



OZEDI Portal Upload User Guide

Version 1.6

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<i>Version Number</i>	<i>Release Date</i>	<i>Who</i>	<i>Sections Affected</i>	<i>Changes</i>
1.0	5/03/18	AW	All	First version of the document
1.1	29/03/18	AW	p4-6	SSP role changes required, Intermediary type, upload email etc NB change of version numbering to match OZEDI Connector suite
1.2	4/06/18	AW	Response	Facility to resend responses
1.3	30/09/18	AW	Screens	UI changes
1.4	16/01/19	AW	Responses	Extend 72 hours to 30 days
1.5	26/02/19	AW	Upload screen	Multi-ABNs
1.6	6/09/19	AW	Upload screen	WPN or ABN option. Default email and ABN, ABN company name look up.

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Requirements

OZEDI provides the facility to upload Single Touch Payroll files to the OZEDI hub for submission to the ATO. Users of this facility must:

- Be registered clients of OZEDI – either with their own Account or registered as a Client under the payroll provider's Account
- Be linked to a whitelisted payroll provider who is registered at OZEDI with their whitelisting details. Access to production will be limited to payroll providers who have been approved by the ATO and have a production Product ID.
- Have purchased a block of data to cover uploads and downloads (production only – usage of the test environment for payroll providers is free of charge)

Multi-factor Authentication

The OZEDI portal upload function requires multi-factor authentication to confirm that the user is who they say they are; this includes the following checks:

- API User name and password – validated against Payroll Provider's credentials which you will be given to use. These credentials are the same for all your Payroll Providers' clients – it is NOT your user name and password.
- OZEDI Client ID – validated as a registered Client at OZEDI under the Payroll Provider's Brand
- Generation of Authentication code which is emailed to the user who has been authorised. The client may have multiple authorised email addresses for this purpose to handle staff on leave etc.
- Entry of emailed authentication code – this is validated before continuing
- ABN – reporting party ABN required for AS4 messaging to the ATO. Refer to ATO Authorisation rules for submission of STP and Data Security in this document.

Internet Address

The portal may be accessed using an internet address provided by OZEDI to the payroll provider for distribution to their clients. It is specific to the registered Brand with the payroll provider's logo and name.

NB OZEDI portal upload requires a level of security to protect your data in transit. This is called TLS1.2 (Transport Layer Security). Old browsers may not be compliant – please use a browser which has been updated for this security level.

Access via Registration System

Access to the Upload portal is also available by signing into the OZEDI Registration system and using the Upload button on the Messaging tab on the Account dashboard. Refer to the Registration User Guide.

NB access via the Registration system has the following differences:

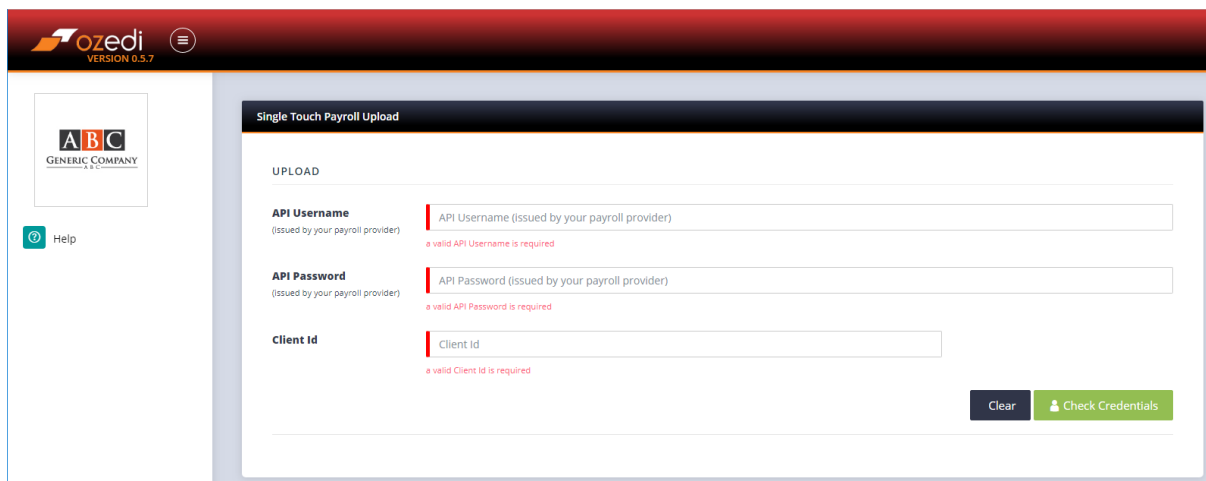
- API User name and password are NOT required to be entered – just the Client ID. By signing into the Registration system, the user has already been identified
- Client ID drop down selection list is provided with Client name and Client ID displayed. Whereas on the portal you must enter the Client ID to be validated and to identify the OZEDI account.

