Introduction

The Department of Human Services (the department) is responsible for the development of service delivery policy and provides access to social, health and other payments and services through Medicare, Centrelink and Child Support.

The department’s Centrelink Business Online Services (CBOS) system enables you to do some of your business with us online at a time and place that suits you. CBOS is located at humanservices.gov.au/business

Through CBOS, approved Centrepay Business providers can access the Deductions and Payments Application (DAPA).

INTRODUCTION TO THE DEDUCTIONS AND PAYMENTS APPLICATION

The Deductions and Payments Application (DAPA) is an online service that provides you with access to information about customer deductions and payments made to your Business.

Businesses approved to use Centrepay may also have the ability to add, vary and cancel customer Centrepay deductions on behalf of (and with consent from) a mutual customer.

Customer consent is mandatory for any use of Centrepay. It’s your business’ responsibility to understand and make sure your staff understand that:

- a Customer must provide consent to set up, increase or restart any Centrepay deduction
- a Customer can cancel their Centrepay deduction at any time
- if a Customer cancels their Centrepay deduction, they are withdrawing consent for that deduction to continue
- your Business cannot restart any deduction unless you have received a new consent for the deduction from that Customer
- if your Business uses Centrepay, you must do so in line with the Centrepay Policy and Terms. We can conduct assurance checks at any time.

Note: you must obtain customer consent (for example, via the Centrepay SA325 deduction form or any other consent method approved by the department) before establishing a new Centrepay deduction, increasing an existing Centrepay deduction or increasing the target amount for an existing Centrepay deduction arrangement, as per the conditions of your Contract. You should not send the completed SA325 form to the department if you process the deduction through the Centrepay Bulk Upload Service (CBUS). The completed consent authority form must be securely stored by your Business for 2 years from the date of authority, or while the deduction is still in place – whichever is longer.

WHO CAN USE THE DEDUCTIONS AND PAYMENTS APPLICATION

You can use this online service if approved by the department to do so and if your business participates in one of the following programs:

- Centrepay
- Income Management.

DAPA complements the existing deduction reporting process.
You will continue to receive your regular Centrelink Deduction Reports in the formats you have requested (such as Flat, CSV or HTML). The information within the Centrelink Deduction Reports is the same data that is displayed within DAPA.

**CENTRELINK DEDUCTION REPORTS**

If you have selected to receive the **PYI510 – Deduction Instruction Update Notification**, any deductions processed through DAPA will be identified in your Centrelink Deduction Report with the following identifiers:

- **ENI** – External New Instruction
- **EVI** – External Varied Instruction
- **ETI** – External Terminated Instruction.

It is important that you ensure your system has the ability to accept these identifiers.

**Note**: existing identifiers (INI, IVI, ITI, ITB) will still be used for transactions not undertaken by the bulk upload and single input facilities.
Getting Started

To get access to the CBUS service you need to register to use CBOS. To register as a new user go to humanservices.gov.au/business/forms and complete the Business Online Services – User Detail form (SA445).

Once registered, you’ll receive a user ID and password – to be used exclusively by you – enabling you to log on and access the service.

You can also use this form to cancel or update existing user IDs.
ACCESSING CENTRELINK BUSINESS ONLINE SERVICES

To start using CBOS:

- Select the Log on button in the top right-hand corner

Select Centrelink Business Online. The Centrelink Business Online Logon page will open.

- in the Logon dialogue box, enter your user ID and click on Continue
- you will then be required to enter your password and click Continue.
OPTION TO LINK YOUR DIGITAL CREDENTIAL

An online security pass called AUSkey has been introduced by the Australian Government to standardise and streamline access to business online services (including CBOS). If you have an AUSkey you will be able to log on faster, access more functions and access Centrelink Business Online Services without having to maintain a separate password.

To find out more about AUSkey or to register online, visit the AUSkey website auskey.abr.gov.au

If you already have an AUSkey, click on the green Link your AUSkey or ATO Digital Certificate button to link your credential.
Using Centrelink Business Online Services

ENTRY PAGE

The entry page is the first page you will see after you log on to CBOS. The page contains links to the range of services that you have been given access to.

BUSINESS ONLINE SERVICES ANNOUNCEMENTS

The entry page also displays important news and alerts (for example, scheduled maintenance).

These announcements will not provide:

- information about new services
- advance notice of any changes to your services
- any problems that we know about with your services, and
- advice about when a user guide has been updated and availability of the new version.

Only a restricted number of announcements will display on the Centrelink Business Online Services entry page. To display all available announcements, select View all news. Click on more to read the relevant news.
HOW TO ACCESS THE DEDUCTIONS AND PAYMENTS APPLICATION

Links to the DAPA services are on the entry page.

You have the option to:

- **View Payments from Centrelink** – view a recent history of Centrelink payments that have been deposited (on behalf of customers with Centrepay and/or Income Management deductions) into your Business’s nominated bank account.
- **View Customer Deductions** – view details of a customer’s deduction arrangement with your Business (including a recent history of amounts paid).
- **View Future Deduction Instructions** – view details of customer deduction arrangements with your Business that will begin in the future (i.e. no payments have been sent to your Business yet)
- **Add/Vary/Cancel Deduction Instruction** – allows authorised Centrepay users to start, vary and cancel Centrepay deductions on behalf of a mutual customer.

VIEW PAYMENTS FROM CENTRELINK

The DAPA function gives you easy access to information about the deduction amounts we collect from customers and the payments we subsequently send to your nominated bank account(s).

You can:

- view a list of the bank account(s) we send your Centrepay and/or Income Management deduction payments to
• view the total payment amount sent to your bank account(s) each day
• view a list of the individual net payment amounts sent to you from the Reserve Bank
• view a list of the individual customers that have had deductions taken from their Centrelink payments and contributed funds to the final payment amount you received. The payment details displayed should match the information contained in your regular Centrelink Deduction Report.

Account Selection

This page displays a list of your nominated bank account(s) into which the department deposits your Centrepay deduction payments.

Functions on this page

• **Account Title** – select the account links under the account title to view a summary of recent payments that have been sent to that account.
• **View all Accounts** – select **View all Accounts** to view a summary of recent payments made to all bank account(s).
• **Print** – select the **Print** button to print information on the page.
• **Help** – select the **Help** button for further information about the page being displayed.
What the column headings mean

- **Account Title** – this is the name of your bank account. You may have more than one account with the same title.
- **BSB** – your Bank State Branch (BSB) number is a 6-digit code that identifies an individual branch of a financial institution within Australia.
- **Account Number** – this is the number issued to you by your financial institution used to identify your account.
- **Service** – this field displays the Service Reasons associated with the account. The Service Reason is determined at the time the deduction arrangement was established.

Daily Summary

This page displays a list of the total of all payments deposited to your selected account(s) each day. The search function allows you to search for historical payments.

