


Single Touch Payroll reporting error: "MYOB error code: 404"

Payroll reporting centre

Report sent Finalisation ATO settings

 **Your payroll report has not been sent to the ATO.**
We can't send this payroll report to the ATO right now because the ABN you entered during set up doesn't match our records (MYOB error code: 404). [Troubleshoot this error](#)

The ABN this payroll report has been sent with

- [REDACTED]

The ABN used to generate your Software ID

- [REDACTED]

What causes this message?

This is usually because the ABN you entered when you went through the [Check payroll details](#) process, is not the same one you entered when going through the [Connect to the ATO](#) process.

How to fix it

If the ABN in Company information is incorrect

1. Enter the correct ABN to Company information.
2. Continue to process pay runs as you normally would.

The correct YTD amounts will sent to the ATO next pay run.

If the ABN you entered during the Connect to the ATO process is incorrect

1. Go to the **Payroll** menu and choose **Payroll reporting**.
2. Click the **ATO settings** tab.
3. Click **STP settings**.
4. Follow the prompts to set up Single Touch Payroll again.

Make sure you have your ABN details handy.

Once the error is fixed the correct YTD amounts will sent to the ATO next pay run.

Related topics

[Fix rejected reports in Single Touch Payroll](#)