ESO user guide

Submitting SuperStream contributions using Employer Services Online

Employer Services Online (ESO) is a simple and secure portal that helps you to determine which super scheme your employees should join, view their super details and submit super contributions. You can also validate your contribution data using ESO and be advised of errors and warnings that need to be fixed before submitting the data to us.

This guide is designed for employers who have transitioned to SuperStream and aims to help you submit SuperStream contributions for our CSS and PSS customers using ESO. It covers both SuperStream Alternative File Format Extended (SAFFE) and manual submissions and gives guidance on:

- Your responsibilities
- Registering for ESO
- Logging in and navigation
- Checking the super scheme eligibility of new employees and adding them to the grid
- Submitting contributions, including fixing errors and addressing warnings before submission
- Updating your employees' super details
- Ceasing an employee

Your responsibilities when using ESO

We have strict security measures built into ESO to protect your data. However, we can't guarantee that the portal or information contained within it will not be subject to unauthorised access. We will not be liable for any loss, damage, claims or expenses arising from unauthorised access.

We need you to also take some precautions to ensure that together we achieve the highest level of security possible. It's important that:

- ESO is only accessed by authorised users
- ESO users don't disclose or share their log in details with anyone
- ESO users only access and use the portal for the purposes they are personally authorised to undertake
- You report any actual or suspected unauthorised transactions or access, or any concerns you have about ESO users, immediately
- You let us know when an authorised user no longer needs access
- ESO users don't access or upload data or information using an unsecure network. It's the responsibility of the ESO user to ensure the network they're using (such as their agency or personal network) is safe and secure to ensure they don't breach their obligations under the *Privacy Act 1988 (Cth)*.

If you believe that your log in details may have been compromised, change those details and contact us as soon as possible. Any unauthorised access or use may result in a breach of the *Privacy Act 1988* (Cth).

We collect and may audit data on ESO access and use. All actions performed in ESO, including the frequency of access and the dates and times of that access, are logged and stored.

Disclaimer

While we have taken steps to ensure ESO is a high quality and robust product, we do not accept responsibility for:

- Technical or service difficulties in ESO, including delays to processing, which are outside of our direct control
- Problems caused to your computer, associated equipment, software or data as a result of using ESO
- Matters arising from data corruption, breaches of data or password security, defects in transmission, or viruses
- Losses caused by you, your ESO user(s), employees or agents arising directly or indirectly from the use of ESO.

Privacy statement

We're committed to protecting our customers' privacy. We'll only share personal information where necessary for providing superannuation services to our customers. This may include disclosing personal information to our scheme administrator, service providers, government, regulatory bodies or our services providers (both locally and those based overseas). Personal information about ESO users and employees is collected for the purposes of administering superannuation for scheme members, improving our products and keeping our employers and members informed. Personal information will not otherwise be used or disclosed unless required or permitted under law. Please see our privacy policy for full details. A full copy of our privacy policy as well as the privacy complaint process is available at **csc.gov.au/Members/Privacy-policy/**.

As an ESO user, you are obligated to safeguard any personal information provided to you by your employees or CSC.

Using ESO

Registering for ESO

To get access to ESO, complete our **ESO Access Request Form**. You can use this form to request access to ESO for more than one agency.

To complete the form you will need to tell us:

- your basic details and contact information
- which super schemes you need to access
- your requested level of access:
    - read only – generally for those only wanting to find out who is eligible for CSC defined benefit products
    - read/write – generally for those needing access to all of ESO's functions, including submitting pay files.
- your agency
- your employer identification number (ID)
- your Authorising Officer.

It's expected that you have permission to access ESO from your Authorising Officer. We'll advise them when your access has been granted.

Once completed, we'll consider and process your request. You'll then receive an email from us with your access details, including your ESO username, employer ID and temporary access number.

Logging into ESO

You can access ESO through our **website**. To access ESO, select 'CSS and PSS employer services online'. You'll be asked for your employer and user IDs, date of birth and temporary access number.

If you're logging in for the first time, you'll be asked to set a password. You'll also need to choose two secret questions and answers – these will help to reset your password if you forget it.

You'll then be prompted to read your responsibilities (see **Your responsibilities when using ESO** above for a condensed version) which you must accept before continuing.

Resetting your password

You can reset your password at any time from ESO's log in page. You'll need to enter your reference number and your date of birth. Your reference number is your employer and user IDs combined.
e.g. Paul has forgotten his access number. His employer ID is 12345 and his user ID is smithp. His reference number is therefore 12345smithp.

You'll be asked to answer your secret questions and enter a new password.