Portal Entry via Internet Browser

The screen below is used for uploading STP files for transport to the ATO via OZEDI's hub-based facilities. The screen is branded with the payroll provider's logo. Information is entered in three stages:

- Credentials check – checks that your API user name and password and your OZEDI Client ID (8 digits) are correct
- Second level authentication and Identify the file to upload
- Make the declaration required by the ATO

Credentials check

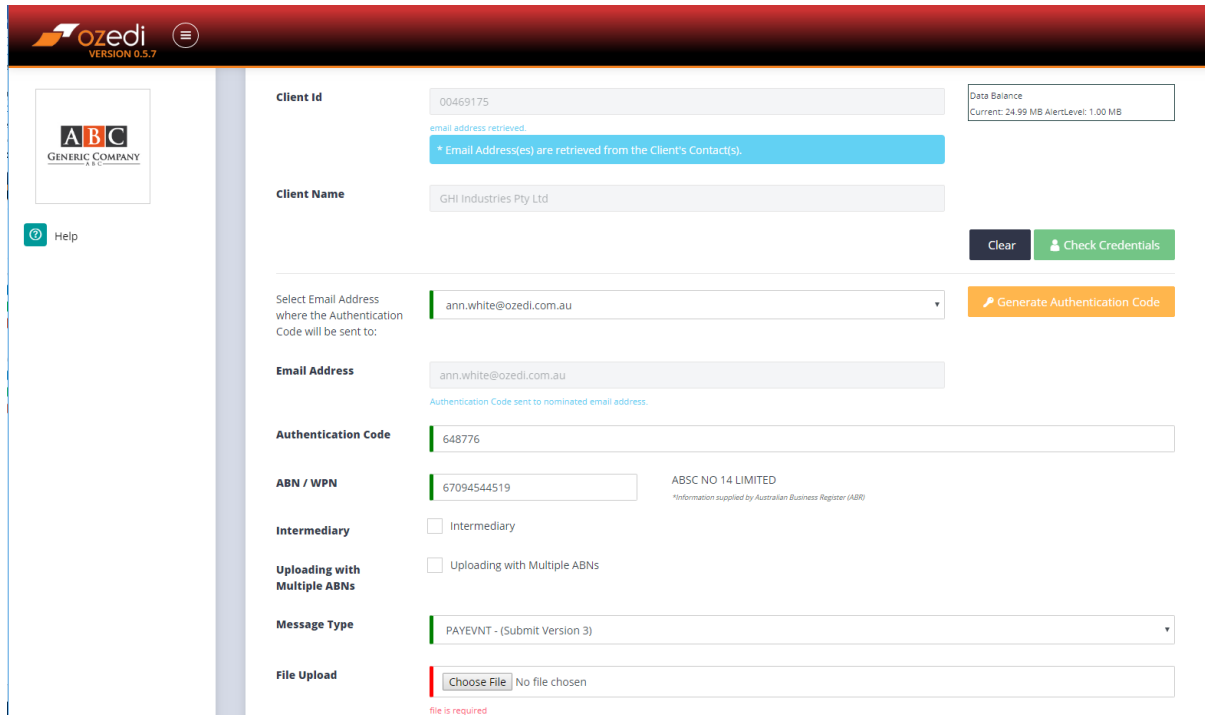


The portal requires entry of the following data items:

