QuickSuper

User Guide

Document History

Date	Description
26 Jul 2010	Initial release
20 May 2011	Updated to include EFT payment method.
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Table of Contents

1   Introduction

Welcome to QuickSuper! This user guide is provided to help you start processing contributions in QuickSuper.

1.1   Getting Started

We understand that some QuickSuper clients want to get started immediately. For you, we have developed the Quick Start Guide in Section 2 with the basic steps to get you going. You can then refer to the user guide as you need for more details.

Otherwise, please read through the guide to familiarise yourself with the process and various features of QuickSuper.

In addition to this User Guide, there are two supplementary guides (available in the Downloads section) covering key aspects of QuickSuper in more detail.

- Entering contributions - this guide includes the available options for entering your contribution information into QuickSuper, including step by step instructions of each available method

- Paying for contributions - this guide includes the available options for making payments to QuickSuper to pay for the contributions you have entered

1.2   Need More Help?

If this user guide doesn't provide all the help you need:

- You can access online help for any screen by clicking on the **?** (question mark symbol) in the top right of every screen.
- You can find guides and other product documentation by selecting the **Downloads** item on the QuickSuper main menu.
- You can contact the QuickSuper Customer Care team using the details found on the **Contact Us** link shown at the bottom of every page.

2 Quick Start Guide

2.1 Sign in for the first time

Accessing the system for the first time is different depending on whether you are the nominated administrator for your company or not.

Sign in as company administrator

You will have received a welcome email from QuickSuper containing a Login Name and temporary Password. Please follow these steps to sign in:

1. Enter the provided details into the Login Name and Password fields and click on **Sign In**.
2. As the password provided was a temporary password only, you will now be asked to change your password. For security reasons, the password you choose must be at least 8 characters in length and contain at least 1 letter and 1 number. Passwords may not contain tabs or non-printable characters.
   Enter your chosen password into the New Password and Confirm New Password fields and click on **Save**.

   TIP: You should be aware that for additional security, your password will expire after 42 days and QuickSuper will then ask you to change your password again. You cannot change your password to one you have used recently.

3. Select two security questions and enter appropriate answers. These may be used to identify you for password resets or other support purposes. Once entered, click on **Save**.
4. As the company administrator, you are expected to read and accept the QuickSuper Terms and Conditions. Please click on the 'View QuickSuper Terms and Conditions' link, tick the displayed tick boxes to confirm your acceptance and click on **Continue**.
5. The next step allows you to choose the payment method you will use to pay for contributions. The available payment methods are documented in a separate guide 'Paying for contributions' which you can read by clicking on the link included on the screen. Select your preferred method and click on **Continue**.

   NOTE: If you have a Multiple Employer Facility, you will be given an additional option 'Select per Employer' to enable different payment methods for different employers.

   TIP: If you are not sure yet what method to use, you can change your selection later on the Payment Method item under the Administration menu.

6. For clients with a <u>single employer facility</u>: You will now be prompted to enter a settlement account. If you chose 'Direct Debit' as your payment method, the settlement account will be debited to pay for contributions. For all clients it will also be credited where contributions are to be returned to you. Enter the BSB, Account Number and Account Name as registered with your bank. If paying via direct debit, you will also need to tick a box to confirm your acceptance of this. Once complete, click on **Save**.

For clients with a <u>multiple employer facility</u>: You will be directed to Step 7. You will be given the opportunity to enter settlement account details when creating new employers. Refer to Section 3.5 of this User Guide.

TIP: Although QuickSuper allows you to register accounts with any Australian financial institution, not all accounts allow direct debits. Please check with your bank to ensure that your nominated account can be debited.

7. The final step of the process is choosing the method you will use to enter contributions. The two methods (create online contributions and upload contribution files) are documented in a separate guide 'Entering Contributions' which you can read by clicking on the link included on the screen. Select your preferred method and click on **Continue**.

TIP: If you are not sure yet what method to use, you can change your selection later on the Preferences item under the Administration menu.

8. You are finished and can start using QuickSuper.

TIP: If you click **Cancel** on any of the initial sign in pages, you can come back to them later by signing in again. You do not need to repeat any completed steps. For example, if you cancel on the Terms and Conditions page, you can sign in later using your <u>new</u> password. You will not need to change your password or enter security questions/answers as these steps are complete.