Navigating through ESO

Once you've logged into ESO, you'll find yourself on the homepage. You can quickly get to various areas of ESO using the menu on the left side of the homepage. This menu can be accessed on every page, except when you're in the grid.

We may contact you through ESO

We may contact you through ESO, but only about ESO. When you log in, you'll see any new messages on your homepage.

We'll contact you mostly by email with changes to your super responsibilities, legislation or processes. We'll also use our website to advise you of any issues with ESO – you'll see a warning banner on the website or a notice on the homepage.

New employees

You should use the Eligibility Determiner in ESO to check whether new employees are eligible or required to re-join CSS or PSS. We strongly recommend using the Eligibility Determiner as it contains the most accurate information needed to establish an employee's eligibility. The Eligibility Determiner will search for any previous memberships in CSS or PSS regardless of whether the person is currently contributing to either scheme, but it won't search for pensioners unless they're receiving an invalidity pension. It also won't search for PSSap records.

After determining a new employee's eligibility, read the **New employees super administration guide** for information on what you need to do next. It's important that you follow the requirements of that guide so you fulfil your super obligations.

There are two PDF versions of the Eligibility Determiner on our website – one for Australian Public Service (APS) employers and one for non-APS employers. If referring to these PDF versions, it's important you use the one appropriate to your agency. Our preference is that all eligibility is checked using the Eligibility Determiner in ESO, but we've made these PDF versions available too.

Using the Eligibility Determiner

You can access the Eligibility Determiner using the menu on the homepage.

There are two ways to look up an employee's eligibility using the Eligibility Determiner – using their Tax File Number (TFN) or their personal details (e.g. full name, date of birth). The Eligibility Determiner will not give correct results if it doesn't find an exact match in our system, so it's important to be mindful of spelling and any changes to your employee's name.

Some tips:

- Be very careful with names – the Eligibility Determiner looks for an exact match to your search criteria, e.g. 'MacDonald' won't be shown as a result if you searched for 'McDonald'
- Search using all names your employee may have been previously known by, e.g. if Charlie Jones changed names to Charlie Smith, you may need to search for both names in case older memberships were in Charlie's previous name
- Use your employee's full name, not any shortened names, e.g. 'Elizabeth' won't be shown as a result if you searched for 'Liz' or 'Eliza'
- If searching using your employee's name returns too many results, try including their date of birth to narrow down the list.

If no results are displayed, you should check that the details you entered when searching were correct. If the details you entered are correct and no results are displayed, this indicates that your employee is not eligible to re-join CSS or PSS.

Eligibility Determiner

A search can be performed by EITHER entering a Tax File Number OR entering your employee's personal details.

Tax File Number: [   ]

OR

If you do not wish to perform a TFN search, enter your details into at least one field below. If you use either the 'Famil search will return all members with a Family Name of SMITH, SMITHERS, SMITHSON.

Family Name: SMITH
Given Names: JOHN
Date of Birth: [   ]
Sex: [▼]

[Search]

Membership Number	Family Name	Given Names	Date of Birth	Sex	Scheme ID
12345678	SMITH	JOHN	01/01/1950	M	CSSDB
11223344	SMITH	JOHN	01/01/1960	M	CSSDB
87654321	SMITH	JOHN	01/01/1960	M	CSSDB
88776655	SMITH	JOHN	01/01/1970	M	PSSDB

If you find a match, click on the AGS number of the match and choose the correct type of employment.

Family Name SMITH
Given Names JOHN
Fund Description PSSDB
Membership Number 12345678
Membership Ceased
Date of Birth 01/01/1970
Sex M

Please answer the following questions to determine:

- **The correct scheme**
- **When 'choice of fund' must be offered**
- **When to use a new or existing AGS number**

Please select the applicable employment type and membership for superannuation purposes [▼]

If unsure based on the information below, please contact Employer Support on 1300 338 240 for clarifica

Supplementary Information

Legislation governing superannuation arrangements for eligible employees refers to permanent, temporarily accordance with the definitions specified in the relevant scheme rules. This may conflict with your defini are regarded as permanent for employment purposes but are temporary for super purposes. Members determining which employment status should apply.

Permanent Employment with Continuous Service
Permanent Employment with New Membership
Temporary Employment with Continuous Service
Temporary Employment with New Membership

The employment type determines whether your employee is eligible or required to re-join CSS or PSS. The employment type options you can choose from will change based on the scheme your employee may be eligible or required to re-join. Just note that the options for PSS will be the same regardless of your employee's membership status.

This means that for preserved PSS members, you can disregard the Permanent and Temporary Continuous Service options as they don't apply.