- **API Username** – credentials provided by payroll provider to their clients – generic by Product ID/Brand **THIS IS NOT THE PERSON'S USER NAME AND PASSWORD – IT IS THE PAYROLL PROVIDER'S IDENTIFICATION**
- **API Password** – as above
- **Client ID** – 8 digit unique number allocated by OZEDI when Client record is added to an Account in the Registration system
- **Check Credentials** – the portal validates the Client ID as belonging to an account for the Payroll Provider link. If successful, it displays the client name and account balance – see screen below. If the account has no data left, this will display an error – please sign into the Registration system and purchase more data.

Authentication and File Upload

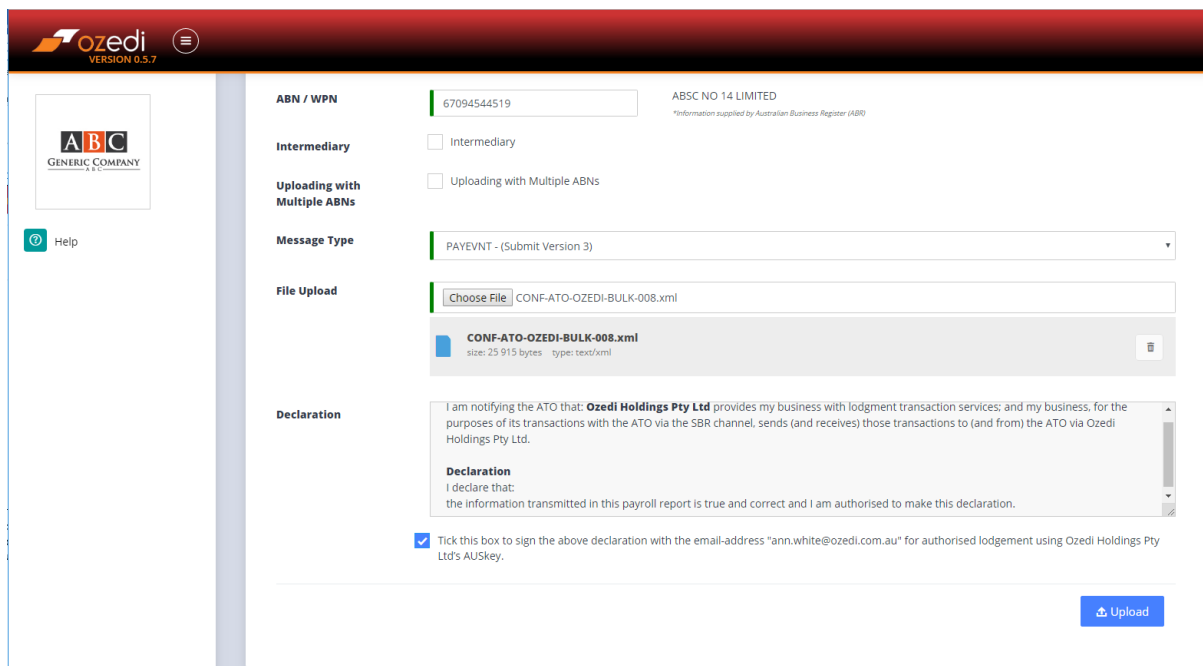
OZEDI does not look inside the file uploaded (see Data security in this document) – the details required by the ATO for the message header are entered here. This is like the outside of the envelope and your data is placed inside the envelope. The ATO will check that the details entered here match the data inside the file uploaded.



