MYOB PayGlobal

Release Notes

v4.74.0.0

Prepared by

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Contents

Introduction

These PayGlobal release notes describe the software enhancements and issues resolved between the current **PayGlobal 4.74.0.0** release version and the previous PayGlobal **4.73.0.2** release version.

If you are upgrading from an earlier version than PayGlobal **4.73.0.2** then you need to download and read the relevant release notes from the website.

Disclaimer

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Notifications

Payday Filing Employment Information Changes October 2025

IRD are making two key changes to their systems which will take effect on **4th October**.

1. 5 new validation checks that will stop your entire Payday EI submission from being accepted. The only one effecting PayGlobal customers is **"KiwiSaver deduction disallowed on WT tax code" –** See <u>New EI validations</u> (page <u>6</u>) for more information.

2. For **Gateway Service** users, the ability to receive up to 200 errors in one response per submission rather than 1 at a time. See page <u>7</u> for more information

If your company needs help to prevent Contractors who have been accidentally setup with KiwiSaver from being the blocker of a successful EI submission OR your or company wants to enjoy the benefit of no longer being drip-fed bulk error messages via the Gateway Service, then it is recommended you take this release. Also see our Help Centre article <u>IRD Validation Changes</u>.

Enhancements

This chapter describes software enhancements in this release version.

Enhancements – All Countries

Upgraded standard reports

As part of our ongoing efforts to ensure your business operates reliably and securely, we are updating our standard reports.

For a smooth transition, we have made copies of our most-used standard reports using the new reporting framework, Report Builder Pro 14.

Key Information:

- **Security and Reliability Improvements**:
  The new Report Builder Pro 14 framework offers enhanced security features and improved reliability to ensure your reports are more robust.

- **Future Changes**:
  The original Report Builder Pro 7 versions will be removed in a future release.
  We recommend that you start replacing these old report definitions in your report groups with the new RB14 versions as part of your post upgrade tasks this release.
  Transitioning to the new versions as soon as possible is encouraged to avoid any inconvenience.

- **Support for Customisations**:
  If you have customized versions of these reports, please contact your Account Manager for assistance in applying your customizations to the new Report Builder 14 version of the reports.

Updated Reports:

The following reports have been updated to the Report Builder Pro 14 framework.

For any further assistance or inquiries, please reach out to your Account Manager.

Old report (RB7)	Replacement (RB14)	Country Impacted
PGPRPRIM903 A4 Designer Payslip	**PGPRPRIM906** A4 Designer Payslip RB14	New Zealand & Fiji
PGPRPRIM904 Australian A4 Designer Payslip	**PGPRPRIM907** Australian A4 Designer Payslip RB14	Australia
PGPRPRIM905 Australian Z-Fold Designer Payslip	**PGPRPRIM908** Australian Z-Fold Designer Payslip RB14	Australia
PGSYDATA001 Standard Data Dictionary	**PGSYDATA002** Standard Data Dictionary RB14	All Countries

Calculator (F7) removed

The Calculator option in the Tools menu and its associated shortcut key F7 are no longer available from v4.74.0.0 onwards. Aside from this feature rarely being used anymore, allowing PayGlobal to open 3rd party applications like the Windows Calculator was deemed to be a security risk.
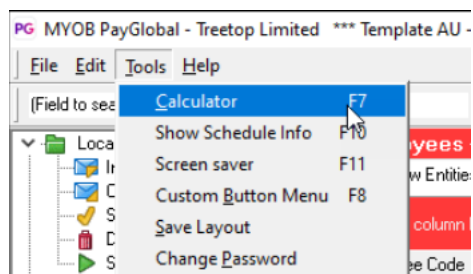
Reference Number: PGDEV-7236

Enhancements – New Zealand

Support for IR's Oct 2025 changes

New EI validations

From 4th of October 2025, IRD's Payday EI service will feature 5 new validation checks.

Any submissions that fail the validation checks will cause the entire EI submission to ERROR and must be corrected to achieve a successful resubmission.

The new validation messages are:

IR Error Code	IRD Response Message
175	familyTaxCredits can only be used by Ministry of Social Development (MSD)
176	taxCreditPayrollDonations cannot exceed payeSchedularTaxDeductions
177	Sum of payeSchedularTaxDeductions, kiwisaverDeductions, studentLoansDeductions, slcirDeductions, slborDeductions and childSupportDeductions cannot exceed the sum of grossEarnings and essEarnings
178	earningsNotLiableACC cannot exceed grossEarnings and essEarnings
179	Employees not allowed kiwisaverDeductions or kiwisaverEmployerContributions on WT tax code

Users can be assured that with this and future releases you are extremely unlikely to experience these errors because:

- **175** is not applicable to **any** Payroll solution, it can only be used by the Ministry of Social Development (MSD)

- **176,177 & 178 –** PayGlobal has catered for deductions being greater than tax issues via both *Process Pay* and the *Validate Pay for Payday Tool* for some time.
  Depending on the circumstances, to prevent the likes of these errors from occurring the offending Deduction transaction(s) either has the `Total amount` reduced from its original value or no amount is deducted at all. The *Process pay audit log* gives a warning advising what happened and instruction to check the amounts.