Functions on this page

- **Payment Summary Search** – search for historical payments sent to your Business. The end date must be within one month of the start date you enter.
- **Delivery Date** – click on one of the delivery dates to view a list of individual payment amounts that have been deposited into the selected account on that date.
- **Print** – select the Print button to print information on the page.
- **Help** – select the Help button for further information about the page being displayed.

What the column headings mean

- **Delivery Date** – this is the date that a payment was deposited into your nominated bank account by the department.
- **Total Payments** – this field displays the total amount of the payments deposited to your nominated account(s) on that date.
• **Total Fees** – this field displays the total amount of fees (including GST for Centrepay Businesses) that have been paid in relation to the deductions. Businesses that choose to pay their fees in arrears (at the end of the month) will not see fee amounts on this page.

• **Account Title** – this is the name of your bank account. You may have more than one account with the same title.

• **Service** – this field displays the Service Reasons associated with the account. The Service Reason is determined at the time the deduction arrangement was established.

**Payment Summary**

This page displays a list of payments deposited to the selected account(s) each day.

![Payment Summary for 01 February 2017](image)

**Functions on this page**

- **Lodgement Reference Number (LRN)** – click on one of the LRNs to view details of the individual payments deposited to your account by the department, including details of the customers who contributed funds as part of that payment.

- **Print** – select the **Print** button to print information on the page.

- **Back** – select the **Back** button to go back to the previous page.

- **Help** – select the **Help** button for further information about the page being displayed.

**What the column headings mean**

- **Lodgement Reference Number (LRN)** – this is a record, allocated by our payment delivery system, which uniquely identifies a specific payment transfer. It is used to track a payment through the banking system. The LRN is usually the first eight characters of the payment reference information sent with the
payment. Payments are sometimes returned to the department from your financial institution (for example, if the account is closed). Returned payments will be identified on this page.

- **Net Payment Amount** – this is the amount of money transferred to your nominated bank account(s) following deduction of relevant fees.
- **Total Fees** – this field displays the total amount of fees (including GST for Centrepay Businesses) that have been paid in relation to the deductions. Businesses approved to pay their fees in arrears (at the end of the month) will not see fee amounts reflected on this page.
- **Payment Environment** – this field identifies the Payment Strip process that created the payments. To achieve a faster data transfer, the department’s computer systems process deduction payments across numerous separate server environments before aggregating them and sending them to you.
- **Benefit Group** – this field identifies the payment system that has facilitated the deduction and relates to the major payment categories delivered by the department.
- **Service** – this field displays the Service Reasons associated with the account. The Service Reason is determined at the time the deduction arrangement was established.

### Payment Details

This page displays details of the customers who contributed funds as part of the payment amount that was deposited to your account.

![Payment Details](image)

### Functions on this page

- **Customer Name** – select a customer’s name to view details of that customer’s current deduction arrangement, and make changes to the deduction arrangement if you have the authority to do this.
- **Print** – select the Print button to print information on the page.
- **Back** – select the Back button to go back to the previous page.
- **Help** – select the Help button for further information about the page being displayed.

### What the column headings mean

- **Customer Name** – this is the name of the customer who paid money to your Business.
• **Customer CRN** – CRN is a number the department uses to uniquely identify an individual customer. A valid CRN has 9 numeric characters and 1 alpha character (for example, 123456789A).

• **Your Reference ID** – this is a reference ID that your Business uses to uniquely identify an individual customer or account. The data is sourced from our mutual customers and is not validated against your records.

• **Service** – this field displays the Service Reasons associated with the account. The Service Reason is determined at the time the deduction arrangement was established.

• **Deduction Amount** – this is the amount the customer paid you.

**VIEW CUSTOMER DEDUCTIONS**

This function allows you to search for and identify customers who have or previously had a current deduction arrangement in place with your Business for Centrepay and/or Income Management. You can:

- search for a mutual customer using either the customer’s name or Centrelink Reference Number.
- view the customer’s current deduction arrangement/s. The details displayed include:
  - Start Date and End Date
  - Your Account Reference ID
  - the Deduction Amount
  - the Service Reason
  - the Date of the next expected payment to your Business
  - the Target Amount and the balance outstanding.

- view the customer’s future deduction arrangements with your Business (for example, if the deduction amount is set up to increase on a future date).

- view the customer’s previous deduction arrangements with your Business (for example, if the deduction amount was increased recently).

- view a history of the deduction amounts the customer has paid to your Business, and the dates on which they were sent to your nominated account.

The following functions can be accessed through View Customer Deductions for Centrepay only; however, they may not be available to all users:

• **Add Deduction** – establish a new Centrepay deduction arrangement with the customer (in addition to any existing deduction arrangements).

• **Vary Deduction** – make changes to an existing Centrepay deduction arrangement.

• **Cancel Deduction** – end a Centrepay deduction arrangement either immediately or in the future date.
Customer Deduction Search

This page allows you to search for and identify customers who have or previously had a current Centrepay and/or Income Management deduction arrangement in place with your Business.

The search function has been limited to find return details of customers that have recently had a deduction made and their subsequent payment made to your Business. The service cannot provide you with a complete history as the data is regularly archived.

Functions on this page

- **Search** – select the search button to start search.
- **Reset** – select the reset button to clear fields on this page.
- **Help** – select the help button for further information about the page being displayed.

Description of required fields

- **Centrelink Reference Number (CRN)** – this is a number the department uses to uniquely identify an individual Centrelink customer. A valid CRN has 9 numeric characters and 1 alpha character (for example, 123456789A). The CRN will be validated by the department.
- **First Name** – this field is used to enter the customer’s first name. A maximum of 30 alphanumeric characters may be entered. Apostrophes (’), spaces and hyphens (-) may also be used but not as the first character and not consecutively.
- **Middle Initial** – this field is used to enter the customer’s middle initial. Only 1 alpha character may be entered.
- **Last Name** – this field is used to enter the customer’s last name. A maximum of 30 alphanumeric characters may be entered. Apostrophes (’), spaces and hyphens (-) may also be used but not as the first character and not consecutively.
**Customer Selection**

This page displays the results of your search based on the criteria entered.

The results will only display customers that currently have a deduction arrangement in place with your Business. If your search is successful, the page will display details of the customers that match your search criteria. If only one match is found, this page will not be displayed.

**Functions on this page**

- **Centrelink Reference Number** – click on the CRN to view details of the customer’s deduction arrangement including a recent history of amounts paid to your Business.
- **Refine Search** – select the **Refine search** button start a new search.
- **Help** – select the **Help** button for further information about the page being displayed.

**What the column headings mean**

- **Centrelink Reference Number** – this is a number the department uses to uniquely identify an individual Centrelink customer. The format of a valid CRN is 9 numeric characters and 1 alpha character (for example, 123456789A). The CRN will be validated by the department.
- **Customer Name** – this is the name of the customer identified in the search.
Customer Deduction Instruction Summary
This page displays a summary of deduction arrangements for the selected customer. It includes:

- their current and future deductions, and
- historical deduction arrangements that have been cancelled or changed recently.