- **Email address** for authentication code – select from multiple email addresses registered against a Client in the Registration system to receive the authentication code. If there is only one Contact set up under the OZEDI Client, then this will be displayed here
- **Generate Authentication Code** – this button must be pressed to initiate the sending of an email with an authentication code in it to the selected registered email address. Go to the email inbox of the recipient identified above to get the authentication code.
- **Authentication Code** – when you receive the email, enter the 6-digit code to the portal (multi-factor authentication)
- **ABN or WPN** – this is the reporting party ABN or WPN which is either the employer's business number or the employer's intermediary's ABN if the sender is an intermediary. If there is only one ABN/WPN set up under the Client, then this will display here. It can be overridden if another ABN is being processed under the same Client ID. NB you do NOT have to set up alternate ABNs/WPNs under the Client ID in the Registration system beforehand – these will be automatically registered when the upload is successful. The company name is displayed for ABNs.
- **Intermediary checkbox** – tick the box only if the sender is an intermediary (eg tax agent or registered agent); ie sending on behalf of another company - otherwise ignore
- **Uploading with Multiple ABNs checkbox** – tick this box only if the file you are uploading has multiple payruns from different ABNs in it; otherwise ignore
- **Message type** – select the message type (submission or update) and version (Version 3 is current)
- **Choose file** – browse and select the file to upload

NB data file should NOT be compressed prior to upload. OZEDI will compress your data with the ATO-prescribed compression ratio for sending.

Declaration



The screenshot shows the OZEDI portal interface for the Declaration step. The left sidebar contains the OZEDI logo (VERSION 0.5.7), the ABC Generic Company logo, and a Help button. The main content area is divided into several sections:

- ABN / WPN:** A text field containing "67094544519" and a label "ABC NO 14 LIMITED" with a note "Information supplied by Australian Business Register (ABR)".
- Intermediary:** A checkbox labeled "Intermediary" which is unchecked.
- Uploading with Multiple ABNs:** A checkbox labeled "Uploading with Multiple ABNs" which is unchecked.
- Message Type:** A dropdown menu showing "PAYEVNT - (Submit Version 3)".
- File Upload:** A "Choose File" button next to the filename "CONF-ATO-OZEDI-BULK-008.xml". Below this, a file preview shows "CONF-ATO-OZEDI-BULK-008.xml" with a size of "25 915 bytes" and type "text/xml".
- Declaration:** A text area containing a declaration statement: "I am notifying the ATO that: **Ozedi Holdings Pty Ltd** provides my business with lodgment transaction services; and my business, for the purposes of its transactions with the ATO via the SBR channel, sends (and receives) those transactions to (and from) the ATO via Ozedi Holdings Pty Ltd." Below this is a checkbox labeled "Declaration" which is checked, with the text "I declare that: the information transmitted in this payroll report is true and correct and I am authorised to make this declaration." and a note "Tick this box to sign the above declaration with the email-address 'ann.white@ozedi.com.au' for authorised lodgment using Ozedi Holdings Pty Ltd's AUSKey."

An "Upload" button is located at the bottom right of the main content area.

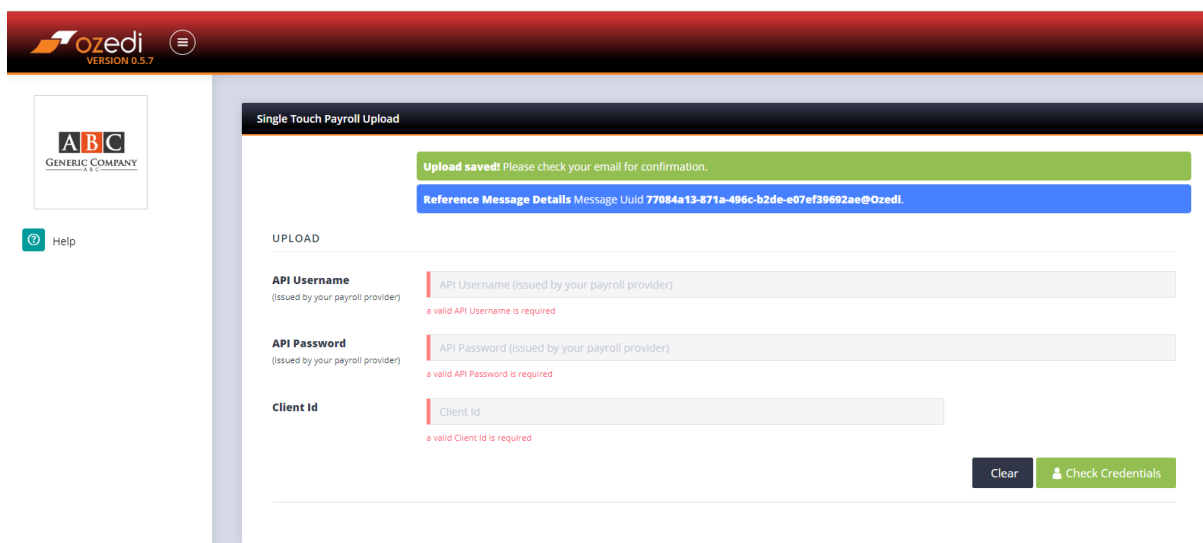
Once you have filled out the required details and identified your file to upload, the declaration is displayed. This is specific to the details you have entered and your response will be audited as required by the ATO.

