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Standard Business Reporting

Australian Taxation Office –

Tax Practitioner Client Management Reports (TPCMR)

Business Implementation Guide

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Status: Final

This document and its attachments are Official

For further information, raise an enquiry via[Online Services for DSPs](https://softwaredevelopers.ato.gov.au/OnlineservicesforDSPs)*.* If you are unable to access this, contact[SBRServiceDesk@sbr.gov.au](mailto:SBRServiceDesk@sbr.gov.au) or call **1300 488 231**. International callers may use **+61-2-6216 5577**.

Version Control

|  |  |  |
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| 1.2 | 20/07/2023 | Update to Sections 4.1.2 AS Lodgment Report (ASLRPT) and 4.1.3 IT Client Report (ITCRPT) to include new data elements and address STP activity statement changes. The ASLRPT is being updated to provide tax practitioners visibility of those employer clients the ATO has issued activity statement reminders to and the next action proposed. |
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Endorsement

Tiffany Waters, Director, Superannuation and Employer Obligations – Endorsed for Single Touch Payroll business context

David Baker, Director, Individuals and Intermediaries – Endorsed for publication

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1. Introduction
   1. Purpose and Audience

The purpose of this document is to provide information that will assist Software Developers to understand the business context surrounding the Tax Practitioner Client Management Report (TPCMR). These interactions are performed with the Australian Taxation Office (ATO) through the Standard Business Reporting (SBR) platform. This document defines the interactions that are available to view information about a tax practitioner’s clients, their roles and obligations. This document also outlines that reporting parties can use each of the services and explains any constraints and known issues with the use of the interactions, providing guidance with certain identified issues.

Specifically, the Tax Practitioner Client Management Report refers to the interactions with the ATO for a tax practitioner to view;

* EFT reconciliation report (EFTRS)
  + Manage report subscriptions (MRPTS)
  + Update tax agent trust account details (MAT)
* Activity Statement Client report (ASCRPT)
* Activity Statement Lodgment report (ASLRPT)
* Income Tax Client report (ITCRPT).

The audience for this document is any organisation that will be implementing the ATO Tax Practitioner Client Management Report interactions into their SBR enabled products. This document is designed to be read in conjunction with the ATO SBR documentation suite including the:

* web service/platform information for example SBR Web Service Implementation Guide
* The [ATO Common Business Implementation Guide and Taxpayer Declaration Guide](https://www.sbr.gov.au/sites/default/files/ato_common_business_implementation_and_taxpayer_declaration_guide_v1.1.docx)
* validation rules
* message information, for example Message Structure Table
* test information, for example conformance suites.
  1. Glossary

For a glossary of terms, see also:

* [SBR glossary](https://www.sbr.gov.au/digital-service-providers/developer-tools/glossary)

* [ATO definitions](https://www.ato.gov.au/Definitions/?anchor=top)
* The [ATO Common Business Implementation and Taxpayer Declaration Guide](https://www.sbr.gov.au/sites/default/files/ato_common_business_implementation_and_taxpayer_declaration_guide_v1.1.docx).

1. What is the Tax Practitioner Client Management Report Service?

The Tax Practitioner Client Management Report service is composed of a suite of interactions that provide reporting and practice management services to the user's Business Management System (BMS).

* 1. Interactions

The TPCMR services consist of the following interactions:

Table 1: Interactions available in the Tax Practitioner Client Management Report service

| **Interaction** | **Description** | **Single** | **Batch** |
| --- | --- | --- | --- |
| MAT.Lodge | Maintain tax practitioner trust account details of a financial institution account for the EFT Reconciliation Report. | Y | N |
| MRPTS.Lodge | Maintain subscribed reports. | Y | N |
| ODRPT.List | Submit request to get the income tax client [on-demand] report that provides the tax agent with a list of clients connected to their Registered Agent Number (RAN) for an income tax role. | Y | N |
| Submit request to get the activity statement client [on-demand] report which provides the tax practitioner with a list of clients connected to their RAN for an activity statement role. | Y | N |
| Submit request to get the activity statement lodgment [on-demand] report that provides the tax practitioner with a list of clients connected to their RAN for an activity statement role and their associated lodgment activity. | Y | N |
| GRPT.Get | Retrieve the EFT reconciliation [subscribed] report. | Y | N |
| Retrieve the income tax client [on-demand] report. | Y | N |
| Retrieve the activity statement client [on-demand] report. | Y | N |
| Retrieve the activity statement lodgment [on-demand] report. | Y | N |

* 1. Reports

Tax Practitioner Client Management Reports are categorised as either:

* **Subscribed reports** -Reports available for subscription though SBR channel to be provided on a periodic basis. The user should have the ability to change their subscription preference at any time, or
  + **On-demand reports** -These reports are generated on-demand and made available to the user requesting the report.