Functions on this page

- **Service** – select the Service radio button in the Service column within the Current or Future Deduction sections to view details of the Deduction arrangement and make changes if your access levels allow the action.

- **View Payment History** – select View Payment History to display the payment history up to 4 years in the past. This reflects the payments the customer made to your Business for the selected Centrepay and/or Income Management deduction.

- **Add Deduction** – select Add Deduction to start a new Centrepay deduction for the selected customer. This will only appear if your access levels permit this option.

- **Vary Deduction** – select Vary Deduction to make a change to a current Centrepay deduction for the selected customer. This option will only appear if your access levels permit this option.

- **Cancel Deduction** – select Cancel Deduction to stop a Centrepay deduction for the selected customer. This option will only appear if your access levels permit this option.

- **New search** – select Refine search start a new search.

- **Print** – select Print to print information on the page.

- **Back** – select Back to go back to the previous page.

- **Help** – select Help for further information about the page being displayed.

Description of the column headings

- **Service** – this field displays the Service Reasons associated with the account. The Service Reason is determined at the time the deduction arrangement was established.

- **Benefit Group** – this field identifies the payment system that has facilitated the deduction and relates to the major payment categories delivered by the department.
• **Your Reference ID** – this is a reference ID that your Business uses to uniquely identify an individual customer or account. The data is sourced from our mutual customers and is not validated against your records.

• **Start Date** – the start date of the deduction instruction. This date may not align with a payment delivery date. A deduction instruction can be applied from any date.

• **End Date** – the end date of the deduction instruction. It may not align with a payment delivery date. A Deduction instruction can be terminated from any date.

• **Expected Next Delivery Date** – this is the date we expect to deliver the payment from the customer to your nominated bank account. It should be noted that the data is provisional only and may be subject to change before delivery.

• **Deduction Amount** – the actual amount of money deducted from the customer’s payment and transferred to your account. The payment may be less than this amount if the customer only received a part-payment from the department and was therefore unable to have the whole amount deducted.
Customer Deduction Details

This page displays details of the current deduction arrangement in place with your customer. The customer may vary or stop their deduction arrangement at any time.

Functions on this page

- **Back** – select Back to go back to the previous screen.
- **Print** – select Print to print information on the page.
- **Vary Deduction** – select Vary Deduction to change the selected Centrepay deduction arrangement. This button will only be visible if your access levels allow this option.
- **Cancel Deduction** – select Cancel Deduction to cancel the selected Centrepay deduction arrangement. This option is only visible if your access levels allow.
- **View Payment History** – select View Payment History to display the payment history, up to 4 years in the past, for the selected Centrepay deduction.
- **Help** – click on the Help button for further information about the page being displayed.

What the line headings mean

- **Benefit Group** – this field identifies the payment system that has facilitated the deduction and relates to the major payment categories delivered by the department.
- **Your Reference ID** – the reference ID that your Business uses to uniquely identify an individual customer or account. This data is sourced from our mutual customers and is not validated against your records.
- **Service** – this field displays the Service Reasons associated with the account. The Service Reason is determined at the time the deduction arrangement was established.
- **Start Date** – the start date of the deduction instruction. This date may not align with a payment delivery date. A deduction instruction can be applied from any date.
- **Deduction Amount** – the actual amount of money deducted from the customer’s payment and transferred to your account. The payment may be less than this amount if the customer only received a part-payment from the department and was therefore unable to have the whole amount deducted.
- **Frequency** – the frequency of the deduction (for example, how often a deduction is made from the customer account and deposited to your Business’ nominated bank account).
A one-off payment deduction arrangement will stop automatically after the first and final payment, as the deduction will stop when the target amount is reached. These deduction arrangements will display an end date of ‘ongoing’ if there is no end date recorded.

- **Target Amount** – the customer may nominate a target amount, with each payment deduction contributing towards reaching that target. This is generally optional for the customer. Deduction arrangements with a target amount will automatically stop when the target amount has been reached.

- **Target Balance Remaining** – this field displays the residual target amount remaining after all contributing deduction amounts have been taken into account. This only applies if the customer elected to have a target amount.

- **Expected Next Delivery Date** – this field displays the date the next payment will be deposited to your Business’ nominated bank account(s). It is important to note that this information is provisional as the customer may choose to end the deduction arrangement or change their regular fortnightly payment date at any time.

- **End Date** – the end date for the deduction arrangement. It may not align with a customer’s regular payment date as a customer can terminate a deduction arrangement at any time. If there is no end date recorded, the end date displayed will be ‘ongoing’.
Customer Deduction History

This page displays a history of payments, up to 4 years in the past, deducted from the customer’s payment and transferred to your Business’ account.

Functions on this page

- **Back** – select Back to go back to the previous screen.
- **Print** – select Print to print information on the page.
- **Help** – select Help for further information about the page being displayed.

What the column headings mean

- **Amount Deducted** – the actual amount of money deducted from the customer’s payment and transferred to your account. The payment may be less than this amount if the customer only received a part-payment from the department and was therefore unable to have the whole amount deducted.
- **Delivery Date** – this is the date that a payment was deposited into your nominated bank account(s) by the department.
- **Service** – this field displays the Service Reasons associated with the account. The Service Reason is determined at the time the deduction arrangement was established.
- **Your Reference ID** – this is a reference ID that your Business uses to uniquely identify an individual customer or account. This data is sourced from our mutual customers and is not validated against your records.
- **Benefit Group** – this field identifies the payment system that has facilitated the deduction and relates to the major payment categories delivered by the department.

VIEW FUTURE DEDUCTION INSTRUCTIONS

This function enables you to view details of customer deduction arrangements with your Business that will start on a future date. The details displayed include:

- Start Date
- Your Account Reference ID

User Guide – Deductions and Payments Application (DAPA)
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- Service Reason
- Date of the next expected payment to your Business
- Expected Deduction Amount.

**Note:** the information displayed is provisional and subject to change.

**Future Deduction Instructions**

This page enables you to view details of customers who will begin to make payments to your Business in the near future. The deduction arrangements have a future start date.

It is important to note that this data is provisional – the amount may change, or the customer may choose to cancel the deduction arrangement before the first payment deduction is made.

**Description of the column headings**

- **Customer Name** – this is the name of the customer for whom a future deduction is expected to take place. You can select the link to view details of the customer’s future deduction details.
- **Customer CRN** – the number we use to uniquely identify an individual customer.
- **Expected Delivery Date** – this field displays the expected date of the next payment to your Business.
- **Benefit Group** – this field identifies the payment system that has facilitated the deduction and relates to the major payment categories delivered by the department.
- **Your Reference ID** – this is a reference ID that your Business uses to uniquely identify an individual customer or account. This data is sourced from our mutual customers and is not validated against your records.
- **Service** – this field displays the Service Reasons the customer deduction relates to. The Service Reason is determined at the time the deduction arrangement was established.
- **Expected Amount** – the amount of money expected to be deducted from the customer’s payment and transferred to your Business on the expected delivery date. The payment transferred to your account for a customer may be less than this amount if the customer received a part-payment from the department and was therefore unable to have the whole amount deducted.
ADD, VARY AND CANCEL DEDUCTION INSTRUCTION

This function can be used to add, change or cancel an existing Centrepay deduction arrangement for a mutual customer.

