknowledgements

Employers must keep full and accurate financial records relevant to wages paid or payable by an employer to its employees (including payments to contractors). These records must be sufficient to enable the SRO to assess your liability for payroll tax.

Financial records would usually include details of any contracts, details of any payments (made to employees), salary records (of employees), accounting records, working papers to produce financial reports, and other similar documents.

There is no prescribed format or method for how records should be kept. That is, both physical and electronic records are acceptable.

We recommend that if you store your records electronically you make a backup copy to ensure the evidence is easily accessible if the original becomes inaccessible or unreadable – for example, where a hard drive is corrupted.

The records must be in English or easily convertible into English. If you make paper or electronic copies they must be a true and clear reproduction of the original.

The financial records must be kept for not less than 5 years after whichever of the following is the later:
(a) the date the record was made or obtained;
(b) the date of completion of the transaction or act to which the record relates.

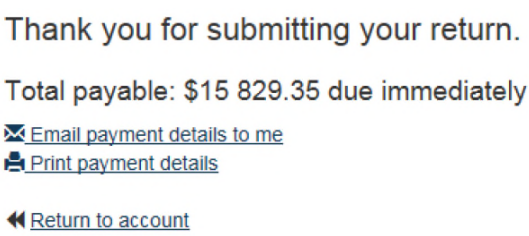
By submitting this return you acknowledge that:
- All of the information is true and correct to the best of your knowledge;
- Penalties may apply for submitting false or misleading information; and
- An audit may be undertaken following the submission of your payroll tax return.

☐ I understand and agree to the above acknowledgements.

Return to previous screen

Submit (pay outside Portal)

8. Tick the 'I understand and agree to the above acknowledgements' checkbox.
9. Click on the 'Submit (pay outside Portal)' button.
10. The acknowledgement screen will be displayed as shown below:



Thank you for submitting your return.

Total payable: $15 829.35 due immediately

Email payment details to me

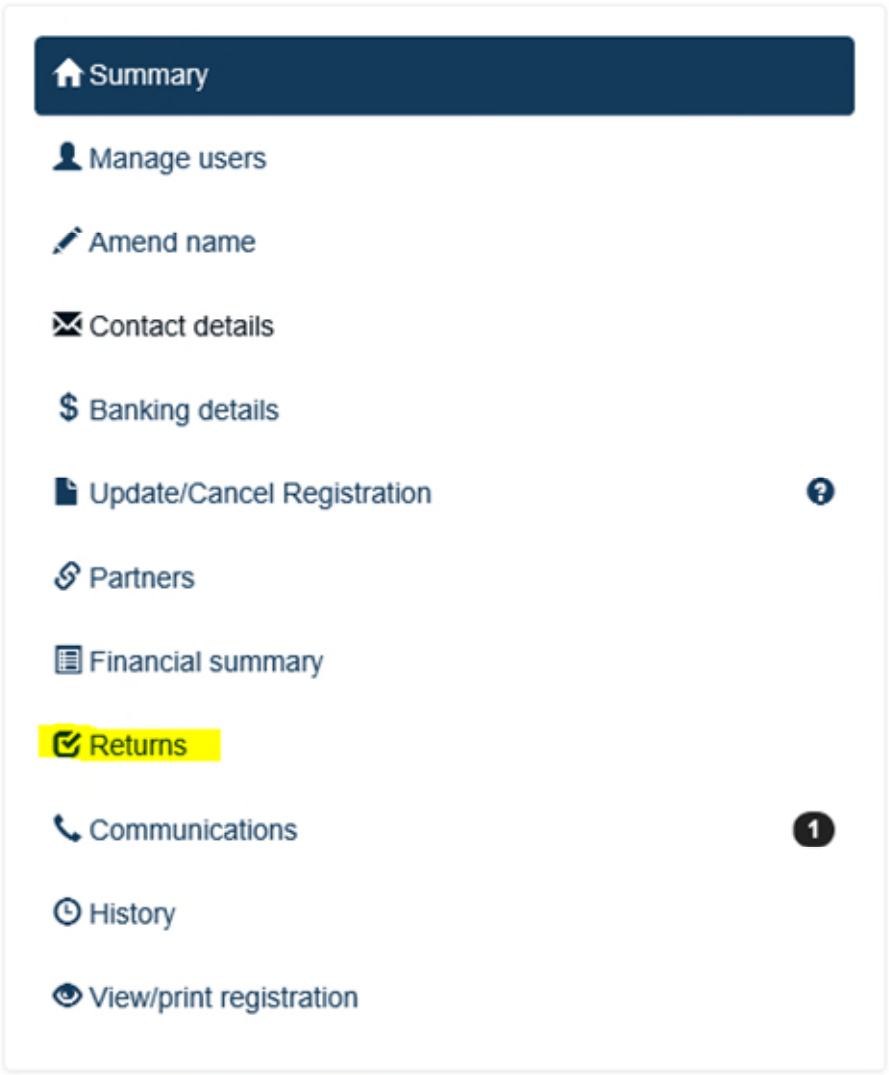
Print payment details

Return to account

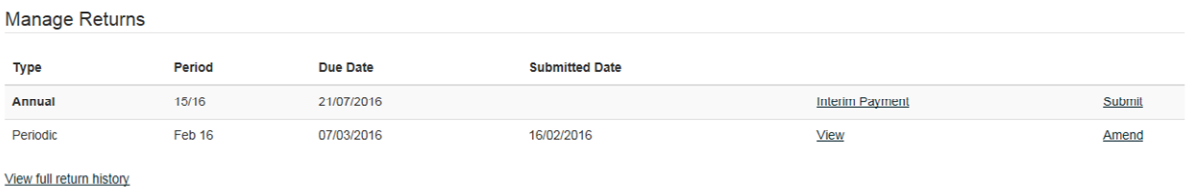
11. Click on the 'Return to account' link.
12. The submitted date of the return will be displayed on the 'Manage Returns' screen.

Submitting an interim payment

1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'Returns' option as shown below:

