

ATB Online Business™

Government Tax Payment & Filing Service User Guide

ATB Financial

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Overview

ATB's Government Tax Payment and Filing Service helps businesses work efficiently. The service is available 24 hours a day, so you can make your tax payments whenever you want, up to one day before they're due. You can **pay 40+ Federal and Provincial business taxes** including GST, payroll source deductions and corporate taxes. You also have the ability to setup multiple users and administrators, make payments from up to 999 bank accounts, improve controls and segregation of duties by using payment limits & approvals.

The following guide is organized into two sections – Users and Administrators. Each section walks you through how to get started and reviews the main features of the service, including tips and troubleshooting advice.

Six important things to know:

1. Website Access.

To get started, simply login [here](#). For easy reference, you can bookmark this for future use or access it through the CAN ACT link under the Pay Bills tab on ATB Online Business.

2. There are no same day payments.

Payments must be scheduled at least **1 Business day prior to the due date before 12am MT (Midnight)**. Payments not approved by 12am MT (Midnight) will be not be processed.

3. There are no same day cancellations.

Payments must be cancelled by 5pm MT on the day prior to the payment date. They cannot be cancelled on the payment date.

☞ Workflow approvals impact both the scheduling and cancellation of payments. For example, if two approvals were required to schedule a payment, then two approvals will also be required to cancel the payment. In this case, the two approvals must be received by 5pm MT, otherwise the transaction will be processed as originally approved.

4. Payment Date versus Due Date.

All payments scheduled before 12am MT (Midnight) are processed the next business day – the payment date. The Due Date is the date that the payment is due to the government.

5. Administrators cannot submit tax payments.

Administrators will be able add and manage users, as well as manage the company profile, but cannot submit tax payments. To schedule tax payments, set up a separate User ID.

6. Where to Get Help.

Questions about getting started or making payments should be directed to the TELUS helpdesk at 1-800-206-9444 (Monday through Friday 6:00am to 6:00pm MT).

To add bank accounts, update administrator or primary contact information or upgrade to a multi-user service call ATB:

- Business & Agriculture Clients: 1-866-282-4932.
- Corporate Financial Services Clients: 1-877-363-4855.
- For B&Ag clients: please contact your account representative

Getting Started – Users

User – Initial Login

To get started, simply login [here](#). As a User your Administrator will send you the ATB PFS ID (User ID) and the system will send a temporary password via email.

A User without an administrator will receive both their ATB PFS ID (User ID) and Password directly from the system.

Upon a successful login, users will be prompted to add a payment type to begin using the service. Additional menu items will become available once the first payment type is added.

Not Authorized To Add Payment Types

If your company has multiple users, it is possible that not all users are authorized to add payment types. Until a payment type is added, users who cannot add payment types will receive the message “You are not authorized to add payment types” upon login. Once a payment type has been set up, the user will be directed to the main menu and will be able to start making payments against the registered tax types.

Manage Payment Types

Add Payment Type

1. To add a payment type click **Add Payment Type**.

☞ The paper form number of each tax type is noted in brackets beside the Payment Type name. All required data can be found on the paper copies of your filings.

ATB Online Business™
Government Tax Payment & Filing Service
Payment & Filing Service Helpdesk: 1-800-206-9444

User2 (1980002) PFS ID: 1980002

Registered payments and accounts | Future dated transactions | Transaction history

Registered payments and accounts

Pay **Add payment type** Edit Remove

Payment type	Account number
<input type="radio"/> Air Traveller's Security Charge – ATSC	999999998RG0001
<input type="radio"/> Alberta Finance - Fuel Tax - Railway Companies – ABRC – (AT 363)	123456789
<input type="radio"/> Alberta Finance - Health Costs Recovery – ABHCR – (AT 252)	234567890
<input type="radio"/> Alberta Finance - Insurance Corporations Tax – ABINS – (AT 2095)	987654324
<input type="radio"/> Alberta Finance - Tourism Levy – ABHRT – (AT 317)	847568398 847568390 362718190

Documentation

[Available tax types](#)
[Tax filing user guide](#)
[Frequently asked questions](#)

2. Select a Payment Type Category from the list. Then select a Payment Type from the drop down list and click **Next**.

Add payment type

1 Select payment type 2 Enter details 3 Confirmation

Please select a payment type category

Government tax payment and filing service:

☒ All tax types

☐ Federal tax

☐ Provincial tax

Select a payment type and click Next

Payment type

Air Traveller's Security Charge -- ATSC
Federal - Corporation Tax Payments -- TXINS
Federal - Excise Duty -- FDEXD
Federal - Excise Tax -- FDEXT
Federal - GST/HST Return -- GST34 -- (GST34)
Federal - GST/HST Payment -- GST-P -- (GST-P)
Federal - Non-Resident Withholding Tax-Part XIII -- NRWHT
Federal - Personal Tax Instalment -- TXINS
Federal Payroll Deductions - Regular/Quarterly -- EMPTX -- (PD7A)
Federal Payroll Deductions - Threshold 1 -- EMPTX -- (PD7A)

1 - 10 of 63 1 2 3 4 5 6 7 10 rows per page

Cancel Next

3. Complete the required details and click **Next**.

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User2 (1980002) PFS ID: 1980002

Registered payments and accounts Add payment type

Add payment type

 Federal Payroll Deductions - Regular/Quarterly

1 Select payment type 2 Enter details 3 Confirmation

* Required information

Tax account number *

Cancel Back Next

4. Confirmation is provided. Click **Done**.

Edit Payment Type

1. To edit a payment type, select a Payment Type and click **Edit**.

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Payment & Filing Service Helpdesk: 1-800-206-9444

User2 (1980002) PFS ID: 1980002

Registered payments and accounts | Future dated transactions | Transaction history

Registered payments and accounts

Pay Add payment type **Edit** Remove

	Payment type	Account number
<input type="radio"/>	Air Traveller's Security Charge -- ATSC	99999999RG0001
<input type="radio"/>	Alberta Finance - Fuel Tax - Railway Companies -- ABRC -- (AT 363)	123456789
<input checked="" type="radio"/>	Alberta Finance - Health Costs Recovery -- ABHCR -- (AT 252)	234567890
<input type="radio"/>	Alberta Finance - Insurance Corporations Tax -- ABINS -- (AT 2095)	987654324
<input type="radio"/>	Alberta Finance - Tourism Levy -- ABHRT -- (AT 317)	847569398 847569390 362718190

2. Modify desired fields and click **Save**.

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Payment & Filing Service Helpdesk: 1-800-206-9444

User2 (1980002) PFS ID: 1980002

Registered payments and accounts > Edit payment type

Edit payment type

Alberta Finance - Health Costs Recovery

1 Select payment type 2 **Enter details** 3 Confirmation

Please note that all related future dated transactions will be updated in the new account.

