QUEENSLAND TREASURY

QRO Online user guide

Payroll tax

June 2023

QUEENSLAND
REVENUE OFFICE

Queensland Government

Contents

QRO Online is the online portal for Queensland Revenue Office. You can lodge your payroll tax returns, manage your details and make payments for your returns all in one secure spot.

You'll need an individual (personal) account to log in to QRO Online. We have information about creating an account and other general functions:

- Creating an account
- Giving another person access to your account
- Linking your account to an entity account
- Updating your contact details
- Setting up and editing bank details
- Troubleshooting
- How-to guides.

Log in to QRO Online

Always use this URL to log in to QRO Online: qroonline.treasury.qld.gov.au. If you bookmark or save this as a favourite, you might experience login or display errors.

1.0 Home page

When you log in to QRO Online (after verifying your identity) the home page will display tiles, including:

- Add account
- Registration
- Submit enquiry
- My land (if you own land in Queensland—regardless of whether you are liable for land tax)
- QRO newsroom
- View accounts (only appears once you've added client accounts to your profile).

1.1 Add account

This is where you can manage your contact details, access and permissions. It's also where you activate registrations that have been processed. Here you'll find:

- Basic details—this will populate with the information from your QRO Online account
- Contact card—this must be completed to link your individual account to a registered entity's account
- Request permission—so you can access an entity's account to lodge and pay payroll tax if you are registered as a director, trustee or director of a corporate trustee
- Activation—to link newly registered entities for payroll tax
- Convert user—contact us to transfer your OSRconnect access and permissions to QRO Online
- View accounts—this will appear after you have added client accounts to your account.

1.2 Registration

Here you can:

- register the entity for payroll tax or betting tax
- save registration forms as draft to complete later (if required)
- view registrations that have been submitted (but not yet processed)
- activate processed registrations.

When you are in the Registration section, a link back to the home page and your client list will remain at the top of each page.

1.3 Submit enquiry

Click **Submit enquiry** to send an email to the payroll tax team. If you have completed a contact card, your contact number and your email address will pre-populate.

You can attach a maximum of 5 files (PDF or PNG with total file size of 300 KB).

1.4 My land

A **My land** tile will only display on the home page if you own land in Queensland. This will display whether you are liable for land tax or not. You can access details about your land holdings, apply for a land tax exemption on your property or contact our land tax team. Go to qro.qld.gov.au to learn more.

1.5 View accounts

The **View accounts** tile appears on the home page once you have requested and been assigned permission to access a payroll tax account of a registered entity. This is where you will find your clients or the businesses you work for.

1.6 Troubleshooting

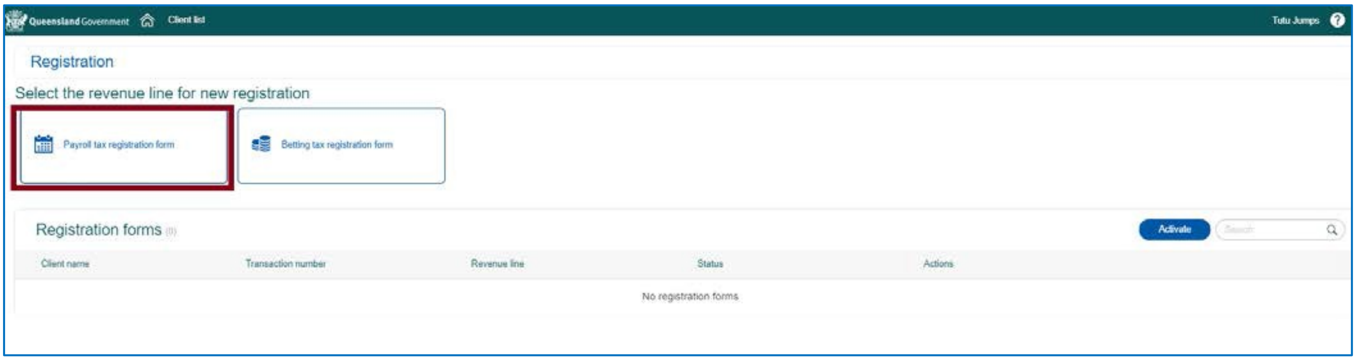
Click the question mark (?) icon in the top right corner of each page to access troubleshooting tips.