TIP: Latest News Item will display on initial sign in. This can be accessed in the News item on the left hand menu after logging in.

Sign in as company user

If you are signing in as a company user (i.e. not the company administrator) you also will have received a welcome email from QuickSuper. Please follow these steps to sign in:

1. Sign in as per Step 1 above.
2. Change password as per Step 2 above.
3. Enter security questions and answers as per Step 3 above.
4. You are finished and can start using QuickSuper.

2.2   Landing Page

Once you have signed in, you will be presented with a dashboard which summarises key information about your QuickSuper facility.

The QuickSuper main menu is located on the left hand side. The menu items will vary depending on your user rights.

2.3   How does QuickSuper work?

This section provides a brief description of how QuickSuper works to help in your understanding.

1. Configure your QuickSuper facility to suit your requirements.

TIP: Please refer to section 3 for more details on this.

2. Register any funds (e.g. self-managed super funds) that are not already pre-registered on the QuickSuper fund database.

   TIP: Please refer to section 4 for more details on this.

3. Enter contributions into QuickSuper, either by creating online or uploading a contribution file, including an optional authorisation step.

   TIP: Please refer to section 5 for more details on this.

4. Pay for contributions depending on the payment method you have chosen.

   TIP: Please refer to section 6 for more details on this.

5. Assuming your payment is successful, QuickSuper will make the payment to the fund. If your payment results in a SuperStream message, you can view the message sent to the fund.

   TIP: Please refer to section 7 for more details on this.

6. You can view the status of contributions and obtain reports summarising your processing.

   TIP: Please refer to section 8 for more details on this.

3 Configure your QuickSuper facility

3.1 Single vs Multiple Employer Facility

When your company is registered within QuickSuper it is configured as either a single employer facility or a multiple employer facility. A single employer facility means you will only make contributions on behalf of one business. A multiple employer facility means you will make superannuation contributions on behalf of multiple businesses within QuickSuper.

The QuickSuper main menu will vary based on your facility type:

- If you have a single employer facility you will see a menu item called 'Employees', with a 'View Employees' link under it. The image on the left is an example of a single employer facility.
- If you have a multiple employer facility you will see a menu item called 'Employers', with a 'View Employers' link under it. The image on the right is an example of a multiple employer facility.

If you have been registered with the wrong facility type please contact the QuickSuper helpdesk.

Single employer facility	**Multiple employer facility**
▾ Employees	**▾ Employers**
▸ View Employees	▸ View Employers
▸ Upload Employees	▸ Upload Employees

3.2 Contribution Entry Method

The contribution entry method refers to the way you will enter contributions into QuickSuper. You have two options:

1. <u>Create online contributions</u>. This option means you will register all your employees within QuickSuper then use the QuickSuper screens to edit and submit contributions. Employees can be registered individually via the QuickSuper screens or in bulk via an employee file.
   If you have this option you will see 'Online Contributions' on the QuickSuper main menu. The image on the left is an example of this.
2. <u>Upload contribution files</u>. This option means your company system will keep track of employee details and you will provide a contribution file that contains all the employee contribution details.
   If you have this option you will see 'Contribution Files' on the QuickSuper main menu. The image on the right is an example of this.

Create online contributions   **Upload contribution files**

▾ Online Contributions		▾ Contribution Files
▸ Create New		▸ Upload File
▸ View In Progress (0)		▸ View In Progress (0)
▸ View Processed		▸ View Files

The first person to have signed in for your company will have been asked to select a contribution entry method as part of the initial sign in process. If you would like to change your contribution entry method, click **Administration** on the QuickSuper main menu, and then click **Preferences**. The 'Company Preferences' page allows you to tick/untick the two options. Most QuickSuper clients will only require one of the options to be ticked, however if you require both options for some reason (e.g. you are managing multiple businesses which require different entry methods within a single facility), then you may tick both options.

Note: the 'Company Preferences' page is only available to users that have the right to edit company details.

The method that you use to enter contributions into QuickSuper is an important decision to make. For that reason, we provide a separate guide to help you determine the best method for your business. For more information about the contribution entry method please read the document 'Entering Contributions'. This can be found after you sign in by clicking **Downloads** on the QuickSuper main menu.