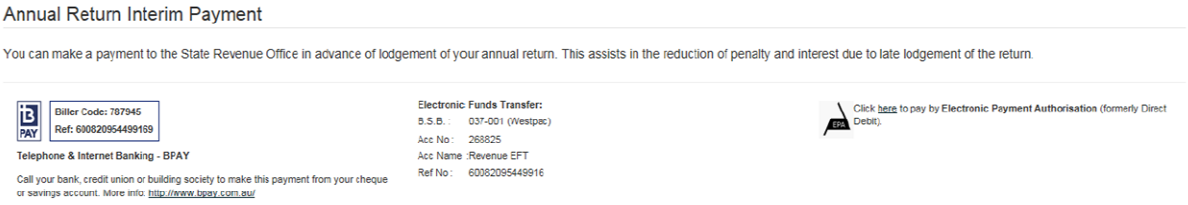


3. The 'Manage Returns' screen will be displayed as shown below:



4. Select the 'Interim Payment' link of the annual return to be submitted.

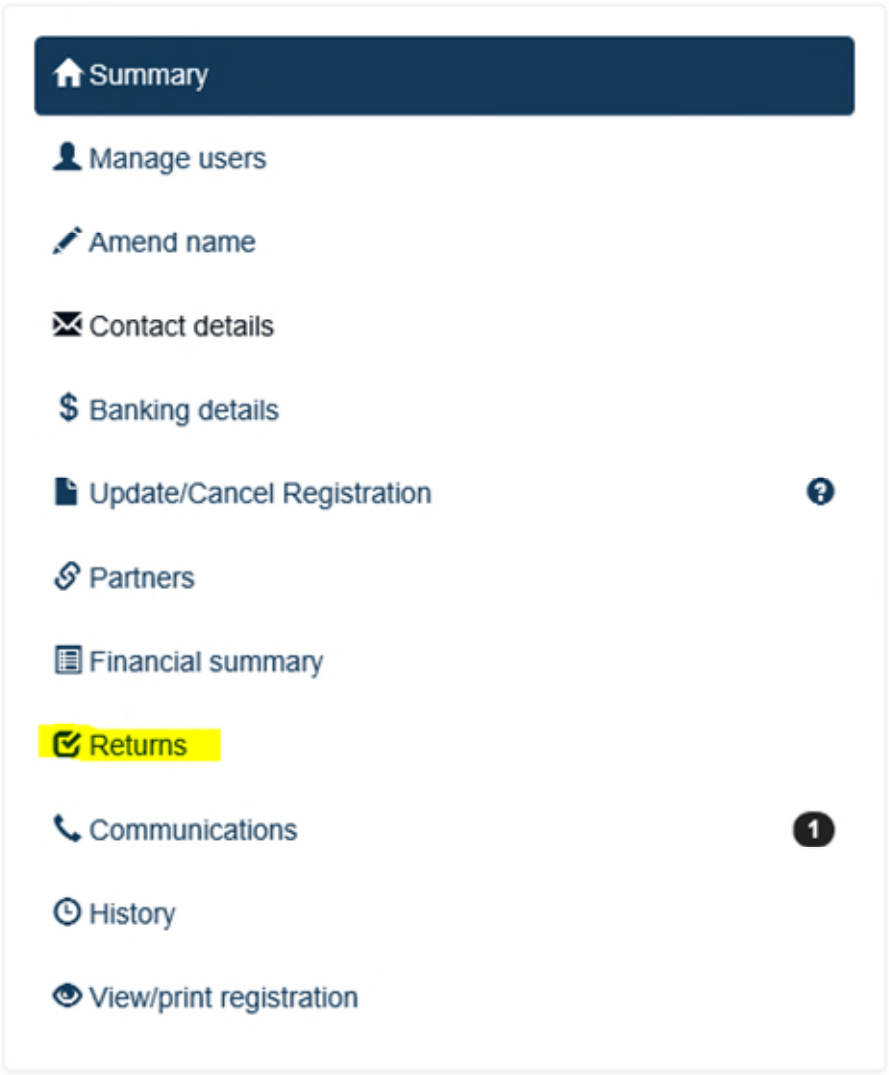
5. The payment options will be displayed as shown below:



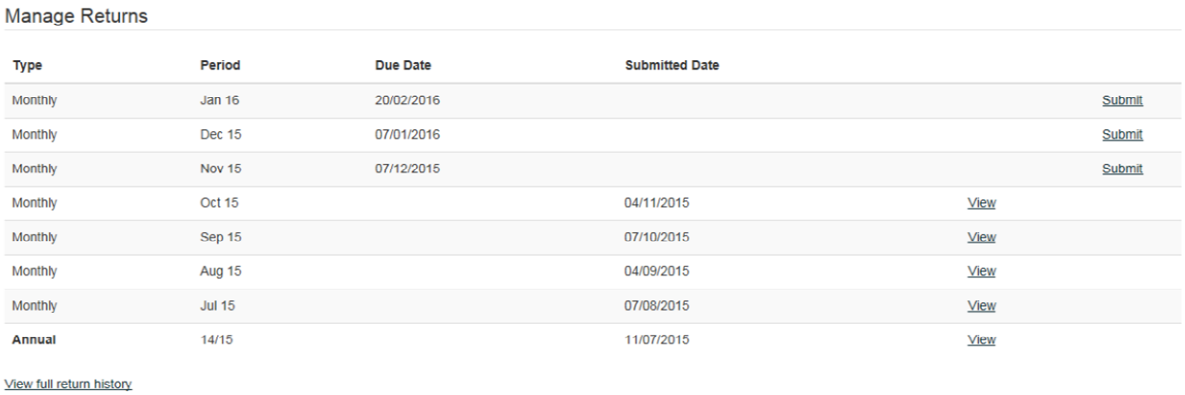
6. You may make a payment in advance of lodgement of the annual return. This assists in the reduction of penalty and interest due to late lodgement of the return.

Saving a return as a draft

1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'Returns' option as shown below:



3. The ‘Manage Returns’ screen will be displayed as shown below:



Manage Returns

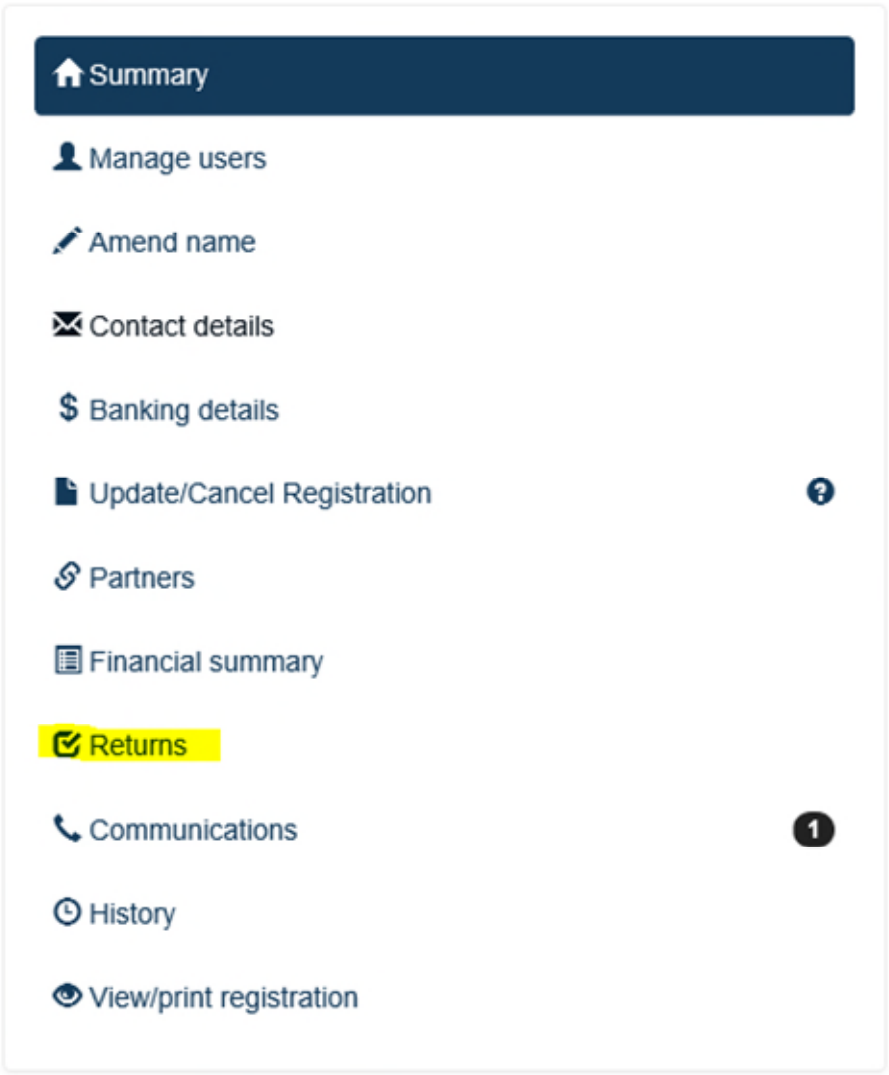
Type	Period	Due Date	Submitted Date		
Monthly	Jan 16	20/02/2016			Submit
Monthly	Dec 15	07/01/2016			Submit
Monthly	Nov 15	07/12/2015			Submit
Monthly	Oct 15		04/11/2015	View	
Monthly	Sep 15		07/10/2015	View	
Monthly	Aug 15		04/09/2015	View	
Monthly	Jul 15		07/08/2015	View	
Annual	14/15		11/07/2015	View	