2.0 Register for payroll tax

Once you have created a personal QRO Online account and logged in, you will be able to submit a registration application for payroll tax for a business.

2.1 Selecting the registration form

1. Click **Registration** tile on the home page.
2. Select **Payroll tax registration form**.

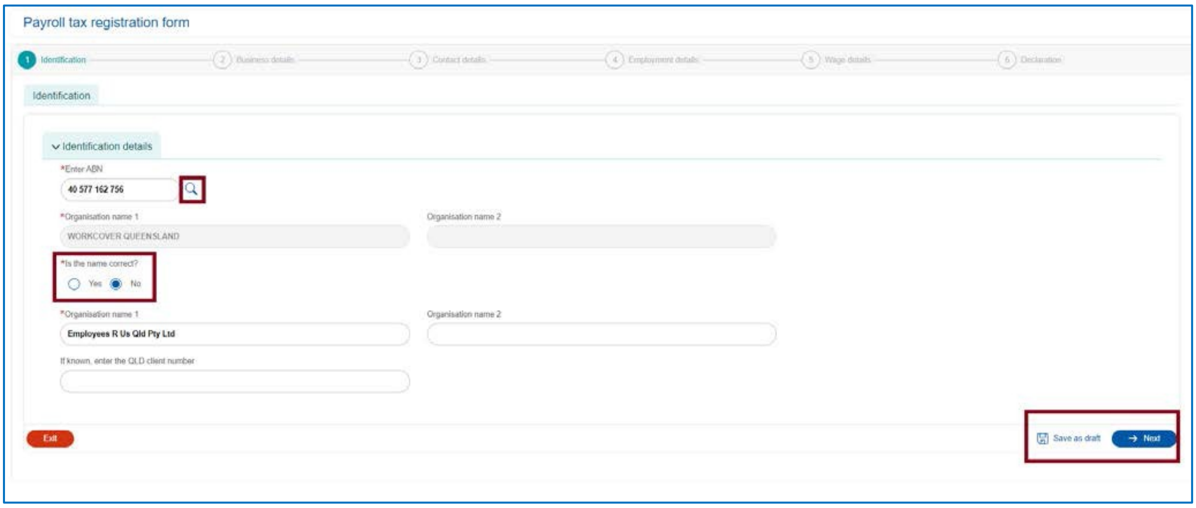


2.2 Identification

1. Enter a valid ABN and select the magnifying glass to search.

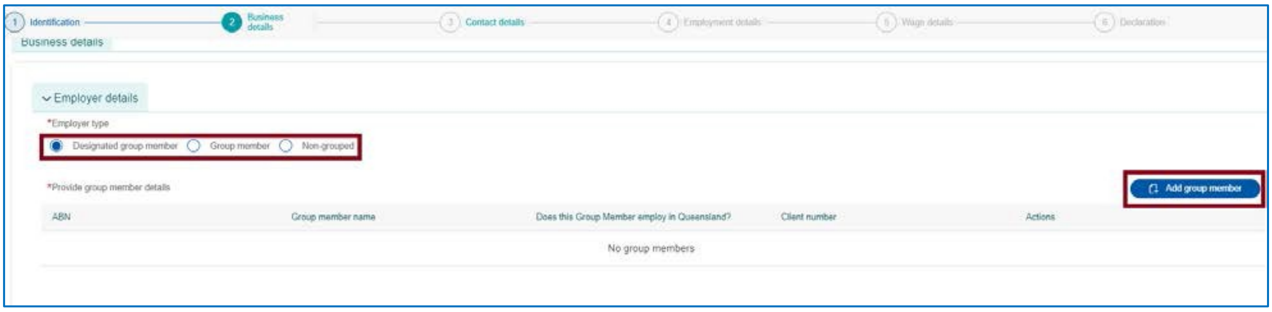
The ACN and company name will pre-populate.