You can:
- Identify an individual customer using the customer’s Centrelink Reference Number, Name and Date of Birth
- Choose the Service Reason that is being provided to the customer (this selection also determines which nominated bank account your payments are sent to)
- Choose the Centrelink payment that the customer’s deductions are to be taken from
- Enter mandatory deduction instruction details:
  - Start Date
  - Your Account Reference ID (if required)
  - Deduction Amount
  - Frequency
- Enter optional deduction instruction details:
  - Target Amount
  - End Date.
ACCESS LEVELS

This table identifies the default functions made available for each Service Reason. Functions available to your Business may differ from these defaults, depending on your arrangements with the department.

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<td>GENERAL COMMUNITY HOUSING LOAN</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>HCS</td>
<td>HOME CARE SERVICES</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>IHL</td>
<td>INDIGENOUS HOUSING LOAN</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>ISH</td>
<td>INDIGENOUS SHORT TERM HOUSING</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>ISR</td>
<td>INSURANCE SERVICES</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<td>Y</td>
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<tr>
<td>LAF</td>
<td>PROFESSIONAL SERVICES</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>LCS</td>
<td>LOCAL COUNCIL COMMUNITY SERVICES</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>LRD</td>
<td>COUNCIL SERVICES</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>MEX</td>
<td>MEDICAL SERVICES &amp; EQUIPMENT</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>MVR</td>
<td>MOTOR VEHICLE REGISTRATION</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>PMG</td>
<td>PROPERTY MANAGEMENT</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>PRD</td>
<td>PRIVATE LANDLORDS</td>
<td>N</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>RVF</td>
<td>SUPPORTED ACCOMODATION</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>SAV</td>
<td>SAVINGS</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
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<tr>
<td>SIL</td>
<td>SPECIAL INTEREST LOANS</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>SNP</td>
<td>NUTRITION PROGRAM</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>SOR</td>
<td>SOCIAL &amp; RECREATIONAL</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
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<td>Y</td>
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<tr>
<td>STA</td>
<td>SHORT TERM ACCOMODATION</td>
<td>Y</td>
<td>N</td>
<td>N</td>
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<td>Y</td>
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<td>TEL</td>
<td>TELECOMMUNICATIONS</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>TOT</td>
<td>TOOLS OF TRADE</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>TVL</td>
<td>TRAVEL AND TRANSPORT</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>WAT</td>
<td>WATER</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>CODE</td>
<td>DESCRIPTION</td>
<td>ADD DEDUCTION</td>
<td>INCREASE DEDN AMT</td>
<td>INCREASE TARGET AMT</td>
<td>DECREASE DEDN AMT</td>
<td>DECREASE TARGET AMT</td>
<td>CANCEL DEDUCTION</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------</td>
<td>---------------</td>
<td>-------------------</td>
<td>---------------------</td>
<td>-------------------</td>
<td>---------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>WCF</td>
<td>WORK UNIFORM CLOTHING FOOTWEAR</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>WGS</td>
<td>HOUSEHOLD GOODS</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>
ADD A NEW CENTREPAY DEDUCTION INSTRUCTION

Customer Search
This page enables you to search for your customer in order to start, vary or cancel a Centrepay deduction.

- If the customer has an existing deduction arrangement with your Business – you will be navigated to a page displaying a summary of the customer’s current deductions. From that page, select the Add Deduction button to start the workflow or alternatively select any current or future deductions to view the deduction details.
- If the customer does not have a current deduction arrangement with your Business – you will be navigated to a page where you can enter the details of the new deduction arrangement.

If a customer does not have an existing or past deduction with your Business you may search for them using the customer’s Centrelink Reference Number (CRN), last name, and date of birth as a minimum.

When searching for a customer with an existing or past deduction with your Business, you may conduct an abbreviated search using just the customer’s CRN or name using the ‘View Customer Deductions’ service.

Functions on this page
- Search – select search to start the search.
- Reset – select reset to clear fields on this page.
- Help – select help for further information about the page being displayed.

What the fields mean
- Centrelink Reference Number (CRN) – the number the department uses to uniquely identify an individual customer. A valid CRN has 9 numeric characters and 1 alpha character (for example, 123456789A). The CRN will be validated by the department.
- First Name – this field is optional and can be used to enter the customer’s first name. A maximum of 30 alphanumeric characters may be entered. Apostrophes (’), spaces and hyphens (-) may also be used but not as the first character and not consecutively.
- Middle Initial – this field is optional and can be used to enter the customer’s middle initial. Only 1 alpha character may be entered.
- Last Name – this field is used to enter the customer’s last name. A maximum of 30 alphanumeric characters may be entered. Apostrophes (’), spaces and hyphens (-) may also be used but not as the first character and not consecutively.
• **Date of Birth** – this field is mandatory and is used to enter the customer’s date of birth (dd/mm/yyyy).

**Customer Deduction Instruction Summary**

This page will display a summary of the relevant customer’s future, current and recent Centrepay and/or Income Management deductions. By clicking on the ‘Service’ link of any current or future Centrepay deduction you will have the option to cancel or make any required changes for Centrepay deductions.

This page will only be displayed within the ‘Add Deduction’ process if the customer has had a previous deduction arrangement in place with your Business. The page will be skipped within the ‘Add Deduction’ process if the customer has no recent deduction instructions with your Business. The **Add Deduction** button will only display if your Business is approved for this function.

**Functions on this page**

- **View Payment History** – select **View Payment History** to display the payment history of payments made, up to 4 years in the past, by the customer, to your Business, for the selected deduction.
- **Add Deduction** – select **Add Deduction** to start a new Centrepay deduction for the selected customer.
- **Service** – select the ‘Service’ to view further details about that deduction arrangement, or to cancel or vary the current deduction.
- **Back** – select **Back** to return to the previous page.
- **Print** – select **Print** to print information on the page.
- **Help** – select **Help** for further information about the page being displayed.

**Add Deduction – Service Reason**

This page allows you to select the Centrelink benefit group which the Centrepay deduction will be made from and the relevant Service Reason.
It is vital that you select the correct benefit group, otherwise deductions may be taken from an incorrect payment type if the customer is receiving more than one type of Centrelink payment.

**Functions on this page**

- **New Search** – select **New search** to return to the customer search page.
- **Print** – select **Print** to print information on the page.
- **Cancel** – select **Cancel** button if you wish to exit from adding a new Centrepay deduction.
- **Continue** – select **Continue** to proceed setting up the new Centrepay deduction.
- **Help** – select **Help** for further information about the page being displayed.

