



Levies Online User Guide

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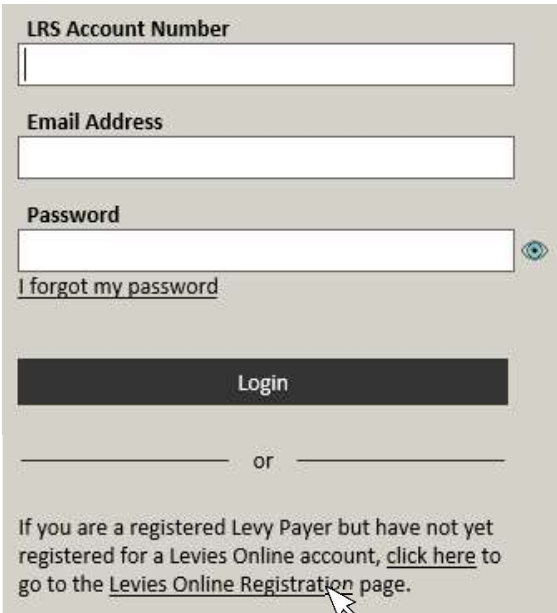
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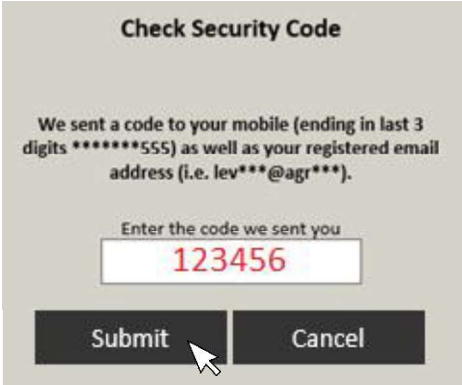
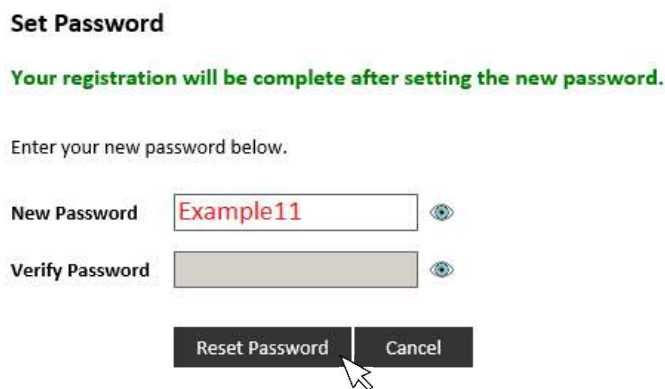
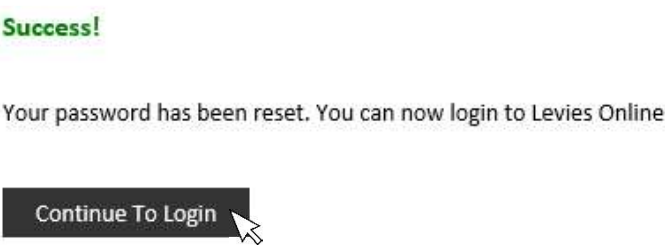

Please Note: only industries who have a Levy Payer Register (LPR) are required to provide levy payer data.

Research & Development Corporation	Return type	Frequency	First return period with LPR
Sugar Research Australia (SRA)	Sugar Cane	Monthly	1 - 30 June 2019 (Due on or before 28 July 2019)
Grains Research & Development Corporation	Grains	Quarterly	1 July – 30 September (Due on or before 28 October 2019)
Wine Australia	Grape Research	Annually	1 July 2018 – 30 June 2019 (Due on or before 30 September 2019)

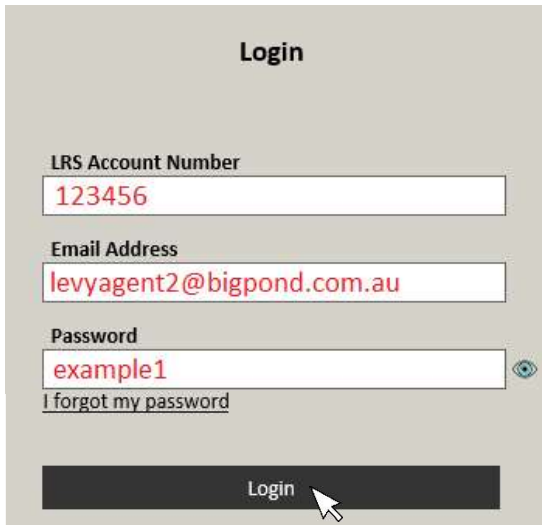
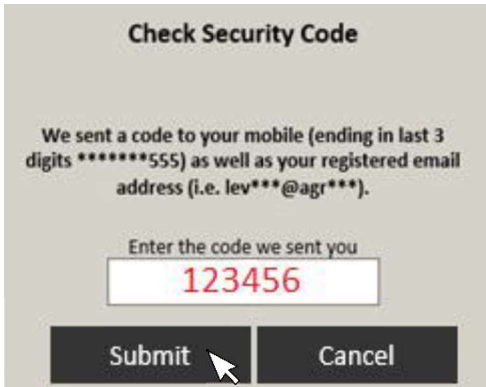
How to register

NB: If you do not have a LRS Account Number, please [contact](#) the department.