3.3 Authorisation

The authorisation preference will apply to all contributions regardless of how they have been entered or how they will be paid for. QuickSuper offers three levels of authorisation for submitting contributions:

1. No authorisation. This is the default setting in QuickSuper. It means a user will submit the contributions then QuickSuper will process those contributions. Nobody is required to review and authorise the contributions.
2. Single authorisation. This means a user will submit the contributions, then another user will authorise the contributions. QuickSuper will not process the contributions until they have been authorised.
3. Dual authorisation. This means a user will submit the contributions, then two other users will authorise the contributions. QuickSuper will not process the contributions until both users have authorised.

Note: only users with the 'Authorise Contributions' right have the ability to authorise.

If you would like to change the authorisation level for your company, click **Administration** on the QuickSuper main menu, then click **Preferences**. The 'Company Preferences' page has a dropdown box called 'Authorisation Model'. Select the appropriate level then click **Save**. Note, the 'Company Preferences' page is only available to users that have the right to edit company details.

3.4 Payment Method

The payment method refers to the way you will pay QuickSuper for contributions. This is different to the method by which QuickSuper may then pay the fund.

The method that you use to pay QuickSuper for contributions is an important decision to make. For that reason, we provide a separate guide to help you determine the best method for your business. For more information about the payment method please read the document 'Paying for contributions'. This can be found after you sign in by clicking **Downloads** on the QuickSuper main menu.

The first person to have signed in for your company will have been asked to select a payment method as part of the initial sign in process. If you would like to change your payment method, click **Administration** on the QuickSuper main menu, and then click **Payment Method**. Note: this page is only available to users that have the right to edit company details.

3.5 Default Settlement Account

If you have selected 'Direct Debit' as your payment method, the settlement account is the account QuickSuper will debit after you submit contributions. For all clients it is also the account QuickSuper will credit if contributions are to be returned to you.

If you have a <u>single employer facility</u>, follow these steps to view your settlement account:

1. Click **Administration** on the QuickSuper main menu.
2. Click **Default Settlement A/C**.
3. The 'Default Settlement Account Details' page shows the current account details. To edit these details click **Change Account**.
4. Edit the account details, tick the box (applicable only if paying via direct debit), and then click **Save** to save your changes.

If you have a <u>multiple employer facility</u>, you will assign a settlement account to each employer. QuickSuper will ask you to enter the settlement account details at the time of creating the employer. You cannot create an employer without a settlement account.

Once you have created the employer, follow these steps to view the settlement account details:

1. Click **View Employers** on the QuickSuper main menu.
2. Select the radio button to the left of the employer you wish to view then click **View Details**.
3. On the 'Employer Details' page, select the 'Bank Account' tab.
4. The 'Bank Account' page shows the current account details for this employer. To edit these details click **Change Account**.
5. Edit the account details, tick the box (applicable only if paying via direct debit), and then click **Save** to save your changes.

3.6 Fund Relationships

The purpose of creating fund relationships in QuickSuper is to:

- Store the relationship information between an employer and a fund (e.g. Fund Employer ID provided by the super fund to identify your business)

- Define the superannuation funds that your business has a default fund relationship with. This will make it easier to register employees in QuickSuper as well as determining the types of SuperStream messages sent to the fund.

If you have a single employer facility, follow these steps to create and view your fund relationships:

1. Click **Administration** on the QuickSuper main menu.
2. Click **Fund Relationships**.
3. The 'Fund Relationships' page shows the current fund relationships for this employer.
4. To add a new fund relationship, click **Create New Relationship**. You will be asked to input the fund's information and the Fund Employer ID. Check the 'Default Fund' box to determine whether this is a default fund.
5. To edit existing fund relationships already established, select the fund using the ratio button and click **View Details** and then click **Edit.**

If you have a multiple employer facility, you will need to assign fund relationships to each employer. QuickSuper will ask you to establish fund relationships at the time of creating the employer.