* Required information

Tax account number *

234567890

Cancel **Save**

3. Confirmation is provided. Click **Done**.

Remove Payment Type

⚠ Before any Payment Type can be removed, please ensure that there are no outstanding future dated payments. You can either cancel these payments or wait until they are processed (see **Future Dated Transactions**).

1. To remove a Payment Type, select and click **Remove**.

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User2 (1980002) PFS ID: 1980002

Registered payments and accounts

Registered payments and accounts

Pay Add payment type Edit **Remove**

Payment type	Account number
<input type="radio"/> Air Traveller's Security Charge -- ATSC	99999999RG0001
<input type="radio"/> Alberta Finance - Fuel Tax - Railway Companies -- ABRC -- (AT 363)	123456789
<input checked="" type="radio"/> Alberta Finance - Health Costs Recovery -- ABHCR -- (AT 252)	234567890
<input type="radio"/> Alberta Finance - Insurance Corporations Tax -- ABINS -- (AT 2095)	987654324
<input type="radio"/> Alberta Finance - Tourism Levy -- ABHRT -- (AT 317)	847569398 847569390 362718190

2. Select the Account Number that needs to be removed and click **Remove**.

Remove payment type

Alberta Finance - Tourism Levy

1 Select account 2 Verify and submit 3 Confirmation

This payment type will be removed from your payment list. Past transaction history will not be affected. Select Remove to continue.

Tax account number
847569398

Frequency
Monthly

Cancel **Remove**

3. Confirmation is provided. Click **Done**.

Manage Tax Payments

Make a Tax Payment

As there are no same-day payments, it is very important to submit your payment one business day prior to the Due Date. Payments can be scheduled up to **one year** in advance.

☞ For companies using workflow approvals, any payment with outstanding approvals at the 12am MT (midnight) cut off time will automatically expire.

1. To make a payment, select the Payment Type and click **Pay**.

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Payment & Filing Service Helpdesk: 1-800-206-9444

User2 (1980002) PFS ID: 1980002

Registered payments and accounts | Future dated transactions | Transaction history

Registered payments and accounts

Pay | Add payment type | Edit | Remove

	Payment type ^	Account number
<input type="radio"/>	Air Traveller's Security Charge -- ATSC	999999998RG0001
<input type="radio"/>	Alberta Finance - Fuel Tax - Railway Companies -- ABRC -- (AT 363)	123456789
<input type="radio"/>	Alberta Finance - Health Costs Recovery -- ABHCR -- (AT 252)	234567891
<input checked="" type="radio"/>	Alberta Finance - Insurance Corporations Tax -- ABINS -- (AT 2095)	987654324
<input type="radio"/>	Alberta Finance - Tourism Levy -- ABHRT -- (AT 317)	847569398 847569390 362718190

2. Fill in the details, select the bank account and click **Next**.

☞ Do not enter commas in the payment amount field.

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User2 (1980002) PFS ID: 1980002

Registered payments and accounts > Make payment

Make a payment

Alberta Finance - Insurance Corporations Tax -- (AT 2095)

1 Enter payment details | 2 Verify and submit | 3 Confirmation

* Required information

Accounts

Pay from *
select account

Tax account to pay *
987654324

Payment

Period end *
yyyy mmm dd

Payment amount
\$0.00

Payment date *
2016 Aug 29

Next

- To confirm the payment, verify details and click **Submit**.

☞ For companies using workflow approvals, the confirmation screen will display the detail of how many approvals are required.

The screenshot shows the 'Verify and submit' step of a payment process. At the top, it says 'ATB Online Business™ Government Tax Payment & Filing Service'. Below that, it shows 'User2 (1980002)' and 'PFS ID: 1980002'. A progress bar indicates three steps: 'Enter payment details' (completed), 'Verify and submit' (current step), and 'Confirmation'. The main content area is titled 'Please verify details and click on the submit button.' and contains two sections: 'Accounts' and 'Payment'. The 'Accounts' section shows 'Pay from' as '7299-000890043212' and 'Tax account to pay' as '987654324'. The 'Payment' section shows 'Period end' as '2016 Aug 15' and 'Payment amount' as '\$0.00'. At the bottom, there are 'Cancel', 'Back', and 'Submit' buttons.

- Confirmation is provided. Click **Done**.

Cancel Future Dated Tax Payments

Tax Payments must be cancelled by 5pm MT on the day prior to the payment date. They cannot be cancelled on the payment date.

- To cancel a tax payment, click the **Future Dated Transactions**.

☞ For companies using workflow approvals, this would include only those transactions that have received all of the necessary approvals.

The screenshot shows the 'Future dated transactions' screen. At the top, it says 'ATB Online Business™ Government Tax Payment & Filing Service'. Below that, it shows 'User2 (1980002)'. There are two tabs: 'Registered payments and accounts' (selected) and 'Transaction history'. Below the tabs, there are buttons for 'Pay', 'Add payment type', 'Edit', and 'Remove'. A table lists various payment types and their account numbers. The 'Future dated transactions' tab is highlighted with a red box.

Payment type	Account number
<input type="radio"/> Air Traveller's Security Charge -- ATSC	99999999RG0001
<input type="radio"/> Alberta Finance - Fuel Tax - Railway Companies -- ABRC -- (AT 363)	123456789
<input type="radio"/> Alberta Finance - Health Costs Recovery -- ABHCR -- (AT 252)	234567891
<input checked="" type="radio"/> Alberta Finance - Insurance Corporations Tax -- ABINS -- (AT 2095)	987654324
<input type="radio"/> Alberta Finance - Tourism Levy -- ABHRT -- (AT 317)	847569398 847569390 362718190

2. Enter date range and click **Search**.

☞ Leave all of the fields blank to see all future dated tax transactions.