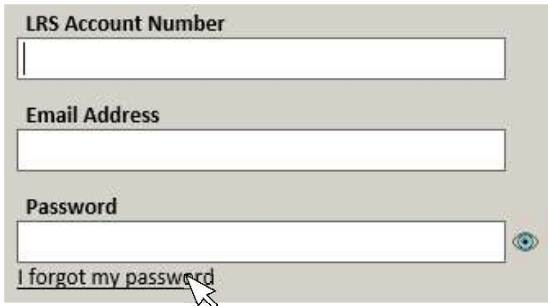

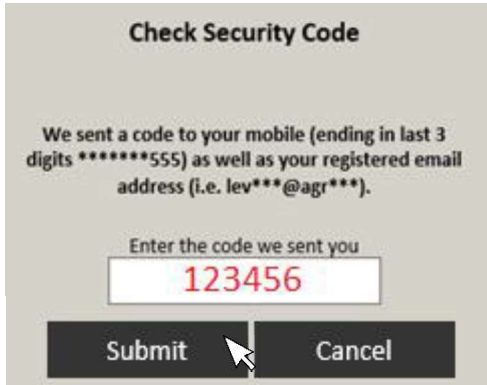
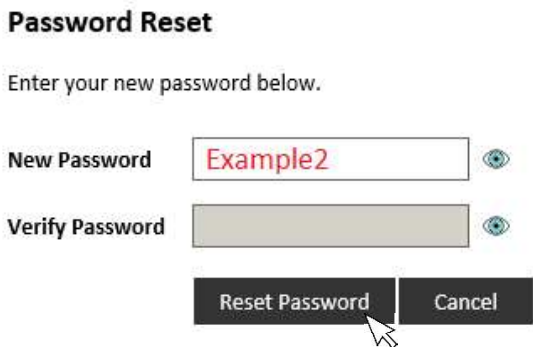

1	Navigate to Levies Online .	
2	Click 'Levies Online Registration'.	

3	Enter your LRS account number, ABN (if applicable), registered email address and click 'Register'.	 <p>The screenshot shows the 'Online Registration' form. It has three input fields: 'LRS Account Number' with the value '12345', 'ABN' with the value '123456789', and 'Email Address' with the value 'levyagent1@bigpond.com.au'. At the bottom are two buttons: 'Register' and 'Cancel'. A mouse cursor is pointing at the 'Register' button.</p>
4	<p>Enter the 6 digit security code sent to your registered email address or mobile. Click 'Submit'.</p> <p><i>If you close the security code entry page the security code becomes invalid. Security codes may be delayed during peak periods or when sent to remote locations.</i></p>	 <p>The screenshot shows the 'Check Security Code' form. It contains a message: 'We sent a code to your mobile (ending in last 3 digits *****555) as well as your registered email address (i.e. lev***@agr***).'. Below this is an input field for the code with the value '123456'. At the bottom are 'Submit' and 'Cancel' buttons. A mouse cursor is pointing at the 'Submit' button.</p>
5	Enter a new password, enter it again in the verify password field. Click 'Reset Password'.	 <p>The screenshot shows the 'Set Password' form. It has a green message: 'Your registration will be complete after setting the new password.' Below this is the instruction 'Enter your new password below.' There are two input fields: 'New Password' with the value 'Example11' and 'Verify Password' which is empty. Both fields have eye icons to toggle visibility. At the bottom are 'Reset Password' and 'Cancel' buttons. A mouse cursor is pointing at the 'Reset Password' button.</p>
6	Click 'Continue to Login'.	 <p>The screenshot shows a green 'Success!' message. Below it is the text: 'Your password has been reset. You can now login to Levies Online'. At the bottom is a 'Continue To Login' button. A mouse cursor is pointing at the button.</p>
7	Login to Levies Online .	See How to log in to Levies Online
8	Update contact details and click 'Save Changes'.	 <p>The screenshot shows two buttons: 'Save Changes' and 'Cancel'. A mouse cursor is pointing at the 'Save Changes' button.</p>