Once you have created the employer, follow these steps to view the fund relationships details:

1. Click **View Employers** on the QuickSuper main menu.
2. Select the radio button to the left of the employer you wish to view then click **View Details**.
3. On the 'Employer Details' page, select the 'Fund Relationships' tab.
4. The 'Fund Relationships' page shows the current fund relationships for this employer.
   a. To edit existing fund relationships already established, select the fund using the ratio button and click **View Details** and then click **Edit.**
   b. To add a new fund relationship, click **Create New Relationship**. You will be asked to input the fund's information and the Fund Employer ID. Check the 'Default Fund' box to determine whether this is a default fund.

Note: The Fund Employer ID is an identifier that a fund may allocate to an employer. The employer is then expected to provide this ID when submitting employee contributions to the fund. Some funds may refer to the Fund Employer ID as an 'employer ID' or a 'plan code'.

3.7　　　Users

Initially your company will have only one user – the company administrator. This user will have the ability to create new users in QuickSuper as required by your business.

View existing users

To view the list of users already registered within QuickSuper follow these steps:

1. Click **Administration** on the QuickSuper main menu.
2. Click the **Users** link.
3. The 'Manage Users' page shows the list of users. A maximum of 10 users is shown at any one time. You may browse through the list of users by clicking the **Next 10** link on the bottom right of the page. Alternatively you may click **Export Users** to download a summary file that contains all the users.

Create a new user

To create a new user within QuickSuper, follow these steps:

1. Click **Administration** on the QuickSuper main menu.
2. Click the **Users** link.
3. On the 'Manage Users' page click **Create New User**. Note: this button is only available if you have the right to edit users.
4. On the 'Create New User' page enter the user's details. Note: the value you enter into the Login field will be the value the user must enter into the Login Name field on the 'Sign In' page.

   Assign the appropriate rights to the user by ticking the necessary checkboxes. For more information about each right, view the online help for this page.

   Complete the remaining steps on this page and then click **Save** to create the user.

5. Once the user is saved, QuickSuper will send an email to user's email address. The email will contain login details and instructions to log on to QuickSuper.

4   Register Funds

To make contributions to funds, the details of the fund you wish to pay must be pre-registered in QuickSuper. To make things easier for you, QuickSuper already has commonly used funds pre-registered in our database. If you want to make contributions to one of these funds, you can enter your contributions with the appropriate USI or Fund ID and we will ensure that the payment and remittance are provided to the fund.

If you need to make a contribution to a fund which is not already listed (e.g. self-managed super fund), you will need to create your own 'client fund' to use.

The following sections contain more details on this process. It is important to understand the distinction between Master Funds and Client Funds.

4.1   Master Fund

QuickSuper maintains a list of funds for you to use. This list is known as the 'master fund' list and contains all APRA regulated funds located on the Fund Validation Service (FVS) hosted by the Australian Taxation Office (ATO).

As part of the SuperStream requirements, all APRA regulated funds are required to have a Unique Superannuation Identifier (USI). A USI is used to uniquely identify a superannuation fund's products and will dictate the destination of the contributions. You can use a fund's USI in the Funds search screen to determine if the fund is already available for use.

It is recommended that you use USIs to identify fund products when submitting contributions. However, during the transition period, you may also use one of the following identifiers:

- Superannuation Product Identification Number (SPIN) – SPIN is an industry standard identifier for a superannuation fund. The fund ID of such funds will be in the form 'SPINXXX9999AU' where 'XXX9999AU' is the SPIN code for the fund.

- Australian Business Number (ABN) – There are also some large public funds that do not have a SPIN code. In some cases, these will also be a master fund in QuickSuper using their Australian Business Number (ABN). You can use a fund's ABN in the Funds search screen to determine if the fund is already available for use. The fund ID of such funds will be in the form 'ABN99999999999' where '99999999999' is the ABN for the fund.

Information such as the USI, ABN, SPIN, payment method, account details and contact details are stored for each fund. If any details change, the QuickSuper team will update the master list to reflect the change.

To view the list of funds already registered in QuickSuper click the **View Funds** link on the QuickSuper main menu.

You may use the following methods to view the funds:

1. View funds page by page. Funds are listed in alphabetical order. A maximum of 10 funds is shown at any one time. You may view the next 10 funds by clicking the **Next 10** link on the bottom right of the page.
2. Export funds to a file. You may click **Export Funds** to download a summary file containing all the registered funds.
3. Search for a fund. You may enter the Fund name, ID, SPIN, USI or ABN of a particular fund into the field at the top of the page then click **Search**.