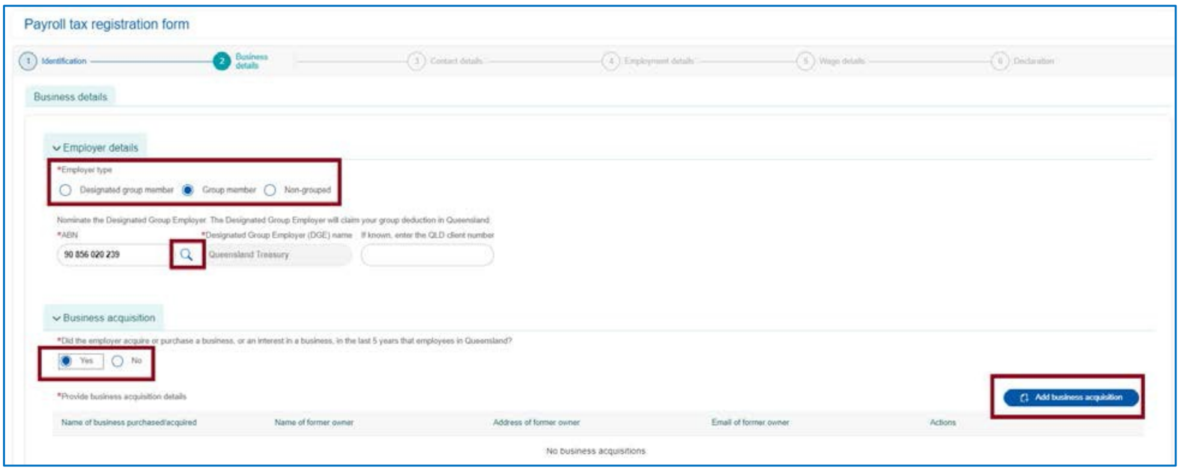
2. Answer the question: **Is the name correct?**
   If you select 'No', you will be prompted to enter the correct name.
3. Enter the entity's 7-digit client number (if the entity is registered).
4. Click **Save as draft** or **Next** to continue.

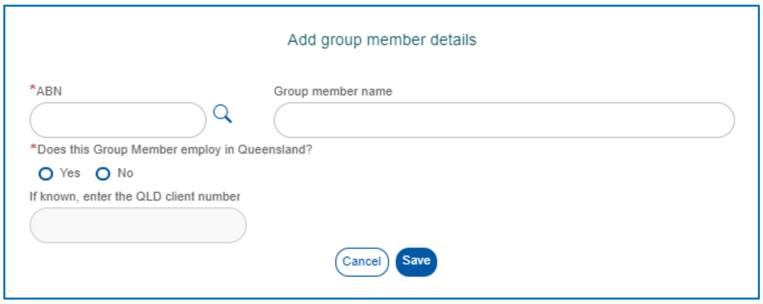


2.3 Business details

1. Select the employer status you wish to register as:
   – Designated group employer (DGE)—enter all group members, including ABNs
   – Group member (GM)—nominate the DGE for your group, including their ABN
   – Non-grouped (NG).







2. Answer the question: **Have any of the employer's Queensland employees been hired or taken on because of the employer acquiring a business in the last 5 years?**
   If you select 'Yes', you will be prompted to provide further details.

3. Click **Save as draft** or **Next** to continue.

2.4 Contact details

Provide details of your payroll tax service address and business address in this section.

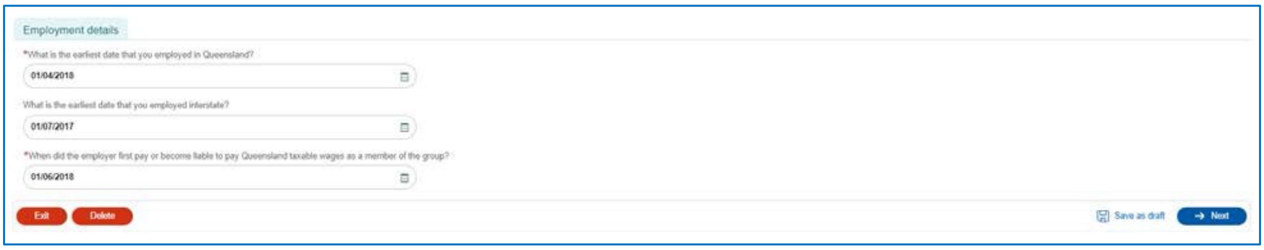
The **service address** is the one we will use for correspondence, and it can be a street or postal address. If the business address and service address:

- are the same, tick the box **My business address is same as service address above**.
- are not the same, complete the business address fields.