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Andreq Carsford [Sign out](#)

ATB 123456 (1900796) PFS ID: 1900796-0112

[Registered payments and accounts](#) [Future dated transactions](#) [Transaction history](#) [Transaction approvals](#)

Search future dated transactions (Please select a date range)

Payment dates from to [Search](#) [Reset](#) [Advanced search](#)

3. To view transaction detail, click anywhere on the Transaction row.

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Andreq Carsford [Sign out](#)

ATB 123456 (1900796) PFS ID: 1900796-0112

[Registered payments and accounts](#) [Future dated transactions](#) [Transaction history](#) [Transaction approvals](#)

Search future dated transactions (Please select a date range)

Payment dates from to [Search](#) [Reset](#) [Advanced search](#)

Click in a row to select it.

Transactions	Payment date	Amount	Confirmation number	Tax account number	Status
ABCIT	2016 Sep 30	\$5,000.00	1005050	1212121212	To be processed


1 - 1 of 1 [1](#) [10](#) rows per page

4. To cancel the tax payment, click **Cancel this Transaction**. System will prompt you to Confirm **OK** or **Cancel**.

☞ For companies using workflow approvals, the confirmation screen will indicate the number of approvals required to cancel the transaction. The cancellation process mirrors the original approval process, requiring the same number of approvals prior to processing. Approvals must be received by 5pm MT the day before the payment date, otherwise the transaction will be processed as originally approved.

[Future dated transactions](#) > [Payment details](#)

Payment details

 **Alberta Finance - Corporate Income Tax - (AT 1)**

Payment summary

Status:	To be processed	Payment date:	2016 Sep 30
Confirmation number:	1005050	Payment amount:	\$5,000.00
Creation date & time:	2016 Aug 31 13:15:28	Pay from:	11111 - 111111111111
Created by:	Andreq Carsford (112)		

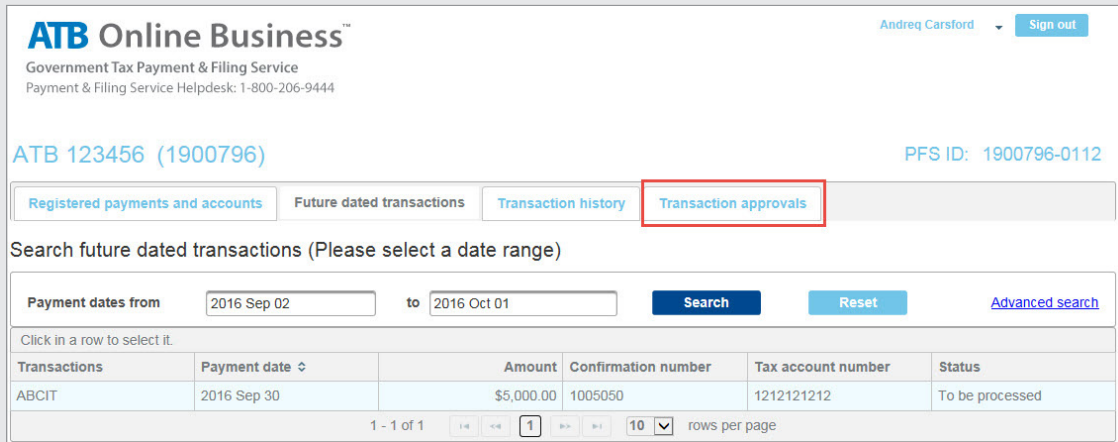
Transaction details

Tax account to pay:	1212121212
Period ending:	2016 Aug 31
Payment amount:	\$5,000.00

[Audit](#) [Print](#) [Cancel this transaction](#) [Back](#)

Cancel Tax Payments Pending Approval

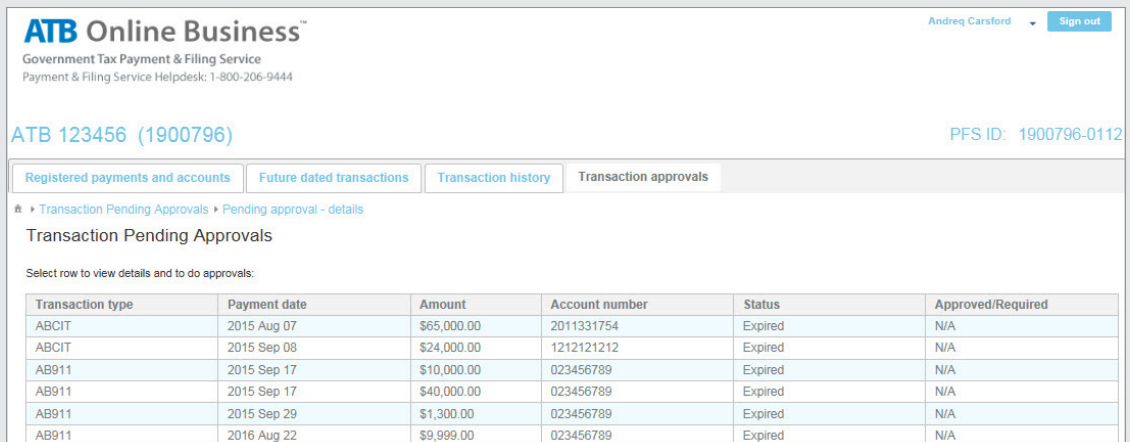
1. To cancel a tax payment that has not received all of the necessary workflow approvals, click **Transaction Approvals**.



The screenshot shows the ATB Online Business interface. At the top, it says "ATB Online Business™ Government Tax Payment & Filing Service" with a contact number. The user is logged in as "Andree Carsford" and can click "Sign out". Below this, the account number "ATB 123456 (1900796)" and PFS ID "1900796-0112" are displayed. A navigation bar contains four tabs: "Registered payments and accounts", "Future dated transactions", "Transaction history", and "Transaction approvals", which is highlighted with a red box. Below the tabs, there is a search section for "Future dated transactions" with a date range from "2016 Sep 02" to "2016 Oct 01" and a "Search" button. A table below shows one transaction: "ABCIT" with a payment date of "2016 Sep 30", amount of "\$5,000.00", confirmation number "1005050", tax account number "12121212", and status "To be processed".