4.2　　　Client Fund

If a fund you require is not in the master fund list, you may add a client fund. This will be the case if they are Self-Managed Super Funds. Follow these steps to add a client fund:

1. Click the **Create Fund** link on the QuickSuper main menu or click **Create Fund** on the 'Search Funds' page.

2. You will first be asked to enter the fund's SPIN, USI or ABN. Follow the instructions on the page, and then click **Next** to continue. QuickSuper will check if the fund already exists and display the options available based on the data you have entered.

3. If the fund does not exist, you will be asked to confirm whether you wish to add a new fund. If you do choose to add a new fund, click **Next** to continue.

4. On the 'Fund Details' page, you will need to complete all the mandatory fields. Note that the 'Account Information' section of this page allows you to select the method to pay this particular fund. To be SuperStream compliant the payment method needs to be electronic.

   You will be required to enter bank account details and select a preference for remittance email; and provide an Electronic Service Address (ESA). The ESA is necessary to receive data messages associated with the contributions sent in a SuperStream compliant manner.

5. Once all the mandatory fields have been completed, click **Save**.

Once you have saved your fund, it will appear on the 'Search Funds' page (see image in section 4.1). To view the funds that have been created by your company (i.e. not part of the master fund list) simply use the filtering menu on the right hand side of the screen (below the Help button).

4.3　　　Remediating Client Funds

4.3.1　　　Clean Up

To ensure your contributions are paying to the correct destination, QuickSuper provides a clean-up function that will list all of the client funds which were created more than a

year ago but have not been contributed to in the last 12 months. If these funds are no longer required they should be marked as inactive.

The 'clean-up' function can be accessed via the Clean Up menu item under Funds. You can mark all listed funds as inactive, in bulk, by clicking **Next**. If a fund is marked as inactive, you can re-activate it if it is required later. That is, the clean-up function does not delete client funds.

Follow the instructions on screen to complete the clean-up.

Alternatively, you can review each fund individually by using the radio button to select a particular fund and clicking **View Details**. You can remediate the fund by either:

- Redirecting to a master fund

- Marking it as inactive

- Changing its ABN

- Reviewing it later

TIP: When you select a fund with a suggested change under the Client Clean Up page, you will be prompted to view the suggested change by clicking on **View Suggestion** on the Fund Details page before you can edit or perform other actions on the fund.

4.3.2 Suggested Changes

In some cases, QuickSuper staff may proactively raise a suggested change to use a fund from our master list instead of the details you have registered yourself. These suggested changes may be visible via the 'Suggested Changes' menu item under 'Funds'. We recommend that you review and action any items that may appear in the list on a regular basis to ensure your employee contributions are being sent to the right fund and account.

4.4 Fund redirections

Fund redirection is only relevant if you have chosen to upload contribution files. It is a useful tool that allows you to map your own specific fund identifiers to a master fund.

Why would you want to use fund redirection?

Some QuickSuper clients already have predefined codes for their funds within their payroll system and cannot easily switch to use the master fund ID (equivalent to the USI). They would like to use the QuickSuper master fund because that means they don't have to manage payment details, but they would also like to use their existing fund codes in the contribution file. The fund redirection feature allows you to create a mapping from your fund identifier to a QuickSuper master fund ID (USI) to allow you to use your own identifier going forward, whilst still benefiting from QuickSuper's registered payment details for the fund.

For example, an employee may make contributions to BT Business Super. This fund is registered in the QuickSuper master fund list as fund ID (USI) 'WFS0112AU'. In standard processing, to make a contribution to this fund you must provide fund ID (USI) 'WFS0112AU' in the contribution file. However this may be difficult for your company to do. This fund may already be predefined in your system with a code of 'BTBus'. You may be able to provide 'BTBus' but you cannot provide 'WFS0112AU'. In this case you can create a client fund for 'BTBus' and redirect this fund to 'WFS0112AU'.

To redirect a fund, follow the steps below:

1. Click the **View Funds** link on the main menu and use the **Search Funds** screen to find the master fund you wish to redirect to.