The Eligibility Determiner will tell you whether you should use an existing AGS number or get a new one for your employee. If you don't have a list of new AGS numbers to use, you need to contact the **Australian Public Service Commission** for a new AGS number.

If the Eligibility Determiner doesn't indicate that your employee is eligible or required to re-join CSS or PSS, they can choose which super fund they want you to contribute to. If they don't make a choice and PSSap is your default super fund, you should start them in PSSap. For more information about commencing employees in PSSap, read the **New employees super administration guide** on our website.

Paying your employee's first contribution

After determining that your new employee is eligible or required to re-join CSS or PSS, you will need to set them up in the grid so you can pay their first contribution through ESO. The way you submit your contribution data will determine how to pay that first contribution:

- SAFFE submission – add your new employee to your payroll system. ESO will automatically add that employee to the grid when you import your agency's contribution file.
- Manual submission – add your new employee directly into the grid using ESO (see instructions below).

If you want to change your submission method from manual to SAFFE or vice versa, email **dataadmin@csc.gov.au** with your new preferences. We'll update your agency's profile to reflect your new preferences.

If you submit using SAFFE and you need to manually add a new employee, e.g. there is a discrepancy between your contribution data and money because an employee is missing from the SAFFE, follow the steps below in **Adding an employee using manual submission**.

PSSap contributions are paid using a clearing house service and cannot be paid through ESO. For more information on our clearing house and how you can sign up, see our **website**.

Adding an employee using manual submission

From ESO's homepage, enter the 'View/Submit Contributions' area. Open the current contribution pay period by clicking 'Process'. If there's no current contribution pay period open, you'll need to create a new one before you're able to add your employee. Refer to **Creating a new contribution pay period** below for more information.

Click 'Add Employee' and you'll be taken to the Employee Search page.

We recommend searching for your employee before adding them to the grid. This will ensure that you're not creating a duplicate record for an employee that already exists in the grid. If no current record exists for your employee, click 'New Employee'. Then select your employee's super fund – CSS or PSS.

Employee Search

To add a returning PSSdb or CSSdb member, do not enter any name detai

Note: Pillar is now responsible for administration of PSSap member servic
if you have any questions about PSSap memberships and contributions.

Check to see if the employee you want already exists for your agency by using
Add a new employee by clicking the 'New Employee' button.

Family Name

Given Names

SEARCH

Matches

Payroll Number	Family Name	Given Names	Date of Birth

New Employee   Cancel

Showing 1 - 2 of 2

USI	Fund ID	Product Name	Payment Method	Choose
19415776361001	CSSDB	COMMONWEALTH SUPERANNUATION SCHEME	DCREDIT	Choose
74172177893001	PSSDB	PUBLIC SECTOR DEFINED BENEFIT SCHEME	DCREDIT	Choose

Back

A Duplicate Checking window will pop up. You need to check for any duplicate accounts, even if you've used the Employee Search function, so incorrect records aren't created. Enter the relevant details about your new employee, ensuring you include their payroll number and either their TFN or personal details.

Duplicate Checking

Please enter your employee's Payroll Number. This is mandatory but will not be used in the search.

Please fill in the following fields to see if your new employee already has a PSSDB or CSS membership.

*Payroll Number: Scheme ID: PSSDB

A search can be performed by EITHER entering a Tax File Number OR entering your employee's personal details.

Tax File Number:

OR

If you do not wish to perform a TFN search, enter your details into at least one field below. If you use either the 'Family Name' or 'Given Names' fields the search will perfo
with a Family Name of SMITH, SMITHERS, SMITHSON.

Family Name: Date of Birth:

Given Names: Sex:

                                            Membership Number:

OK   Cancel

A list of possible matches will be displayed if there are any records associated with the details you entered. If one of the matches is the one you're using for your new employee, click 'Select' to add them to the grid.

If you aren't using any of the matches, click 'New Membership'. Enter all relevant details, including your employee's:
- employment start date – the date your employee commenced in or transferred to your agency
- scheme commencement date – the date your employee became eligible to re-join CSS or PSS.

All effective dates should reflect the date your employee started or restarted employment with your agency. Any employees who have returned to your agency from a temporary transfer elsewhere will have the effective dates listed as the date they returned from that transfer.

Click 'ok' to finish. Your new employee will now be added to the grid.

Paying contributions

ESO allows you to submit contributions for and on behalf of CSS and PSS members using either SAFFE or manual submissions. Your contribution data must be received and reconciled with your contribution payment by the Australian public service pay day. The payment must be made on the same day you submit your data.

