

WorkDESK

software

The screenshot displays the WorkDESK recruitment management software interface. The main window is titled 'XYZ Recruitment' and features a menu bar with options like 'File', 'Search', 'Activity', 'Documents', 'Accounting', 'View', 'Reports', 'System', 'Window', and 'Help'. The interface is divided into several sections:

- Work Roster [15]:** A calendar view showing job assignments for various clients (e.g., CONSTA, AETNA) across dates from 14/03/05 to 17/03/05. It includes filters for 'All', 'Working', 'Unavailable', and 'Core Client'.
- My Candidates [100]:** A list of candidate profiles with columns for Name, Address Lines, High/Low Indicators, and Contact Information. Candidates listed include ABROTT, ABRAM, ADAR, ADAMSON, etc.
- My Clients [13]:** A list of client profiles with columns for Name, Address Lines, and Contact Information. Clients listed include AETNA, ALEXANDER, AMERICAN, etc.
- My Job Orders [18]:** A list of job orders with columns for Client, Job, Status, and Dates. Jobs listed include 'Word Processing Operator', 'Receptionist', 'Bank Layer', etc.
- My Status [11]:** A summary table showing various status metrics.
- Client Details:** A detailed view of a client's profile, including contact information and a list of job orders.

The interface is designed for efficient management of recruitment processes, including candidate tracking, client management, and job order handling.

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YOU REQUIRE SOFTWARE VERSION 12.5112 + or HIGHER TO USE THE
WORKDESK STP & OZEDI SOFTWARE

CHECK THE WORKDESK WEBSITE FOR THE LATEST SOFTWARE UPDATES
BEFORE CARRYING OUT AN EXPORT

**IF YOU DO NOT HAVE A CURRENT SOFTWARE SUBSCRIPTION YOU WILL NOT
BE GRANTED ACCESS TO CRITICAL UPDATES.**

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STP Ozedi Changes

Introduction

To comply with the mandatory Single Touch Payroll (STP) reporting requirements of the Australian Taxation Office (ATO) we've used a purpose-built connection software developed for the ATO by IBM as a sending client to securely send WorkDESK data to the ATO. As of December 2024, IBM will no longer provide updates for this sending client.

To securely deliver STP lodgements from WorkDESK to the ATO, WorkDESK will now use Ozedi as a sending service to submit your SPT Payroll information to the ATO. They can also take care of **PayDay Super** reporting when it becomes mandatory, along with other portal features we'll be announcing as they become available. You should have received information regarding this and setting up an Ozedi account. If you have not received any details or an account, please contact us immediately through support@workdesk.com.au

The mandatory start date for WorkDESK STP sending with Ozedi is 1 Feb 2025.

Software Upgrade and Requirements

There are 2 components requiring installation and updating.

- 1) WorkDESK Software update 12.5112 (regular WorkDESK update)
- 2) WorkDESK.123-STP2 Service update (documented separately)

With assistance from your IT Support and/ or WorkDESK Support, the separate WorkDESK.123-STP2 Service is also required to be updated. This was originally installed at the beginning of STP2.

There are 3 main components to this update which are also available in the [STP2 Service Update January 2025](#). **This must be done before you can submit STP through Ozedi.**

- a) Installing a Certificate - the certificate must be installed any time prior to updating the service
- b) Updating the Service Application Files
- c) Updating the appsettings.json file to include your Ozedi details

When you install the WorkDESK Update 12.5112 or higher, these notes will be made available in your Tempsys\Help folder as well as well as on our [Software updates website](#) for the 12.5112 Upgrade.

Once 12.5112 is installed and the WorkDESK.123-STP2 Service is configured and updated, WorkDESK will start sending STP with Ozedi through your normal STP ending process.

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Changes for STP with Ozedi

Payrun Signature Screen – Removal of machine credential

The screenshot shows a 'Single Touch Details' window with the following fields and options:

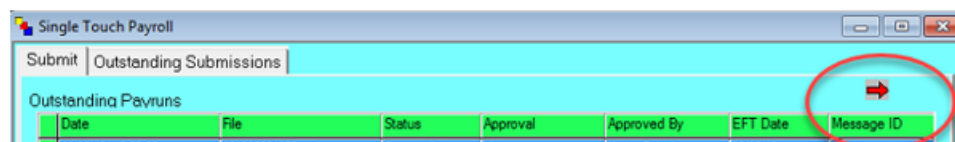
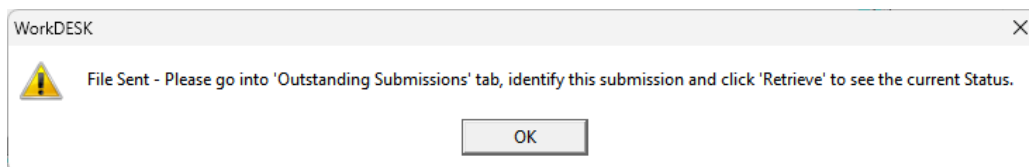
- Branch: 001
- Contact Person: Andy Howard
- Contact Email: andy.h@workdesk.com.au
- Use Business and Personal form for Casuals:
- Phone: 07 3210 3210
- Employer section (highlighted with a red box):
 - Total Gross: 1124.75
 - Total Tax: 181.00
 - Number of Employees: 001
- Use current login:
- I declare the information transmitted in this payroll report is true and correct and I am authorised to make this declaration:
- Tick this box to sign at the time of sending this payrun information to the ATO:
- Buttons: Continue, Cancel Payrun

The signature screen during payrun has two options, Sign now (top box) or at the time of sending. Machine Credentials and passwords no longer required; this is now done in the service.