2. Click on the fund name to view the fund details.

3. Click **Create redirect to this fund** to display the **Create New Fund Redirect** page.

4. Enter your identifier for this fund in the Fund ID field (e.g. 'BTBus'), select the preferred fund name to use and click on Save. The fund redirection will be created and is ready for use.

5   Contribution Entry Methods

The way you enter contributions will depend on the contribution entry method your company has chosen. For more details refer to 'Contribution Entry Method' in the configuration section of this document (section 3.2).

There are two types of contribution methods:

- **Create Online Contributions method**

  1. Register employees in QuickSuper
  2. Create new online contribution
  3. Authorise contributions (optional step)
  4. Pay for contributions

- **Upload Contribution File method**

  1. Create the contribution file
  2. Upload the contribution file
  3. Authorise the contribution file (optional step)
  4. Pay for contributions

For more information about the contribution entry method please read the document 'Entering Contributions'. This can be found after you sign in by clicking **Downloads** on the QuickSuper main menu.

6 Payment Methods

The way you pay for contributions will depend on the payment method your company has chosen. For more details refer to 'Payment Method' in the configuration section of this document (section 3.4).

If you wish to change the payment method of an authorised file, you will need to first edit the file to remove it from an 'Authorised' status or delete the file. After changing the payment method, re-submit and authorise (if required) the file.

For more information about the available payment methods please read the document 'Paying for contributions'. This can be found after you sign in by clicking **Downloads** on the QuickSuper main menu.

7 SuperStream

7.1 What is SuperStream?

SuperStream is a government reform requiring employers to make super contributions by submitting data and payments electronically.

7.2 QuickSuper is SuperStream compliant

QuickSuper is compliant with the SuperStream standards. This means you can continue to submit contribution data and make payments to QuickSuper as you are currently. QuickSuper will then ensure that all data and money is provided to funds in accordance with the SuperStream Standards.

7.3 View SuperStream messages

To view SuperStream messages that have been sent to funds on your behalf, there is a new **SuperStream** menu item. Under the SuperStream menu you can click **View Messages** to view what has been sent on your behalf.

QuickSuper will send two types of SuperStream messages to Funds:

- **Contribution Transaction Request (CTR)** - this is a standards compliant message to the Fund informing them of a payment and the associated member contributions for that payment. This message replaces the previously used paper or email based remittances.

- **Member Registration Request (MRR)** - this is a standard compliant message informing the Fund of either a new member to their fund or changes to the details of an existing member of the fund. When you update your employee's details (or add a new employee) within QuickSuper, we will determine if the fund needs to be notified.

8 View Status and Reporting

8.1 Search contributions

After you submit your contributions, QuickSuper will update the status of your contributions as significant events occur. For example, if you are using direct debit as a payment method and a contribution is made to a fund that accepts payment via direct credit the contribution status may change as follows:

- Received (after the contribution file is submitted)
- Employer Debited (after the employer is debited on day 1)
- Fund Credited (after the fund is credited on day 4)

QuickSuper provides search screens to help you track the status of your contributions. Click **Search Contributions** on the QuickSuper main menu to view the 'Search Contributions' page. There are two types of searches on this page:

1. Search for Employer Contributions. This search allows you to track contributions to a particular fund. Enter the fund name or fund ID into the 'Fund' field then click **Search**. A list of all the contributions that have been sent or are waiting to be sent to that fund will appear.
2. Search for Employee Contributions. This search allows you to track an individual employee contribution. Enter the payroll ID or surname into the 'Employee' field then click **Search**. A list of all the contributions for this employee will appear along with the current status of that contribution.

The difference between the terms 'employer contribution' and 'employee contribution' may be illustrated in the following example. If an employer makes a contribution for three employees (e.g. Adams $500, Bolton $400, Collins $100) to the same fund in a given file, then the total contribution to the fund (e.g. $1000) would be described in QuickSuper as an employer contribution and could be found using the 'Search for Employer Contributions' section. To find a single employee contribution (e.g. for 'Bolton'), you would use the 'Search for Employee Contributions' section.

