

Australian Government Department of Agriculture, Fisheries and Forestry

Levies Online User Guide

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How to register

NB: If you do not have a LRS Account Number, please contact us.

Step	Action	
1	Access <u>Levies Online</u> .	
2	Select the <i>Levies Online Registration</i> link (bottom right of page).	LRS Account Number Email Address Password I forgot my password Login or If you are a registered Levy Payer but have not yet registered for a Levies Online account, <u>click here</u> to go to the Levies Online Registration page.
3	Enter your LRS account number, ABN (if applicable), registered email address and select 'Register'.	Online Registration URS Account Number 12345 ABN 123456789 Email Address Levyagent1@bigpond.com.au Register Cancel
4	Enter the 6 digit security code sent to your registered email address or mobile. Select 'Submit'. Note: 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.	Check Security Code We sent a code to your mobile (ending in last 3 digits ******555) as well as your registered email address (i.e. lev***@agr***). Enter the code we sent you 123456 Submit Cancel

Step	Action	
5	Enter a new password, enter it again in the verify password field and select 'Reset Password'.	Set Password Your registration will be complete after setting the new password. Enter your new password below. New Password Example11 Cerify Password Reset Password Cancel
6	Select 'Continue to Login'.	Success! Your password has been reset. You can now login to Levies Online
7	Login to <u>Levies Online</u> .	See <u>How to log in to Levies Online</u>
8	Update contact details and select 'Save Changes'.	Save Changes Cancel

How to log in to Levies Online

Step	Action	
1	Access <u>Levies Online</u> .	
2	Enter your LRS Account Number, registered email address, password and select 'Login'.	Login LRS Account Number 123456 Email Address levyagent2@bigpond.com.au Password example1 Iforgot my password
3	Enter the 6 digit security code sent to your registered email address or mobile and select 'Submit'. Note: 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.	Check Security Code We sent a code to your mobile (ending in last 3 digits ******555) as well as your registered email address (i.e. lev***@agr***). Enter the code we sent you 123456 Submit Cancel

How to reset your password

Step	Action		
1	Access <u>Levies Online</u> .		
2	Select 'I forgot my password'.	LRS Account Number Email Address Password I forgot my password	۲
3	Enter your LRS account number, registered email address and select 'Submit'.	Forgot My Password Enter your LRS Account Number and levy account registered email address below. A security code will b sent to your registered email and/or mobile enabling password reset. LRS Account Number 123456 Email Address levyagent3@bigpond.com.au Submit Cancel	не а
4	Enter the 6 digit code sent to your registered email or mobile phone and 'Submit'. Note: 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.	Check Security Code We sent a code to your mobile (ending in last 3 digits ******555) as well as your registered email address (i.e. lev***@agr***). Enter the code we sent you 123456 Submit Cancel	
5	Enter your new password, re-enter your new password to verify. Select 'Reset Password'.	Password Reset Enter your new password below. New Password Example2 Verify Password Reset Password Cance 	
6	Select 'Continue to Login'.	Continue To Login	

How to submit a return

Entering a return with levy payer data via file upload

Step	Action	
1	Select 'My Returns' on the left side of the screen.	Home My Returns My Payments My Account Logout
2	Select 'New Return'.	New Return
3	Select your return type & period end. Select 'Continue'.	New Return Return Type Period End ✓ Cancel Continue
4	Select the 'Click here' link to open the upload template. 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.	<u>Click here</u> to download a template for uploading
5	Copy levy payer data from your system into the template. You can use the upload template provided by the department or you can create your own report, as long as it contains the same information as the department's upload template, and it is formatted according to the requirements listed in Step 6 below.	