You must tick the box acknowledging the declaration to proceed with the UPLOAD button.

Successful Upload

Screen display

When you hit the upload button, the top of the screen will display that your upload is successful and the Message ID allocated to your submission.



The screenshot shows the OZEDI portal interface for the Single Touch Payroll Upload screen. The left sidebar is the same as the previous screen. The main content area has a dark header "Single Touch Payroll Upload". Below this, there are two status bars:

- A green bar with the text "Upload saved! Please check your email for confirmation."
- A blue bar with the text "Reference Message Details Message Uuid 77084a13-871a-496c-b2de-e07ef39692ae@Ozedi."

The main content area is divided into an "UPLOAD" section with the following fields:

- API Username:** A text field with the placeholder "API Username (issued by your payroll provider)". Below the field is a red error message "a valid API Username is required".
- API Password:** A text field with the placeholder "API Password (issued by your payroll provider)". Below the field is a red error message "a valid API Password is required".
- Client Id:** A text field with the placeholder "Client Id". Below the field is a red error message "a valid Client Id is required".

At the bottom right of the main content area, there are two buttons: "Clear" and "Check Credentials".

Portal Upload Email Confirmation

An email is sent to all registered client contacts flagged for “notification” with the Message ID created by OZEDI and used for submission to the ATO. A sample is shown below.



Data Security

OZEDI will upload the file directly into an encrypted database in an encrypted file system with an allocated Message ID. Then the STP data will be streamed into an AS4 message and submitted to the ATO SBR2 servers using OZEDI's AUSkey as a registered Sending Service Provider.