View full return history

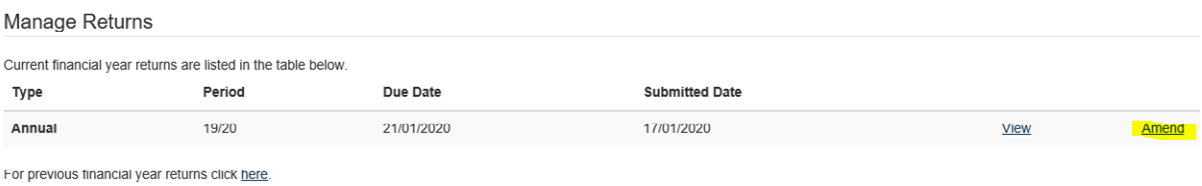
4. Select the ‘Submit’ link of the return to be submitted.
5. Enter the return details.
6. Click on the ‘Save as Draft’ button.
7. The draft forms are displayed on the home page.

Amending a submitted return

1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'Returns' option as shown below:



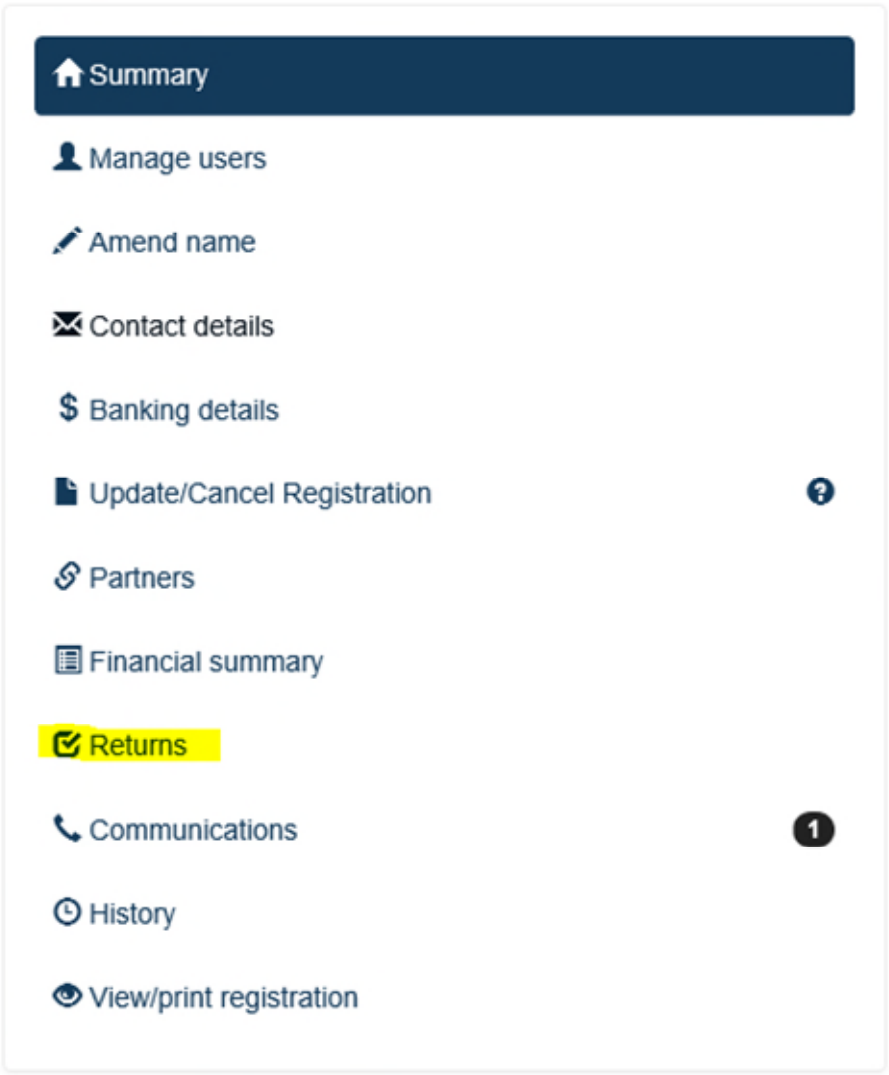
3. The 'Manage Returns' screen will be displayed.
4. Select the 'Amend' link of the required return as shown below:



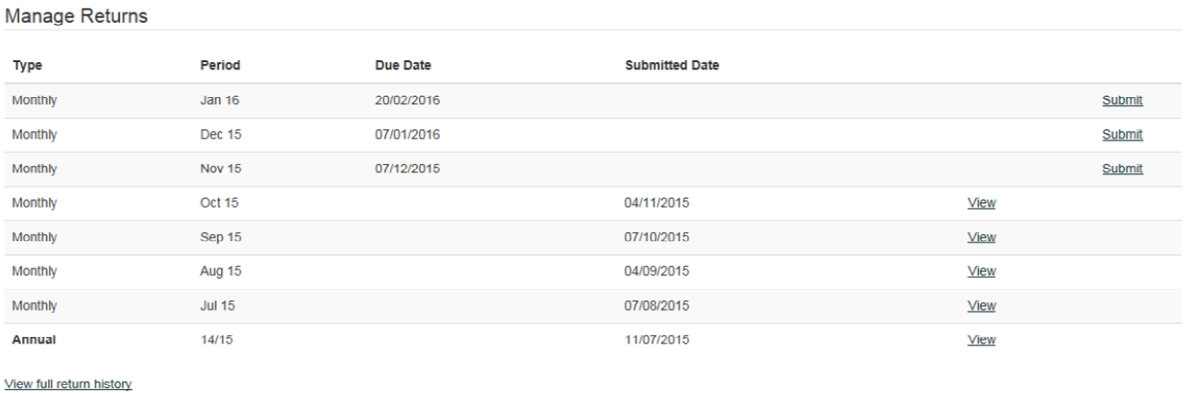
5. Enter the required amendments.
6. Click on the 'Submit' button.