ESO will analyse your data for errors once you've created the contribution pay period (see **Creating a new contribution pay period** below) and clicked 'save/validate' in the grid (see **Navigating the grid** below). You'll be notified of any errors or warnings so you can correct your data. If using SAFFE submission, it's important to fix those errors in your payroll system to prevent them from reoccurring each pay.

> **!** When it comes to submitting a SAFFE file, we recommend:
>
> - importing your SAFFE file before the cut off to check for any errors
> - correcting any errors in your payroll system
> - importing an updated SAFFE file.
>
> This will ensure the contribution data in your payroll system is up-to-date, you have fewer ESO errors and you're unlikely to need to manually update data directly in ESO.

You may also get warnings when submitting your data. Warnings are a prompt for you to look at the data that has caused the warning and fix anything that may be wrong. They won't stop you from submitting your data to us, but we recommend you investigate what caused it so it doesn't turn into an error in a later pay period. Don't forget to fix any issues in your payroll system if you submit using SAFFE so that the warning doesn't reoccur next pay period or turn into an error.

You can access all contribution-based functions from the 'View/Submit Contributions' area. All previous contribution pay periods will be listed and show a status of:
- submitted – a pay file has been submitted to us
- balancing – a pay file is still being processed in the grid and hasn't yet been submitted to us.

> **!** Contribution pay files can only be reversed in a very small window of time after you have submitted the file, so you need to take special care to ensure the data is correct. If you've submitted incorrect data, call us on **1300 338 240** (option 1) immediately and we'll check if your data can be reversed.

Creating a new contribution pay period

SAFFE submission

From the 'View/Submit Contributions' area, click 'New Period'.

If you can't see 'New Period', you may have a contribution pay period still balancing. You must finish and submit this balancing contribution pay period, or delete it, before you can create a new period.

ESO will automatically fill the dates for the new contribution pay period, but you should check that these are correct. Then ensure the 'Import from Payroll' check box is ticked. If this isn't ticked, ESO is expecting you to manually submit your data. If your preferred submission is using SAFFE, call us on **1300 338 240** (option 1) or email **dataadmin@csc.gov.au** to update your agency's preferences. Click 'ok'.

Payment reference number (PRN)

A PRN is a unique identifying number that links your contribution payment to your employees' information from your contribution data. You can:

- use your own PRN – you must enter that PRN in SAFFE field 27 on every contribution record in your pay file before uploading it into the grid, or
- allow ESO to generate a PRN for you – leave the PRN field blank in your pay file.

Once you have chosen either of the above methods and taken the appropriate actions, you can upload your pay file to the grid.

Depending on your internal processes, you may need to let your Finance team know the PRN so they can use that PRN for the contribution funds.

Uploading your pay file

After you click 'OK', a Contribution Import window will pop up. To upload a pay file, click 'Choose file'. The pay file you choose must match the contribution pay period you are working on. Once you have chosen the relevant pay file, click 'Import'.
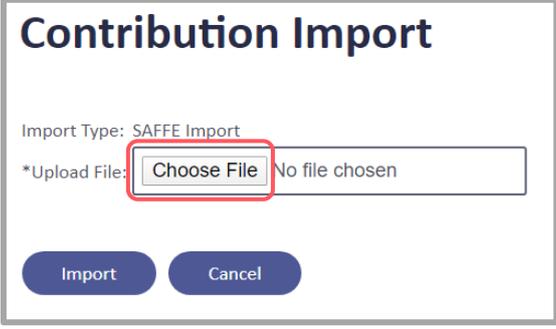
A processing timer will appear, showing you how long the import of your pay file will take. If ESO identifies any errors in your pay file, the import process will stop. You need to correct the errors before attempting to upload your pay file again.

When your pay file has been successfully imported, a Summary box will appear with information about your import.
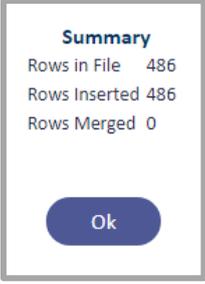
Rows Merged indicates how many rows in your pay file were merged because the payroll ID and AGS number were the same. This could happen if you are making two contributions to the same AGS number.

Click 'OK' on the Summary box and your pay file will appear in the grid. You can fix other errors and warnings in the grid, and submit your contribution data to us when you're ready.