**What the fields mean**

- **Benefit Group** – this is the Centrelink payment system that the customer wishes to pay their Centrepay deduction from. Please refer to the Centrelink payment table on the following page for assistance with determining the correct benefit group.
- **Service** – the service (delivered by your Business) that the customer is paying for. A table displaying the customer’s recent deductions is also displayed on this page.
- **Account Description** – the name of your bank account.
### CENTRELINK PAYMENT TYPE AND BENEFIT GROUPS

The benefit group you enter must correspond to a payment type the customer is currently receiving. When entering the payment type you will need to use one of the benefit groups listed in the table below.

<table>
<thead>
<tr>
<th>Payment name</th>
<th>Benefit group</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABSTUDY</td>
<td>ABY – ABSTUDY payments</td>
</tr>
<tr>
<td>Assistance for Isolated Children</td>
<td>AIC – Assistance Isolated Children</td>
</tr>
<tr>
<td>Carer Allowance</td>
<td>CDA – Carer Allowance</td>
</tr>
<tr>
<td>Double Orphan Pension</td>
<td>DOP – Double Orphan Pension</td>
</tr>
<tr>
<td>Family Tax Benefit</td>
<td>FTB – Family Tax Benefit</td>
</tr>
<tr>
<td>Newborn Supplement</td>
<td>FTB – Family Tax Benefit</td>
</tr>
<tr>
<td>Mobility Allowance</td>
<td>MOB – Mobility Allowance</td>
</tr>
<tr>
<td>Newstart Allowance</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Austudy (Students)</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Youth Allowance</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Partner Allowance</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Sickness Allowance</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Widow Allowance</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Special Benefit</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Special Benefit – Newstart</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Special Benefit – Sickness</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Special Benefit – Youth</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Newstart Mature Age Allowance</td>
<td>NSS – Newstart payments</td>
</tr>
<tr>
<td>Age Pension</td>
<td>PEN – Pension payments</td>
</tr>
<tr>
<td>Wife Pension – Age</td>
<td>PEN – Pension payments</td>
</tr>
<tr>
<td>Disability Support Pension</td>
<td>PEN – Pension payments</td>
</tr>
<tr>
<td>Wife Pension – Disability</td>
<td>PEN – Pension payments</td>
</tr>
<tr>
<td>Parenting Payment – Single</td>
<td>PEN – Pension payments</td>
</tr>
<tr>
<td>Widows Pension</td>
<td>PEN – Pension payments</td>
</tr>
<tr>
<td>Pension Bonus Payment</td>
<td>PEN – Pension payments</td>
</tr>
<tr>
<td>Carer Payment</td>
<td>PEN – Pension payments</td>
</tr>
<tr>
<td>Parenting Payment – Partnered</td>
<td>PGA – Parenting Payments</td>
</tr>
<tr>
<td>Paid Parental Leave (Note: Only valid if paid by the Department of Human Services)</td>
<td>PPL – Paid Parental Leave payments</td>
</tr>
</tbody>
</table>
Add Deduction Details

This page allows you to enter the details of the customer’s new Centrepay deduction.

**Functions on this page**

- **Back** – select back to go back to the previous page.
- **Reset** – select reset button to clear fields on this page.
- **Cancel** – select cancel if you wish to exit from adding a new Centrepay deduction.
- **Continue** – select continue to view a summary of the Centrepay deduction details you have just entered.

**Description of the Fields**

- **Benefit Group** – this is the Centrelink payment type that the customer wishes to pay their Centrepay deduction from.
- **Your Reference ID** – this is a reference ID that your Business uses to uniquely identify an individual customer or account.
- **Start Date** – the date that the first deduction payment will be delivered to your Business. The dates displayed in the dropdown list are future payment delivery dates for the next 8 weeks. If the dropdown list does not contain any start dates, this most likely means the benefit group chosen doesn’t match to any of the customer’s current payment types. You may need to contact the customer to get the correct payment type.
- **Deduction Amount** – the actual amount of money that will be deducted from the customer’s payment.
- **Frequency** – this field allows you to choose the frequency of the deduction (for example, how often a deduction is made from the customer account and deposited to your Business’s nominated bank account). A fortnightly deduction will continue until it is cancelled, or until the target amount or end date is reached. A one-off payment deduction arrangement will usually stop after the first and final payment. Likewise, the deduction will stop when the target amount is reached. These deduction arrangements will display an end date of ‘ongoing’ as there is no end date recorded.
- **Target Amount** – the customer may nominate a target amount. Each payment deduction will contribute toward reaching the target. This is generally optional for the customer.
• **Final Payment Date** – the end date for the customer’s Centrepay deduction arrangement – no more payments will be made after this date. This field is optional and can be left blank if the arrangement is to be ongoing.

**Add Deduction Details Review and Submit**

This page shows the Centrepay deduction details you have just entered. You have the option to go back and make changes, or to submit the request for processing. You must select **submit** to complete the new deduction instructions.

**Functions on this page**

- **Back** – select **Back** to go back to the previous page.
- **Print** – select **Print** to print information on the page.
- **Submit** – select **Submit** to finalise the deduction.
- **Cancel** – select **Cancel** if you wish to exit from adding a new Centrepay deduction.
VARY A CURRENT CENTREPAY DEDUCTION INSTRUCTION

Customer Deduction Instruction Summary

Once the customer has been identified, the Deduction Summary page will display any future, current and recent Centrepay deductions. By selecting the radio buttons of any current or future deduction you will have the option to cancel or make any required changes.

Functions on this page

- **View Payment History** – select View Payment History to display the payment history up to 4 years in the past. This reflects the payments made by the customer to your Business for the selected Centrepay deduction.
- **Add Deduction** – select Add Deduction to start a new Centrepay deduction for the selected customer.
- **Service** – select the ‘service’ to view further details about that deduction arrangement. This function also allows the user to cancel or vary the current deduction.
- **Back** – select Back to go back to the previous page.
- **Print** – select Print to print information on the page.
Customer Deduction Details

If you have selected either a future or current Centrepay deduction from the deduction instructions page (see previous page) the Deduction Details page will be displayed.

From the Deduction Details page you can view information about the current or future Centrepay deduction. This page will allow you to vary or cancel the deduction.

**Functions on this page**

- **Vary Deduction** – select Vary Deduction to vary the selected Centrepay deduction arrangement including any changes to the end date.
- **Cancel Deduction** – select Cancel Deduction to cancel the deduction.
- **Back** – select Back to go back to the previous screen.
- **View Payment History** – select View Payment History to display the payment history up to 4 years in the past. This reflects the payments made by the customer to your Business for the selected Centrepay deduction.
- **Print** – click on the Print button to print information on the page.
Vary Deduction Details

This page allows relevant fields to be updated to vary a current or future Centrepay deduction.

