



**Australian Government**  
**Australian Taxation Office**

# Business Portal

2013/14 statistics on portal usage

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## About this document

This document provides statistical information on services used on the ATO's Business Portal in the period from 1 July 2013 to 30 June 2014.

To facilitate the analysis of data and drawing of conclusions, the portal usage data has been mapped to the menu of services available on the Business Portal. Over the next pages, services available on the Business Portal are explained and supported with usage statistics. High usage services\* have been **highlighted** throughout the report.

The next page provides a brief summary of key findings and identifies the top five services most frequently used in the portal in 2013/14. This is followed by the presentation of the portal usage data mapped to the portal menu.

Feedback on this document can be provided to: [silu@ato.gov.au](mailto:silu@ato.gov.au)

*\* Services where usage volume > 100,000 per annum total*

## Approach

Two different approaches have been applied to collate the portal usage statistics. The data on **transactional** services, (such as lodgements, revisions, client detail updates) is based on the count of changes made to client accounts as a result of completed transactions, recorded in our enterprise systems. The data on **informational** services (such as viewing account balances or lists of accounts), which did not involve changes to client accounts, is based on the count of page hits.

This means that the data on informational services may be slightly augmented, when the user visited the same page multiple times while navigating through the portal site. Nevertheless, it is anticipated that the total volume of page hits should provide a reliable indication of the frequency of use of a particular informational service.

It should also be noted that due to limitations in obtaining data on informational services (page hits), the data on informational services is for the period 1 October 2013 to 30 September 2014 rather than the financial year 2013/14. However, given the data set covers a full year, it is anticipated to sufficiently serve the purpose of providing an insight into the portal usage and identifying the most frequently used informational services.



### Disclaimer

The data in this report represents point in time (historical) information for one of many available service delivery channels. The ATO has taken care to ensure the information in this document is correct and as accurate as possible. The information represents past usage of the ATO Business Portal, which is not necessarily indicative of the future use of these services.



## Summary of key findings

The top five services most frequently used by the Business Portal users in 2013/14 were:

1. **Viewing Activity Statements: 2,976,904** views in total.
2. Accessing **Account Transactions View**: viewing a list of itemised accounts with details of transactions and running balances: **2,575,620** views in total.
3. **Viewing Payment Options: 2,167,296** views in total.
4. Accessing **Accounts List: 1,752,955** views in total.
5. **Lodging Activity Statements: 1,711,824.**

Other high volume informational and transactional services used on the portals in 2013/14 included:

- Managing client details, such as updating addresses, financial institution details and tax roles and obligations:
  - **1,398,913** real-time interactions.
  - In total, there were **1,949,893** views/page hits associated with accessing and managing their business details.
- Viewing the status of their enquiries with the ATO – **475,669.**
- Lodging files (**294,721** lodgements) and viewing file status (**336,738** views).
- Undertaking **SMSF Member verifications : 224,111.**



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Includes reminders, static information and links to other pages within the portal and on ato.gov.au.

Service name	Hits
Home page (hits)	5,523,250

*This has not been highlighted as a high usage service as all entrants to the portal land on this page.*

Displays accounts, balances, request refunds and transfers. Allows for drilling down to view details of transactions associated with a particular account.

Service name	Hits/Transactions
<b>View account transactions</b>	2,575,620
<b>View account list</b>	1,752,955
Refund request	38,829
GIC (Estimated summary/actual summary/drill down)	16,745
Transfer request	5,369



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Displays all dealings the **business** has had with the ATO (e.g. via secure mail, online forms, phone and white mail).

Service name (informational)	Transactions
<b>Status of enquiry</b>	475,669

Details of dealings include :

- type of dealing, for example Debt and Lodgement
- method of contact, for example, Business Portal, outbound correspondence
- receipt number
- status (received, completed), and
- estimated date of completion.



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Allows for viewing and updating all details of the business.