Manual submission

From the 'View/Submit Contributions' area, click 'New Period'.
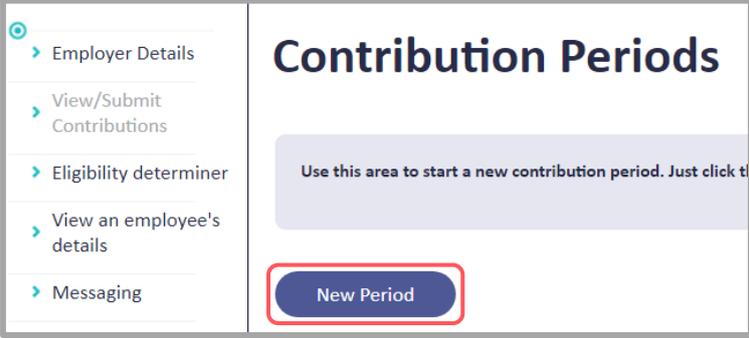
If you can't see 'New Period', you may have a contribution pay period still balancing. You must finish and submit this balancing contribution pay period, or delete it, before you can create a new period.

ESO will automatically fill the dates for the new contribution pay period, but you should check that these are correct.

Create New Period

The last contribution period was from 30/4/2020 to 13/5/2020. The next contribution period will be:

Period From: 14/5/2020
Period To: 27/5/2020
Payroll Run Number: 24

Import From Payroll: ☐

[OK] [Cancel]

Click 'OK' and ESO will populate the grid with the contribution data submitted from the previous pay period.

Navigating the grid

Once you've created a new contribution pay period and imported or populated your contribution data, you'll be in the grid.

On the next page is a list of menu buttons you can see across the top of the grid and the actions you can perform when clicking on any of those.

Button	Action
Validate and save	Validates changes and updates made to the grid. While the changed or updated data is automatically saved when you click out of the field you changed or updated, you need to validate the data to ensure there are no errors.
Submit	Submits the grid to us. This also validates your data.
Calculate	Only available for manual submissions. Calculates **employer productivity superannuation contributions** (EPSC) and member contributions for CSS and PSS members. This button will be disabled if using SAFFE submissions as your payroll system will calculate your contributions and include them in your SAFFE file.
Add employee	Usually used for manual submissions. Adds a new employee directly into the grid. Sometimes agencies using a SAFFE submission may need to add an employee manually using this function, e.g. to make an adjustment for an employee who has ceased employment.
Import file	Only applicable to SAFFE submissions. Imports a SAFFE file into the grid. Using this function will override the data already populated with your newly imported data.
Context details	Provide information about the file sender, payer and payee, and contribution totals per scheme. You won't see employer liability amounts here. If using manual submissions, you can update your PRN here.
Print	Prints the grid.
Contribution summary	Provides a summary of the amounts you need to pay us for that pay period. You should compare the summary with your payroll deductions report, and check that your PRNs match, before submitting your data to us.
Messages report	Allows you to run an audit report of error messages. You can also download or print the report and correct the errors in your payroll system before the next pay period.
Close	Closes the grid. **You must close the grid using this button to save any changes or updates you've made.**

You can move between pages in the grid by using the arrows in the top left of your screen. You can also choose the page you want by using the drop down list next to 'Showing'.

You can change the way the grid sorts your employees by clicking on the column you want to sort the data by. By default, the grid is sorted alphabetically by surname.

Beside each employee in the grid, there are two buttons:

- F – ceases the employee. See **Ceasing an employee** below for more information
- I – shows all information about the employee. See **Updating employee details** below for more information.

Searching the grid

If there's a particular employee you need to find in the grid, use the search function. Using the drop down list next to 'Search where', choose the way you want to search for your employee. Enter the relevant details in the 'Starts with' field and click 'Search now'.

Any results will be displayed. To get back to the grid, click 'Show all' on the top left of the window.

Saving the grid

By using the 'Close' button, you can leave the grid and come back to it at a later time without losing your updates or changes. Your changes and updates are automatically saved when you change fields or when you close the grid properly (i.e. by clicking 'Close' in the top right hand corner).

Continue working on a saved grid

If you want to continue working on a grid you've previously saved, click 'View/Submit contributions' from ESO's main menu. All contribution periods to date will be visible. The grid you were previously working on will be 'balancing'. You can either:

- Process – your saved grid will open and you can continue working on it
- Delete – you can delete your saved grid as it hasn't been submitted yet.