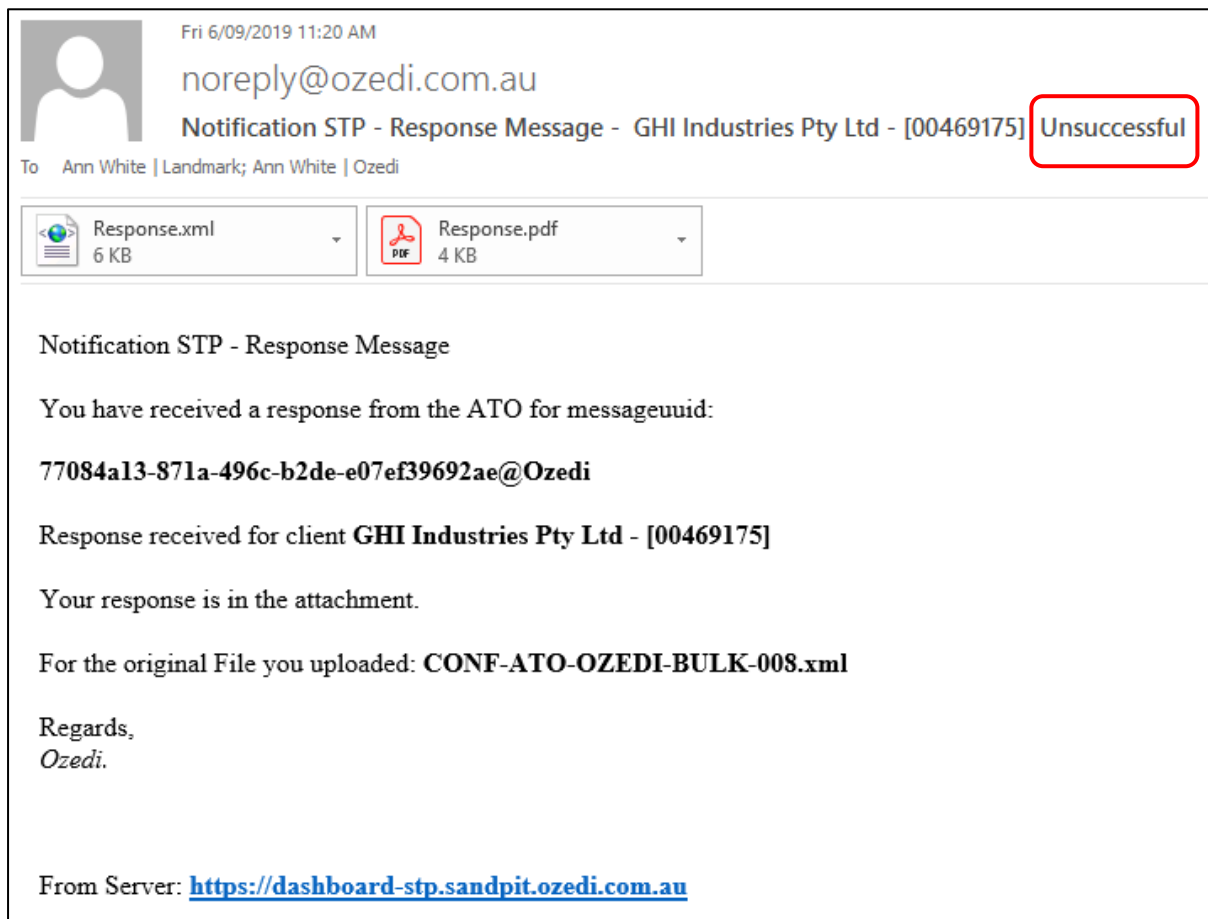
NB OZEDI treats the file uploaded as if it was encrypted and not able to be viewed. OZEDI does not make any changes to the file uploaded except data compression.

Response from ATO

Receiving a response

Every submission or update file will generate a response at the ATO. When OZEDI has successfully retrieved a response from the ATO, it will be emailed to all the registered Client contacts flagged for NOTIFICATION in the Registration system. The email will have attachments for both the ATO's response in XML format as well as a PDF in a more readable format.

The status of the response is displayed on the email subject line – see circled below.



Resending a Response Email

If the response email is lost or the Clients in the Registration system weren't flagged for NOTIFICATION, then the response email can be resent from the Registration system. Follow these steps:

- Signing in to the OZEDI Registration system
- Select your Account
- Set the Client Contact to NOTIFICATION
- Use the Messaging tab to identify the submission
- Clicking on the envelope icon under Message response to re-email the response to the Client Contacts

NB there are strict ATO rules for the availability of responses depending on the size of the file uploaded. OZEDI can only request a response according to these rules - this can vary from minutes to hours. Large files will take longer to get a response.

Upload Status

The Messaging tab on the Account dashboard displays the messaging submissions and responses from the ATO – see display below. The status is displayed; ie

- QUEUED – the message has been received at OZEDI
- PUSHED – OZEDI has successfully pushed the message to the ATO
- RESPONDED – OZEDI has successfully retrieved a response from the ATO
- NO RESPONSE AVAILABLE – the ATO has not generated a response within the maximum 30 day limit. Please contact the ATO and request an update on this message. NB the ATO changed the maximum period from 72 hours to 30 days in January 2019.