- For **179**, the v4.74.0.0 release includes the following changes:
  - When attempting to add/edit KiwiSaver transactions for an employee with Tax Code WT, then on save, you'll now get this Warning message:
    `"Contractors (Tax code WT) aren't employees for KiwiSaver purposes. Remove the transaction or check the employee has the correct tax code."`
    Reference Number: PGDEV-7827

  - When processing a pay *(via F9, via PG Tree or via Scheduler)* that contains an employee with Tax Code WT and KiwiSaver contributions, the pay will **FAIL** and the process pay audit log will display this Error message:
    `"Contractors (Tax code WT) aren't employees for KiwiSaver purposes. Remove the transaction(s) or check the employee has the correct tax code."`
    Reference Number: PGDEV-7828 (F9 or PG Tree) & PGDEV-7829 (Scheduler)

IR Gateway Service Supports Up to 200 Errors per EI response

Prior to 4th October IRD's Gateway Service was only capable to sending one error response at a time even if your overall submission had multiple errors. This made using the Gateway Service very time consuming and frustrating for some users. IR now extended the number of errors the response message can return to a maximum of 200 per submission.

To accommodate this change required updates to both PayGlobal and the MYOB Agency API.

IMPORTANT: Changes to the MYOB Agency API are managed independently of the PayGlobal application. PayGlobal is ready to receive the increased number of error messages. But the MYOB Government API services ability to support them is still pending. Releasing updates to the API are expected be seamless for MYOB/PayGlobal customers, they will just be a little delayed.

Changes made in PayGlobal to support the new error management is as follows…

If a submission attempt for an ED or EI obligation record has errors, and you wish view those errors, (still accessed the same way as previously), then you will see a new Submission Errors form (see below image)

The errors are displayed like table as a list grouped by the error code.

For **EI submissions** the form will look like the one below. Read Other features to help Submission Errors (Page 8) for more information.

IMPORTANT: For **EI submissions** with employee specific errors, to display the employee code as a separate column requires further enhancement work for both the PayGlobal application and the MYOB Government API. In the interim, the Details column includes the Error description, the Employee code and the Employee's Tax code.
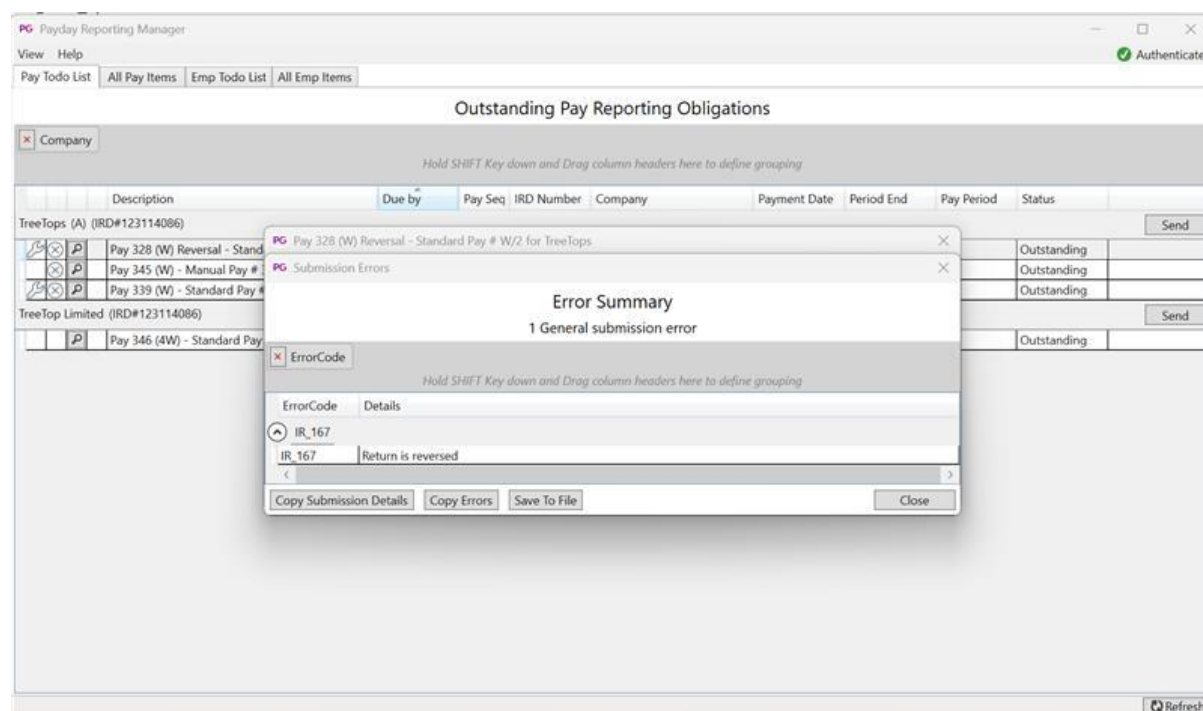
For **ED submissions** with employee specific errors, the employee code will now also be presented – *Note this is a PayGlobal improvement not an IRD change.*

