[Levies Online](https://leviesonline.agriculture.gov.au/) User Guide

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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](#_Contact_Us) the department.

|  |  |
| --- | --- |
| **1** | Navigate to [Levies Online](https://www.agriculture.gov.au/ag-farm-food/levies/lodging-returns-paying-levies/leviesonline). |
| **2** | Click ‘Levies Online Registration’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Enter your LRS account number, ABN (if applicable), registered email address and click ‘Register’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Enter the 6 digit security code sent to your registered email address or mobile.  Click ‘Submit’.  *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.* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **5** | Enter a new password,  enter it again in the verify password field.  Click ‘Reset Password’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **6** | Click ‘Continue to Login’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **7** | Login to [Levies Online](https://www.agriculture.gov.au/ag-farm-food/levies/lodging-returns-paying-levies/leviesonline). | See [How to log in to Levies Online](#_How_to_log) |
| **8** | Update contact details and click ‘Save Changes’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to log in

|  |  |  |
| --- | --- | --- |
| **1** | Navigate to [Levies Online](https://www.agriculture.gov.au/ag-farm-food/levies/lodging-returns-paying-levies/leviesonline). | |
| **2** | Enter your LRS Account Number, registered email address, password and click ‘Login’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Enter the 6 digit security code sent to your registered email address or mobile and click ‘Submit’.  *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.* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to reset your password

|  |  |  |
| --- | --- | --- |
| **1** | Navigate to [Levies Online](https://www.agriculture.gov.au/ag-farm-food/levies/lodging-returns-paying-levies/leviesonline). | |
| **2** | Click ‘I forgot my password’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Enter your LRS account number, registered email address and click ‘Submit’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Enter the 6 digit code sent to your registered email or mobile phone and click ‘Submit’.  *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.* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **5** | Enter your new password,  re-enter your new password to verify. Click ‘Reset Password’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **6** | Click ‘Continue to Login’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# 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. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click ‘New Return’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Select your return type & period. Click ‘Continue’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.pngC:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Click the ‘Click here’ hyperlink 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* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **5** | Copy levy payer data from your system into the template. | *See the ‘*[*How to use the levy payer register upload template*](http://www.agriculture.gov.au/ag-farm-food/levies/lodging-returns-paying-levies/leviesonline)*’ document specific to your industry, for more information on how to fill the template.* |
| **6** | In [Levies Online](https://www.agriculture.gov.au/ag-farm-food/levies/lodging-returns-paying-levies/leviesonline), click ‘Upload File’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **7** | Click Browse to find the .csv file you saved to your computer. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **8** | Click on the file and click ‘Open’.  *This may be different for MAC users* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **9** | Select your name from the Declaration Officer dropdown menu. *If your name is not available, click ‘Save and Exit’, and go to the My Account screen to add yourself as a contact.* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **10** | Click ‘I Declare’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **11** | Click ‘Upload File’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **12** | You should see this popup on your screen, click ‘OK’.  *If you receive an error message, refer to the* [*Troubleshooting*](#_Troubleshooting) *section of this document before contacting the department.* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **13** | You will be returned to the My Returns screen, the return should have the status Processing |  |
| Proceed to [How to pay](#_How_to_pay_2). | | |
| 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](https://www.agriculture.gov.au/ag-farm-food/levies/lodging-returns-paying-levies/leviesonline). Click My Returns, click on the Red Error in the Status/Submitted column next to the return to download Error details. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **15** | If a popup appears, click ‘Open’. *This may be different for MAC users* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **16** | To re-upload, update your original 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* [*Troubleshooting*](#_Troubleshooting) *section in this document if you require assistance.* |  |
| **17** | Go back to step 7 and try again. If you continue to experience errors, please [contact us](#_Glossary) for assistance. | |

### Entering a return with levy payer data manually

|  |  |  |
| --- | --- | --- |
| **1** | Click ‘My Returns’ on the left side of the screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click ‘New Return’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Select your return type & period. Click ‘Continue’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.pngC:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Click ‘Manual Entry’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **5** | Enter the levy payer ABN, Business Name, Phone, Email and Address. Click ‘Save Levy Payer’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **6** | Select commodity type from the Levy/Commodity dropdown menu. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **7** | Enter values (as required) of the commodity and click **‘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.* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **8** | *Repeat steps 6-7 for all transactions relating to this levy payer.* | |
| **9** | Click ‘New Levy Payer’ to add details for any additional levy payer. *Repeat steps 5-7.* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **10** | When all data has been entered and saved click ‘Next Step’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **11** | Review return details. Click the declaration tick-box. Click ‘Submit Return’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.pngC:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **12** | Click ‘Ok’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Proceed to [How to pay](#_How_to_pay_2). You will receive an email confirming your return has been successfully submitted.  (Email will be sent to the Online Administrator of the account) | | |

### Entering a NIL return

|  |  |  |
| --- | --- | --- |
| **1** | Click ‘My Returns’ on the left side of the screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click ‘New Return’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Select your return type & period. Click ‘Continue’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.pngC:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Click ‘Nil Return’ | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **5** | Click the declaration tick-box. Click ‘Submit Return’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.pngC:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **6** | Click ‘Ok’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| You will receive an email confirming your return has been successfully submitted.  (Email will be sent to the Online Administrator of the account) | | |