Note: your Reference ID can be updated in isolation of any other changes. You will not be required to stop the deduction and record a new one.

Functions on this page

- **Back** – select Back to go back to the previous page.
- **Cancel** – select Cancel if you wish to exit from adding a new Centrepay deduction.
- **Continue** – select Continue to view a summary of the Centrepay deduction details you have just entered.

Description of the fields

- **Benefit Group** – this is the Centrelink payment type that the customer wishes to pay their Centrepay deduction from. It cannot be changed using the ‘Vary Deduction’ option. The deduction must be cancelled and restarted with the new benefit group the customer wants their deduction to come from.
- **Your Reference ID** – this is the reference ID your Business uses to uniquely identify an individual customer or account.
- **Service** – this is the Service Reason the customer’s funds are currently being directed to.
- **Start Date** – the date your changes will take effect. The dates displayed in the dropdown list are future payment delivery dates for the next 8 weeks. If no dates appear in the dropdown list, you have most likely selected an incorrect benefit group.
- **Deduction Amount** – the actual amount of money that will be deducted from the customer’s payment.
- **Frequency** – this field displays the frequency of the deduction (for example, how often a deduction is made from the customer’s account and deposited to your Business’ nominated bank account). A fortnightly deduction will continue until it is cancelled, or until the target amount or end date is reached. A one-off payment deduction arrangement will stop after the first and final payment.
- **Target Amount** – the customer may nominate a target amount. Each payment deduction will contribute towards reaching the target. This is generally optional for the customer. If you change the target amount the target balance remaining will be recalculated (after the update has been submitted) and take into account repayments that have already been made.
- **Target Balance Remaining** – the outstanding balance still to be paid by the customer.
• **Expected Next Delivery Date** – this is the customer’s next available pay date which funds can be delivered into your Business’ nominated bank account (depending on your start date).

• **End Date** – the end date for the customer’s Centrepay deduction arrangement. To vary or remove an end date, you will need to cancel the deduction and start a new one with the correct details.

**Target amount processing**

You can nominate a target amount for the deduction arrangement – the fortnightly payment deduction will continue to transfer the nominated amount of money to your Business until the target amount has been reached. This is generally optional for the customer.

If you vary an existing target amount, the amount you enter will be stored by the system. The target balance remaining will recalculate and account for all instalments paid towards the target amount since the arrangement started.

For example, if the existing target balance is $500 and total amount paid towards target is currently $200, the current target balance remaining is $300.

- If you change the target amount to $300, the total amount paid towards target is still $200, but the new target balance remaining would then be $100.
- If you change the target amount to $1000, the total amount paid towards target is still $200, but the new target balance remaining would then be $800.
- If you change the target amount to $100, the total amount paid towards target is still $200, an error will be returned as a target amount can’t be changed to an amount less that the total amount paid towards target.

**Vary Deduction Details Review and Submit**

This page shows the existing Centrepay deduction details and the Centrepay deduction details you have just entered which allows you to see the impact of your changes.

You have the option to go back and make changes, or to submit the request for processing. You must select **submit** to complete the new deduction instructions.

If you have changed the target amount, the target balance remaining will be recalculated (after the update has been submitted) and will account for repayments that have already been made.
Functions on this page

- **Back** – select Back to go back to the previous page.
- **Print** – select Print to print information on the page.
- **Cancel** – select Cancel if you wish to exit from varying a Centrepay Deduction.
- **Submit** – select Submit to finalise the Deduction.
CANCEL A CENTREPAY DEDUCTION INSTRUCTION

Cancel Deduction Details

If you have selected cancel deduction from the Deduction Details page, the cancel Deduction Details page will display the details of that current Centrepay deduction and allow you to enter an end date.

![Image of Deduction Details page]

To end the deduction immediately, use today’s date as the end date. If you select another date in the future, the date you select will be the date of the last payment to your Business.

**Note:** Centrelink customer payments are processed:

- 1 working day before payment delivery for NSS-Newstart payments
- 2 working days before payment delivery for all other payments.

This means that deductions need to be ended at least 2 days before the customer’s next payment delivery date.

**Functions on this page**

- **Back** – select Back to go back to the previous page.
- **Continue** – select Continue to go to the Deduction Summary page.
Cancel Deduction Details Confirmation and Receipt

This page shows the Centrepay deduction details you have just entered and the existing deduction details to allow you to see the impact of your changes.

You have the option to go back and make changes, or to submit the request. You must select submit to complete the new deduction instructions.

Functions on this page

- **Back** – select Back to go back to the previous page.
- **Print** – select Print to print information on the page.
- **Submit** – select Submit to finalise the deduction.
- **Cancel** – select Cancel if you wish to exit from varying a Centrepay deduction.
## Error Messages – Deductions & Payments Application (DAPA)