What to do if you don't get a response from the ATO

The ATO expects the following actions to be taken if a submission does not achieve a response after 72 hours or the maximum of 30 days from submission:

- Contact your payroll provider as they have access to the ATO online support facilities for DSPs to report your problem for you
- Alternatively you can contact the ATO Business Hotline yourself and follow the prompts for STP lodgement enquiries. NB Do not contact the ATO Digital Partnership Office (DPO) or SBR Service Desk at the ATO directly as they are the main contact point for digital service providers only.
- Give them your submission's Message ID – this is available from the Messaging details tab on the OZEDI Dashboard (see display below) – each submission has a Message ID – please use copy and paste for accuracy as it is quite long. If uploading via the portal it is also available via the successful upload email sent to the authorising contact.
- Copy support@ozedi.com.au on your email to the ATO
- The ATO will investigate the lost transmission and respond with the action you are to take.

The ATO advises the following:

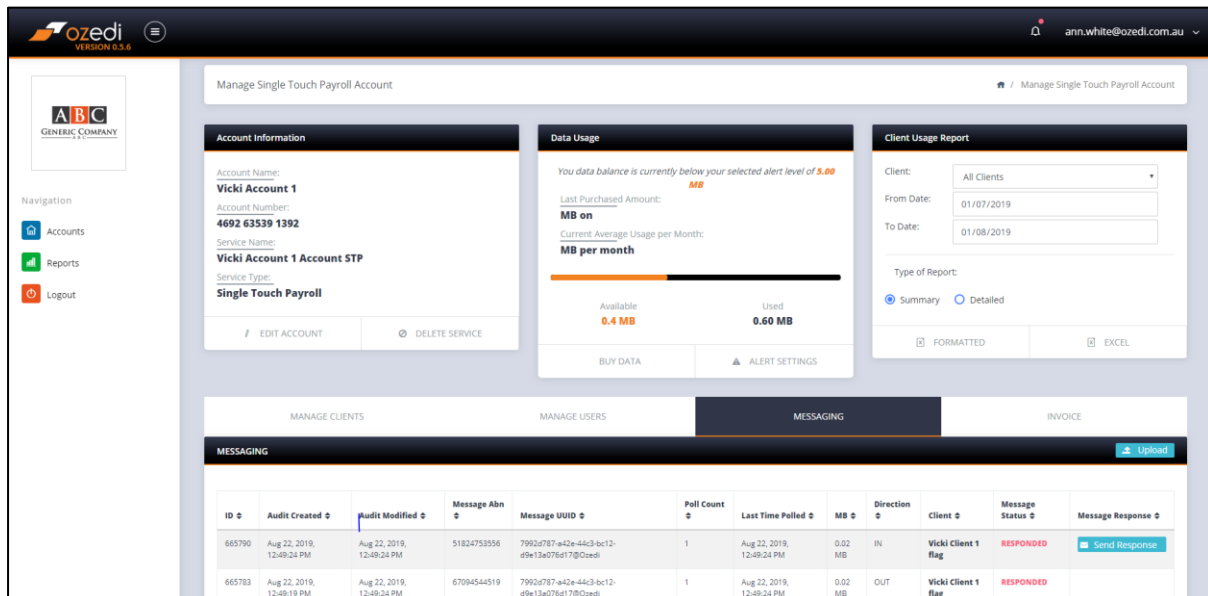
- **don't resend the same submission unless requested to do so by the ATO – otherwise you will probably cause errors**
- **you can continue to send new payruns – even if you don't get a response. By sending your payruns you have met your compliance requirements**

The ATO may request the “message header” or the “ebMS header”. If so, please contact support@ozedi.com.au and we will forward the message header to you so that you can respond to the ATO’s request. The message header is like the details on the outside of the envelope that we send to the ATO with your payload inside – it does not contain any private data.

Messaging History

The status of your submissions can be displayed against your Account at OZEDI under the Usage tab.