The table below lists the Tax Practitioner Client Management Reports available and the related category:

Table 2: Report categories available in SBR

| SBR reports | Category |
| --- | --- |
| Income Tax Client reports (ITCRPT) | On-demand |
| EFT reconciliation report (EFTRS) | Subscribed |
| Activity statement client report (ASCRPT) | On-demand |
| Activity statement client lodgment report (ASLRPT) | On-demand |

1. report Management
   1. Request and Receive reports
      1. Maintain Subscription (MRPTS.Lodge)

This is the service used to set an indicator against the intermediary role in the ATO system for the report to be generated for the tax practitioner. The same interaction is used to remove this indicator.

Subscribed reports will be available to the tax practitioners for a defined period of time only (that is the number of days when a report will be available is to be configurable and will depend on type of the report).

Figure 1: Maintain subscription interaction



* + 1. Get Report (GRPT.Get)

The ATO will self-generate reports regularly for tax practitioners to view in their BMS. In order to receive subscribed and compulsory reports, the SBR-enabled business management software will need to initiate an interaction with ATO to check if any reports are available for collection. To retrieve a report, the Report type (SBR alias GRPT12) must be provided. If no report type is provided, the oldest report will be returned.

If there are reports pending delivery, the GRPT.Get interaction will then retrieve this from the channel into the BMS, one at a time. By having implemented the service, a BMS could ensure a timely delivery of reports to tax practitioners once the ATO has made these reports available.

Figure 2: Retrieve agency report interaction



* 1. Update Tax Agent Trust (MAT.Lodge)

The MAT.Lodge service is designed to maintain the trust account details of a tax practitioner's financial institution account for the purpose of generating the EFT Reconciliation Report. It is necessary for the MAT.Lodge service be developed in conjunction with the EFT Reconciliation Report. If using the MAT.Lodge interaction, tax practitioners can add, update, or delete their trust account details in ATO systems. Provision of trust account details is prerequisite to receiving the reports.

The provision of an agent’s trust account does not invoke an agent’s subscription to the EFT reconciliation report. The Maintain report subscription interaction will need to be completed for the subscription indicator to be set.

When it is required to remove the tax agent’s trust account record permanently, the Remove Financial Details (SBR alias: MAT5) indicator should be set to true and the following elements should not be populated in the request message:

* BSB (SBR alias: MAT2)
* Account Number (SBR alias: MAT3)
* Account Name (SBR alias: MAT4).

This will ensure the account deletion in the request message passes validation.

1. Reports
   1. Report Data
      1. EFT Reconciliation Report subscription (EFTRS)

This report provides details of EFT refunds expected to be deposited into the tax practitioner’s account to assist with reconciling it. Reports are generated each business day. A report will only be available on days amounts are expected to be credited to the trust account. Tax practitioners are encouraged to reconcile their account with this report before issuing payments to their clients. Each report lists:

* date of refunds
* the number of refunds
* total value of refunds for a particular business day.

Refunds are listed individually, showing:

* taxpayer name
* client type, for example individual, company, fund
* client ID, for example TFN or ABN
* amount of refund
* lodgment reference.

**Pre-condition**

The MAT.Lodge service is designed to maintain the trust account details of a tax practitioner's financial institution account for the purpose of generating the EFT Reconciliation Report. It is necessary for the MAT.Lodge service to be developed in conjunction with the EFT Reconciliation Report. By using the MAT.Lodge interaction, tax practitioners can add, update, or delete their trust account details in ATO systems. Provision of trust account details is prerequisite to receiving the reports.