Service name	Hits/Transactions
<b>Client details</b> <i>Access and update client details – real-time interactions</i>	
<b>Updating tax roles (such as income tax, FBT, Super, GST, Self-managed superfund reporter)</b>	809,498
<b>Updating address details</b>	468,972
Updating financial institution details	50,997
Updating contacts	48,226
Updating registration details *	6,584
<i>* may also include any updates to contact details, address, financial institution details</i>	
Updating and adding tax types	14,436
<i>Number of page hits/views associated with accessing client details</i>	
	1,949,893



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Allows for listing, viewing and lodgement of Activity Statements.

Service name	Hits/Transactions
<p><b>Activity Statement</b></p> <p><i>Displays:</i>                      a list of all Activity Statements to be lodged,                      a list of all Activity Statements that have been lodged, processed, cancelled or discontinued for the last two years</p>	
<b>Lodgements</b>	1,711,824
<b>Revisions</b>	85,788
<i>Viewing Activity Statement (any from list)</i>	2,976,904





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User can view payment options, obtain EFT codes and generate a PDF payment slip for their various accounts.

Payment options	Hits
<b>Payment options</b> <i>View payment details, displays payment options</i>	2,167,296



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Displays menu of secure messages by topic. Volumes below represent volumes **sent** to the ATO.

Secure message topic name	Transactions	Rank (by volume)
<b>Activity statements</b> - <i>payments, due date extensions, lodgement, general interest charge, etc</i>	7,065	1
<b>Debt and lodgement</b> - <i>arrangements, remissions, balance enquiries, etc</i>	4,017	2
<b>Registrations</b> - <i>registration matters not covered by online processes, non-residents, consolidation, grouping, branching, etc</i>	1,556	5
<b>GST</b> - <i>deferral of GST, assistance in completing activity statements, grouping, branching or consolidation enquiries, etc</i>	922	7
<b>Income tax</b> - <i>amendments, remissions, penalty or interest calculation, shortfall interest charge, etc</i>	1,068	6
<b>Insolvency</b> – <i>Liquidation, voluntary administration, bankruptcy, notification of creditors meeting, receiver/manager appointed, etc</i>	1,711	4
<b>Higher Education Loan Accounts (HELA)</b> - <i>Higher Education Loan Program, Higher Education Contribution Scheme, etc</i>	33	14
<b>PAYG instalments</b> - <i>instalment rate enquiries, cycle change enquiries, etc</i>	864	8
<b>Petroleum Resource Rent Tax</b> - <i>general enquiries</i>	3	15
<b>General questions/problems/help</b> - <i>appointment of public officer, review of decisions, etc</i>	566	12
<b>Statement requests/account details</b> - <i>credit balance, debit balance, penalty or interest calculations, etc</i>	650	9
<b>Superannuation</b> - <i>payments, statements, refunds, general enquiries, etc</i>	624	10
<b>Refunds/remissions</b> - <i>overpaid amounts, interest calculations, refunds, returned refunds, etc</i>	2038	3
<b>Excise</b> - <i>alcohol, petroleum, tobacco, duty free, wine equalisation, fuel tax credit</i>	279	13
<b>Fringe Benefits Tax (FBT)</b> - <i>registering for FBT, change of details, general interest charge remission, failure to lodge on time remission, etc</i>	596	11
<b>Mineral Resource Rent Tax</b> - <i>general enquiries</i>	3	16
<b>Quarterly Credits</b>	1	17



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Displays menu of online forms.

Online form type	Transactions	Rank (by volume)
Portal feedback form (completed)*	979	1
Private ruling application	167	2
Objections	139	3

*\*This has now been migrated to ato.gov.au*



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Links to the 'Calculators and tools' page on ato.gov.au

Allows for testing and lodgement of a range of files generated from software, relating to employer, financial institution and superannuation obligations.

Service name	Transactions
<b>Lodge file</b>	294,721
<b>View file status</b> <i>(allows user to view details of lodged files)</i>	336,738



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**SMSF Member Verification**

Available only to APRA funds and used to verify details to prevent illegal early release of superannuation monies.

Online form type	Transactions
<b>SMSF Member Verification</b>	224,111