1. Complete your details in the **Communication** section. The fields marked with an asterisk (*) are mandatory.
2. Click **Save as draft** or **Next** to continue.

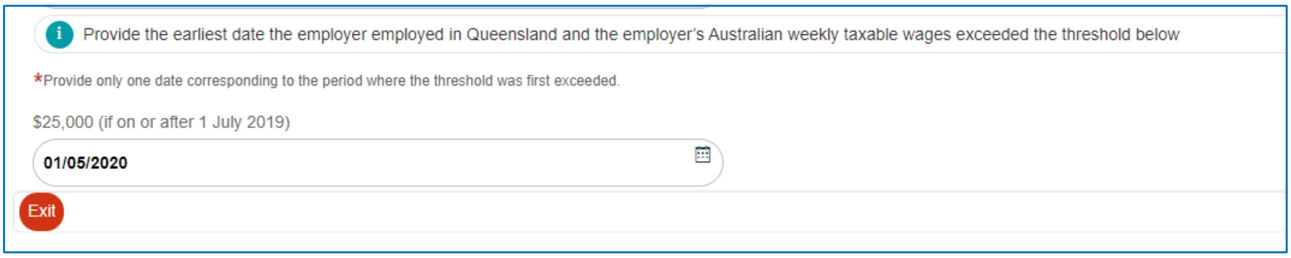
2.5 Employment details

1. Answer the question: **What is the earliest date you employed in Queensland?**
   For example, for 1 July 2022 enter 01072022.
2. Answer the question: **What is the earliest date you employed interstate?**
3. Answer the question: **When did the employer first pay or become liable to pay Queensland taxable wages as a member of a group?**
   This question will only populate if you are registering as either a designated group employer (DGE) or group member (GM).



Non-grouped employers only

Provide the earliest date the employer employed in Queensland and their Australian weekly taxable wages exceeded the threshold.



2.6 Wages

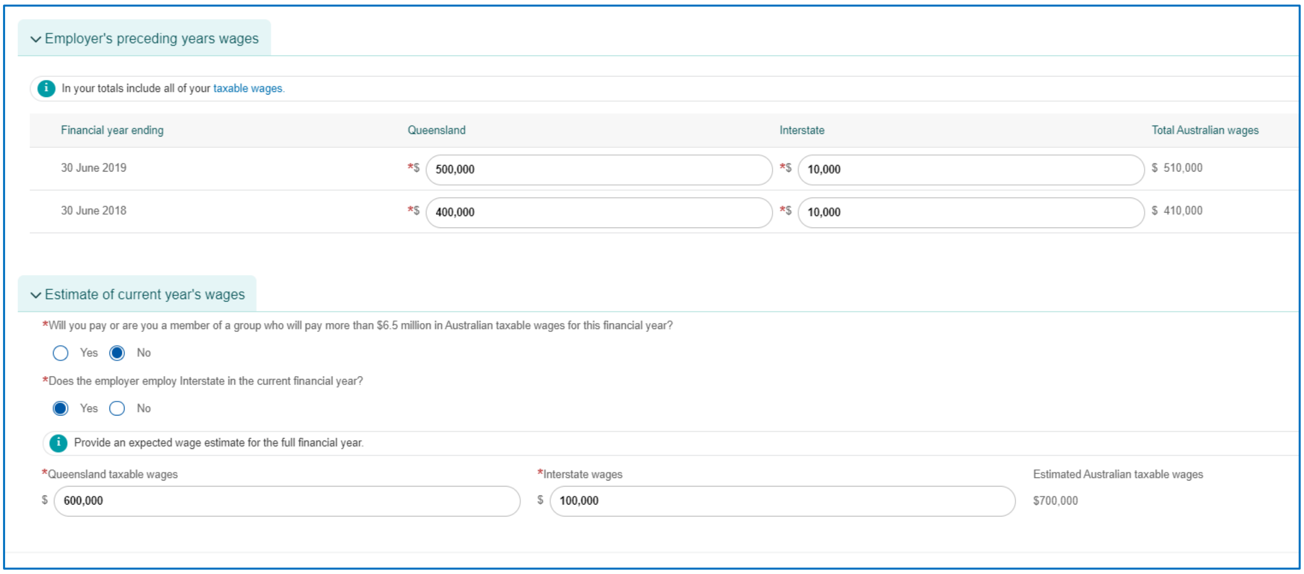
1. Enter your Queensland taxable wages (excluding non-taxable wages) into the monthly breakdown for the current financial year.
2. Answer the question: **Are you eligible to claim the regional employer discount?**
   If you select 'Yes', the regional employer rate discount will be applied to the tax rate.