<table>
<thead>
<tr>
<th>Error displayed to DAPA user</th>
<th>Record</th>
<th>Workaround for users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to complete updates (Error record E001PI).</td>
<td>E001PI</td>
<td>If you want the Deduction Amount to be $0.00, cancel the deduction. If you want to cancel the deduction on a future date, use the CHG action and record an end date for the deduction.</td>
</tr>
<tr>
<td>Deduction Amount format is invalid (Error record E002PI).</td>
<td>E002PI</td>
<td>Ensure the Deduction Amount is in the correct format (e.g. 50.00)</td>
</tr>
<tr>
<td>Requested deduction cannot exceed $99999.99 (Error record E003PI).</td>
<td>E003PI</td>
<td>Ensure Deduction Amount is less than the maximum amount.</td>
</tr>
<tr>
<td>Start date or Deduction Amount cannot be changed for the selected instruction (Error record E008PI).</td>
<td>E008PI</td>
<td>If you want to change the start date or the Deduction Amount, cancel the current instruction and record the correct details.</td>
</tr>
<tr>
<td>Unable to add a deduction for this benefit group (Error record E009PI).</td>
<td>E009PI</td>
<td>The Centrelink benefit group is not valid. The customer may not be receiving a payment from us for the benefit group you have selected.</td>
</tr>
<tr>
<td>Unable to complete updates (Error record E011PI).</td>
<td>E011PI</td>
<td>Ensure new Deduction Amount is less than or equal to the current Deduction Amount. Contact Helpdesk if unable to resolve.</td>
</tr>
<tr>
<td>A Deduction Instruction cannot be changed for this customer for this benefit group (Error record E012PI).</td>
<td>E012PI</td>
<td>The Centrelink benefit group is not valid. The customer may not be receiving a payment from us for the benefit group you have selected.</td>
</tr>
<tr>
<td>Unable to complete updates (Error record E012ZZ).</td>
<td>E012ZZ</td>
<td>Ensure all mandatory fields have been completed.</td>
</tr>
<tr>
<td>Start date or end date cannot be in the past (Error record E016PI).</td>
<td>E016PI</td>
<td>Ensure start date or end date is not in the past. You may need to select a date up to 14 days in future.</td>
</tr>
<tr>
<td>Your reference ID contains invalid characters (Error record E017ZZ).</td>
<td>E017ZZ</td>
<td>Ensure the account reference ID is valid (rules may differ for each Business).</td>
</tr>
<tr>
<td>Your reference ID is invalid (Error record E023PI).</td>
<td>E023PI</td>
<td>Ensure the account reference ID is valid (rules may differ for each Business).</td>
</tr>
<tr>
<td>Customer has reached maximum number of current Deduction Instructions (Error record E076PI).</td>
<td>E076PI</td>
<td>No workaround – request customer makes changes via online services, call centre or alternatively submit an SA325 form to the department for processing.</td>
</tr>
<tr>
<td>Error prevented updates being applied at this time (Error record E097AX).</td>
<td>E097AX</td>
<td>No workaround – request customer to make changes via the call centre or alternatively submit an SA325 to the department for processing.</td>
</tr>
<tr>
<td>Deduction is less than the minimum amount (Error record E101PI).</td>
<td>E101PI</td>
<td>Ensure the Deduction Amount is more than the minimum Deduction Amount accepted by your Business (usually $10.00).</td>
</tr>
<tr>
<td>New instruction with 0 amount is not allowed (Error record E113PI).</td>
<td>E113PI</td>
<td>Ensure the Deduction Amount is more than the minimum Deduction Amount accepted by your Business.</td>
</tr>
<tr>
<td>This Deduction Instruction already exists on customer record (Error record E114PI).</td>
<td>E114PI</td>
<td>No workaround – Customer record may contain corrupt data. Request customer to make changes via online services, call centre or alternatively submit an SA325 form to the department for processing.</td>
</tr>
<tr>
<td>Target Amount cannot be less than $10.00 (Error record E120PI).</td>
<td>E120PI</td>
<td>Ensure Target Amount is greater than $10.00.</td>
</tr>
<tr>
<td>Target Amount must be equal to or greater than Deduction Amount (Error record E122PI).</td>
<td>E122PI</td>
<td>Ensure the Target Amount is equal to or greater than the Deduction Amount.</td>
</tr>
<tr>
<td>Unable to complete updates (Error record E154PI).</td>
<td>E154PI</td>
<td>The Centrelink benefit group is not valid. The customer may not be receiving a payment from us for the benefit group you have selected.</td>
</tr>
<tr>
<td>Unable to add a deduction for this benefit group (Error record E159PI).</td>
<td>E159PI</td>
<td>The Centrelink benefit group is not valid. The customer may not be receiving a payment from us for the benefit group you have selected.</td>
</tr>
<tr>
<td>End Date must be greater than start date (Error record E088PI).</td>
<td>E088PI</td>
<td>Ensure the end date you enter is after the start date.</td>
</tr>
<tr>
<td>Unable to complete this update due to conflicting Deduction Instructions (Error record E186PI).</td>
<td>E186PI</td>
<td>Deduction instruction has a change in the future (preventing updates) – if you want to change the current or future deduction, cancel the current instruction and record the correct details.</td>
</tr>
<tr>
<td>Error displayed to DAPA user</td>
<td>Record</td>
<td>Workaround for users</td>
</tr>
<tr>
<td>-------------------------------</td>
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</tr>
<tr>
<td>Unable to complete this update due to conflicting Deduction Instructions (Error record E188PI).</td>
<td>E188PI</td>
<td>Deduction Instruction has a change in the future (preventing updates) – if you want to change the current or future deduction, cancel the current instruction and record the correct details.</td>
</tr>
<tr>
<td>Target Amount may not be added or changed at this time (Error record E190PI).</td>
<td>E190PI</td>
<td>Deduction Instruction has a change in the future (preventing updates) – if you want to change the current or future deduction, cancel the current instruction and record the correct details.</td>
</tr>
<tr>
<td>Your Reference ID cannot be changed at this time (Error record E191PI).</td>
<td>E191PI</td>
<td>Deduction Instruction has a change in the future (preventing updates) – if you want to change the current or future deduction, cancel the current instruction and record the correct details.</td>
</tr>
<tr>
<td>Start Date must be within 8 weeks of today’s date (Error record E192PI).</td>
<td>E192PI</td>
<td>Ensure Start Date is within 8 weeks of today’s date.</td>
</tr>
<tr>
<td>An End Date cannot be entered for this instruction (Error record E193PI).</td>
<td>E193PI</td>
<td>If you want to change the end date, cancel the current instruction and record the correct details.</td>
</tr>
<tr>
<td>Unable to complete updates (Error record E195PI).</td>
<td>E195PI</td>
<td>Deduction Instruction has a change in the future (preventing updates) – if you want to change the current or future deduction, cancel the current instruction and record the correct details.</td>
</tr>
<tr>
<td>Unable to complete updates (Error record E199PI).</td>
<td>E199PI</td>
<td>Start Date is invalid for this update action. You can try to use a start date of ‘immediate’ which may prevent this error from occurring. You can contact the Helpdesk if you are unable to resolve.</td>
</tr>
<tr>
<td>Start Date must be within 52 weeks from today’s date (Error record E230PI).</td>
<td>E230PI</td>
<td>Ensure Start Date is within 52 weeks of today’s date.</td>
</tr>
<tr>
<td>End Date cannot be more than 52 weeks after the start date (Error record E231PI).</td>
<td>E231PI</td>
<td>Ensure End Date is within 52 weeks of the Start Date.</td>
</tr>
<tr>
<td>The End Date must be within 13 weeks of start date for this update (Error record E232PI).</td>
<td>E232PI</td>
<td>Ensure End Date is within 13 weeks of the Start Date.</td>
</tr>
<tr>
<td>Unable to complete updates (Error record E233PI).</td>
<td>E233PI</td>
<td>If you want the Deduction Amount to be $0.00, cancel the deduction. If you want to cancel the deduction on a future date, vary the existing deduction by adding the end date.</td>
</tr>
<tr>
<td>Your Reference ID or target amount cannot be updated when cancelling the deduction (Error record E238PI).</td>
<td>E238PI</td>
<td>If you want to cancel the deduction, you cannot update other data as part of that cancellation.</td>
</tr>
<tr>
<td>Deduction Amount cannot be changed at this time (Error record E240PI).</td>
<td>E240PI</td>
<td>Deduction Instruction has a change in the future. Updates can only be made to end date or account Reference ID.</td>
</tr>
<tr>
<td>Start Date must be at least end date + 2 (Error record E243PI).</td>
<td>E243PI</td>
<td>Start Date is too close to the existing end date. Cancel the current instruction and record the correct details.</td>
</tr>
<tr>
<td>This Deduction Instruction already exists on customer record (Error record E245PI).</td>
<td>E245PI</td>
<td>Check current Deduction Instruction, as one already exists.</td>
</tr>
<tr>
<td>Your Reference ID or target amount is mandatory for your organisation (Error record E253PI).</td>
<td>E253PI</td>
<td>Ensure the Account Reference ID is not blank, and is valid (rules may differ for each Business).</td>
</tr>
<tr>
<td>The Deduction Amount or target amount entered is less than the minimum allowable amount (Error record E254PI).</td>
<td>E254PI</td>
<td>Ensure the Target Amount is greater than the minimum target amount accepted by your Business.</td>
</tr>
<tr>
<td>The Target Amount is less than the minimum amount required for your organisation (Error record E254PI).</td>
<td>E254PI</td>
<td>Ensure the Target Amount is greater than the minimum target amount accepted by your Business.</td>
</tr>
<tr>
<td>The Deduction Amount or target amount entered is greater than the maximum allowable amount (Error record E255PI).</td>
<td>E255PI</td>
<td>Ensure the Target Amount is less than the maximum target amount accepted by your Business.</td>
</tr>
<tr>
<td>Error prevented updates being applied at this time.</td>
<td>E256PI</td>
<td>The Account Reference ID must be provided in the correct format, as per validation rules requested by your Business. You may have been asked to accept account reference IDs in a number of formats. e.g. #######; 12345678; 90123456 = must have either 6 or 8 digits.</td>
</tr>
<tr>
<td>Error displayed to DAPA user</td>
<td>Record</td>
<td>Workaround for users</td>
</tr>
<tr>
<td>------------------------------</td>
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</tr>
<tr>
<td>Unable to complete updates (Error record E259PI).</td>
<td>E259PI</td>
<td>No workaround – contact Helpdesk and request customer makes changes via online services, call centre or by submitting an SA325 form to the department for processing.</td>
</tr>
<tr>
<td>Error prevented updates being applied at this time.</td>
<td>E263PI</td>
<td>Deduction service updated failed. There is a pending piece of work on the customer record that blocks this update. Try again in a day or two.</td>
</tr>
<tr>
<td>Unable to complete updates (Error record E277PI).</td>
<td>E277PI</td>
<td>No workaround – contact Helpdesk and request customer makes changes via online services, call centre or alternatively submit an SA325 form to the department for processing.</td>
</tr>
<tr>
<td>Unable to complete updates (Error record E326PI).</td>
<td>E326PI</td>
<td>No workaround – contact Helpdesk and request customer makes changes via online services, call centre or alternatively submit an SA325 form to the department for processing.</td>
</tr>
<tr>
<td>Your organisation is ineligible to ADD deductions (Error record E471PI).</td>
<td>E471PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>You do not have access to ADD for this Service Reason (Error record E472PI).</td>
<td>E472PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>Your organisation is ineligible to CHG deductions (Error record E473PI).</td>
<td>E473PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>Your organisation is ineligible to CAN deductions (Error record E474PI).</td>
<td>E474PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>Your organisation is ineligible to make any updates to deductions (Error record E475PI).</td>
<td>E475PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>You do not have access to vary upward for this Service Reason (Error record E476PI).</td>
<td>E476PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>You do not have access to vary downward for this Service Reason (Error record E477PI).</td>
<td>E477PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>You do not have access to increase the target amount (Error record E478PI).</td>
<td>E478PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>You do not have access to decrease the target amount (Error record E479PI).</td>
<td>E479PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>A current instruction exists for this instruction (Error record E480PI).</td>
<td>E480PI</td>
<td>A current deduction already exists. Please make any required changes to the current deduction.</td>
</tr>
<tr>
<td>You do not have access to CHG for this Service Reason (Error record E481PI).</td>
<td>E481PI</td>
<td>Your Business has not been approved to undertake this action. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>Error prevented updates being applied at this time (Error record E488PI).</td>
<td>E488PI</td>
<td>Your Business has not been approved to make this type of update. If you believe the system is not operating correctly, please contact the Helpdesk.</td>
</tr>
<tr>
<td>Not a valid instruction for this Service Reason.</td>
<td>E529PI</td>
<td>The Paid Parental Leave payment the customer has nominated is not paid directly to the customer therefore a Centrepay deduction is not possible.</td>
</tr>
<tr>
<td>Customer not current on this benefit record (Error record E713PI).</td>
<td>E713PI</td>
<td>No matching deduction found. The customer may not be receiving a payment from us for the benefit group you have selected.</td>
</tr>
<tr>
<td>Unable to complete updates (Error record E721PI)</td>
<td>E721PI</td>
<td>No matching deduction found. The customer may not be receiving a payment from us for the benefit group you have selected.</td>
</tr>
<tr>
<td><strong>Error displayed to DAPA user</strong></td>
<td><strong>Record</strong></td>
<td><strong>Workaround for users</strong></td>
</tr>
<tr>
<td>--------------------------------</td>
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<td>-------------------------</td>
</tr>
<tr>
<td>Benefit group record ineligible for deductions [Error record E736PI].</td>
<td>E736PI</td>
<td>Ensure benefit group is correct for this customer.</td>
</tr>
<tr>
<td>Amended target amount must be greater than the total of repayments already made [Error record E837PI].</td>
<td>E837PI</td>
<td>Ensure the target amount is equal to or greater than the total of repayments made to date (i.e. target balance remaining).</td>
</tr>
</tbody>
</table>
Need help?