* + 1. AS Client Report (ASCRPT)

The purpose of the Activity statement client report is to provide tax practitioners with a list of taxpayers linked to their registered agent number for the activity statement role. In addition to the requesting agent details, the report lists:

Table 3: AS Client Report list details

| Category | Information available in list categories |
| --- | --- |
| Client Information | * Client First Name * Client Surname * Client Organisation name * Client Type * Australian Business Number * Tax File Number * Withholder Payer Number |
| Client Address | * Postal Address Line 1 * Postal Address Line 2 * Suburb/Town * State * Country * Postcode |
| CAC Details | * Client Account Number * Client Account Status * Address Line 1 * Address Line 2 * Suburb/Town * State * Country * Postcode * Activity Statement Frequency * GST Indicator * Last Activity Statement Lodged year * Last Activity Statement Lodged month * Last Activity Statement form lodged * Withholder Payer Number |

The report provides the CAC details for each taxpayer that the tax practitioner is authorised to view.

* + 1. AS Lodgment Report (ASLRPT)

The activity statement lodgment report provides the tax practitioner with a list of activity statements for their clients that are not lodged. In addition to the requesting agent details, the report lists:

Table 4: AS Lodgment Report list details

| Category | Information available in list categories |
| --- | --- |
| Client Information | * Client First Name * Client Surname * Client Organisation name * Client Type * Australian Business Number * Tax File Number * Withholder Payer Number |
| Account Information | * Client Account Number * Client Account Type * Client Account Status * Registered Agent Number (RAN) – Agent linked to the account * Destination (Client, Practice or No preferences set) * Delivery Channel (digital, paper or myGov) * Account Balance (Activity statement account balance at time of report being requested/run * Payment reference number -PRN (unique PRN for the relevant activity statement account * Email Address * Postal Address * Activity Statement Frequency * GST Indicator |
| Role Information for each account | * GST Status (Active/Blank) * PAYGW Status (Active/Blank) * PAYGI Status (Active/Blank) * FTC Status (Active/Blank) * FBT Status (Active/Blank) * DGST Status (Active/Blank) * WET Status (Active/Blank) * LCT Status (Active/Blank) |
| Activity Statement details | * DIN * Status (DSP/Held) * Hold Reason * Activity Statement Form Type * Form Name (for example R, S and T) * AS PAYG Instalment amount (only applicable to R, T and N forms and the amount is relevant to the period start date and end date of the Activity statement) * AS GST Instalment amount (only applicable to S and T forms and the amount is relevant to the periodstart date and end date of the Activity statement) * Period Start Date * Period End Date * Due Date * Flexible Lodgment Eligibility (Yes/No) * Activity Statement Lodgment Reminders for Employers * Reminder Issue Date * Treatment Type (Finalised or Unfinalised) * Expected treatment date * ATO processed date |

Activity Statements details is for every Activity Statement that will be returned for the taxpayer’s CAC (aka Integrated Client Account) that the tax practitioner is authorised to view.

**Activity Statement Lodgment Reminders for employers:**

This report will provide agents with visibility of Activity Statement Lodgment Reminders for employers. From July 2023, we’ll use employers’ Single Touch Payroll data to pre-fill pay as you go (PAYG) withholding labels W1 and W2 on their activity statements, so they can ‘tell us once’. ATO PAYG withholding pre-fill will be made available in ATO Online services and to digital software providers via the new [Activity Statements Service](https://www.sbr.gov.au/digital-service-providers/developer-tools/australian-taxation-office-ato/activity-statements).

From July 2023, we'll remind employers to lodge their activity statement if:

* it's considered late, and
* PAYG withholding has been reported via STP for the period.

We will pilot this with 3,000 randomly selected employers in the 2023–24 financial year.

The ASLRPT will inform agents:

* those clients issued with a reminder (reminder issue date)
* the proposed next action and timing (treatment type, expected treatment date and ATO processed date).

These fields will only display for Activity Statement DIN’s whilst the AS Form/DIN remains unlodged and a reminder has been issued to the client. Once the activity statement is lodged and finalised, it will no longer be displayed on the ASLRPT report.

For further information on these changes refer to [STP and Activity Statements](https://www.ato.gov.au/Business/Single-Touch-Payroll/In-detail/STP-and-activity-statements/).

Orchestrating a streamlined tax practitioner experience:

* A system could be configured to automatically use a DIN for an outstanding Activity Statement to call the AS GET service, so the activity statement data such as prefilled amounts can be obtained from the ATO system (note: ATO PAYGW Prefill using STP data will only be available in AS 2023).

The image on the next page, depicts a basic flow of data exchange between the agent and the ATO to extract any activity statement information that can assist an agent in meeting their clients’ reporting obligations.