How to log in



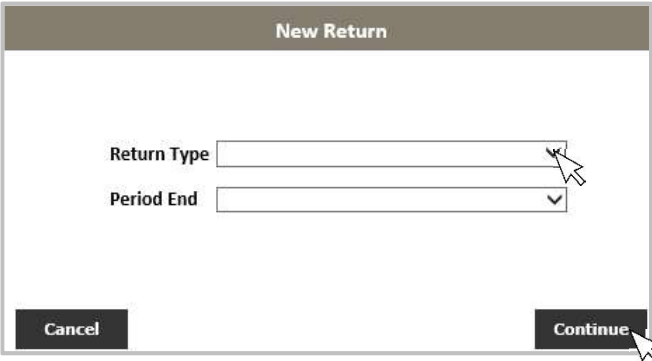
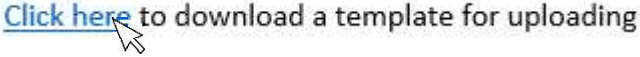



1	Navigate to Levies Online .
2	<div data-bbox="156 495 675 568" data-label="Text"> <p>Enter your LRS Account Number, registered email address, password and click 'Login'.</p> </div> <div data-bbox="842 275 1386 797" data-label="Form">  </div>
3	<div data-bbox="156 857 683 969" data-label="Text"> <p>Enter the 6 digit security code sent to your registered email address or mobile and click 'Submit'.</p> </div> <div data-bbox="156 1003 738 1137" data-label="Text"> <p><i>If you close the security code entry page the security code becomes invalid. Security codes may be delayed during peak periods or when sent to remote locations.</i></p> </div> <div data-bbox="871 844 1358 1229" data-label="Form">  </div>





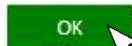
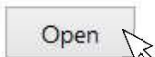
How to reset your password

1	Navigate to Levies Online .	
2	Click 'I forgot my password'.	 <p>The screenshot shows a login form with fields for 'LRS Account Number', 'Email Address', and 'Password'. Below the password field is a link that says 'I forgot my password', which is highlighted by a mouse cursor.</p>
3	Enter your LRS account number, registered email address and click 'Submit'.	 <p>The screenshot shows the 'Forgot My Password' form. It includes instructions: 'Enter your LRS Account Number and levy account registered email address below. A security code will be sent to your registered email and/or mobile enabling a password reset.' Below this are fields for 'LRS Account Number' (containing '123456') and 'Email Address' (containing 'levyagent3@bigpond.com.au'). At the bottom are 'Submit' and 'Cancel' buttons, with a mouse cursor pointing at 'Submit'.</p>
4	<p>Enter the 6 digit code sent to your registered email or mobile phone and click 'Submit'.</p> <p><i>If you close the security code entry page the security code becomes invalid.</i></p> <p><i>Security codes may be delayed during peak periods or when sent to remote locations.</i></p>	 <p>The screenshot shows the 'Check Security Code' form. It includes instructions: 'We sent a code to your mobile (ending in last 3 digits *****555) as well as your registered email address (i.e. lev***@agr***).' Below this is a field 'Enter the code we sent you' containing '123456'. At the bottom are 'Submit' and 'Cancel' buttons, with a mouse cursor pointing at 'Submit'.</p>
5	Enter your new password, re-enter your new password to verify. Click 'Reset Password'.	 <p>The screenshot shows the 'Password Reset' form. It includes the instruction: 'Enter your new password below.' Below this are fields for 'New Password' (containing 'Example2') and 'Verify Password'. At the bottom are 'Reset Password' and 'Cancel' buttons, with a mouse cursor pointing at 'Reset Password'.</p>
6	Click 'Continue to Login'.	 <p>The screenshot shows a single button labeled 'Continue To Login' with a mouse cursor pointing at it.</p>

How to submit a return



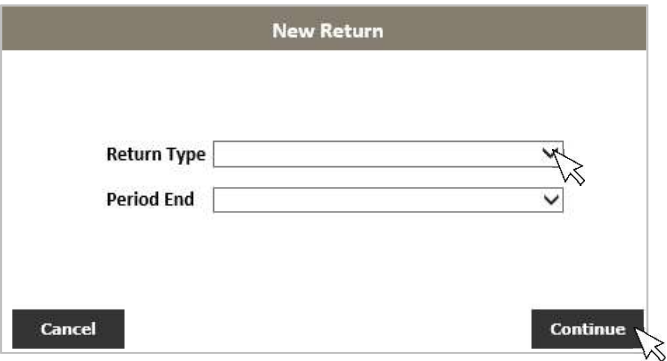


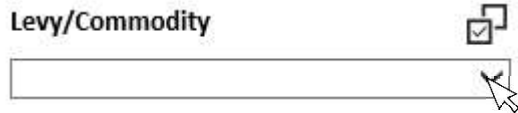

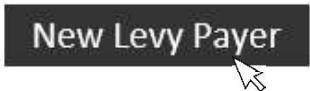
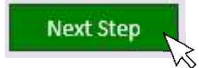
Entering a return with levy payer data via file upload