Viewing return history

1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'Returns' option as shown below:



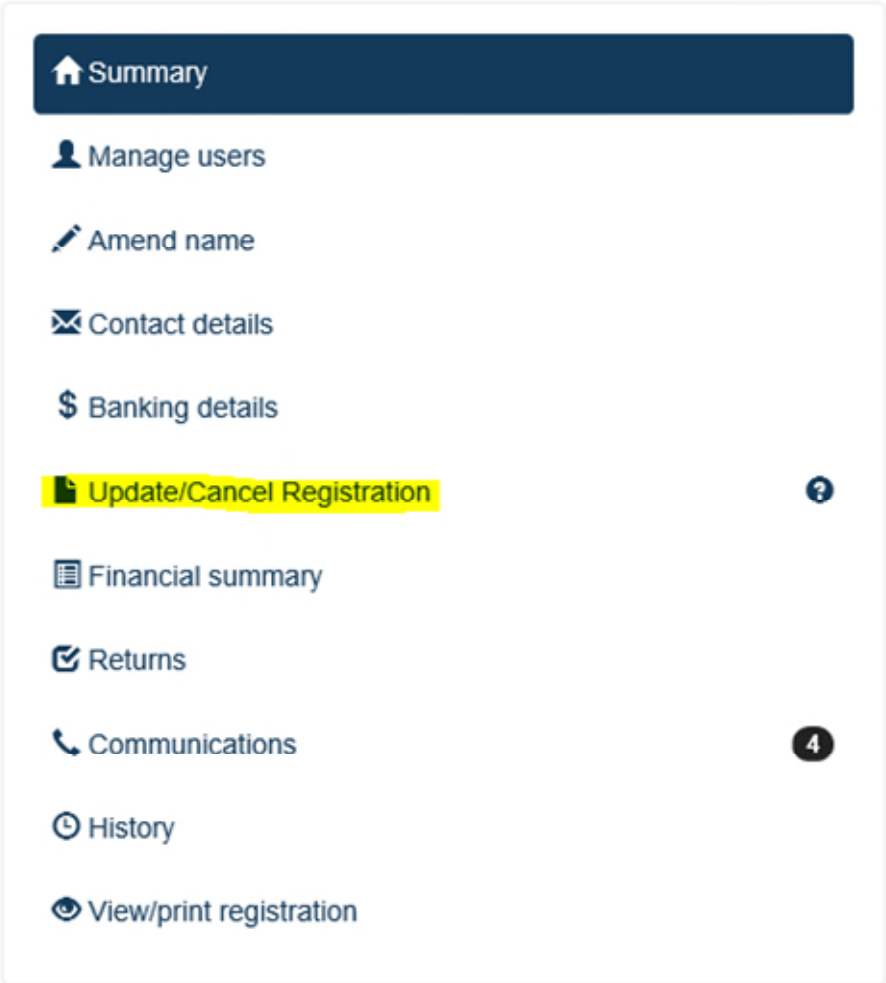
3. The ‘Manage Returns’ screen will be displayed as shown below:



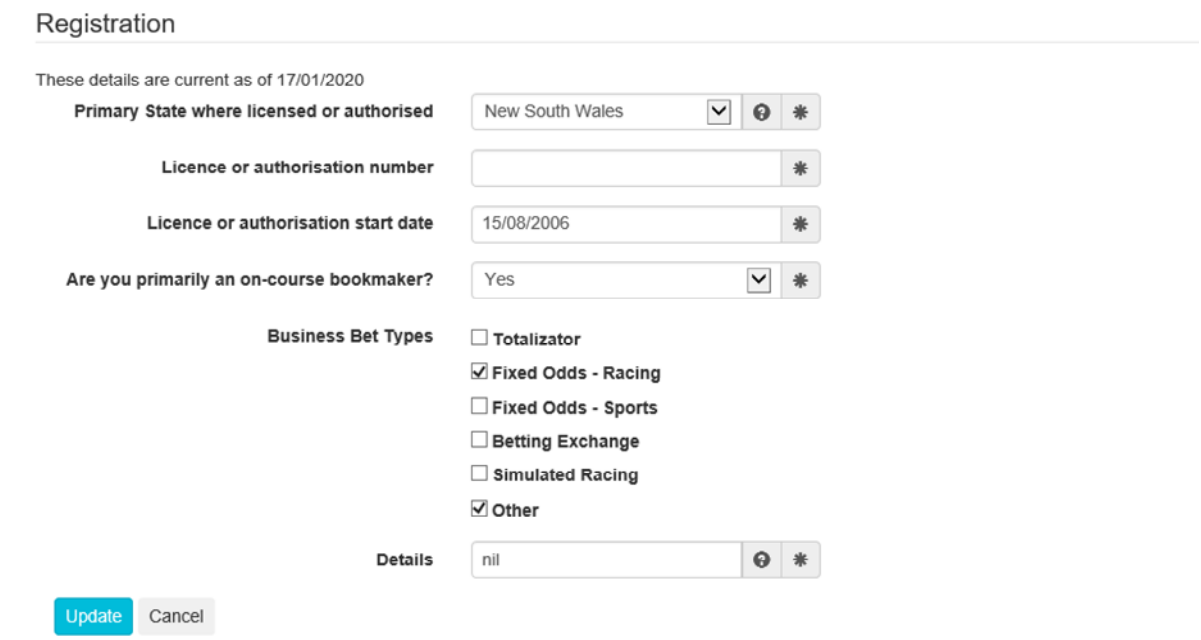
4. Click on the ‘View full return history’ link located at the bottom left hand side of the list of returns.
5. The history of all returns lodged will be displayed.

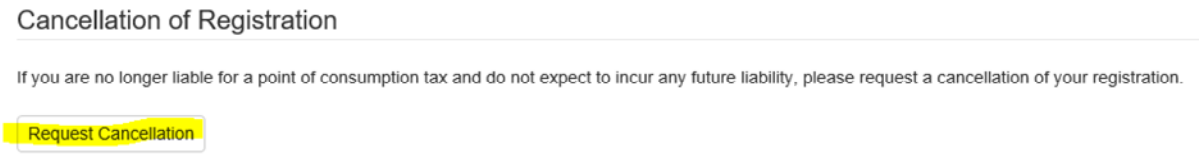
Requesting a cancellation

1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'Update/Cancel Registration' option as shown below:

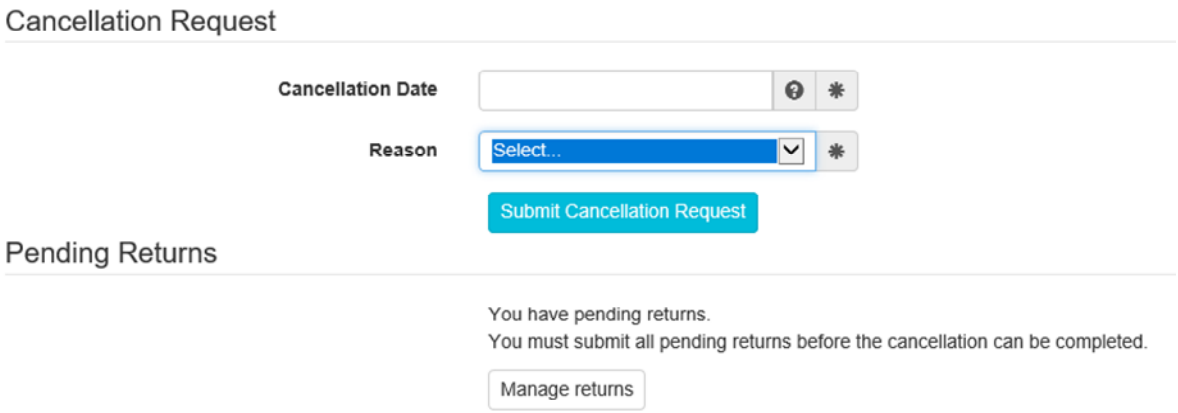


3. The registration details will be displayed as shown below:

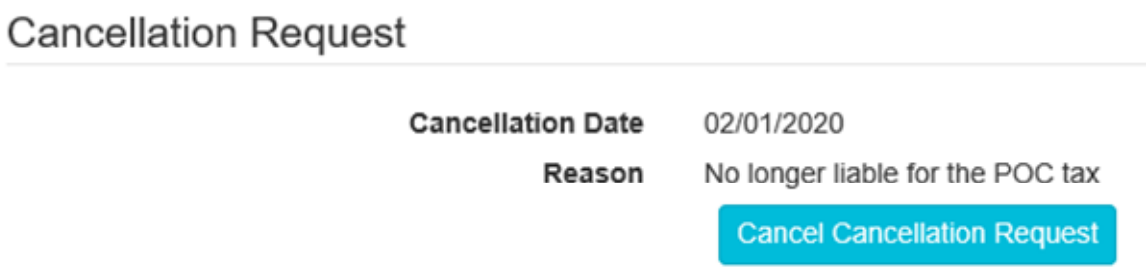




4. Click on the 'Request Cancellation' button.
5. Enter the 'Cancellation Date' and select the 'Reason' from the drop down list as shown below:



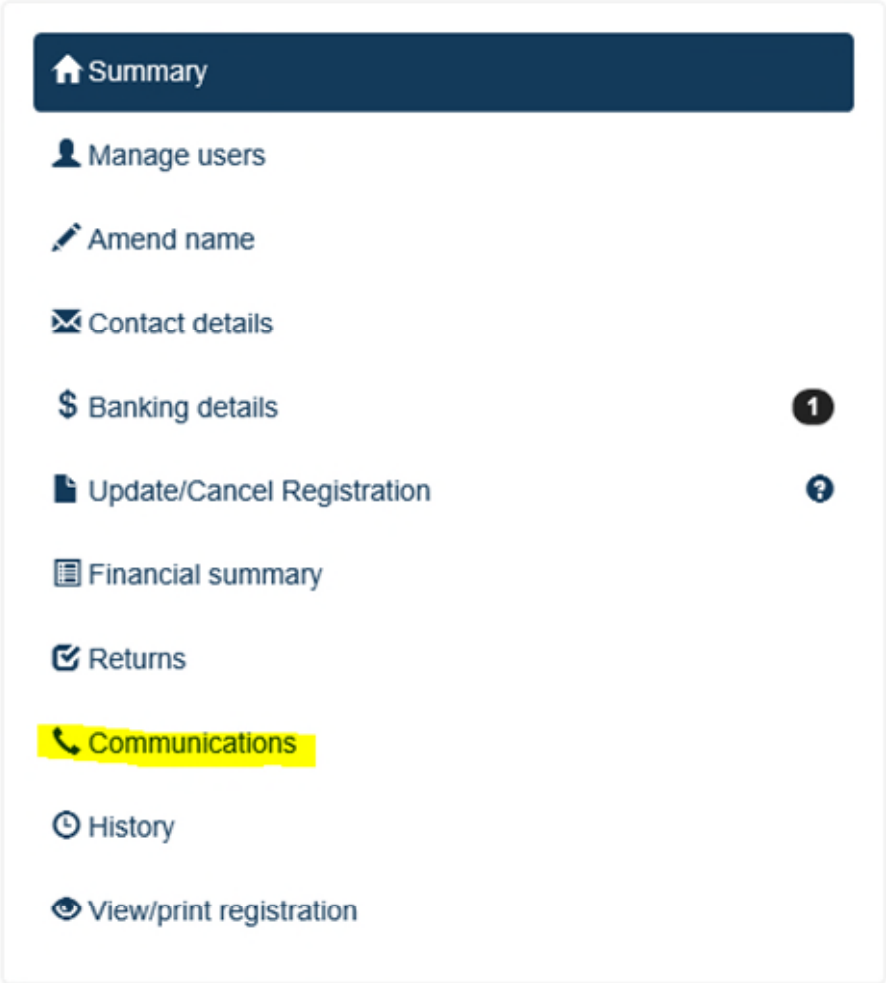
6. Click on the 'Submit Cancellation Request' button.
7. The details of the cancellation request will be displayed as shown below:



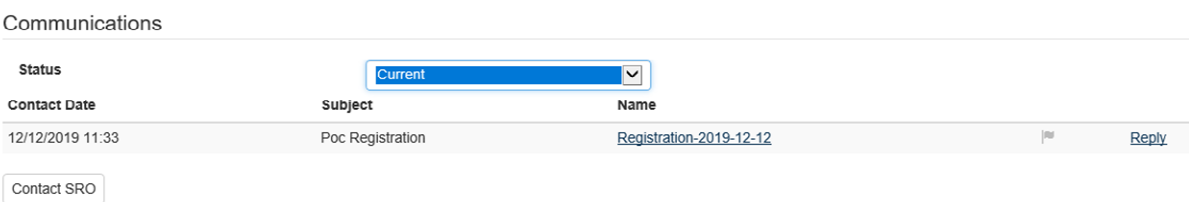
8. If you do not wish to proceed with the cancellation, you can click on the 'Cancel Cancellation Request' button.

Viewing communications

1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'Communications' option as shown below:



3. Amend the 'Status' drop down list if required.
4. The communications are displayed as shown below:



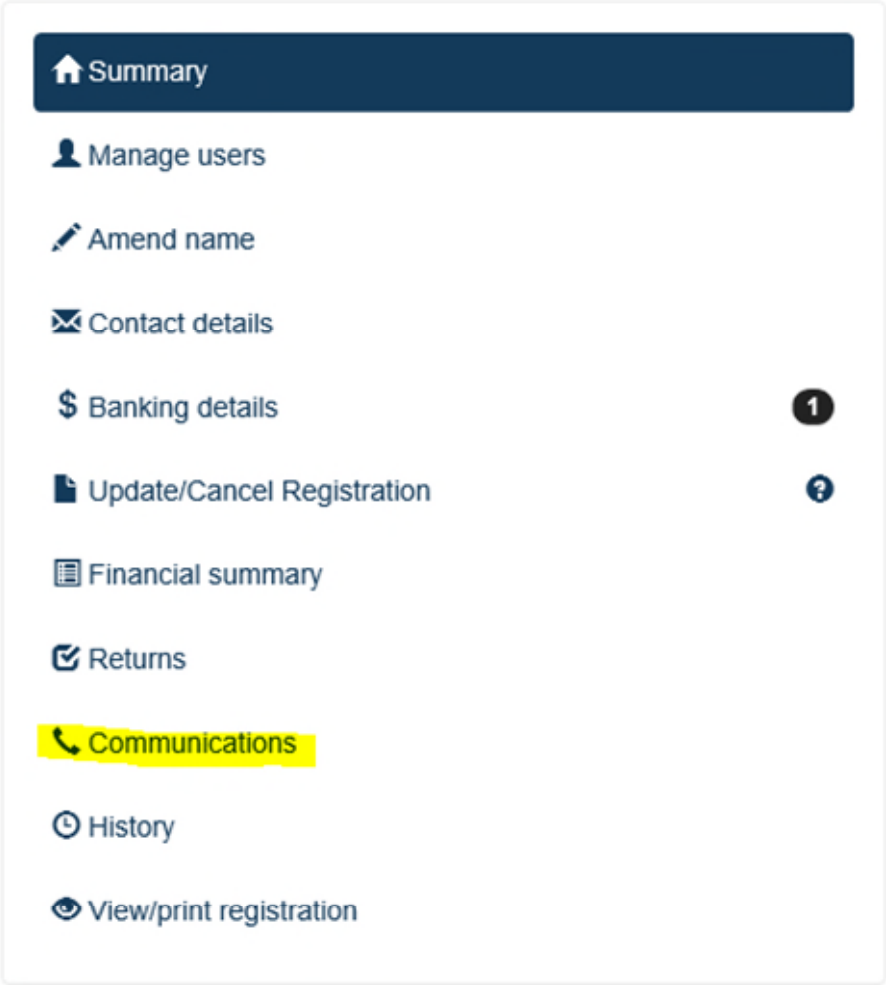
5. Click on the 'Name' link of the communication to view.

6. Click on the ‘Open’ button as shown below:

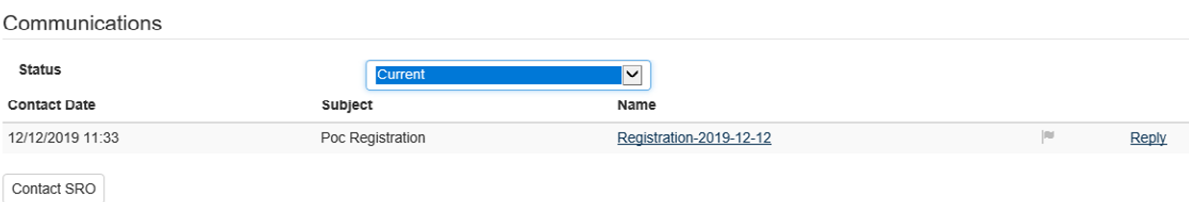
7. The communication will be displayed.

Replying to communications

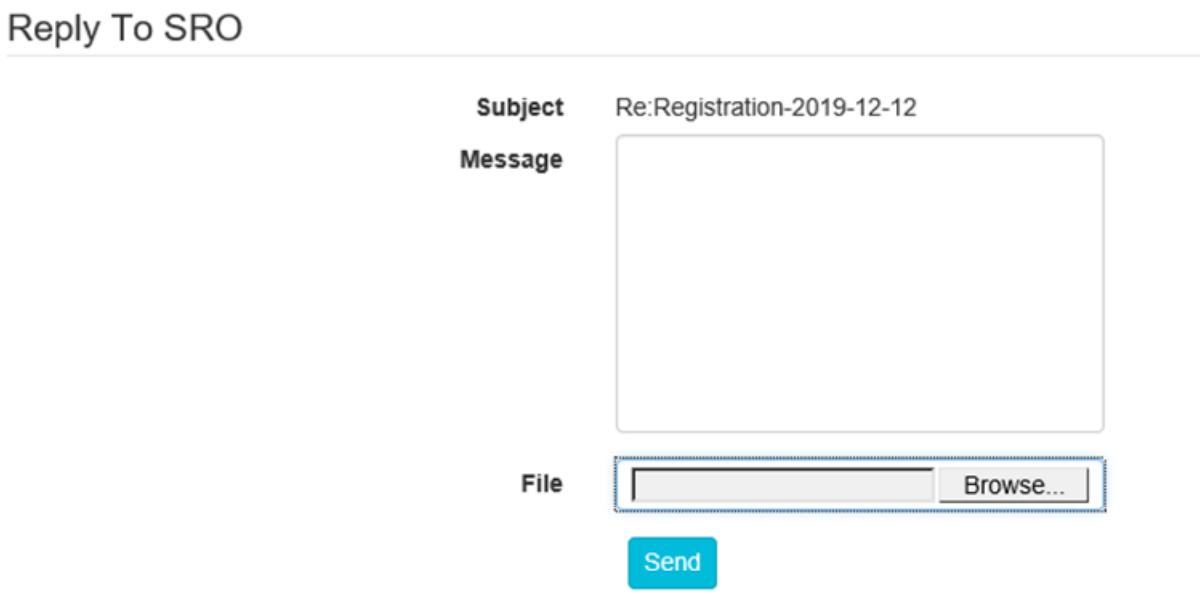
1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'Communications' option as shown below:



3. Amend the 'Status' drop down list if required.
4. The communications are displayed as shown below:



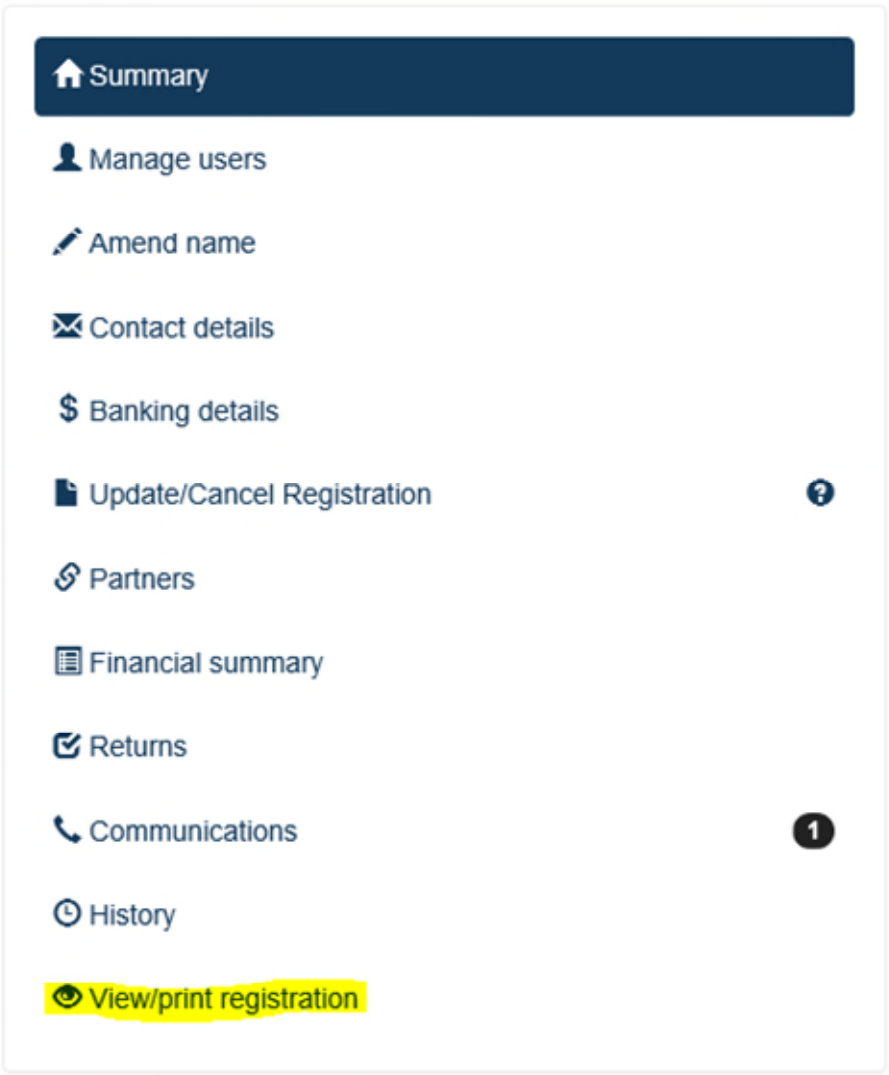
5. To respond, click on the 'Reply' link.
6. The 'Reply to SRO' screen will display as shown below:



7. Enter a ‘Message’ within the space provided.
8. Click on the ‘Browse’ button to attach a file, if required.
9. Click the ‘Send’ button once you have compiled your ‘Message’.

Viewing or printing registration details

1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'View/Print Registration' option as shown below:

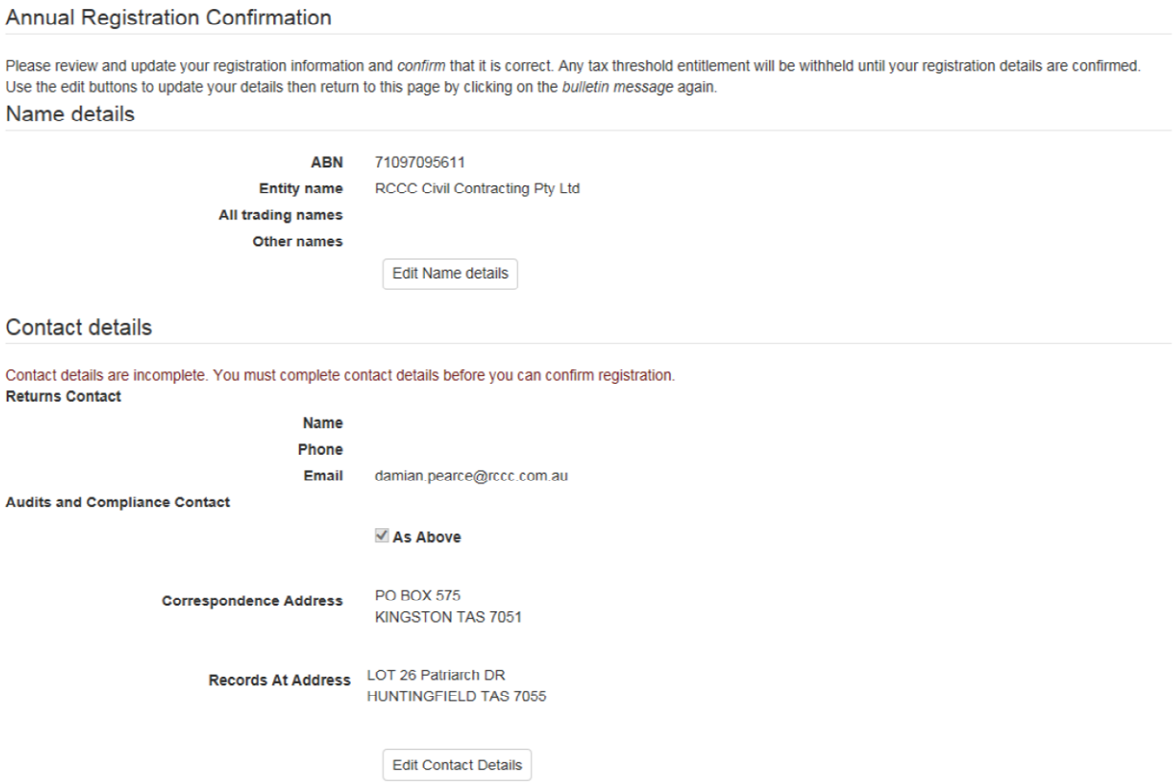


3. The details of the registration will be displayed.
4. To print the registration details; right click anywhere on the screen and select the 'Print…' option.

Confirming annual registration details

1. Click on your account name from the home menu.
2. When the annual registration confirmation is due to be completed, a message will display as shown below:

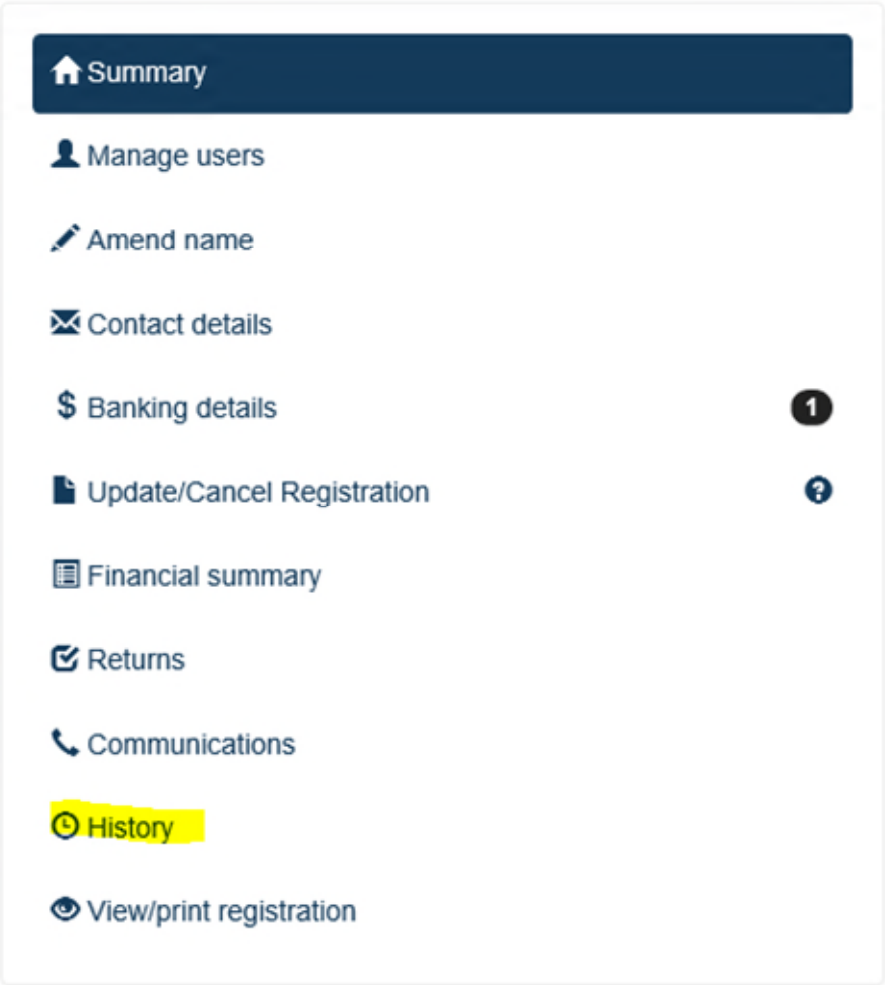
3. Click on the 'Annual Registration Confirmation Due' link.
4. The Annual Registration Confirmation screen will be displayed.