8.2   Search transactions

The Search Transactions menu item allows you to search for financial transactions enacted on your bank account or outgoing payments to funds. These transactions may relate to multiple employee contributions. You may use this when reconciling your bank statement or reviewing cheques that have not as yet been deposited by the receiving fund. Clicking **Search Transactions** on the QuickSuper main menu to view the 'Search Transactions' page. There are two tabs available on this page:

1. 'Employer to/from QuickSuper' transactions
2. 'QuickSuper to Fund' transactions

8.2.1   Employer to/from QuickSuper

The Employer to/from QuickSuper tab allows you to view and search for payments:

- <u>You have made to the clearing house.</u> This includes payments you have initiated to the clearing house and debits that the clearing house has made to your nominated account.

- <u>The clearing house has made to your account.</u> This includes payments where QuickSuper has returned money back to your account. This may be in the case of an unmatched payment or a fund return.

By default, the page will load any payments between your facility and the clearing house in the last 60 days. If you wish to specify additional search criteria, you can click the **Change Search** button.

8.2.2   QuickSuper to Fund

The QuickSuper to/from Fund tab allows you to search for payments that QuickSuper has made to Superannuation Funds on behalf of your facility. This includes the following searches:

1. <u>Search for Fund Payments.</u> This section allows you to search for a specific payment to a fund, either using the bank reference included with the credit or the cheque number.
2. <u>Search for Cheques Issued.</u> This section allows you to search for cheques issued on behalf of your facility. An unpresented cheque is a cheque that has not been deposited by the fund. If you believe that an unpresented cheque has been lost, stolen or destroyed then you may request that the cheque is stopped and the money returned to you. After viewing a given cheque, click on the **Stop Cheque** button and follow the instructions on the screen to stop the cheque.

8.3　　　　Reports menu

QuickSuper allows you to download contribution reports. These reports provide a summary of your contributions.

To view your reports click **Reports** on the QuickSuper main menu. There are two types of reports available:

1. <u>Contribution Summary.</u> This report shows the total contribution amount and total number of contributions for each month within a selected period.
2. <u>Monthly Contribution Report.</u> This report shows a breakdown of contribution details within a selected period.

9   Employee Data

Depending on the contribution entry method selected, the Employee data stored within QuickSuper will have different implications.

- If you have chosen the 'create online contributions' method, you must first register employees in QuickSuper before you can utilise the 'create online contributions' method. The employees registered in QuickSuper will generate the contribution grid for contribution data entry. All employee information sent to relevant funds will be based on the employee data stored within QuickSuper.

- If you have chosen the 'upload contribution file' method, employees' information will be automatically generated and updated when you submit a contribution file. The employee data stored within QuickSuper will serve as a reference point to for Incomplete File Alerts. For more information about Incomplete File Alerts please read the document 'Entering contributions'. This can be found after you sign in by clicking **Downloads** on the QuickSuper main menu.

9.1   Registering Employees in QuickSuper

There are three ways to register and maintain employee information in QuickSuper.

1. Use QuickSuper screens to register employees individually.
2. Use the Upload Employees function to register multiple employees at once
3. Upload a Contribution File (as part of the contribution entry method) to register and update all the employees contained in that file to the QuickSuper system

Use QuickSuper screens to register employees individually.

The following steps describe how to use QuickSuper screens to register employees individually:

1. Go to the 'Search Employees' page. If you have a single employer facility this is done by clicking **View Employees** on the QuickSuper main menu. If you have a multiple employer facility this is done as follows:
   - Click **View Employers** on the QuickSuper main menu.
   - Select the radio button next to the employer then click **View Employees**. (Note, if you cannot see the employer you will need to first register the employer in QuickSuper. To do this click **Create New Employer**.)
2. On the 'Search Employees' page click **Create New Employee**.
3. On the 'Add Employee' page, enter the employee details then click **Save**.
4. On the 'Add Fund Membership' page, you can either use the default fund by clicking on **Use Default Fund** or use a non-default fund by entering the non-default fund details.
5. On the 'Employee Details – Edit Fund Membership' page, you can populate the employee's membership details. If the contribution amounts for the employee will

be the same for every contribution period, you should complete the 'Default Contribution Amounts' section as well. This will save you time when you create the online contribution. Click **Save**.