Figure 3: Basic flow of events using activity statement reports and services



A system could be configured to automatically use a DIN for an outstanding reporting obligation to call the GET service, so the activity statement data can be obtained from the ATO system (aka prefill).

The LIST response provides more in-depth information based on a client’s ABN. It includes all lodged activity statements, as well as anything outstanding. Software developers should think of the LIST response as supplementary information to the activity statement client report.

* + 1. IT Client Report (ITCRPT)

The income tax client report provides tax practitioners with a list of clients they manage in their practise for Income Tax Purposes (taxpayers linked to their registered agent number for the income tax role). In addition to the requesting agent details, the report lists:

Table 5: IT Client Report list details

| Category | Information available in list categories |
| --- | --- |
| Client Details | * Tax File Number * Client Type * Client First Name * Client Surname * Client Organisation name |
| Lodgment Details | * Substituted Accounting Period (SAP) * Lodgment Method * Lodgment Status * Current Financial Year * Lodgment Due Date * Flexible Lodgment Eligibility Current Accounting Year * Lodgment Status Current Accounting Year * Period Start Date Current Accounting Year * Period End Date Current Accounting Year * Flexible Lodgment Eligibility Current Accounting Year Less 1 * Lodgment Status Current Accounting Year Less 1 * Period Start Date Current Accounting Year Less 1 * Period End Date Current Accounting Year Less 1 * Flexible Lodgment Eligibility Current Accounting Year Less 2 * Lodgment Status Current Accounting Year Less 2 * Period Start Date Current Accounting Year Less 2 * Period End Date Current Accounting Year Less 2 * Flexible Lodgment Eligibility Current Accounting Year Less 3 * Lodgment Status Current Accounting Year Less 3 * Period Start Date Current Accounting Year Less 3 * Period End Date Current Accounting Year Less 3 |

* 1. Request and Receive
     1. On-Demand Report Request (ODRPT.List)

To receive on-demand reports, the SBR-enabled business management software will need to initiate two interactions with ATO, the first to request the report and the second to retrieve the report. The tax practitioner can request this report for a single client, a select number of clients or a whole of practice report. The default value preferred is “single client” to mitigate against tax practitioners mistakenly submitting whole of practice requests.

To request a whole of practice report, the Client lodgment report request type indicator (SBR alias ODRPT.12) should be set to true. If particular clients are required, either the Australian Business Number (SBR alias: ODRPT3) or Tax File Number (SBR alias: ODRPT14) elements should be populated with valid identifiers and the Client lodgment report request type indicator set to false.

After a successful request, the business response will provide a Report identifier (SBR alias: ODRPT12) and Status (SBR alias: ODRPT13). The report identifier is required when retrieving the report and the status will indicate when the report will be available.

The user will receive an error if more than one whole of agency report is requested within 24 hours. Refer over page.

Figure 4: On-demand report request (ODRPT) interaction



* + 1. Get Report (GRPT.Get)

The SBR-enabled business management software will need to initiate a GRPT.Get interaction with ATO to check if any reports are available for collection. In the request for retrieval of the on-demand report the Report identifier (SBR alias: GRPT13) must be provided.

If there are reports pending delivery, the GRPT.Get interaction will then retrieve this from the channel into the BMS, one at a time. By having implemented the service, a BMS will ensure the timely delivery of reports to tax practitioners once the ATO has made these reports available.

Figure 5: On-demand get report interaction



1. Authorisation
   1. Intermediary Relationship

The SBR services that a tax agent can use on behalf of their clients is dependent on the activity

being undertaken, and whether they have the appropriate authorisation to perform that

interaction. Agency reports do not have the intermediary relationship check applied, but the authorisation check to receive the report remains.

For the interactions regarding income tax, the tax practitioner must have a current and active registration type of Tax agent and be linked at the whole of client level in ATO systems. For the interactions regarding activity statement roles, a tax practitioner must have a current and active registration type of Tax agent or BAS agent.

* If they are a BAS agent, they must be linked to the specific Activity statement account level in ATO systems to access Activity Statement related services.
* If they are a Tax agent, they can be linked at either the whole of client level or specific Activity statement account level in ATO systems to access Activity Statement related services.

Note: The Tax or BAS agent’s relationship with a taxpayer is a fundamental precondition to interacting with SBR for the Tax Practitioner Client management interactions.