Transactions	Payment date	Amount	Confirmation number	Tax account number	Status
ABCIT	2016 Sep 30	\$5,000.00	1005050	12121212	To be processed

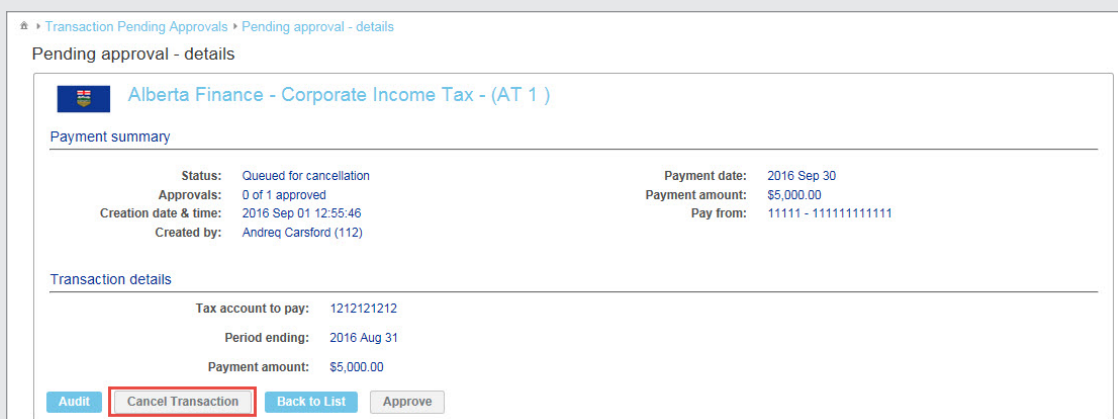
- a. To view transaction detail, click anywhere on the Transaction row.



The screenshot shows the "Transaction Pending Approvals" page. It has the same header as the previous page. The "Transaction approvals" tab is selected. Below the tabs, there is a breadcrumb trail: "Transaction Pending Approvals > Pending approval - details". The page title is "Transaction Pending Approvals". Below this, there is a table with the following data:

Transaction type	Payment date	Amount	Account number	Status	Approved/Required
ABCIT	2015 Aug 07	\$65,000.00	2011331754	Expired	N/A
ABCIT	2015 Sep 08	\$24,000.00	1212121212	Expired	N/A
AB911	2015 Sep 17	\$10,000.00	023456789	Expired	N/A
AB911	2015 Sep 17	\$40,000.00	023456789	Expired	N/A
AB911	2015 Sep 29	\$1,300.00	023456789	Expired	N/A
AB911	2016 Aug 22	\$9,999.00	023456789	Expired	N/A

2. Cancel the tax payment by selecting the **Cancel Transaction** button. The system will prompt you to confirm **OK** or **Cancel**.



The screenshot shows the "Pending approval - details" page. It has the same header as the previous page. The breadcrumb trail is "Transaction Pending Approvals > Pending approval - details". The page title is "Pending approval - details". Below this, there is a section for "Payment summary" with the following information:

Status:	Queued for cancellation	Payment date:	2016 Sep 30
Approvals:	0 of 1 approved	Payment amount:	\$5,000.00
Creation date & time:	2016 Sep 01 12:55:46	Pay from:	11111 - 1111111111111
Created by:	Andree Carsford (112)		

Below the payment summary, there is a section for "Transaction details" with the following information:

Tax account to pay:	12121212
Period ending:	2016 Aug 31
Payment amount:	\$5,000.00

At the bottom of the page, there are four buttons: "Audit", "Cancel Transaction" (highlighted with a red box), "Back to List", and "Approve".

View Tax Payment History

You can search up to 13 months worth of tax payment transaction history using the **Transaction History** link on the main menu.

☞ Data is archived for a total of seven years and can be requested if required.

1. To view your tax payment history, click **Transaction History**.

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Andrej Carsford Sign out

ATB 123456 (1900796) PFS ID: 1900796-0112

Registered payments and accounts Future dated transactions **Transaction history** Transaction approvals

Registered payments and accounts

Pay Add payment type Edit Remove

transaction.se	Payment type	Account number
<input type="radio"/>	Air Traveller's Security Charge -- ATSC	999999998RG0001
<input type="radio"/>	Federal - GST/HST Payment -- GST-P -- (GST-P)	231313131RT0001
<input type="radio"/>	Alberta Finance - 911 Levy -- AB911	023456789 123456789
<input type="radio"/>	Alberta Finance - Corporate Income Tax -- ABCIT -- (AT 1)	1212121212 2011331754
<input type="radio"/>	PEI - 911 Cost Recovery Fee Return -- PEIRF -- (07PT15-16530)	123456789
<input type="radio"/>	PEI - Vendor Return - Environment Tax -- PEIET -- (04PT15-10093)	888999
<input type="radio"/>	Saskatchewan Provincial Sales Tax -- SKTAX -- (FI-1241)	0123455

2. Enter date range and click **Search**.

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Andrej Carsford Sign out

ATB 123456 (1900796) PFS ID: 1900796-0112

Registered payments and accounts Future dated transactions Transaction history Transaction approvals

Search transaction history (Please select a date range)

Payment dates from 2016 Aug 01 to 2016 Sep 01 **Search** Reset [Advanced search](#)

The history results page will display one of the following statuses:

- Processed = Normal transaction
- Cancellation Request = Request for deletion of original transaction
- Cancelled = Original transaction deleted
- Returned Item = Item has been returned by your branch of account
- Returned Item Audit Record = Details of the Returned Item
- Expired Acknowledged = Expired transaction was acknowledged
- Cancellation Failed = Failed to cancel transaction in time

- View full payment details by clicking on the Transaction number listed in the first column.

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Andreq Carsford Sign out

ATB 123456 (1900796)
PFS ID: 1900796-0112

[Registered payments and accounts](#)
[Future dated transactions](#)
[Transaction history](#)
[Transaction approvals](#)

Search transaction history (Please select a date range)

Payment dates from to
Search
Reset
[Advanced search](#)

Click in a row to select it.

