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PSSap requests for refund of overpaid contributions

From 1 April 2009 we will only accept requests for a refund of overpaid contributions if the **Request for refund of overpaid contributions from the PSS accumulation plan** form is complete. You will find the form at employer.pss-css.gov.au under **Forms and publications** then **Other forms**.

Please complete each field in the excel form and if you need more lines, you can add them in. Please send the form back to us in Excel format only.

If you have any problems or questions please call the employer services help desk on 1300 338 240.

Current topics

Business rule validations

Updated error and warning validations are now available through Employer services online on the **Business rule validations** page.

We are making the system more user friendly – please note all of the error codes are still the same.

What's new

A data quality taskforce puts focus on member information

It is important to be sure our members are in the right scheme, are contactable and receive the right information. To achieve this we are focused on improving our data quality.

Our data quality taskforce is working on initiatives to make sure your incoming data is the best it can be. So over the coming months we will share ideas on working together so your employee's information is as up to date as possible.

PSSap

PSS

CSS

Frequently asked questions

Error '1003' you cannot change the family name at the same time as the given names: please only change either one in this pay period.

This is a common error which occurs because the PSSap member's details are incorrect. You will need to check that the details you have entered into your payroll system match what you have entered into the eligibility determiner. This error also happens when the membership number entered into the payroll system belongs to a different member.

Error '0605' this member number is invalid and does not exist on our system. Use the eligibility determiner to get a new member number.

If this error appears it means that a PSSap member has rolled their funds out of the PSSap. This may happen when an employee joins another super fund and rolls their money out of the PSSap before you submit the data.

Employer services online (ESO) update

Meet the new employer services team

In January, there was a major restructure to the employer services team. The new team is now able to give improved response times and greater efficiency with employer requests. The employer services team now includes:

- > an employer service desk team
- > employer relationship managers
- > PSSap contributions team
- > data administration team.



Back row: Rassim Sarak, Scott James, Daniel Anderson, Matthew Castle (acting Executive Manager – Data Quality Taskforce), Gaby Maloney, Liz Thompson, Beate Oberprieler, Kym Patterson, Jeremy Brettell, Simon Rozdarz.

Front row: Frances Holland, Lisa Barresi, Patricia Collareda, Linda Brennan (acting Director – Employer Services), Melissa Read, Maureen O'Connell, Amy Sutherland, Sarah Scott, Kerrie Howkins, Domenica Marando, Mauro D'amico. Absent: Brendan Tippett, Paula Small, Beth Runko, Darren Edwards, Jeanette Kopras, Neda Vangelow, Gill Kladnig

At Work for You

The ARIA At Work for You member program delivers workshops to contributing members of the CSS, PSS and PSSap. The ARIA At Work for You team delivers public and in-house workshops around the country. Our presenters have some places available for in-house member workshops (depending on agency employee numbers) which are conducted on site at your workplace.

Please contact us to arrange a member workshop, call 02 6263 6999 or email atworkforemployers@aria.gov.au

City	Date and time	Scheme
Canberra	22 April at 9.30am	CSS
Canberra	22 April at 2.00pm	PSS
Perth	7 May at 9.30am	CSS
Perth	7 May at 2.00pm	PSS

Contact details



Employer service desk

Email employer.service@comsuper.gov.au
Phone 1300 338 240
Fax 02 6272 9996
Web www.aria.gov.au
(select Employer centre)

At Work for You

Email atworkforemployers@aria.gov.au
Phone 02 6263 6999

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