JIRA Reference: PGDEV-7830 and PGDEV-7903

Other features to help Submission Errors

The **Submission Errors** form shown above allows you to:

- Customise grouping of displayed columns and change sort order too.
- *Copy Submission Details* – enables you to copy submission identifier details to send to support
- *Copy Error* – enables you to copy the actual submission error details to clipboard. Use this option if you want to output the content in a more report style format.
  JIRA Reference: PGDEV-7892
- *Save to File* – enables you to save a copy of the error details to a CSV file.
  The file created will default to the company data folder unless a location is set in IR file folder specified in Company Settings. It will write to a subfolder and create the subfolder if needed.
  JIRA Reference: PGDEV-7893

Related improvement

IR already have validation checks for Non-resident Seasonal Workers in respect of ineligibility for KiwiSaver and process pay also fails if the pay contains an employee with a tax code of NSW that has KiwiSaver contributions.

However, from this release onwards when attempting to add/edit KiwiSaver transactions for an employee with Tax Code NSW, then on save, you'll now get this Warning message:

```
"Non-resident seasonal workers (tax code NSW) are ineligible for KiwiSaver.
Remove the transaction or check the employee has the correct tax code."
```

Reference Number: PGDEV-7827

Further Payday Filing Gateway Solution Improvements

Automatic handling of "Employment already known (106)" responses

For customers that do Payday filing via the **Gateway Solution**, if you send IR and Employment Detail submission for an employee the IR is already aware of, IR returns a submission error of **'106' - A relationship between this account and employee IRD already exists** and the submission has a 'Rejected' status.

In previous versions users were required to manually "discharge" **each** rejected new employee submission's employment obligation record.

Now, PayGlobal will look for error 106 in the response message from IR and automatically excuse the obligation for you.

The **new employment item** is moved to the *All Employment items List* and updated with a *Resolution Reason* "Other" and *Notes* "Already known by IR".

Reference Number: PGDEV-7357

Help File Topic # 1696 - Long Service Leave - Values (NZ) *UPDATED*

The "Weeks due at next allocation" field has been updated to correctly describe how the system LSL accruals work for the "Rostered units" or "Weekly/Rostered units".

NO Enhancements- Australia & Fiji

No specific improvements for AU or FJ in this release.

Issues Resolved

This chapter describes issues resolved in this release version.

Issues Resolved - All Countries

PayGlobal crash when editing Employee Superannuation Details

Details

If a user was editing an employee and then used the Global List (ALT-G) to view another employee's details (while still keeping the first employee form active), PayGlobal would at times crash when then returning to the first employee and then subsequently edit Superannuation (all countries) or KiwiSaver State (NZ only) details for that first employee.

Resolution

PayGlobal no longer crashes under these circumstances.

Reference Number: PGDEV-4982

Close Pay Recalculates All Employees YTD Accumulators When Greater than 90 Pay Sequences Exist

Details

For customers with greater than 90 pay sequences in the previous YTD, closing a manual pay for that previous YTD used to rebuild accumulators for all employees on the period code rather than just those present in the manual pay.

Resolution

Under these circumstances, "Close Pay" now only rebuilds the accumulators for the employees in the manual pay.

Reference Number: PGDEV-7900

Issues Resolved – Australia

Issues Resolved – New Zealand

"Validate Pay for Payday" wasn't checking termination dates correctly

Details

The "Validate Pay for Payday" tool did not indicate there was a problem if your database contained employees with termination transactions where the termination dates fell before the employee's start date.

This meant you could not pro-actively address this data validation issue and prevent your Payday submission from failing when it reached the IR. This issue applied to both gateway and file submissions.

Resolution

"Validate Pay for Payday" will now indicate an error for any fully processed or closed pay, where the termination date entered is before the employee's start date.

Reference Number: PGDEV-5069

Supported versions and environments

Compatible environments continuously change based on the developments in manufacturers' environments that are outside the control of MYOB.

MYOB actively manages the compatibility of MYOB PayGlobal with various environments.

The following sections outline the supported versions of MYOB PayGlobal products and the minimum environments they need to run.

Employee Self-Service (ESS)

The current minimum supported version is v5.6.0.0

Important: *If you are using an unsupported version, please contact your account manager so that we can help you upgrade to a more recent, supported version.*

Minimum Supported Environments

The minimum operating systems PayGlobal required is:

- **Desktop Operating System** - Windows 10
  Note: Support for Windows 8.1 ended in January 2023
- **Server Operating System** - Windows Server 2016
  Note: Support for Windows Server 2012 ended in October 2023
- SQL Server 2016 (SP3).
- **.NET Framework** – It is recommended that latest version of .NET Framework run time is installed. (Minimum is 4.8)
- **Transport Layer Security (TLS)** - TLS 1.2 is recommended but PayGlobal will fall back if the Operating System doesn't enable TLS1.2.

For more information, please see MYOB PayGlobal Infrastructure Suggestions