Step	Action	
6	 Check that your upload template data is in the and calculate the levy amount correctly: Column headers match those in the down ABN (if any) is an 11 digit number. Business Name is the name of the levy pare Phone has 10 digits and starts with 0 or 1 be provided then an email must be provide Email is in the correct format (no spaces) provided. Address is the physical or mailing address the property address but cannot be solely State is not case sensitive and can be abb Postcode is 4 digits in all states except NT ACN (if any) is 9 digits) and is validated w Item tags are specific to each commodity levy payer is dealing with. They must hav template. If the levy payer dealt with mudata against each relevant item tag. Value fields enable calculation of the levy relevant product at Levy and charge rates characters, no special characters (i.e., \$ o Statistic rows (if applicable) do not requir relevant item tag. 	e correct format to allow Levies Online to capture information hloaded template. Aver (100 character limit). Include an area code (if applicable). If a phone number cannot ded. If an email cannot be provided then a phone number must be s of the person liable to pay the levy or charge. It can include y the property name. reviated (no dots) or spelt in full. then entered. and they enable identification of the leviable product that the e the same spelling as the items tags listed in the downloaded litiple item tags in the return period, you must re-enter their y and/or charge amount. Enter the required data (refer to the for assistance). Value fields can only accept numerical r % and no letters) and cannot exceed 19 characters. re levy payer details. Enter the statistical total against the
7	Save the file in 'CSV format'. Files must be a .csv file to be uploaded to Levies Online.	File name: UploadTemplate_20250123_110128 Save as type: CSV (Comma delimited)
8	Select 'Upload File'.	Cancel Upload File Manual Entry
9	Select 'Browse' to find the .csv file you saved to your computer.	Select File Browse
10	Select the file and 'Open'.	All Files (*.*) ∨ Open ▼ Cancel

Step	Action	
11	Select your name from the 'Declaration Officer' dropdown menu. If your name is not available, click 'Save	Declaration Officer
	and Exit'. Select My Account from the menu to <u>update your account details</u> and add yourself as a contact.	
12	Select 'I Declare'.	I Declare
13	Select 'Upload File'.	Upload File
	A popup will appear on your screen, select 'OK'.	
	If you receive an error message, refer to the <u>Troubleshooting</u> section of this document before <u>contact us</u> .	Upload Complete Your file has been uploaded and placed in a queue for processing, if successful your return will be submitted, if unsuccessful you will need
14		Please be aware that processing could take up to 24 hours to complete. You will be notified by email and SMS when this occurs.
		time before the due date.
15	You will be returned to the My Returns screen. The return should have the status 'Processing'.	Status/Submitted Processing
	Proce	ed to <u>How to pay</u> .
Your return	file may take up to 24 hours to process. Once has been submitted or failed due to errors. (N	processed, you will receive an email confirming whether your Note: The email will be sent to the Declaration Officer selected).
16	If file submission has failed due to errors, log into <u>Levies online</u> . Select My Returns <u>and</u> select the red 'Error' link in the Status/Submitted column to download Error details. Open the downloaded file.	(Return 1 to 4 of 4) Return Ref Return Type Return Period Status/Submitted Return Amount Penalty Owing Q1.4833355 Grains Sapa Sapa

Step	Action	
17	To re-upload your data, you can update your <u>original</u> file or: - 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 Refer to the <u>Troubleshooting</u> section in this document if you require assistance.	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 11111%111111 ABC Fresh Produce
18	Go back to step 8 and try again. If you continu	ue to experience errors, please <u>contact us</u> for assistance.

Entering a return with levy payer data manually

Step	Action			
	Select 'My Returns' on the left side of the screen.		Home	
			My Returns	
1			My Payments	
			My Account	
			Logout	
2	Select 'New Return'.		New Return	
			New Return	
	Select your return type & period. Select 'Continue'.			
3			Return Type	
			Period End	
		Cane	Con	tinue
4	Select 'Manual Entry'.		Cancel Upload File Manual Entry	
			\backslash	$\stackrel{\scriptstyle \sim}{\scriptstyle \sim}$