Transactions	Payment date ↕	Amount	Confirmation number	Tax account number	Status
PEIRF	2016 Aug 22	\$10.93	9000023	123456789	Cancelled
PEIRF	2016 Aug 22	\$10.93	9000033	123456789	Cancellation Request
PEIRF	2016 Aug 22	\$1,110.93	9000043	123456789	Processed
ATSC	2016 Aug 22	\$6.00	9001040	999999998RG0001	Cancelled
ATSC	2016 Aug 22	\$6.00	9001050	999999998RG0001	Cancellation Request
ATSC	2016 Aug 31	\$3.00	0004020	999999998RG0001	Processed
ATSC	2016 Aug 31	\$3.00	0004030	999999998RG0001	Processed
ATSC	2016 Aug 31	\$11.00	0004040	999999998RG0001	Processed
ATSC	2016 Aug 31	\$2.00	0004050	999999998RG0001	Processed

1 - 9 of 9
 1
10
 rows per page

- Companies with multiple users can view the audit trail of a selected payment by clicking **Audit**.

Payment details

PEI - 911 Cost Recovery Fee Return - (07PT15-16530)

Payment summary

Status: **Processed**

Confirmation number: 9000043
 Creation date & time: 2016 Aug 19 13:00:47
 Created by: Andreq Carsford (112)

Payment date: 2016 Aug 22
 Payment amount: \$1,110.93
 Pay from: 01234 - 6234566

Transaction details

Tax account to pay: 123456789
 Period end: 2016 Aug 19

Number of subscriber phone services 1	1
Total fee 2	\$1,111.00
Commission (1 x 0.07) 3	\$0.07
Net 911 fee payable 4	\$1,110.93
Bad debt percentage 5	0.00%
Deduction for bad debt (5 x 4) 6	\$0.00
Previous balance 7	\$0.00
Remittance amount 8	\$1,110.93
(4 - 6 + 7)	

Audit
Print
Back

View Tax Payments Pending Approval

1. To view your tax payments pending approval, click **Transaction Approvals**.

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Andree Carsford Sign out

ATB 123456 (1900796)PFS ID: 1900796-0112

Registered payments and accountsFuture dated transactionsTransaction historyTransaction approvals

Registered payments and accounts

PayAdd payment typeEditRemove

transaction	Payment type	Account number
<input type="radio"/>	Air Traveller's Security Charge – ATSC	999999998RG0001
<input type="radio"/>	Federal - GST/HST Payment – GST-P – (GST-P)	231313131RT0001
<input type="radio"/>	Alberta Finance - 911 Levy – AB911	023456789 123456789
<input type="radio"/>	Alberta Finance - Corporate Income Tax – ABCIT – (AT 1)	1212121212 2011331754
<input type="radio"/>	PEI - 911 Cost Recovery Fee Return – PEIRF – (07PT15-16530)	123456789
<input type="radio"/>	PEI - Vendor Return - Environment Tax – PEIET – (04PT15-10093)	888999
<input type="radio"/>	Saskatchewan Provincial Sales Tax – SKTAX – (FI-1241)	0123455

The Transaction Approval List includes the following types of Tax Transactions:

- A. **Pending Approval** – Transaction is awaiting approval(s)
- B. **Queued for Cancellation** – Cancellation is pending approvals
- C. **Expired** – A transaction that was not approved before the 12am MT cut off. Pull down and select acknowledge to move the transaction to the payment history screen

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Andree Carsford Sign out

ATB 123456 (1900796)PFS ID: 1900796-0112

Registered payments and accountsFuture dated transactionsTransaction historyTransaction approvals

Transaction Pending Approvals

Select row to view details and to do approvals:

Transaction type	Payment date	Amount	Account number	Status	Approved/Required
ABCIT	2015 Aug 07	\$65,000.00	2011331754	Expired	N/A
ABCIT	2015 Sep 08	\$24,000.00	1212121212	Expired	N/A
AB911	2015 Sep 17	\$10,000.00	023456789	Expired	N/A
AB911	2015 Sep 17	\$40,000.00	023456789	Expired	N/A
AB911	2015 Sep 29	\$1,300.00	023456789	Expired	N/A
AB911	2016 Aug 22	\$9,999.00	023456789	Expired	N/A
AB911	2016 Aug 22	\$1.00	023456789	Expired	N/A
ABCIT	2016 Sep 30	\$5,000.00	1212121212	Queued for cancellation	0/1
ABCIT	2016 Sep 30	\$5,000.00	1212121212	Pending approval	0/1
ABCIT	2016 Sep 30	\$5,000.00	1212121212	Pending approval	0/1
ABCIT	2016 Sep 30	\$5,000.00	1212121212	Pending approval	0/1

1 - 11 of 11125 rows per page

2. View full payment details by clicking anywhere on the Transaction row.
3. Use the menu to approve, cancel or acknowledge an expired transaction. Note that the status and approval status will indicate the type of transaction and action required.

A. Pending Approval:

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Christine Dougan 2
[Sign out](#)

ATB 123456 (1900796)
 PFS ID: 1900796-0121

Transaction Pending Approvals Pending approval - details

Pending approval - details

Payment summary

Status:	Pending approval	Payment date:	2016 Sep 02
Approvals:	0 of 1 approved	Payment amount:	\$5.00
Creation date & time:	2016 Sep 01 14:12:26	Pay from:	01234 - 9234566
Created by:	Andrej Carsford (112)		

Transaction details

Tax account to pay:	023456789
Period ending:	2016 Aug 31
Payment amount:	\$5.00

[Audit](#)
[Cancel Transaction](#)
[Back to List](#)
[Approve](#)

B. Pending Approval where the User's Approval limit is below the Tax Payment Amount

☞ Status indicates "Pending Approval" but the **Approve** button is greyed out.