If the relationship does not exist, the SBR submit interaction of the client update relationship (CUREL) service can be used to establish a relationship between the intermediary and the taxpayer.

See the:

* [ATO Client Update Relationship 2018 Business Implementation Guide](https://www.sbr.gov.au/sites/default/files/ATO-CUREL-0004.2018-Business-Implementation-Guide.docx) for further information.
* SBR website for more information on [client management](https://www.sbr.gov.au/digital-service-providers/developer-tools/australian-taxation-office-ato/obligation-management-oblmgt/client-management-clntmgt).
  1. Access Manager

A user must be assigned the appropriate authorisation permissions to allow them to use the TPCMR service. As SBR is integrated with Access Manager, users that meet these requirements are authorised to use the TPCMR service. For more information on Access Manager, see the [ATO website](https://www.ato.gov.au/General/Online-services/Access-Manager/About-Access-Manager/). Refer over page.

Table 6: Tax Practitioner Client Management Reports permissions

| **Service** | **Interaction** | **Activity** | **Tax Agent** | **BAS agent** | **Business** | **Business**  **Intermediary** |
| --- | --- | --- | --- | --- | --- | --- |
| Update Tax Practitioner Trust Account | MAT.Lodge | Maintain tax practitioner trust financial institute account details | ✓ | ✓ |  |  |
| Maintain report subscription | MRPTS.Lodge | Maintain report subscription | ✓ | ✓ |  |  |
| On-demand report request | ODRPT.List | Request IT client on-demand report | ✓ |  |  |  |
| Request AS client on-demand report | ✓ | ✓ |  |  |
| Request AS lodgment on-demand report | ✓ | ✓ |  |  |
| Get report request | GRPT.Get | Retrieve EFT reconciliation report | ✓ | ✓ |  |  |
| Retrieve IT client on-demand report | ✓ |  |  |  |
| Retrieve AS client on-demand report | ✓ | ✓ |  |  |
| Retrieve AS lodgment on-demand report | ✓ | ✓ |  |  |

The below table references the SBR service to the relevant permission in Access Manager:

Table 7: Tax Practitioner Client Management Report service Access Manager Permissions

|  |  |
| --- | --- |
| **Service** | **Access Manager Permission** |
| Maintain report subscription | View agency reports |
| Get report request   * EFTRS | View agency reports |
| On-demand report request  Get report request   * ASCLRPT * ASLRPT * ITCRPT | View client reports |
| Update Tax Practitioner Trust Account | Trust account details |

1. Constraints and Known Issues
   1. Constraints when using this service
      1. General

Table 8: Constraints when using report interactions

|  |  |
| --- | --- |
| **#** | **Constraint** |
|  | Only one EFTRS can be requested per day. |
|  | Once a report is retrieved from the channel, it is no longer available for collection. |
|  | If a tax practitioner has two software packages, the report can only be retrieved by one package - first in first served. |

* + 1. On-Demand

Table 9: Constraints when using the On-demand report interaction

|  |  |
| --- | --- |
| **#** | **Constraint** |
|  | Where a tax practitioner is requesting an on-demand report for multiple clients, there is a limit of 1,000 client identifiers per report request. |
|  | Only one whole of practice report can be requested per day. |

* + 1. Maintain Agent Trust

Table 10: Constraints when using the Maintain agent trust interaction

|  |  |
| --- | --- |
| **#** | **Constraint** |
|  | This service cannot be used to update Account Name. |

* 1. Usage restrictions

Digital Service Providers (DSPs) must be aware of the usage restrictions, which are described within the Reasonable Use policy. The ATO actively monitors the use of services and will notify DSPs that contravene this policy. Continued breaches may result in de-whitelisting.

Find out about the[Reasonable Use policy](https://softwaredevelopers.ato.gov.au/usage-restrictions).

1. Tax Practitioner Client Management Reports service guidance
   1. EFT Report reconciliation Subscription

Software developers may want to consider adding intuitive instructions within their SBR-enabled software explaining that a subscription must be made prior to making a report accessible.

* 1. Report retention

Once a report is collected from the channel, it cannot be collected again where the agent uses multiple software packages, the report can only be requested by one software package.

The EFT Reconciliation Report Subscription, AS Client, AS Lodgment and IT Client reports are purged from the channel 90 days after the report was created.