Validating the grid

You need to validate the grid before you can submit your contribution data to us. Click 'Validate and save'. A processing timer will appear, showing you what is happening through the validation process. Any errors in the grid will be shown once the validation process is complete.
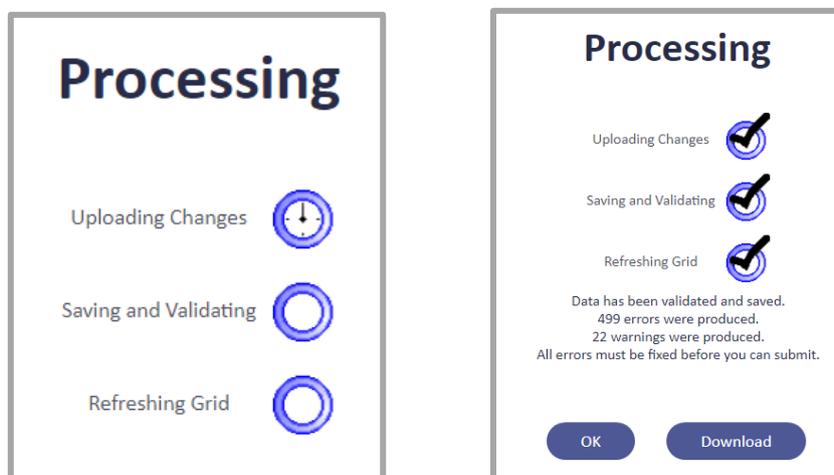
Fixing errors

You'll need to fix all errors identified through the validation process before you can submit your data. We recommend saving and validating your data regularly to make sure your updates are resolving the errors. Only one ESO user can work on the errors for each agency ID at any one time. To view the errors, you can:

- click 'ok' on the processing timer window to view the errors in the grid, or
- click 'Download' to open the errors so you can save or print them.

For SAFFE submissions, fix the errors in your payroll system and then import the updated SAFFE as explained in **Uploading your pay file** above.

For manual submissions, fix the errors in the grid directly. You may need to fix contribution amounts, or adjust an employee's information by clicking 'I' next to their name.

Once all errors are fixed, the grid will need to be validated again. See **Validating the grid** above.

Some tips:

- You can upload a test file and validate it to identify any errors before submitting your final file to us. This mean you'll be able to work on any identified errors in your payroll system and upload a final file when you're ready.
- You may need to make a manual adjustment to EPSC and employer liability if you're reporting a notional salary for employees receiving a formal PSS partial invalidity pension (PIP). Read more in our **Paying PSS PIPs guide.**
- Negative adjustments need to be made in the relevant negative adjustment field.

At the beginning of a new financial year, it's important to review your employees' EPSC amounts as the **EPSC rates** may have changed. ESO won't mark this as an error, so it's up to you to ensure your employees' contributions are being paid at the correct amount.

If you need some help with your errors, get in touch with us on **1300 338 240** or at **dataadmin@csc.gov.au**. We can have a look at your errors and work through them together. You'll need to close your grid properly for us to get in and have a look, so make sure you click the 'Close' button before getting in touch. If you don't click 'Close', no one else can get into your grid for 30 minutes or until you return to your grid and click 'Close'.

Updating employee details

You can use the grid to update us with certain changes to your employees' details, such as changes to their super salary or employment status. You can also use the grid to report periods of leave where super contributions aren't payable. Any changes to contact details won't update our records, so you should encourage your employee to contact us directly to update that information.

For SAFFE submissions, update your employee's details in your payroll system and then import the updated SAFFE as explained in **Uploading your pay file** above.

For manual submissions, adjust your employee's information by clicking 'I' next to their name. Update the relevant fields and click 'save'.

If we've told you that one of your employees has reached their **maximum benefit limit** (MBL), you need to stop paying member contributions by changing the percentage rate to 0% and EPSC. You should do this in either your payroll system (SAFFE submission) or the grid (manual submission). You'll still need to update their super salary when relevant. Don't enter any leave without pay dates.

Changing an AGS number

You can change an employee's AGS number in the grid, whether using a SAFFE or manual submission. You should still update your payroll system with the new AGS number for a SAFFE submission so that it's correct for future pay periods.

Find your employee in the grid (see **Searching the grid** above for more information) and click on their AGS number. You can then enter the correct AGS number and click 'ok' to save.

Payroll Number   10101010
Family Name   Smith
Given Names   Jane Mary
Old Fund ID   PSSDB
New Fund ID
Old Member ID   10101010
New Member ID   12345678

OK   Cancel

Calculating manual submissions

If you're using a manual submission, the grid automatically populates the same contribution data from the previous pay period when you create a new contribution pay period. ESO needs to calculate how much the contribution payment is for the new pay period before you can submit the grid to us.

Before calculating the contribution payment, make all required changes to your employees' details and fix all errors in the grid. You'll need to delete the contribution amount for any employees that you made changes to so that ESO can calculate what the new amount is based on those changes. When ready, click 'Calculate'.