Accounts Dashboard



The screenshot shows the OZEDI portal interface. On the left is a navigation menu with 'Accounts', 'Reports', and 'Logout'. The main content area is titled 'Manage Single Touch Payroll Account'. It includes sections for 'Account Information' (showing account name, number, and service type), 'Data Usage' (with a progress bar for data balance), and 'Client Usage Report' (with filters for client, date range, and report type). Below these is a 'MESSAGING' section with a table of message history.

ID	Audit Created	Audit Modified	Message Abn	Message UUID	Poll Count	Last Time Polled	MB	Direction	Client	Message Status	Message Response
665790	Aug 22, 2019, 12:49:24 PM	Aug 22, 2019, 12:49:24 PM	51824753556	7993d787-a42e-44c3-bc12-d9e13a078d17@Ozedi	1	Aug 22, 2019, 12:49:24 PM	0.02 MB	IN	Vicki client 1 flag	RESPONDED	Send Response
665783	Aug 22, 2019, 12:49:19 PM	Aug 22, 2019, 12:49:24 PM	67094544519	7993d787-a42e-44c3-bc12-d9e13a078d17@Ozedi	1	Aug 22, 2019, 12:49:24 PM	0.02 MB	OUT	Vicki client 1 flag	RESPONDED	

Messaging details

MANAGE CLIENTS

MANAGE USERS

MESSAGING

INVOICE

MESSAGING

Upload

ID ↕	Audit Created ↕	Audit Modified ↕	Message Abn ↕	Message UUID ↕	Poll Count ↕	Last Time Polled ↕	MB ↕	Direction ↕	Client ↕	Message Status ↕	Message Response ↕
55983	Sep 2, 2019, 1:01:51 PM	Sep 2, 2019, 1:01:51 PM	51824753556	09ed3076-e966-46a4-b4d6-e9ec0686dc9a@Ozedi	2	Sep 2, 2019, 1:01:51 PM	0.01 MB	IN	Sunshine Industries	RESPONDED	<div><div></div>Send Response</div>
55982	Sep 2, 2019, 1:00:48 PM	Sep 2, 2019, 1:00:50 PM	67094544519	09ed3076-e966-46a4-b4d6-e9ec0686dc9a@Ozedi	2	Sep 2, 2019, 1:01:51 PM	0.02 MB	OUT	Sunshine Industries	RESPONDED	
55069	Aug 5, 2019, 11:34:40 AM	Aug 5, 2019, 11:34:40 AM	51824753556	4cc861fd-2406-4c22-9a37-c381b05262dd@Ozedi	2	Aug 5, 2019, 11:34:40 AM	0.01 MB	IN	GHI Industries Pty Ltd	RESPONDED	<div><div></div>Send Response</div>
55068	Aug 5, 2019, 11:33:38 AM	Aug 5, 2019, 11:33:39 AM	67094544519	4cc861fd-2406-4c22-9a37-c381b05262dd@Ozedi	2	Aug 5, 2019, 11:34:40 AM	0.02 MB	OUT	GHI Industries Pty Ltd	RESPONDED	
54575	Jul 25, 2019, 6:35:04 PM	Jul 25, 2019, 6:35:04 PM	51824753556	96356427-b6f4-4cc2-9757-41bc750d323e@Ozedi	2	Jul 25, 2019, 6:35:04 PM	0.01 MB	IN	GHI Industries Pty Ltd	RESPONDED	<div><div></div>Send Response</div>
54574	Jul 25, 2019, 6:34:02 PM	Jul 25, 2019, 6:34:03 PM	67094544519	96356427-b6f4-4cc2-9757-41bc750d323e@Ozedi	2	Jul 25, 2019, 6:35:04 PM	0.02 MB	OUT	GHI Industries Pty Ltd	RESPONDED	

NB your STP employee data is NOT visible on the OZEDI registration dashboard – your data is secure and private and temporary. OZEDI deletes your data as soon as a response is retrieved from the ATO. OZEDI provides messaging services and does NOT store your data.