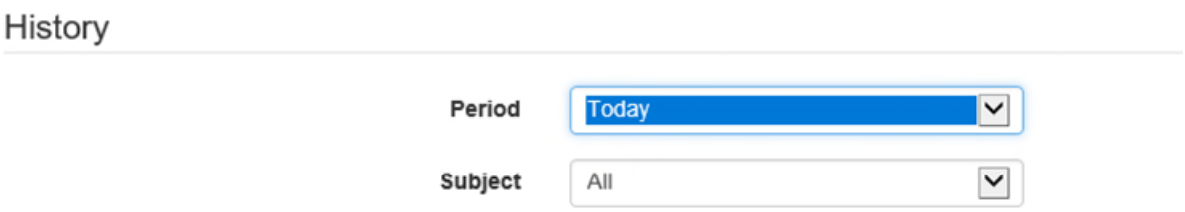
5. To amend or add any details, click on the 'Edit' button of the required section.
6. Make the required amendments.
7. Tick the 'I confirm the registration details are correct' checkbox.
8. Click on the 'Confirm' button.

Viewing account history

1. Click on your account name from the home menu.
2. Within the box on the left hand side, click on the 'History' option as shown below:



3. Select the required 'Period' and 'Subject' from the dropdown list as shown below:



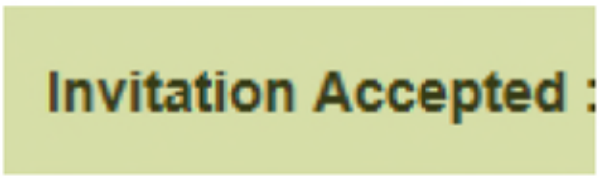
4. The results will be displayed depending on the options selected.

Responding to an account invitation

1. If you have been invited to have access to an account, you will be emailed an invitation inviting you to 'respond' to this invitation.
2. Click on the 'respond' link and respond as necessary.

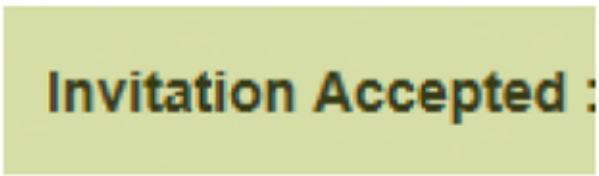
To accept the invitation (if you have a TRO username):

3. Click on the 'Link to an existing user' option in your email invitation.
4. You will be prompted to log in.
5. Enter your TRO 'Username' and 'Password'.
6. Click on the 'Log in' button.
7. A message will be displayed on the screen of the user that sent the invitation as shown below:



To accept the invitation (if you have DO NOT a TRO username):

8. Click on the 'Link to a new user' option in your email invitation.
9. You will be prompted to register a new TRO username.
10. Click on the 'Register' button.
11. A message will be displayed on the screen of the user that sent the invitation as shown below:

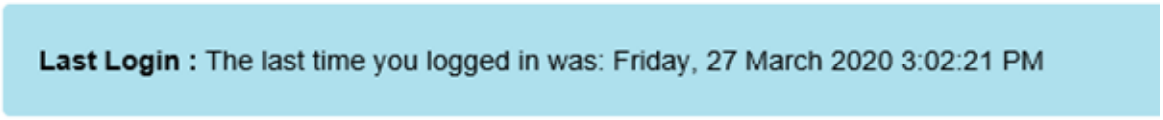


To decline the invitation:

12. Click on the 'decline invitation' option in your email invitation.
13. A message will be displayed on the screen of the user that sent the invitation as shown below:

Viewing messages

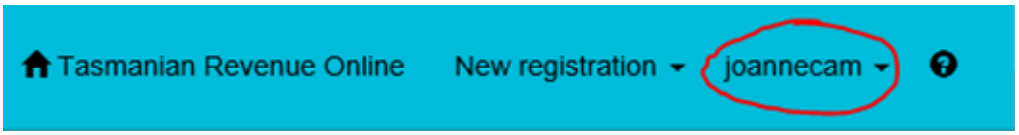
1. Messages are displayed on your home screen as shown below:



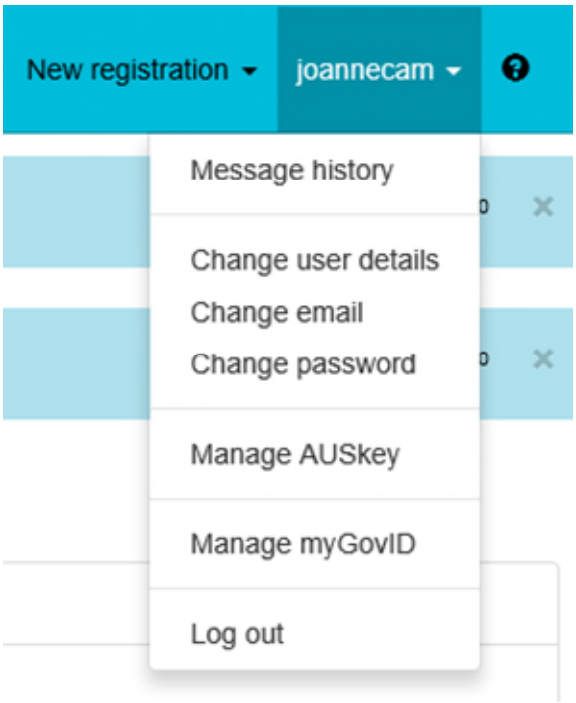
2. To remove a message from your screen, click on the 'X' on the right hand side of the message as shown below:

Viewing message history

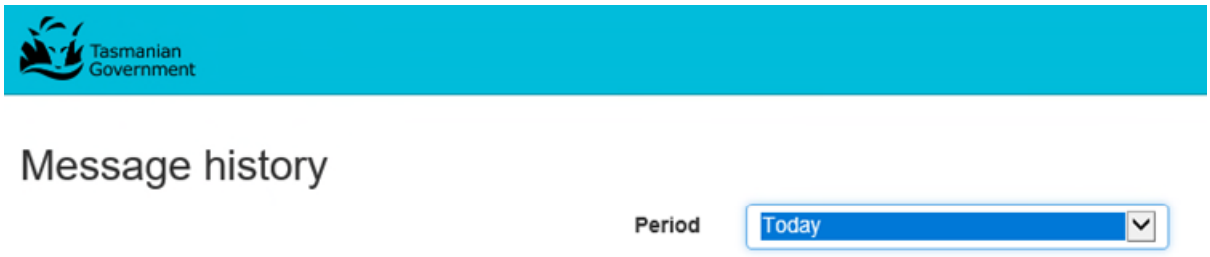
1. Click on your 'Username' in the top right hand corner of the screen as shown below:



2. The following menu is displayed:



3. Click on the 'Message history' option.
4. Select an option from the 'Period' drop down list as shown below:



5. Messages will be displayed depending on the 'Period' option selected.