1	Click 'My Returns' on the left side of the screen.	
2	Click 'New Return'.	
3	Select your return type & period. Click 'Continue'.	
4	Click the 'Click here' hyperlink to open the upload template. <i>Please download a new template from here each time you submit a new return to ensure that you are using the most up to date template</i>	
5	Copy levy payer data from your system into the template.	<i>See the 'How to use the levy payer register upload template' document specific to your industry, for more information on how to fill the template.</i>
6	In Levies Online , click 'Upload File'.	
7	Click Browse to find the .csv file you saved to your computer.	
8	Click on the file and click 'Open'. <i>This may be different for MAC users</i>	

9	Select your name from the Declaration Officer dropdown menu. <i>If your name is not available, click 'Save and Exit', and go to the My Account screen to add yourself as a contact.</i>	Declaration Officer 																																			
10	Click 'I Declare'.																																				
11	Click 'Upload File'.																																				
12	You should see this popup on your screen, click 'OK'. <i>If you receive an error message, refer to the Troubleshooting section of this document before contacting the department.</i>	<div><p>Upload Complete</p><p>Your file has been uploaded and placed in a queue for processing, if successful your return will be submitted, if unsuccessful you will need to resubmit.</p><p>Please be aware that processing could take up to 24 hours to complete. You will be notified by email and SMS when this occurs.</p><p>Please note that payment can be made at any time before the due date.</p><p></p></div>																																			
13	You will be returned to the My Returns screen, the return should have the status Processing	<div>Status/Submitted Processing</div>																																			
Proceed to How to pay .																																					
Your file may take up to 24 hours to process. Once processed, you will receive an email confirming whether your return has been submitted or failed due to errors. (Email will be sent to the Declaration Officer selected)																																					
14	If submission has failed due to errors, log into Levies online . Click My Returns, click on the Red Error in the Status/Submitted column next to the return to download Error details.	<div><p>(Returns 1 to 4 of 4)</p><table><tr><th>Return Ref</th><th>Return Type</th><th>Return Period</th><th>Status/Submitted</th><th>Return Amount</th><th>Penalty</th><th>Owing</th></tr><tr><td>OL-8633355</td><td>Grains</td><td>Mar 2020</td><td>Error</td><td>\$0.00</td><td>\$0.00</td><td>\$0.00</td></tr><tr><td>OL-8633288</td><td>Grains</td><td>Sep 2019</td><td>08 Apr 2020</td><td></td><td></td><td>\$12,604.05</td></tr><tr><td>OL-8633293</td><td>Grains</td><td>Dec 2019</td><td>08 Apr 2020</td><td></td><td></td><td>\$220.09</td></tr><tr><td>OL-8633289</td><td>Grains</td><td>Dec 2019</td><td>08 Apr 2020</td><td></td><td></td><td>\$21.52</td></tr></table><p>There is an Error in your file. Click to download Error details, then correct errors and try again.</p></div>	Return Ref	Return Type	Return Period	Status/Submitted	Return Amount	Penalty	Owing	OL-8633355	Grains	Mar 2020	Error	\$0.00	\$0.00	\$0.00	OL-8633288	Grains	Sep 2019	08 Apr 2020			\$12,604.05	OL-8633293	Grains	Dec 2019	08 Apr 2020			\$220.09	OL-8633289	Grains	Dec 2019	08 Apr 2020			\$21.52
Return Ref	Return Type	Return Period	Status/Submitted	Return Amount	Penalty	Owing																															
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OL-8633289	Grains	Dec 2019	08 Apr 2020			\$21.52																															
15	If a popup appears, click 'Open'. <i>This may be different for MAC users</i>																																				