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Christine Dougan 2
[Sign out](#)

ATB 123456 (1900796)
 PFS ID: 1900796-0112

Transaction Pending Approvals Pending approval - details

Pending approval - details

Payment summary

Status:	Pending approval	Payment date:	2016 Sep 23
Approvals:	0 of 1 approved	Payment amount:	\$10,001.00
Creation date & time:	2016 Sep 22 16:38:19	Pay from:	01234 - 9234566
Created by:	Andrew Christing (109)		

Transaction details

Tax account to pay:	99999999RG0001
Period ending:	2016 Sep 22
Amount owing:	\$10,001.00
Balance due:	\$0.00
Payment on filing:	\$0.00
Total payment:	\$10,001.00

[Audit](#)
[Cancel Transaction](#)
[Back to List](#)
[Approve](#)

C. Queued for Cancellation:

ATB Online Business™
Government Tax Payment & Filing Service
Payment & Filing Service Helpdesk: 1-800-206-9444

Christine Dougan 2 [Sign out](#)

ATB 123456 (1900796) PFS ID: 1900796-0121

Transaction Pending Approvals > Pending approval - details

Pending approval - details

Alberta Finance - Corporate Income Tax - (AT 1)

Payment summary

Status:	Queued for cancellation	Payment date:	2016 Sep 30
Approvals:	0 of 1 approved	Payment amount:	\$5,000.00
Creation date & time:	2016 Sep 01 12:55:46	Pay from:	11111 - 1111111111111
Created by:	Andrej Carsford (112)		

Transaction details

Tax account to pay:	1212121212
Period ending:	2016 Aug 31
Payment amount:	\$5,000.00

[Audit](#) [Cancel Transaction](#) [Back to List](#) [Approve](#)

D. Expired, requires acknowledgement

ATB Online Business™
Government Tax Payment & Filing Service
Payment & Filing Service Helpdesk: 1-800-206-9444

Christine Dougan 2 [Sign out](#)

ATB 123456 (1900796) PFS ID: 1900796-0121

Transaction Pending Approvals > Pending approval - details

Pending approval - details

Alberta Finance - 911 Levy

Payment summary

Status:	Expired	Payment date:	2016 Aug 22
Approval status:	Requires acknowledgement	Payment amount:	\$9,999.00
Creation date & time:	2016 Aug 19 13:46:52	Pay from:	01234 - 9234566
Created by:	Andrew Cresting (109)		

Transaction details

Tax account to pay:	023456789
Period ending:	2016 Jul 31
Payment amount:	\$9,999.00

[Audit](#) [Back to List](#) [Acknowledge](#)

Recall a Tax Payment

Payments cannot be cancelled once processed, but there is a recall period. Payments can be recalled for up to 3 business days. For example, if the payment date is on Tuesday October 19, 2016 then the payment could be recalled until Thursday October 21, 2016 at 11pm MT.

To recall a payment, call ATB:

Business & Agriculture Clients: 1-866-282-4932.

Corporate Financial Services Clients: 1-877-363-4855.

Getting Started – Administrator

As an Administrator you will be able add and manage users, as well as manage the company profile, but you cannot schedule tax payments. To schedule tax payments, you must set up a separate User ID for yourself. You can create both an Administrator and User ID using one email address.

Administrator – Initial Login:

To get started, login [here](#) with the ATB PFS ID (User ID) and temporary password you have received via email. Upon a successful login, administrators will be prompted to setup the company profile and add users.

Welcome to the Tax Filing and Payment Service using Multiple Users with the Multiple Authorization functionality.
As **Company Administrator** you are responsible for managing;

- **Company Profile**, such as number of Authorizations required to approve a payment
- **Users** within your company that initiate and approve payments.

You **must** setup the **company profile** and **users** (via "Add User" button below) prior to using the service.
For more details, please consult the User Guide provided by your Financial Institution.

Manage Company Profile

1. To manage the company profile, click **Edit Profile**.

ATB Online Business™
Government Tax Payment & Filing Service
Payment & Filing Service Helpdesk: 1-800-206-9444

Christine Douglas Multi Admin2 [Sign out](#)

Administration PFS ID: 1900796-0002

⌕ Administration

Company profile

[Edit profile](#)

Company ID	1900796	Company name	ATB 123456
# of authorizations required:	1	Billing language:	English
Company transaction limit:	\$40,000	Billing account:	11111-111111111111-LOCATION1

2. Make desired changes, click **Next**.

🔑 When there are multiple administrators, changes requested will only display on the main menu once approved by a second administrator.

ATB Online Business™
Government Tax Payment & Filing Service
Payment & Filing Service Helpdesk: 1-800-206-9444

Christine Douglas Multi Admin2 [Sign out](#)

Company profile PFS ID: 1900796-0002

⌕ Administration Edit company profile

Edit company profile

* Indicates required fields

1 Edit details 2 Verify and submit 3 Confirmation

Company ID
1900796

Company name *
ATB 123456

of authorizations required:
1

Company transaction limit:
☐ No company limit
☒ \$ 40,000

Billing language:
English

Billing account:
11111-111111111111-LOCATION1

Province: *
Alberta

[Cancel](#) [Reset](#) [Next](#)

3. Verify changes and click **Submit**.

ATB Online Business™
Government Tax Payment & Filing Service
Payment & Filing Service Helpdesk: 1-800-206-9444

Multi Admin1 Sign out

Company profile PFS ID: 1900796-0001

Administration Edit company profile

Edit company profile

1 Edit details 2 Verify and submit 3 Confirmation

Company ID
1900796

Company name
ATB 123

of authorizations required:
1
Prior: 0

Company transaction limit:
\$35,001
Prior: \$30,001

Billing language:
English

Billing account:
11111-111111111111-LOCATION1

Province:
Alberta

Cancel Back Submit

4. Confirmation is provided. Click **Done**.

Number of Authorizations Required

Administrators can select 0 – 2 authorizations within the company profile. If the **No Company Limit** checkbox is selected, then there is an option to select three authorizations.

☞ Workflow approvals impact both the scheduling and cancellation of payments. I.e.: If two approvals were required to schedule a payment, then two approvals will also be required to cancel the payment. In this case, the two approvals must be received by 5pm MT, otherwise the transaction will be processed as originally approved.

Company Transaction Limit

The Company Transaction Limit is optional. If a transaction above the limit is requested, an extra approval will be automatically triggered. I.e.: if a transaction usually requires one approval, then it will require two approvals when the company transaction limit is exceeded. This company transaction limit information is not available to users within their profiles.

Manage Users

Administrators can add up to 9900 users within the system. All users are emailed their system passwords automatically, but administrators are responsible for communicating the PFS login IDs to users. It is a good idea to also communicate user approval limits at the same time, as this information is not available to users within their profile.

Approval Limits

Each user has an approval limit specified by the administrator. The user can approve all transactions below their specified limit. Users are able to submit tax payments for amounts above their approval limit, but only users with approval limits above the payment amount would be able to approve the payment.