If you want to find out more about the range of online services available to Businesses, contact the National Business Gateway on **131 158** or visit [humanservices.gov.au/centrelinkbusinessonline](http://humanservices.gov.au/centrelinkbusinessonline).

If you experience technical difficulties while using the Deductions and Payments Application, you can contact one of the helpdesks below for further assistance.

**CENTREPAY HELPDESK**

The Centrepay Helpdesk provides ongoing support for Businesses that are registered to participate in the Centrepay program.

- Email: [centrelink.business.support@humanservices.gov.au](mailto:centrelink.business.support@humanservices.gov.au)
- Freecall™: 1800 044 063

**Note:** Services are available through a Freecall™ number during office hours. Calls to ‘1800’ phone numbers from a fixed phone line are free. Calls from public phones and mobile phones may be timed and charged at a higher rate.

**INCOME MANAGEMENT HELPDESK**

The Income Management Helpdesk provides ongoing support for Businesses that are registered to participate in the Income Management program.

- Email: [IM.merchant.help@humanservices.gov.au](mailto:IM.merchant.help@humanservices.gov.au)
- Freecall™: 1800 039 417

**Note:** Services are available through a Freecall™ number during office hours. Calls to ‘1800’ phone numbers from a fixed phone line are free. Calls from public phones and mobile phones may be timed and charged at a higher rate.

**INFORMATION REQUIRED WHEN CONTACTING THE NATIONAL BUSINESS GATEWAY**

Please ensure you have the following information ready when contacting us:

- your Business name
- your Business’ Centrelink Reference Number (CRN)
- your user ID for Centrelink Business Online Services (CBOS)
- description of the problem you are experiencing.