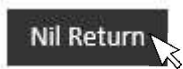
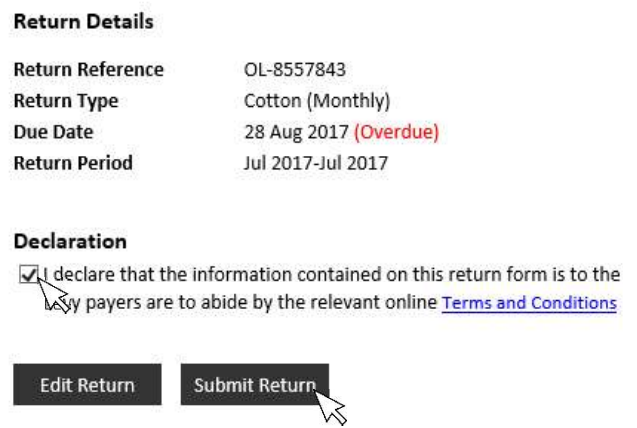
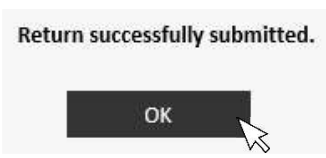
16	<p>To re-upload, update your <u>original</u> file or:</p> <ul style="list-style-type: none">- update/fix all cells highlighted in red- delete the Error Line No column- delete rows below the bottom line of data- save file as CSV <p>Refer to the Troubleshooting section in this document if you require assistance.</p>	<table><tr><th colspan="2">Levy Payer Data Upload Errors - Grains return</th></tr><tr><td colspan="2">The errors with your upload file are highlighted in RED</td></tr><tr><td colspan="2">A comment describing the error is available by hovering</td></tr><tr><th>ABN</th><th>Business Name</th></tr><tr><td></td><td>ABC Fresh Produce</td></tr><tr><td>111111%111111</td><td>ABC Fresh Produce</td></tr></table>	Levy Payer Data Upload Errors - Grains return		The errors with your upload file are highlighted in RED		A comment describing the error is available by hovering		ABN	Business Name		ABC Fresh Produce	111111%111111	ABC Fresh Produce
Levy Payer Data Upload Errors - Grains return														
The errors with your upload file are highlighted in RED														
A comment describing the error is available by hovering														
ABN	Business Name													
	ABC Fresh Produce													
111111%111111	ABC Fresh Produce													
17	Go back to step 7 and try again. If you continue to experience errors, please contact us for assistance.													

Entering a return with levy payer data manually



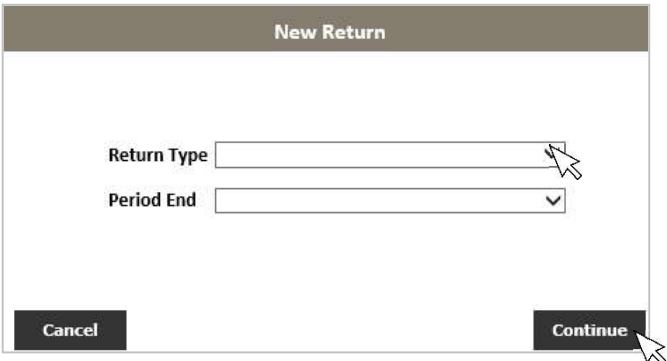




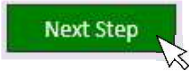
1	Click 'My Returns' on the left side of the screen.	
2	Click 'New Return'.	
3	Select your return type & period. Click 'Continue'.	
4	Click 'Manual Entry'.	
5	Enter the levy payer ABN, Business Name, Phone, Email and Address. Click 'Save Levy Payer'.	
6	Select commodity type from the Levy/Commodity dropdown menu.	
7	Enter values (as required) of the commodity and click ' Save Data ' to save. <i>Select the 'Save Data' button to save your Levy/Commodity data. The 'Save Levy Payer' button applies to the Levy Payer data only. It does not save the Levy/Commodity data.</i>	
8	<i>Repeat steps 6-7 for all transactions relating to <u>this</u> levy payer.</i>	
9	Click 'New Levy Payer' to add details for any additional levy payer. <i>Repeat steps 5-7.</i>	
10	When all data has been entered and saved click 'Next Step'.	

11	<p>Review return details.</p> <p>Click the declaration tick-box.</p> <p>Click 'Submit Return'.</p>	<p>Return Details</p> <p>Return Reference OL-8557843</p> <p>Return Type Cotton (Monthly)</p> <p>Due Date 28 Aug 2017 (Overdue)</p> <p>Return Period Jul 2017-Jul 2017</p> <p>Declaration</p> <p><input checked="" type="checkbox"/> I declare that the information contained on this return form is to the best of my knowledge and belief that my payers are to abide by the relevant online Terms and Conditions</p> <p>Edit Return Submit Return</p>
12	<p>Click 'Ok'.</p>	<p>Return successfully submitted.</p> <p>OK</p>
<p>Proceed to How to pay. You will receive an email confirming your return has been successfully submitted. (Email will be sent to the Online Administrator of the account)</p>		

Entering a NIL return







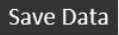





1	Click 'My Returns' on the left side of the screen.	 <p>A vertical menu with five items: Home, My Returns, My Payments, My Account, and Logout. 'My Returns' is highlighted with a dark background and a mouse cursor points to it.</p>
2	Click 'New Return'.	 <p>A green rectangular button with the text 'New Return' in white. A mouse cursor points to the button.</p>
3	Select your return type & period. Click 'Continue'.	 <p>A form titled 'New Return' with two dropdown menus: 'Return Type' and 'Period End'. Both have checkmark icons on the right. At the bottom are 'Cancel' and 'Continue' buttons. A mouse cursor points to the 'Continue' button.</p>
4	Click 'Nil Return'	 <p>A dark grey rectangular button with the text 'Nil Return' in white. A mouse cursor points to the button.</p>
5	Click the declaration tick-box. Click 'Submit Return'.	 <p>A form section titled 'Return Details' with the following information: Return Reference: OL-8557843 Return Type: Cotton (Monthly) Due Date: 28 Aug 2017 (Overdue) Return Period: Jul 2017-Jul 2017 Below this is a 'Declaration' section with a checked checkbox and the text: 'I declare that the information contained on this return form is to the best of my knowledge and belief that my payers are to abide by the relevant online Terms and Conditions'. At the bottom are 'Edit Return' and 'Submit Return' buttons. A mouse cursor points to the 'Submit Return' button.</p>
6	Click 'Ok'.	 <p>A message box with the text 'Return successfully submitted.' and an 'OK' button. A mouse cursor points to the 'OK' button.</p>
<p>You will receive an email confirming your return has been successfully submitted. (Email will be sent to the Online Administrator of the account)</p>		