Step	Action		
5	Enter the levy payer ABN, Business Name, Phone, Email and Address. Select 'Save Levy Payer'.	Save Levy Payer	
6	Select commodity type from the Levy/Commodity dropdown menu. Select the checkbox icon above the Levy/Commodity field to select and display only your regularly used commodities.	Levy/Commodity	
7	Enter values (as required) of the commodity and select 'Save Data' to save. 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.	Save Data	
8	Repeat steps 6-7 for all transactions relating to <u>this</u> levy payer.		
9	Select 'New Levy Payer' to add details for any additional levy payers. Repeat steps 5-7.	New Levy Payer	
10	When all data has been entered and saved select 'Next Step'.	Next Step	
11	Return Submission & Declaration Review return details. Select the declaration tick-box and select 'Submit Return'.	Return Details Return Reference OL-8807170 Return Type Fodder Export (Quarterly) Due Date 30 Apr 2025 Return Period Jan 2025 - Mar 2025 Declaration I declare that: • I am authorised to make this declaration and lod; collection agent or the levy/charge payer. Edit Return Submit Return	

Step	Action		
12	Return successfully submitted. Select 'OK'.	Return successfully submitted.	
	Proceed to <u>How to pay</u> . You will receive an email confirming your return has been successfully submitted. (Note: The email will be sent to the Online Administrator of the account)		

Entering a NIL return

Step	Action	
	Select 'My Returns' on the left side of the	Home
	screen.	My Returns
1		My Payments
		My Account
		Logout
2	Select 'New Return'.	New Return
3	Select your return type & period. Select 'Continue'.	New Return Return Type Period End
4	Select 'Nil Return'	Cancel Continue

Step	Action		
5	Select the declaration tick-box. Select 'Submit Return'.	Return Details Return Reference OL-8807170 Return Type Fodder Export (Quarterly) Due Date 30 Apr 2025 Return Period Jan 2025 - Mar 2025 Declaration I declare that: I declare that: I am authorised to make this declaration and lods collection agent or the levy/charge payer. Edit Return Submit Return	
6	Select 'Ok'.	Return successfully submitted.	
	You will receive an email confirming your return has been successfully submitted.		

Primary producer lodging on their own behalf

Step	Action		
	Select 'My Returns' on the left side of the	Home	
	screen.	My Returns	
1		My Payments	
		My Account	
		Logout	
2	Select 'New Return'.	New Return	
		New Return	
	Select your return type & period. Select 'Continue'.		
3		Return Type V	
		Cancel Continue	

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Step	Action	
4	Select 'Manual Entry'.	Cancel Upload File Manual Entry
5	Enter <u>your</u> ABN, Business Name, Phone, Email and Address and 'Save Levy Payer'.	Save Levy Payer
6	Select commodity type from the Levy/Commodity dropdown menu. Select the checkbox icon above the Levy/Commodity field to select and display only your regularly used commodities.	Levy/Commodity
7	Enter values (as required) of the commodity and select 'Save Data' to save. Note: 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.	Save Data
8	When all data has been entered, select 'Save Data' then select 'Next Step'.	Next Step
9	Review return details. Select the declaration tick-box and select 'Submit Return'.	Return Details Return Reference OL-8807170 Return Type Fodder Export (Quarterly) Due Date 30 Apr 2025 Return Period Jan 2025 - Mar 2025 Declaration I declare that: I declare that: I am authorised to make this declaration and lods collection agent or the levy/charge payer. Edit Return Submit Return
10	Select 'Ok'.	Return successfully submitted.