If you make any changes to the grid after calculating the contribution payment, you'll need to recalculate the contribution amount for any employees affected by your changes by deleting that amount and clicking 'Calculate' again.

When we reach a new financial year and a new EPSC rate is released, ESO will automatically delete all EPSC amounts for your employees so it can calculate what the new amount will be. This means all your employees' EPSC amounts will be updated at the right time.

Sending us your contribution data

You can only submit your data to us once it has been validated, it has no errors and you have reconciled it. To reconcile the totals of the different contribution types and schemes in the grid, click 'Contribution summary'. You may want to compare the amounts in the summary to those in your payroll deductions report.

You should also check that the PRNs that have populated in ESO match the payment in your finance system (see **Payment reference number** above). Click 'Context details' and select a scheme so you can view the PRN for that scheme.

Contribution Context Fund Select

Fund name	
CSSDB	Context Details
PSSDB	Context Details

Close

The PRN, as well as the Sender and Payer details, will be automatically populated from your SAFFE file. If you use manual submissions, a new PRN will be populated by ESO but you can delete and add your own PRN here. The Sender and Payer details will be copied from your last pay period, but you can change them here if necessary.

Context Information

Please ensure the details on this screen are correct as this information may be used to return incorrect payments.

Scheme: PSSDB

Sender Details

Sender ABN: 11122233344
Sender Organisation Name: DEPARTMENT A
Contact Surname: ADMINISTRATOR
Contact Given Names: PAYROLL
Contact Email Address: PAYROLL@DEPARTMENT.GOV.AU
Contact Phone Number: 0262006200

Payer Details

Payer ABN: 11122233344
Payer Organisation Name: DEPARTMENT
Payer BSB: 012012
Payer Account Number: 001002003
Payer Account Name: DEPARTMENT A PAYMENTS

Payee Details

ABN: 55566677788
Payment Reference Number: 1111111111111111111
BSB: 300300
Account Number: 85855858
Payee Account Name: PSS FUND
Payee Transaction Date: 28/5/2020
Payment Amount: $24,899.00

Close

You'll need to repeat this for the other scheme if submitting data for both CSS and PSS.

Once you've checked your PRN, Sender and Payer details are correct, you're ready to submit your data to us. Click 'Submit' from the grid menu. If any errors are identified, you need to correct them before attempting to submit again. If no errors are identified, the Contribution Totals window will open.

Scheme ID	Fund Name	Payment	Member Contribution	Employer Productivity	Employer Additional Contribution	Salary Sacrifice Contribution	Employer Shortfall Contribution	ADIC Payment	Employer Liability
PSSDB	PUBLIC SECTOR DEFINED BENEFIT SCHEME	DCREDIT	6,447.90	2,579.20	0.00	0.00	0.00	0.00	15,861.90
Grand Total			6,447.90	2,579.20	0.00	0.00	0.00	0.00	15,861.90

Warning: This is your last chance to cancel the contribution before it is submitted.

Check that the contribution total amounts match your payroll deductions report. If the amounts don't match, click 'cancel' and investigate why before attempting to submit again. If the amounts match, click 'Continue'.

Once the data has been submitted to us, a Contribution Submit window will appear. You'll be able to see the totals of the data submitted to us for each scheme.

The contributions have been submitted as requested.

Scheme ID	Fund Name	Payment Method	Amount
PSSDB	PUBLIC SECTOR DEFINED BENEFIT SCHEME	DCREDIT	24,889.00

Click 'ok'. A contribution receipt will break down the contribution data submitted. This is your final chance to update the PRNs if required. You can print the receipt from this screen. Once done, click 'close'. Your data has been successfully sent to us.

Receipt

Date Printed: 7/10/2020
Employer ID: 10101 - DEPARTMENT A
Period From: 20/8/2020
Period To: 2/9/2020
Payroll Run Number: 5

The contribution details provided in the table below are only to assist you in your reconciliation. These amounts should NOT be sent. The second table shows the actual amounts, bank accounts and lodgement reference numbers which should be used for your payments.