3. Enter the employer's preceding years wages. This section is based on the employment dates provided in the Employment details (previous section) and will not appear if there is no payroll tax to be assessed for the preceding year.
4. Enter the group's preceding years wages. This section appears if the registration application is for a designated group employer (DGE) or grouped member (GM). It is based on the employment dates provided in the Employment details (previous section) and will not appear if there is not payroll tax to be assessed for the preceding year.

   Group members only

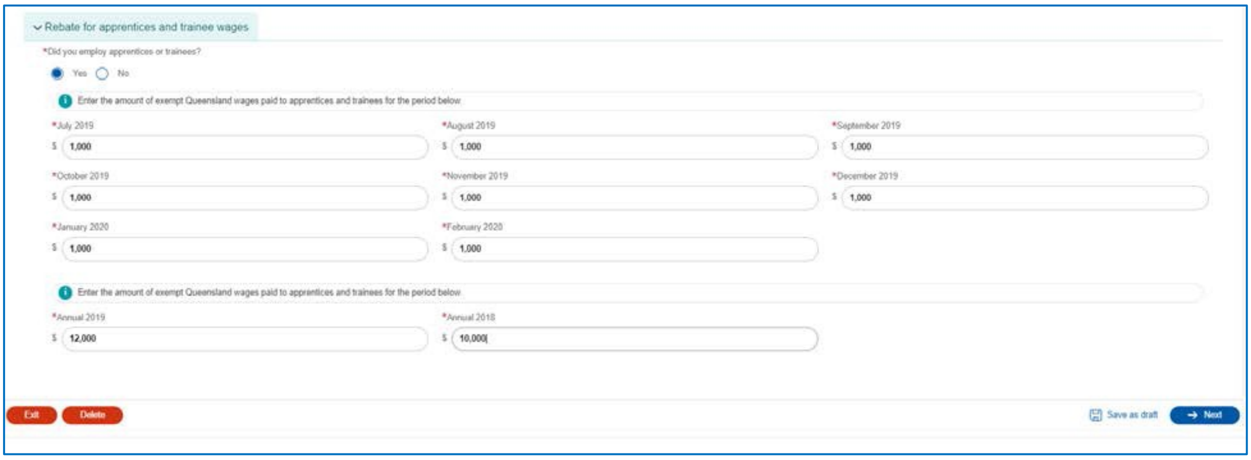
   Answer the question: **Will you pay or are you a member of a group who will pay more than $6.5 million in Australian taxable wages for this financial year?**

   If you select 'Yes', the higher payroll tax rate will be applied to payroll tax assessments.
5. Answer the question: **Does the employer employ interstate in the current financial year?**
   If you select 'Yes', you'll be prompted to provide wage information.



6. Answer the question: **Did you employ apprentices or trainees?**
   If you select 'Yes', enter the apprentice or trainee wages for this financial year and any previous relevant years.

7. Click **Save as draft** or **Next** to continue.



2.7 Declaration

1. Select your preferred lodgement frequency (if options are provided).
2. If you have a contact card for your QRO Online account, your details will pre-populate.
3. Save the form and click **Review**.