Step	Action
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)

How to amend a return via manual entry

Step	Action	
1	Select 'My Returns' on the left side of the screen.	Home My Returns My Payments My Account Logout
2	Select the pencil icon next to the return you wish to edit.	\$0.00 👿 🖊
3	Select Yes.	Do you want to amend this return? No Yes
4	Edit return amounts as required.	Click arrow Click the pencil icon 🖍 to edit row After you edit select Save Data Click red cross 🔀 to delete row of data
5	Select 'Next Step'.	Next Step
6	Review return details. Select the declaration tick-box. Select 'Submit Return'.	Return Details Return Reference OL-8807170 Return Type Fodder Export (Quarterly) Due Date 30 Apr 2025 Return Period Jan 2025 - Mar 2025 Declaration I declare that: I an authorised to make this declaration and lodş collection agent or the levy/charge payer. Edit Return Submit Return

Step	Action	
		Return successfully submitted.
7	Select 'Ok'.	ок
If you amended the return to include additional figures, proceed to <u>How to pay.</u>		
You will receive an email confirming your return has been successfully submitted.		
(Note: The email will be sent to the Online Administrator of the account)		

How to amend a return via file upload

I

Step	Action	
1	Select the 'My Returns' menu item on the left side of your screen.	Home My Returns My Payment My Account Logout
2	Select the pencil icon next to the return you wish to edit.	\$0.00 👿 🖊
3	Select 'Yes' to amend the return.	Do you want to amend this return? No Yes
4	Select Browse to find the new file.	Select File Browse
5	Select your name from the Declaration Officer dropdown menu.	Declaration Officer
-		
6	Select 'I Declare'.	I Declare

Step	Action	
8	You will be returned to the My Returns screen. The return will have the status 'Processing'. Once processing is complete successfully, the submitted date will be displayed in the Status/Submitted column.	Status/Submitted Processing
If you amended the return to include additional figures, proceed to <u>How to pay</u> .		
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. (Note: The email will be sent to the Declaration Officer selected)		

How to pay

Unallocated Funds

Step	Action	
1	On the Return Summary screen, unallocated funds will default to selected. <i>Note: The Adjusted Owing Balance will reflect the</i> <i>return amount remaining to be paid.</i>	☑ Use unallocated funds for return (\$2.00)
2	Select 'Confirm' to allocate the funds to your return debt.	Confirm
3	The page will reload. If you have penalty owing on the return and additional unallocated funds, it will default to selected.	✓ Use unallocated funds for penalty (\$0.28)
4	Select 'Confirm' to allocate the funds to your penalty debt.	Confirm

EFT

Step	Action	
		Bank: RESERVE BANK
1		Branch No: 092 009
	Deposit levy and charge payment into the	Account Number: 111 700
	following account:	Account Name: DAFF Official Administered Receipts
		Payment Reference: [Insert your 5-digit LRS account
		number and business name]

Cheque or Money Order

Step	Action	
1	Navigate to the Return Summary screen and select 'Download Remittance'.	Download Remittance
2	Attach cheque or money order to the remittance and mail to:	Levies Administration Department of Agriculture, Fisheries and Forestry - Levies Locked Bag 4488 KINGSTON ACT 2604

How to request a refund

Step	Action			
You wi - An ur - No de	You will be able to request a refund if your account meets the following criteria: - An unallocated amount (a credit) - No debt			
- No m	issing returns			
1	Select the 'My Payments' menu item on the left side of your screen.	Home My Returns My Payments My Account Logout		
2	Select the 'Refund Request' button at the bottom of the screen. (If this button is not available, <u>contact us</u>).	Refund Request		
3	If there is more than one receipt, use the tick boxes on the right side to select which receipts you would like included.			
4	Select the 'Next Step' button.	Next Step		
5	Enter your contact and banking details. All fields are mandatory			

Step	Action			
6	Select the declaration tick-box.			
7	Select the 'Submit Request' button.	Submit Request		
	You will be returned to the My Account	Home		
	screen.	My Returns		
8	To check your refund status; select the 'My	My Payments		
	Payments' menu option on the left side of	My Account		
	your screen.	Logout		
9	Select the 'Refund Request' button.	Refund Request		
	Your refund should have the status Refund Pending.			

