

## USING THE EMPLOYER SELF-SERVICE PORTAL

### INTRODUCTION

The employer self-service portal aims to support HR and payroll teams who administer long service leave on behalf of their eligible employees.

The portal has limited functionality; however, plans are underway for an improved long-term solution. In the meantime, we hope this information helps you navigate the portal. Alternatively, please contact our Employer Relations team for further assistance.

### MANAGE YOUR RECORDS

#### 1. EMPLOYEE DETAILS

Search by individual employee to view personal details and leave accrual.

#### 2. EMPLOYER DETAILS

Edit information such as the primary contact details, main email, phone number and street/postal addresses.

#### 3. EMPLOYER CONTACTS

This section lists all additional authorised contacts which can be edited, added to or deleted.

#### 4. SECURE SITE USERS

Primary contacts can grant and remove access to the portal for other administrators. They can also maintain their contact details here. Employers are required to update this information as changes occur, e.g. when an administrator leaves the organisation or no longer requires access, for data privacy and security purposes.

#### 5. LEAVE ENTITLEMENTS

You can run an entitlement report for all your active employees. A report can be generated for individual employees by using Account ID, not LSL number; the data syncs overnight and is sent to you the next business day.

#### 6. EMPLOYEE LEAVE APPLICATION

You can download the relevant leave application form for your employee from this section, together with the associated How To guide. Leave applications can also be emailed to Coal LSL from this screen.

#### 7. OUTSTANDING LEAVE APPLICATIONS

You can generate a report of all processed leave applications which are yet to be submitted for reimbursement. The report is instantly generated.

#### 8. REIMBURSEMENTS

From this screen you can request a report of claimed reimbursements for a certain period. We aim to provide your report within one business day from the date of submitting your request.

#### 9. MANAGE PASSWORD

This is where you can reset your employer portal password.

#### 10. MANAGE SECURITY QUESTION

You can update your portal security question here; you will be required to enter your password as a security measure before a change can be applied.

### FILING CABINET

#### 1. TRANSACTIONS

No data is stored in this section. However, you can request a record of specific transactions by contacting us.

#### 2. REPORTS

No data is stored in this section. However, you can generate a report of all processed leave applications which are yet to be submitted for reimbursement, and leave entitlement reports, through the Manage Your Records section of this portal. Contact us for any other reports required.

#### 3. CORRESPONDENCE

This section lists correspondence between your organisation and Coal LSL for Leave Reimbursement Advice and Leave Application Authorisation Advice. You can request a record of other correspondence by contacting us.

### FAQS

Click the link provided on this screen to access common employer questions published on our public website.

### CONTACT US

Coal LSL contact options and operating hours are provided on this screen. Note that access to the levy processing team closes at 4:30pm; other enquiries are open until 5:00pm.