Contribution Details

Scheme ID	Number of Contributions	Payment Method	Member Contribution	Employer Productivity	Employer Additional Contribution	Salary Sacrifice Contribution	Employer Shortfall Contribution	ADIC Payment	Employer Liability	Total
PSSDB	1	DCREDIT	6,447.90	2,579.20	0.00	0.00	0.00	0.00	15,861.90	24,889.00

Contribution Type	Amount	Account Name	BSB	Account Number	Lodgement Reference Number
PSS MEMBER (02)	6,447.90	PSS FUND	092009	114100	2000101010101
PSS EMPLOYER PRODUCTIVITY (04)	2,579.20	PSS FUND	092009	114100	2000101010102
PSS LIABILITY (08)	15,861.90	COMSUPER OFFICIAL ADMINISTERED RECEIPTS	032778	373269	2000101010103
Total	24,899.00				

Sending us your contribution payment

Contribution payments must be made using an electronic funds transfer (EFT). Your payment must be submitted the same day you submit your contribution data to us. You should provide the contribution receipt that was produced after you sent your data to us to your finance area as it will provide them with bank account details, PRNs and the amount payable.

There are two crucial elements to submitting your contribution payment successfully:

- the PRN on your contribution payment must match the PRN in your contribution data
- your contribution payment amount must match the amount in your contribution data.

If either of those elements aren't met, we'll reject your data and payment so you can fix the issue(s) and resubmit both before we attempt to reconcile them. You won't be able to submit any following pay periods until we've reconciled your contribution payment with your contribution data.

Previous contribution periods

To view contribution periods that have been previously submitted, click 'View/Submit Contributions' from ESO's main menu. All previous and any current contribution periods will be listed.

To see your contribution data, click 'Listing' next to the contribution period you're interested in and choose how you want the data to be listed (e.g. by payroll number, name, AGS number). Click 'OK'. You can print the listing by clicking 'print'.

To see the receipt for a contribution period, click 'Receipt' next to the relevant contribution period.

Audit reports

You can view a record of all changes made to the grid during a contribution period from the 'View/Submit Contributions' area in ESO. Once you've found the contribution period you're interested in, you can:

- click 'Report'. An audit report will list all changes to the grid for that period. You can save the audit report by clicking 'download' and then 'save'. You can also print the audit report by clicking 'print'
- click 'File' and then 'save'. This will save the audit file to your network without viewing the audit report first.

Ceasing an employee

You can tell us that an employee at your agency has ceased employment using ESO. You'll also need to complete a **Departmental report** for your ceased employee and send it to **formsandapplications@csc.gov.au**.

SAFFE submission

For SAFFE submissions, cease your employee in your payroll system. When you upload your pay file to ESO, your employee's exit details, including their exit date, will be uploaded too.

Manual submission

For manual submissions, cease your employee through the grid in ESO. When your contribution data has been populated in the grid, search for your employee and click 'F' next to their name. Choose a cessation reason and put in an exit date. The exit date can't be a date that's after the current contribution period. Click 'OK'.

In the grid, your employee will now have a 'U' next to their name.


Reactivating a ceased employee

If you accidentally ceased an employee in the grid, you can reactive them by clicking the 'U' next to their name. This must be done before you submit your contribution data.

If you've already submitted your contribution data, you need to get in touch with us on **1300 338 240** or at **dataadmin@csc.gov.au**. We'll need to remove the cease date on your employee's record, which will be updated in ESO overnight. If the cease date isn't removed before the next pay period, you'll get an error when validating your contribution data if you're trying to pay a contribution to that employee.

Logging off ESO

It's important to log off ESO using the 'log off' button from the menu. Closing your web browser doesn't log you off, but you will be automatically logged off after 30 minutes of inactivity. If you were using the grid and didn't log off correctly, other users won't be able to access the grid until you log out correctly or are automatically logged out after 30 minutes of inactivity.
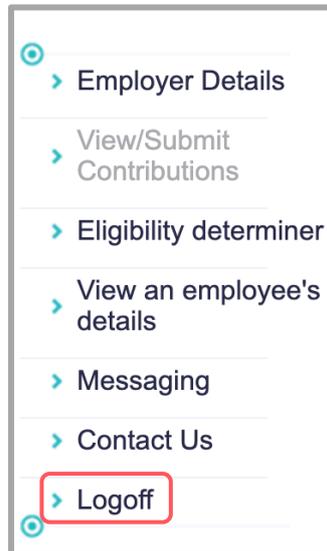
Getting in touch

If your question is specifically data related, you can call **1300 338 240 (option 1)** or email **dataadmin@csc.gov.au**.

For all other questions, our Employer Service Desk is always happy to help. Call **1300 338 240** or email **employer.service@csc.gov.au** to get in touch.

We also offer super training for participating employers at no additional cost. For more information, check out our website or email **employer.training@csc.gov.au**.

If your employees have any questions about their super, they should contact:

- CSS – **1300 000 277** or **members@css.gov.au**
- PSS – **1300 000 377** or **members@pss.gov.au**
- PSSap – **1300 725 171** or **members@pssap.com.au**