Primary producer lodging on their own behalf

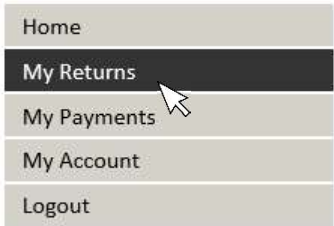








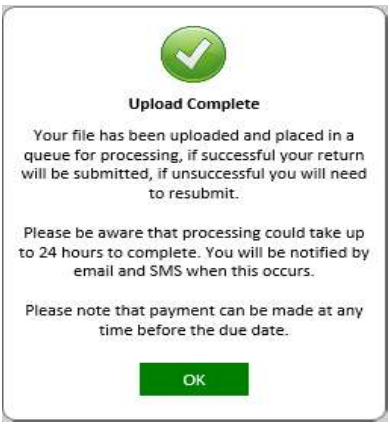

1	Click 'My Returns' on the left side of the screen.	
2	Click 'New Return'.	
3	Select your return type & period. Click 'Continue'.	
4	Click 'Manual Entry'.	
5	Enter <u>your</u> ABN, Business Name, Phone, Email and Address. Click 'Save Levy Payer'.	
6	Select commodity type from the Levy/Commodity dropdown menu.	
7	Enter values (as required) of the commodity and click ' Save Data ' to save. <i>Select the 'Save Data' button to save your Levy/Commodity data. The 'Save Levy Payer' button applies to the Levy Payer data only. It does not save the Levy/Commodity data.</i>	
8	When all data has been entered, click 'Save Data' then click 'Next Step'.	

9	<p>Review return details. Click the declaration tick-box. Click 'Submit Return'.</p>	<p>Return Details</p> <p>Return Reference OL-8557843 Return Type Cotton (Monthly) Due Date 28 Aug 2017 (Overdue) Return Period Jul 2017-Jul 2017</p> <p>Declaration</p> <p><input checked="" type="checkbox"/> I declare that the information contained on this return form is to the best of my knowledge and belief that all my payers are to abide by the relevant online Terms and Conditions</p> <p>Edit Return Submit Return</p>
10	<p>Click 'Ok'.</p>	<p>Return successfully submitted.</p> <p>OK</p>
<p>Proceed to How to pay. You will receive an email confirming your return has been successfully submitted. (Email will be sent to the Online Administrator of the account)</p>		

How to amend a return via manual entry

1	Click the 'My Returns' menu item on the left side of your screen.	
2	Click the pencil icon  next to the return you wish to edit.	
3	Click Yes.	
4	Edit return amounts as required.	<p>Click arrow  to expand the row</p> <p>Click the pencil icon  to edit row</p> <p>After you edit select Save Data </p> <p>Click red cross  to delete row of data</p>
5	Click Next Step.	
6	Review return details. Click the declaration tick-box. Click 'Submit Return'.	<p>Return Details</p> <p>Return Reference OL-8557843</p> <p>Return Type Cotton (Monthly)</p> <p>Due Date 28 Aug 2017 (Overdue)</p> <p>Return Period Jul 2017-Jul 2017</p> <p>Declaration</p> <p><input checked="" type="checkbox"/> I declare that the information contained on this return form is to the best of my knowledge and belief true and correct. I agree to the Terms and Conditions of the system.</p> <p> </p>
7	Click 'Ok'.	
<p>If you amended the return to include additional figures, proceed to How to pay. You will receive an email confirming your return has been successfully submitted. (Email will be sent to the Online Administrator of the account)</p>		

How to amend a return via file upload

1	Click the 'My Returns' menu item on the left side of your screen.	
2	Click the pencil icon  next to the return you wish to edit.	
3	Click Yes.	
4	Click Browse to find the new file.	
5	Click on the file and click 'Open'. <i>*This may be different for MAC users</i>	
6	Select your name from the Declaration Officer dropdown menu.	
7	Click 'I Declare'.	
8	Click 'Upload File'.	
9	You should see this popup on your screen, click 'OK'. <i>If you receive an error message, refer to the Troubleshooting section of this document before contacting the department.</i>	
10	You will be returned to the My Returns screen, the return should have the status Processing	

If you amended the return to include additional figures, proceed to [How to pay](#).

