

Kameleon Group Pty Ltd serial number 6122 4466 9059

When I process our payroll using the web version of AccountRight there are 2 issues occurring.

First issue (this has been occurring for over a year. I have tried MYOB support but they were unhelpful):

When I have entered all the pays and I click 'Next' to move to the next screen (which lists all of the staff in the pay run and their net pay amounts), I get the 'Checking pay run failed. Try again' message every single time.

Record and report

Progress bar: 1. Select pay period (✓), 2. Calculate pays (✓), 3. Record and report (3), 4. Prepare pay slips (4), 5. Done! (5)

Pay cycle	Pay period start	Pay period end	Date of payment	Total net pay
Fortnightly	Mon 25/12/2023	Sun 07/01/2024	Wed 10/01/2024	\$106,757.95

Review and record pay for 44 employees?

Checking pay run failed. Try again.

Use the table below to compare previous pay run totals and for more information use the reports. Once you've recorded these payments, you'll need to authorise MYOB to

PLEASE DO NOT TELL ME that it's because I've 'saved' and gone back into it, I NEVER do that! I process payroll start to finish without saving and closing it until I am finished.

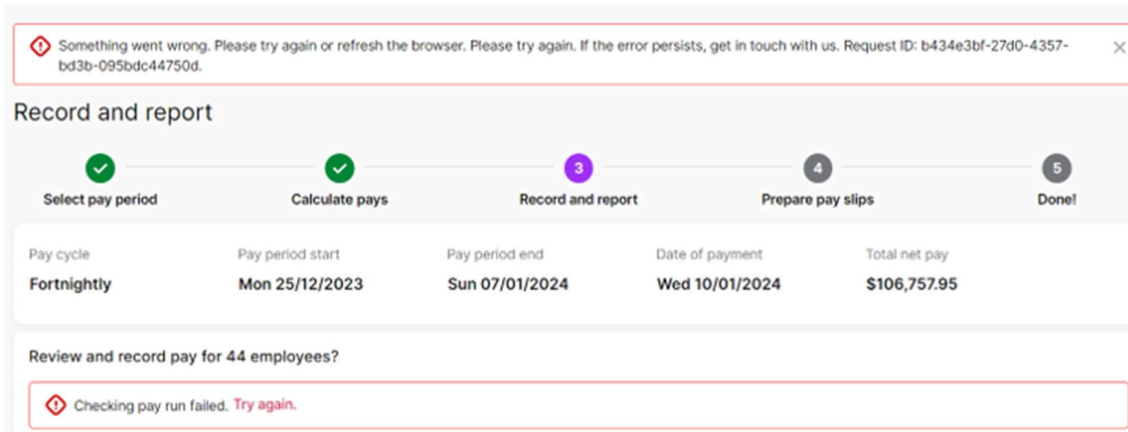
For the past year and a bit, I have just ignored the message it and continued. Everything seems to work fine, including STP reporting.

To try to isolate which employee is causing this message to appear, I have created pay runs for each employee but in small groups – 5 or 6 in each pay run, (and then cancelled the pay runs before it gets to the 'Record' bit).

I never get this message and therefore I am at a loss to understand why the message only displays when I run the payroll for **all** employees.

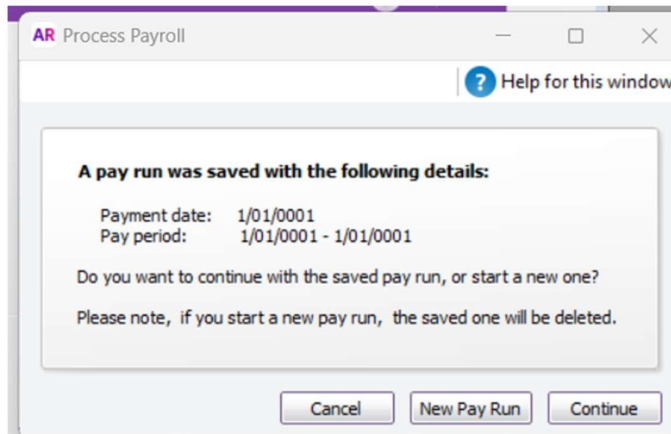
Second issue:

When I click 'Record' and fill out the STP reporting authorisation, I get this error: "Something went wrong. Please try again or refresh the browser. Please try again, if the error persists, get in touch with us. Request ID: b434e3bf-27d0-4357-bd3b-095bdc44750d."

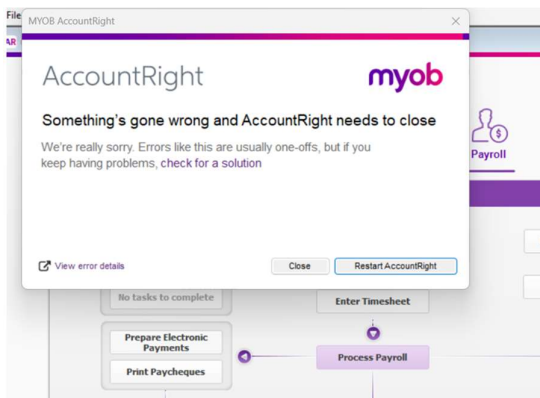


I cannot proceed further.

I go into the desktop version of AccountRight, and when I click on 'Process Payroll' I get a pop up telling me a pay run was saved but the dates are all 1/01/001.



If I click on 'Continue' I get an error telling me 'AccountRight needs to close' and I have no choice but to restart AccountRight.



The only option I have is to go back to the web version, delete the payroll I've just created and re-create it in the desktop version so that it processes end to end. With 45 staff, that is annoying!