☞ If you do not want a user to be able to approve transactions at all, you can set their limit to 0.

Add Users

1. To add user, click **Add User**.

The screenshot shows the ATB Online Business Administration interface. At the top, the header includes the ATB Online Business logo, the text 'Government Tax Payment & Filing Service', and the contact information 'Payment & Filing Service Helpdesk: 1-800-206-9444'. On the right, the user 'Christine Douglas Multi Admin2' is logged in, with a 'Sign out' button. Below the header, the 'Administration' section is active, showing the 'PFS ID: 1900796-0002'. A breadcrumb trail indicates the current location is 'Administration'. The 'Company profile' section displays details for 'ATB 123456', including the company ID, number of authorizations required, transaction limit, billing language, and billing account. The 'User profiles' section shows two radio buttons for 'View': 'All users' (selected) and 'My approvals'. At the bottom, a row of buttons includes 'Add user' (highlighted with a red box), 'Modify user', 'Delete user', and 'Reset user password'.

Company profile			
Edit profile	Company ID	1900796	Company name
	# of authorizations required:	1	Billing language:
	Company transaction limit:	\$40,000	Billing account:
			11111-111111111111-LOCATION1

User profiles

View ☒ All users ☐ My approvals

Add user Modify user Delete user Reset user password

2. Make desired changes, click **Next**.

☞ Payment Type Access – Select Yes if you wish to grant the user the right to add new Payment Types.

The screenshot shows the 'ATB Online Business' interface. At the top, it says 'Government Tax Payment & Filing Service' and 'Payment & Filing Service Helpdesk: 1-800-206-9444'. The user is logged in as 'Christine Douglas Multi Admin2' with a 'Sign out' button. The page title is 'User management' with a 'PFS ID: 1900796-0002'. The breadcrumb trail is 'Administration > Add user profile'. The 'Add user profile' section has a progress bar with three steps: 1. Edit details (active), 2. Verify and submit, and 3. Confirmation. Below the progress bar, the form fields are: 'Name *' (text box), 'Approval limit *' (text box), 'Phone number *' and 'Extension' (two text boxes), 'Email address: *' (text box), 'Allowed to add payment type *' (radio buttons for 'Yes' and 'No', with 'No' selected), and 'Language: *' (dropdown menu set to 'English'). At the bottom are 'Cancel', 'Reset', and 'Next' buttons, with 'Next' highlighted by a red box.

Note: When there are multiple administrators, changes requested will only display on the main menu once approved by a second administrator.

3. Verify details and click **Submit**.

The screenshot shows the same 'ATB Online Business' interface, but now at Step 2: 'Verify and submit'. The progress bar shows Step 1 as completed and Step 2 as active. The form fields are now populated with the following values: 'Name: Yvonne Smith', 'Approval limit: \$5,000', 'Phone number: (403) 444-5555', 'Extension' (empty), 'Email address: y@abc.com', 'Allowed to add payment type: No', and 'Language: English'. At the bottom are 'Cancel', 'Back', and 'Submit' buttons, with 'Submit' highlighted by a red box.


4. Confirmation is provided. Click **Done**.

Modify and Delete Users

Once users have been set up, additional menu options become available that allow you to:

- Modify User
- Delete User
- Reset User Password

ATB Online Business™
Government Tax Payment & Filing Service
Payment & Filing Service Helpdesk: 1-800-206-9444

Christine Douglas Multi Admin2  [Sign out](#)

[Administration](#) PFS ID: 1900796-0002

Company profile

[Edit profile](#)

Company ID	1900796	Company name	ATB 123456
# of authorizations required:	1	Billing language:	English
Company transaction limit:	\$40,000	Billing account:	11111-111111111111-LOCATION1

User profiles

View ☒ All users ☐ My approvals

[Add user](#) [Modify user](#) [Delete user](#) [Reset user password](#)

Multiple Administrator Approvals

In a multiple administrator scenario, each action by one administrator must be approved by another administrator before it will be processed. This approach separates the administrators' duties, providing an extra layer of security within the system. This feature is selected during enrolment and can only be changed by submitting a new enrolment form.

Once changes to the company profile or users have been made, a second administrator must approve the changes.

Approve User Changes

1. To approve changes to users click **My Approvals**.

The screenshot shows the ATB Online Business Administration interface. The top header includes the ATB logo, "Government Tax Payment & Filing Service", and a helpdesk number. The user is logged in as "Multi Admin1". The "Administration" section is active, and the "Company profile" is displayed. The company profile shows a pending approval for a change. The "User profiles" section is visible, with "My approvals" selected. The "My approvals" section shows a table of pending updates.

ID	Name	Status	Approval limit	Email address	Payment type access
1000796-0101	Vivien Raymond	Pending update	\$5,000 Prior: \$5,000	vstewart@atb.com	No
1000796-0150	Yvonne Smith	Pending add	\$5,000	y@abc.com	No

2. User changes pending approval will appear in **bold** on the main menu.

The screenshot shows the ATB Online Business Administration interface. The top header includes the ATB logo, "Government Tax Payment & Filing Service", and a helpdesk number. The user is logged in as "Christine Douglas Multi Admin2". The "Administration" section is active, and the "Company profile" is displayed. The company profile shows a pending approval for a change. The "User profiles" section is visible, with "My approvals" selected. The "My approvals" section shows a table of pending updates. The "Approve update" button is highlighted.

ID	Name	Status	Approval limit	Email address	Payment type access
1000796-0101	Vivien Raymond	Pending update	\$5,000 Prior: \$5,000	vstewart@atb.com	No
1000796-0150	Yvonne Smith	Pending add	\$5,000	y@abc.com	No

3. To approve changes, select User and click **Approve Update**. To reject, click **Reject Update**.

Approve Company Profile Changes

1. To approve changes to the company profile click **Approve Update**. To reject, click **Reject Update**.

ATB Online Business™
Government Tax Payment & Filing Service
Payment & Filing Service Helpdesk: 1-800-206-9444

Multi Admin | Sign out

Administration PFS ID: 1900796-0001

Company profile

Profile change is pending approval

Company ID	1900796	Company name	ATB 123456 Prior: ATB 123
# of authorizations required:	1	Billing language:	English
Company transaction limit:	\$40,000 Prior: \$35,001	Billing account:	11111-111111111111-LOCATION1

Approve update **Reject update**

Change Password

The system will request a password change every 3 months.