Your file may take up to 24 hours to process. Once processed, you will receive an email confirming whether your return has been submitted or failed due to errors. (Email will be sent to the Declaration Officer selected)

How to pay

Unallocated Funds

1	On the Return Summary screen, unallocated funds will default to selected. <i>The Adjusted Owing Balance will reflect return amount remaining to be paid.</i>	<input checked="" type="checkbox"/> Use unallocated funds for return (\$2.00)
2	Click 'Confirm'.	Confirm
3	The page will reload. If you have penalty owing on the return and additional unallocated funds, it will default to selected.	<input checked="" type="checkbox"/> Use unallocated funds for penalty (\$0.28)
4	Click 'Confirm'.	Confirm

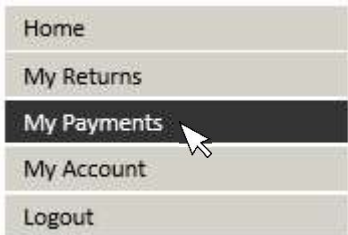





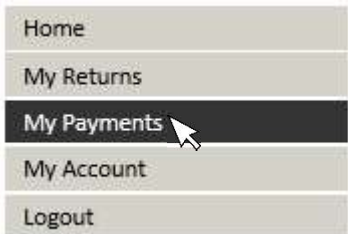

EFT

Deposit levy payment into the following account:	Bank: RESERVE BANK Branch No: 092009 Account Number: 111700 Account Name: DAFF Official Administered Receipts Payment Reference: Your LRS Account Number
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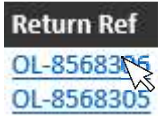


Cheque or Money Order

1	Navigate to the Return Summary screen and Click 'Download Remittance'.	Download Remittance
2	Attach cheque or money order to the remittance and mail to:	Department of Agriculture, Water and the Environment - Levies Locked Bag 4488 KINGSTON ACT 2604

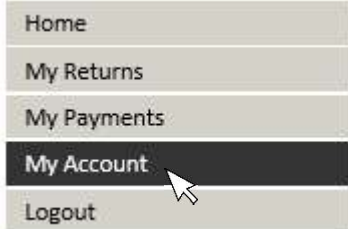


How to request a refund

<p>You will be able to request a refund if your account meets the following criteria:</p> <ul style="list-style-type: none"> - An unallocated amount (a credit) - No debt - No missing returns 		
1	Click the 'My Payments' menu item on the left side of your screen.	
2	Click the 'Refund Request' button at the bottom of the screen. <i>(If this button is not available, contact us)</i>	
3	If there is more than one receipt, use the tick boxes on the right side to select which ones you would like included.	
4	Click the 'Next Step' button.	
5	<p>Enter your contact and banking details.</p> <p><i>All fields are mandatory</i></p> <p><i>BSB lookup function will populate your Bank Name</i></p>	
6	Click the declaration tick-box.	
7	Click the 'Submit Request' button.	
8	<p>You will be returned to the My Account screen.</p> <p>To check your refund status; click the My Payments menu option on the left side of your screen.</p>	
9	Click the 'Refund Request' button.	
Your refund should have the status Refund Pending.		

How to check if a return has been amended



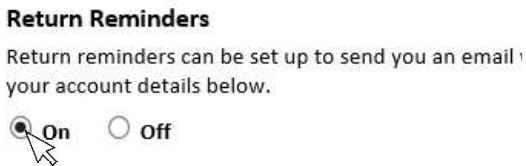

1	Click 'My Returns' on the left side of the page.	
2	Click the Return reference number.	
3	Click 'View Return'.	
4	Amended figures will be shown in red. Hover over red figures to view amendment.	

How to update your account details


1	Click 'My Account' on the left side of your screen.	
2	Click 'Edit Account Details'.	
3	Update the required fields. Click 'Save Changes'.	

How to turn automatic reminders on or off

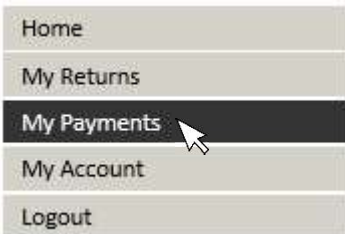
NB: If you registered for [Levies Online](#) AFTER May 2018, the automatic reminder option will have defaulted to On.