Any errors in the form will display as an exclamation point in the top right corner. You need to resolve errors before continuing.

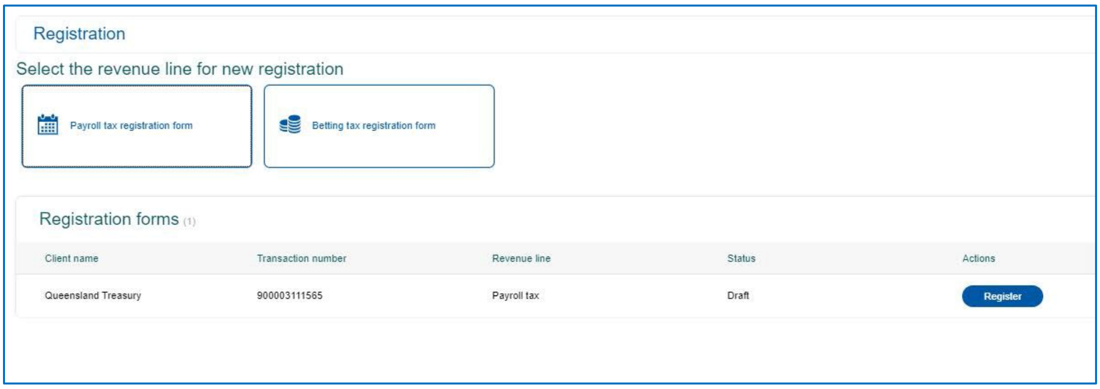
4. Click **Submit** to lodge the registration. Once the form has been submitted, you can’t edit or delete it.

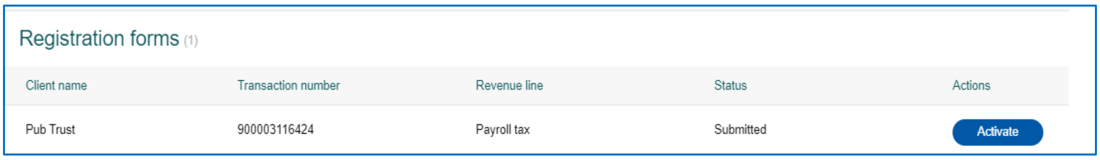
5. A pop-up window will display if the form was submitted successfully. Note the transaction number—you’ll need this when you activate your registration.

2.8 Form status

You can check the status of your registration application in the Registration forms section:

- Draft—Your application has been saved but not submitted for processing. Select **Register** to continue with the form and submit.
- Pending—We are processing your application and you don't need to do anything yet. You can click **View form** to see the form's details.
- Submitted—Your application has been received and you will be notified once it has been processed. Once notified, select **Activate** to finalise the registration process so you can start lodging returns.





2.9 Activate registration

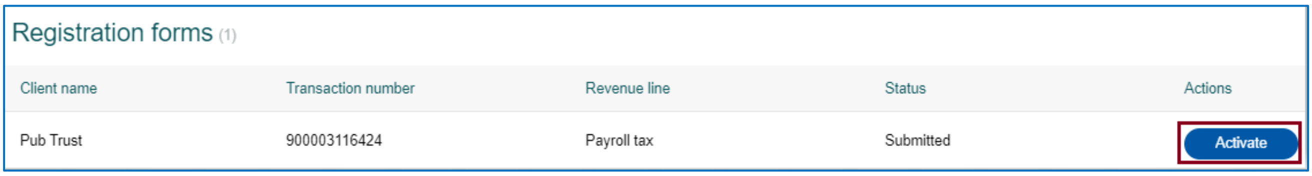
Once your application has been processed, we will contact you to provide the client number. There are two ways to activate your registration:

- Method 1—for when you submitted the registration form yourself.
- Method 2—for when someone else submitted the form for you.

2.9.1 Method 1

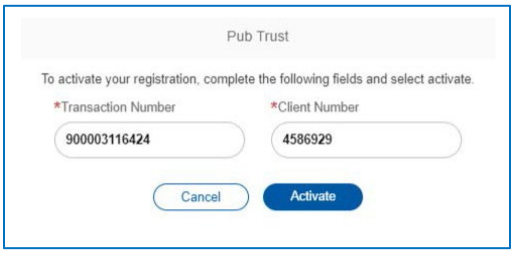
Use this method to activate your registration if you submitted the application form.