1. Enter existing password followed by new password according to parameters provided.

ATB Online Business™
Government Tax Payment & Filing Service
Payment & Filing Service Helpdesk: 1-800-206-9444

Multi Admin | Sign out

Administration PFS ID: 1900796-0001

Change Password

* Indicates required fields

1 Change Password 2 Confirmation

Enter current password: *

Enter new password: *

Re-enter new password: *

Cancel Clear all Save

Your new password

- must be 8 to 12 characters in length
- must consist of a combination of letters, numbers and special characters (i.e. symbols like #, %, \$, *) that are hard for others to guess
- must be different from your previous 5 passwords

Examples:

- valid password: 1E8y(r3pW)
- invalid password: abc123, password, 12345678

2. Confirmation is provided. Click **Done**.

Appendix A: Frequently Asked Questions

User FAQs:

Payment Date versus Due Date.

All payments scheduled before 12am MT (Midnight) are processed the next business day – on the actual payment date. In order to make sure payments are made on time, schedule payments one business day prior to the Due Date - the date that the payment is due to the government.

How far in advance can a payment be scheduled?

Payments can be scheduled up to **one year** in advance.

Are there same day cancellations?

No, payments can be cancelled up to 5pm MT on the day prior to the payment date, but cannot be cancelled on the actual payment date.

☞ Workflow approvals impact both the scheduling and cancellation of payments. I.e.: If two approvals were required to schedule a payment, then two approvals will also be required to cancel the payment. In this case, the two approvals must be received by 5pm MT, otherwise the transaction will be processed as originally approved.

How much transaction history is available?

The system allows you instantly access 13 months of transaction history. If required TELUS can provide history going back as far as seven years.

How do I search transactions?

You can search your transactions through these links on the main menu:

Historic transactions – search through the **Transaction History**.

Approved transactions not yet processed – search through the **Future Dated Transactions**.

Note: Companies using workflow approvals can also search:

Transactions pending approval – search through the **Transaction Approvals** Link on the main menu.

How do I cancel a scheduled tax payment?

For companies without workflow approvals, use the **Future Dated Transactions** link on the main menu to search and cancel your payment.

Companies using workflow approvals:

If your transaction is waiting for approval, use the **Transaction Approval List** link on the main menu to search and cancel the payment.

If your transaction has been approved, then use the **Future Dated Transactions** link on the main menu to search and request a cancellation. The cancellation request will then appear on the **Transaction Approvals**. The cancellation process mirrors the original approval process. I.e.: If two approvals were required to schedule a payment, then two approvals will also be required to cancel the payment. Cancellations of approvals must be received by 5pm MT the day before the payment date, otherwise the transaction will be processed as originally approved.

Which account is used to pay the fees for this service?

An ATB account was selected upon enrolment for the service. You can view the billing account through your Government Tax Payment online profile. If you have multiple bank accounts registered, you can also change it to one of those registered accounts.

Companies with no administrator: view and make changes through the “Modify Profile” menu.

Companies with administrators: the company administrator can view and make changes by modifying the company profile.

Companies with Multiple Users – FAQs

Which users can approve payments?

Company administrators assign approval limits to users during set up. Users are able to approve any pending transactions or cancellations below their approval limit.

Does the approval limit impact the transactions a user can schedule?

No, a user is allowed to schedule tax payments for amounts above their approval limits, however the transaction will require an approval from another user with an approval limit greater than the transaction size.

Where can users find their approval limits?

Company administrators can provide information on user the individual profiles, including approval limits.

Why are the expired payment transactions still listed on the transaction approval list?

Scheduled payment transactions expire because they were not approved prior to the 12am MT (Midnight) cut-off. To remove expired payments from the transaction approval list, scroll down into the transaction and click the “acknowledge” button. This will move the transaction to the payment history list.

Administrator FAQs:

Can the administrator make tax payments?

Administrators will be able add and manage users, as well as manage the company profile, but they cannot submit tax payments. If a company administrator needs to be able to make payments, then they will need a separate User ID. The system allows for the creation of both an Administrator and User ID using the same email address.

Is there an option to have multiple administrators?

Yes! There are two choices – clients can have just one administrator or choose the multiple administrator option, which allows them to add up to 99 separate administrators.

Why choose the multiple administrator option?

In a multiple administrator scenario, each action completed by one administrator must be approved by another administrator before it will be processed. This approach provides backup capabilities during vacation or leaves and flexibility to manage time-sensitive changes. It also separates the administrators’ duties, providing an extra layer of security within the system. This option is usually best suited for larger organizations that require more rigorous controls.

How many users can be added to each Tax Payment profile?

It depends upon how the company profile is set up. There are two choices – clients can have just one user or they chose the multiple user option which allows them to add up to 9900 users.

Note: Users are emailed their system passwords automatically, but administrators are responsible to communicate PFS login IDs to users. It is a good idea to also communicate user approval limits at this time, as this information is not available to users within their profile.

How can I restrict who can approve payments?

Each user has an approval limit specified by the administrator via the “Add User” or “Modify User” buttons. The user can approve transactions below their limit. In addition, any transaction initiated over a user’s authorised limit will automatically require an approval. If you do not want a user to be able to approve transactions, set their limit to 0. Approval limit information is not available to users within their profile.

Can I set a Company Transaction limit?

Yes, there is an option that allows you to specify a company transaction limit within the company profile. In the event that a transaction above the limit is requested, an extra approval will be automatically triggered. I.e.: if a transaction usually requires one approval, then it will require two approvals when the company transaction limit is exceeded. Company transaction limit information is not available to users within their profiles.

What is the maximum number of authorizations?

Administrators can select 0 – 2 authorizations within the company profile. There is one exception – if the “no company limit” checkbox is selected, then there is an option to select three authorizations.

☞ Workflow approvals impact both the scheduling and cancellation of payments. I.e.: If two approvals were required to schedule a payment, then two approvals will also be required to cancel the payment. In this case, the two approvals must be received by 5pm MT, otherwise the transaction will be processed as originally approved.