How to check if a return has been amended

Step	Action		
		Home	
		My Returns	
1	page.	My Payments	
		My Account	
		Logout	
2	Select the Return reference number.	Return Ref OL-8568306 OL-85683x5	
3	Select 'View Return'.	View Return	

Step	Action	
4	Amended figures will be shown in red. Hover over red figures to view the amendment details.	Tonnes 8,79000 Original = 7890 Adjusted 06/11/2018 (+900) = 8790

How to update your account details

Step	Action	
1	Select 'My Account' on the left side of your screen.	Home My Returns My Payments My Account Logout
2	Select 'Edit Account Details'.	Edit Account Details
3	Update the required fields and select 'Save Changes'.	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.

Step	Action	
1	Select 'My Account' on the left side of your screen.	Home My Returns My Payments My Account Logout
2	Select 'Edit Account Details'.	Edit Account Details

3	Select 'On' or 'Off' in the Return Reminders section.	Return Reminders Return reminders can be set up to send you an email your account details below.
4	Select 'Save Changes'.	Save Changes

How to view your return history

Home	1 Select the 'My Returns' menu item on the left side of your screen. My Returns My Payments My Payments	1 Select the 'My Returns' menu item on the left side of your screen. Home My Returns My Returns My Account My Account	1 Select the 'My Returns' menu item on the left side of your screen. My Payments My Account Logout	Step	Action	
MAY ROLLING	1 Select the 'My Returns' menu item on the left My Returns' 1 side of your screen. My Payments	1 Select the 'My Returns' menu item on the left side of your screen. My Returns' My Account My Account	1 Select the 'My Returns' menu item on the left side of your screen. My Returns' My Account Logout			Home My Returns

How to view your payment history

1 Select 'My Payments' on the left side of your screen. My Returns My Payments My Account Logout	Step	Action	
Logout	1	Select 'My Payments' on the left side of your screen.	Home My Returns My Payments My Account
			Logout

How to add return types to your account

Step	Action	
1	Select 'My Account' on the left side of your screen.	Home My Returns My Payments My Account Logout
2	Scroll to the bottom of the page. Select 'Add Return Type'.	Add Return Type 🔀
3	Select a return type from the drop down menu. Select 'Add New Return Type To Account'.	New Return Type Return Type Add New Return Type To Account Cancel

How to download a statement

Step	Action	
		Home
	Select 'My Returns' or 'My Payments' on the	My Returns
1	left side of your screen.	My Payments
		My Account
		Logout
2	Select 'Download Statement'.	Download Statement
3	Select 'Open' when a popup appears on your screen, select 'File' in the top left of the	Open 💦
-	screen, and 'Print'.	

Troubleshooting

Step	Action	
	Problem	Solution
1	The upload template will not upload. Upload Error message is displayed. Upload Error The file is not of type CSV You can download our <u>template</u> and enter your data in order to <u>try again</u> . If you require assistance please refer to the <u>Levies Online User Guide</u> before contacting <u>levypayers@agriculture.gov.au</u> Back	 Please check the following: The template must be saved as a CSV (Comma delimited) (*.csv) file. Re-open the file in Excel and save again as a .CSV file before re-uploading. 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. Refer to Step 6 of the 'Entering a return with levy payer data via file upload' section to see formatting requirements. Contact us on 1800 020 619 or email your file to levies.management@aff.gov.au if you require assistance.
2	The upload template has uploaded successfully but it has errors.	 Amend the return by uploading a corrected file. You can view more information about the error: select 'My Returns' from the menu select 'Error' in the Status/Submitted column to download the Error File. Cells that are in error will be highlighted in red. Hover over the cell to see reason for error. Refer to 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, download a new version of the upload template from Levies Online. Select 'My Returns' and select the 'Click here to download a template for uploading' link.

Contact us

Free call	1800 020 619
Email	levies.management@aff.gov.au
Mail	Department of Agriculture, Fisheries and Forestry – Levies Locked Bag 4488 KINGSTON ACT 2604

Glossary

CSV file	Comma Separated Value file, created through excel
The Department	The Department of Agriculture, Fisheries and Forestry
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