### Primary producer lodging on their own behalf

|  |  |  |
| --- | --- | --- |
| **1** | Click ‘My Returns’ on the left side of the screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click ‘New Return’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Select your return type & period. Click ‘Continue’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.pngC:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Click ‘Manual Entry’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **5** | Enter your ABN, Business Name, Phone, Email and Address. Click ‘Save Levy Payer’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **6** | Select commodity type from the Levy/Commodity dropdown menu. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **7** | Enter values (as required) of the commodity and click **‘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.* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **8** | When all data has been entered, click ‘Save Data’ then click ‘Next Step’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **9** | Review return details. Click the declaration tick-box. Click ‘Submit Return’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.pngC:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **10** | Click ‘Ok’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| Proceed to [How to pay](#_How_to_pay_2). 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

|  |  |  |
| --- | --- | --- |
| **1** | Click the ‘My Returns’ menu item on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click the pencil icon next to the return you wish to edit. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Click Yes. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Edit return amounts as required. | Click arrow  to expand the row Click the pencil icon  to edit row  After you edit select Save Data  Click red cross  to delete row of data |
| **5** | Click Next Step. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **6** | Review return details. Click the declaration tick-box. Click ‘Submit Return’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.pngC:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **7** | Click ‘Ok’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| If you amended the return to include additional figures, proceed to [How to pay](#_How_to_pay_2).  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 file upload

|  |  |  |
| --- | --- | --- |
| **1** | Click the ‘My Returns’ menu item on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click the pencil icon next to the return you wish to edit. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Click Yes. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Click Browse to find the new file. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **5** | Click on the file and click ‘Open’.  *\*This may be different for MAC users* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **6** | Select your name from the Declaration Officer dropdown menu. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **7** | Click ‘I Declare’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **8** | Click ‘Upload File’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **9** | You should see this popup on your screen, click ‘OK’.  *If you receive an error message, refer to the* [*Troubleshooting*](#_Troubleshooting) *section of this document before contacting the department.* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **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](#_How_to_pay_2). 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.  *The Adjusted Owing Balance will reflect return amount remaining to be paid.* |  |
| **2** | Click ‘Confirm’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | The page will reload.  If you have penalty owing on the return and additional unallocated funds, it will default to selected. |  |
| **4** | Click ‘Confirm’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

### 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* |

### Cheque or Money Order

|  |  |  |
| --- | --- | --- |
| **1** | Navigate to the Return Summary screen and Click ‘Download Remittance’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **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

|  |  |  |
| --- | --- | --- |
| You will be able to request a refund if your account meets the following criteria: - An unallocated amount (a credit) - No debt - No missing returns | | |
| **1** | Click the ‘My Payments’ menu item on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click the ‘Refund Request’ button at the bottom of the screen. *(If this button is not available,* [*contact us*](#_Glossary)*)* | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | If there is more than one receipt, use the tick boxes on the right side to select which ones you would like included. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Click the ‘Next Step’ button. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **5** | Enter your contact and banking details. *All fields are mandatory* *BSB lookup function will populate your Bank Name* | |
| **6** | Click the declaration tick-box. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **7** | Click the ‘Submit Request’ button. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **8** | You will be returned to the My Account screen.  To check your refund status; click the My Payments menu option on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **9** | Click the ‘Refund Request’ button. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| 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. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click the Return reference number. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Click ‘View Return’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Amended figures will be shown in red. Hover over red figures to view amendment. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to update your account details

|  |  |  |
| --- | --- | --- |
| **1** | Click ‘My Account’ on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click ‘Edit Account Details’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Update the required fields. Click ‘Save Changes’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to turn automatic reminders on or off

NB: If you registered for [Levies Online](https://www.agriculture.gov.au/ag-farm-food/levies/lodging-returns-paying-levies/leviesonline) AFTER May 2018, the automatic reminder option will have defaulted to On.

|  |  |  |
| --- | --- | --- |
| **1** | Click ‘My Account’ on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click ‘Edit Account Details’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Click ‘On’ or ‘Off’ in the Return Reminders section. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **4** | Click ‘Save Changes’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to view your return history

|  |  |
| --- | --- |
| Click the ‘My Returns’ menu item on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to view your payment history

|  |  |
| --- | --- |
| Click ‘My Payments’ on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to add return types to your account

|  |  |  |
| --- | --- | --- |
| **1** | Click ‘My Account’ on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Scroll to the bottom of the page. Click ‘Add Return Type’ | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Select a return type from the drop down menu.  Click ‘Add New Return Type To Account’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.pngC:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# How to download a statement

|  |  |  |
| --- | --- | --- |
| **1** | Click ‘My Returns’ on the left side of your screen. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **2** | Click ‘Download Statement’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |
| **3** | Click ‘Open’ when a popup appears on your screen, click ‘File’ in the top left of the screen, click ‘Print’. | C:\Users\sherlock helena\AppData\Local\Microsoft\Windows\INetCache\IE\5QLLYBN9\5a358fa6d00167.448949401513459622852.png |

# Troubleshooting

|  |  |  |
| --- | --- | --- |
|  | **Problem** | **Solution** |
| **1** | The upload template will not upload. Upload Error message is displayed. | Please check the following:   * 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](mailto:leviesonline@agriculture.gov.au) if you require assistance. |
| **2** | The upload template has uploaded successfully but it has errors | * [Amend the return](#_How_to_amend_1) 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 Error File. Cell that are in error will be highlighted in red.   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 only if a valid email address is provided and vice versa.   * The phone number must be a 10 digit number and start with 0. * The state must be in any of the following valid formats: * 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](http://www.agriculture.gov.au/ag-farm-food/levies/lodging-returns-paying-levies/leviesonline)’ document specific to your industry. |

# Contact Us

**Free call** 1800 022 384

**Email** [leviesonline@agriculture.gov.au](mailto:leviesonline@agriculturegov.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