1. Log in to QRO Online and select **Registration**.
2. Click **Activate** for the relevant registration.



3. Enter the client number and click **Activate**. (The transaction number will be pre-populated.)

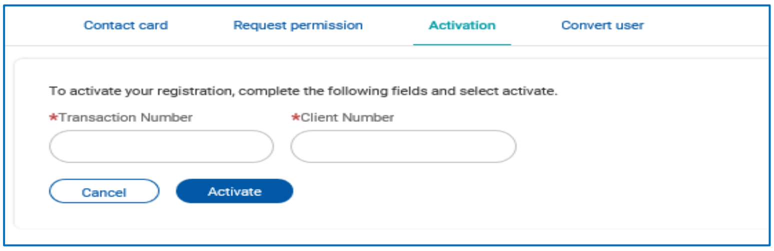
The registration form disappears from the list.



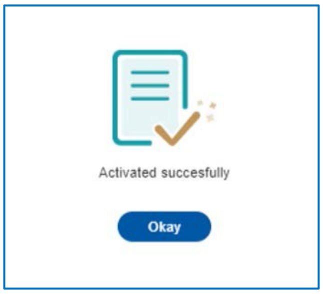
2.9.2 Method 2

Use this method to activate your registration if you or someone else submitted the application form. You will need the original 12-digit transaction number that was generated at that time.

1. Log in to QRO Online and select **Add accounts**.
2. Select the **Activation** tab.
3. Enter the transaction number and client number.
4. Click **Activate**. (This creates administrator authorisation for the person who activated the registration.)



A pop-up will confirm that the registration has been activated successfully.



You will now have a **View accounts** tile on the home page where you can access the account.

3.0 Dashboard

The Dashboard gives you with a snapshot of your account, including upcoming and overdue returns and payments.

It also shows:

- the current employer status and lodgement frequency
- the final return, which you can start if you've had a status change or ceased to employ
- information on taxable wages for payroll tax

- menus for returns, payments, estimators, enquiries, manage details, assign permissions and year to date returns.

1. To access a client dashboard, select **View accounts** from the home page.
2. If you manage multiple accounts, you click the **Client list** at the top of the page.

3.1 Returns

This is where you lodge returns and search for previously lodged returns. Use:

- **Search** to find outstanding (not yet lodged) returns
- **Advanced search** to see all returns.

3.2 Payments

- Outstanding payments will appear on the Payments page almost immediately after a return has been lodged. This page will show the total amount due, and the payments due table will show any outstanding payments.
- You can make payments from the Payments due table if you have saved your bank account details in QRO Online. Or you can select **Add bank** to add a new account.
- You can download a copy of the Payments due table (as an Excel spreadsheet). Click the download icon in the top right corner of the table.
- In the View details section, the View Returns button will take you to the Returns page. You can view the return by selecting **View form**.
- To see an account summary, click **Generate statement** within the View details section.
- You can see a full payment history in the Payment history tab. This tab also has a search function and the ability to export data to Excel.

Account Summary
Payment arrangements display the reference number

Client number:

Return period	Payment reference	Assessment amount	Penalty amount	Unpaid tax interest	Due date	Late payment interest	Payment arrangement	Payment/Credit	Payment date	Adjustment amount	Total outstanding
Annual 2019	100020926505	$53,437.50	$40,078.13	$4,134.24	14/05/2020	$41.76		$0.00		$0.00	$97,691.63