1	Click 'My Account' on the left side of your screen.	 A vertical menu with five items: Home, My Returns, My Payments, My Account, and Logout. The 'My Account' item is highlighted with a dark background and a mouse cursor is pointing at it.
2	Click 'Edit Account Details'.	 A dark rectangular button with the text 'Edit Account Details' in white. A mouse cursor is pointing at the button.
3	Click 'On' or 'Off' in the Return Reminders section.	 The 'Return Reminders' section. It says 'Return reminders can be set up to send you an email, your account details below.' Below this are two radio buttons: 'On' (which is selected with a black dot and a mouse cursor) and 'Off'.
4	Click 'Save Changes'.	 A dark rectangular button with the text 'Save Changes' in white. A mouse cursor is pointing at the button.

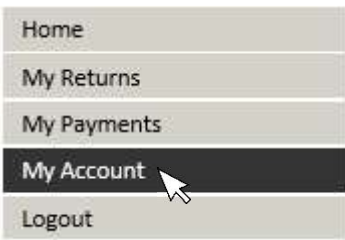

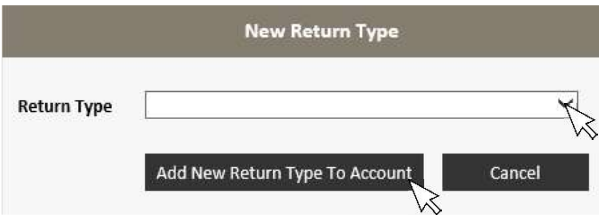
How to view your return history

Click the 'My Returns' menu item on the left side of your screen.	 A vertical menu with five items: Home, My Returns, My Payments, My Account, and Logout. The 'My Returns' item is highlighted with a dark background and a mouse cursor is pointing at it.
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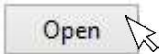
How to view your payment history

Click 'My Payments' on the left side of your screen.	 A vertical menu with five items: Home, My Returns, My Payments, My Account, and Logout. The 'My Payments' item is highlighted with a dark background and a mouse cursor is pointing at it.
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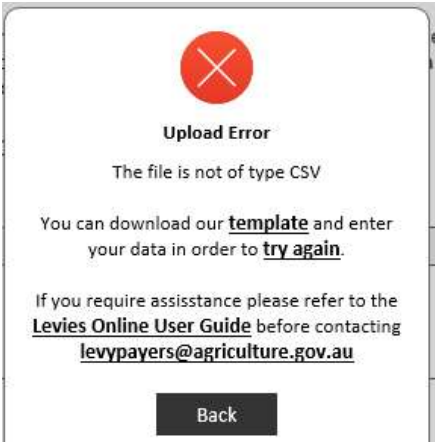
How to add return types to your account

1	Click 'My Account' on the left side of your screen.	
2	Scroll to the bottom of the page. Click 'Add Return Type'	
3	Select a return type from the drop down menu. Click 'Add New Return Type To Account'.	

How to download a statement

1	Click 'My Returns' on the left side of your screen.	
2	Click 'Download Statement'.	
3	Click 'Open' when a popup appears on your screen, click 'File' in the top left of the screen, click 'Print'.	

Troubleshooting

	Problem	Solution
1	<p>The upload template will not upload. Upload Error message is displayed.</p> 	<p>Please check the following:</p> <ul style="list-style-type: none"> • If the template you are using was not downloaded from Levies Online it may not upload. Download a new template if required. • The template must include correct column headings at the top of the document. • The example data must be removed from the template prior to upload. • The template must be saved as a CSV (Comma delimited) (*.csv) file. • Contact the Levies team on 1800 022 384 or email your file to leviesonline@agriculture.gov.au if you require assistance.
2	<p>The upload template has uploaded successfully but it has errors</p>	<ul style="list-style-type: none"> • Amend the return by uploading a corrected file. • You can view more information about the error: <ul style="list-style-type: none"> ○ select 'My Returns' from the menu ○ select 'Error' in the Status/Submitted column to download Error File. Cell that are in error will be highlighted in red. <p>Please note that all fields are mandatory except for ABN. If the levy payer does not have a phone number this field can be left blank <u>only</u> if a valid email address is provided and vice versa.</p> <ul style="list-style-type: none"> • The phone number must be a 10 digit number and start with 0. • The state must be in any of the following valid formats: <ul style="list-style-type: none"> ○ ACT ○ NSW ○ NT ○ QLD ○ SA ○ TAS ○ VIC ○ WA • The file will not be accepted if the item tag field does not contain a valid item tag (specific to the return). The spelling and spacing must be exact, however the field is not case-sensitive. To view the item tag list please refer to the 'How to use the levy payer register upload template' document specific to your industry.

Contact Us

Free call 1800 022 384

Email leviesonline@agriculture.gov.au

Mail Department of Agriculture, Water and the Environment – Levies
Locked Bag 4488
KINGSTON ACT 2604

Glossary

CSV file	Comma Separated Value file, created through excel
The Department	The Department of Agriculture, Water and the Environment
Levies Online	The online portal used to lodge levy returns to the Department
LRS Account Number	Five digit number identifying your Levies account
Registered Email Address	The email address provided to the Department