Sending Process Changes

You send the STP file the same way in Accounting -> Single Touch Payroll-> Submit: Highlight the file and press **Send**.

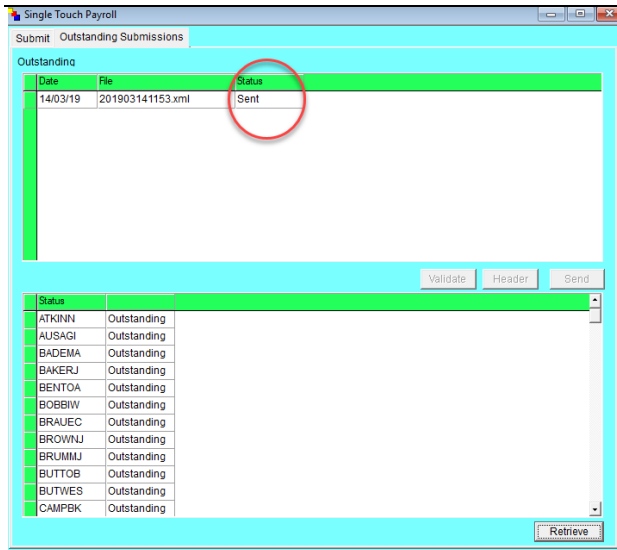
This will Send the file to Ozedi with an **Ok** box and move the file straight into the Outstanding Submissions Screen:



Go into the Outstanding Submissions tab

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- Observe the Status of the item is showing 'Sent'.
- Click on the Date in the top grid and click **Retrieve** button
- The package will remain in the Outstanding Submission screen. If '**No Response found.**' Try again after waiting 4-5 minutes.
- If you still have no response after 10 minutes investigate if a service issue or configuration issue and you may require to Re-send the file (see below).
- When the result packet is retrieved, you should receive the normal '**Transmission Successful**' box and the Pay Event item will be cleared from the screen.

Error Messages

You will receive normal response messages from the ATO, but this can also include messages from Ozedi, E.g. if your Ozedi credit has run out. This will require you to login to Ozedi and check your account/ resolve then Re-send the file in WorkDESK (see next section).

Resending

If you have submitted and received an error (e.g. ran out of balance or a configuration error), after resolving you can try resending the file in WorkDESK:

Accounting -> Single Touch Payroll -> Submit:

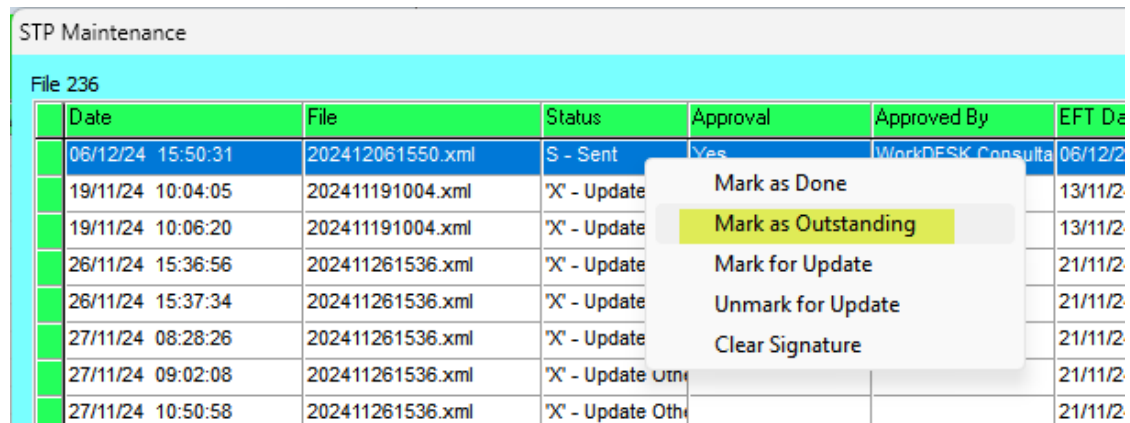
Press the '**Maintenance**' button in the middle of the window.

Find the file you need to resend based on the date, time and status.

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Right click on it and press 'Mark as Outstanding'



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Date	File	Status	Approval	Approved By	EFT Date
06/12/24 15:50:31	202412061550.xml	S - Sent	Yes	WorkDESK Consulta	06/12/2
19/11/24 10:04:05	202411191004.xml	'X' - Update			13/11/2
19/11/24 10:06:20	202411191004.xml	'X' - Update			13/11/2
26/11/24 15:36:56	202411261536.xml	'X' - Update			21/11/2
26/11/24 15:37:34	202411261536.xml	'X' - Update			21/11/2
27/11/24 08:28:26	202411261536.xml	'X' - Update			21/11/2
27/11/24 09:02:08	202411261536.xml	'X' - Update			21/11/2
27/11/24 10:50:58	202411261536.xml	'X' - Update			21/11/2

The file will now show in the 'Submit' tab and be available to send again.

Ozedi Portal and Balance

You can review your Ozedi balance or the status of submissions in the portal:

<https://dashboard-stp.ozedi.com.au>

Ozedi will also report any current service issues or delays on their portal.