Other fees: $0.00

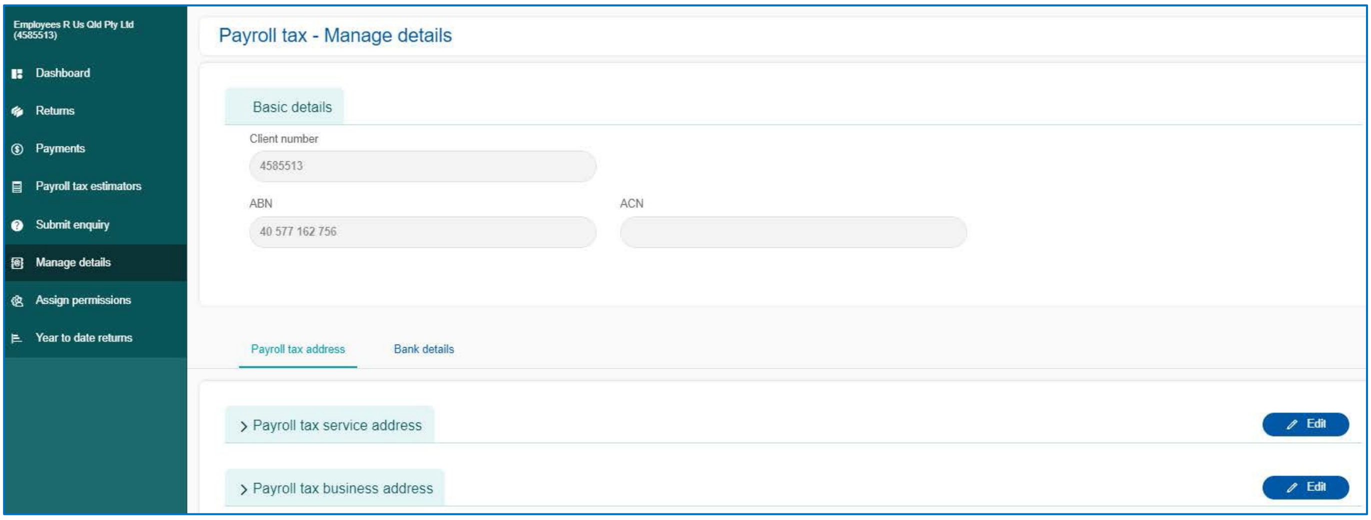
Amount owing: $97,691.63

3.3 Payroll tax estimators

The estimators for periodic, annual and final returns, and for fixed periodic deductions will help you work out your payroll tax. They can also factor in deductions and rebates into the calculation. The estimators are for information purposes only and can be used by all users regardless of account permissions.

3.4 Manage details

Under the Manage details tab, the basic details are pre-populated with the client number and the ABN and ACN (where applicable).



Here you can view and update:

- contact information
- bank account details for direct debits and refunds—you can have multiple accounts
- address details.

The payroll tax **service address** must be the current address for correspondence. We use this email address to send you information, notification about reassessments and lodgement updates.

The payroll tax **business address** must be the current place of business; it cannot be a PO box.

Bank accounts cannot be deleted. Instead, change the valid-to date to ensure that that bank account is no longer used.

3.5 Assign permissions

Individual users who have administrator access will be able to add users (who have an QRO Online account) and assign permissions.

- You can use the View permissions tab to see all users who have access to a particular account.
- You can cancel access or change permissions.

Read how to give another person access to your account and learn about the authorisation levels.

If you don't have an administrator to manage account permissions, phone 1300 300 734.

3.6 Year-to-date returns

This page displays a summary of your payroll tax lodgements for the current financial year.

4.0 Lodging returns

We have step-by-step guides on how to lodge and correct periodic, annual (financial year) and final (change of status) returns.

For all returns:

- Select **View accounts** and then **Returns** to see all outstanding returns.
- Select the return or locate a previous return from the Year-to-date returns tab. (Lodged returns can also be paid from this page.)
- Use the advanced search to find all submitted returns.

5.0 Correcting errors in returns

You can request a reassessment of your return if you made a mistake or found an error after lodging it. We have step-by-step guides on how to do this for lodged periodic and annual returns.

This facility is generally not available in the months preceding the annual return due date (i.e. June–July) and can only be used once for:

- self-assessed periodic returns
- default periodic returns
- self-assessed annual returns.

It is not available for:

- final returns
- commissioner-assessed periodic returns
- commissioner-assessed annual returns
- commissioner default annual returns
- returns that have been reassessed once.

When the facility is not available, click **Reassess** beside the return and send a request via the **Submit enquiry**.

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