6. You have now registered one employee. Repeat the above steps to register another employee.

To edit an employee's details you will need to click on **View Employees** > **View Details** > **Edit Employee**. You will be asked to confirm the change and can input a reason for change to enrich the Audit History.

Use the Upload Employees function to register multiple employees at once

The following steps describe how to upload a file to register multiple employees at once:

1. Go to the 'Downloads' page. This is done by clicking **Downloads** on the QuickSuper main menu.
2. On the 'Downloads' page click **Employee Upload File Specification (v2)** to download the file specification. This specification explains how populate your employee file.
3. On the 'Downloads' page click **Employee Upload File Starter** to download the employee starter file. You do not have to use this file, but you may find it helpful as it is pre-populated with the file header. All you need to add is the employee details.
4. Populate your employee file with all your employee's details.
5. Go to the 'Upload Employees' page. This is done by clicking **Upload Employees** on the QuickSuper main menu.
6. Follow the instructions on the 'Upload Employees' page then click **Upload Employee File**.
7. The 'Employee File Progress' page will appear. It will initially show the file has a status of 'Uploading'.
   If there are no errors with the file, the status will be 'Awaiting User Confirmation'.
   Note: the employees have not been uploaded at this stage. You must click **Confirm** to complete the upload.
8. The 'Employee File Progress' page will show a status of 'Committing Changes'.
9. When the 'Employee File Progress' page shows a status of 'Success' it means your file has been successfully uploaded.

Upload a Contribution File (as part of the contribution entry method) to register and update all the employees contained in that file to the QuickSuper system

This is automatically completed as part of the upload contribution file process (contribution entry method).

9.2　　　Member Registration Requests

As part of the SuperStream requirements, the QuickSuper clearing house will send out Member Registration Request (MRR) messages to superannuation funds. The clearing house will only generate MRRs for employees who are linked to funds which:

- appear on the Fund Validation Service (which is mostly APRA regulated retail and industry super funds;

- are set up as a default fund to the employer (see 'Section 3.6 - Fund Relationships' for more information about nominating default funds)

- are ready to receive SuperStream messages

Note: The clearing house will not send MRRs to self-managed super funds.

The following events will trigger the generation of MRRs:

- When you add or update an employee

Employee updated. A member registration will be sent to the applicable funds.

- When you establish a new fund membership

Fund Membership created. A member registration will be sent to the fund.

- When you edit an existing fund membership

Fund Membership updated. A member registration will be sent to the fund.

10   Administration

Administration allows you to change settings within the QuickSuper application. Some of the following components have been covered off in Section 3.

Company Details This option allows you to update your company contact details that will be used for all correspondence.

Preferences This option allows you to edit preferences such as Authorisation Model; Contribution Entry method; Contribution File Format; Contribution File Date Format; and Payment Accounts. More detail on Contribution Entry Method and Authorisation in Section 3.2 and Section 3.3 respectively.

Payment Method This option allows you to edit the method you pay for your contributions. More detail in Section 3.4

Default Settlement A/C This option allows you to set a default account for employers or credited when contributions are to be returned that could not be allocated at an employer level. More detail in Section 3.5

Billing A/C This option allows you to set the account to be debited for QuickSuper fees and charges.

Fees and Charges This option shows the fees and charges applicable when using QuickSuper.

Fund Relationships This option allows you to set a default fund to be used in entering employee data. You can also allocate a fund employer identifier or plan number to a fund by creating a fund relationship. (Under a 'Multiple Employer' facility, this can be accessed under 'Employers')

Users This option allows you to add or edit other users within your company. Rights can be assigned to determine the level of access required. A reset password facility is also provided in the event that a user within your company has forgotten their password or locked their account. More detail in Section 3.5

My Details This option allows you to change your own login account details such as your email address and other contact information. You may also change your password to access this system.

Audit This option displays a list of actions performed by users within your company for traceability. Whenever an important event occurs in QuickSuper an audit event is created to summarise the change. For example, an audit event may be created when:

- A new user is created
- A user's password is changed
- An online contribution is submitted
- A contribution file is uploaded
- A contribution is authorised
- A company preference is changed

The audit event captures information such as what the change was, when the change was made and who made the change.

11 Frequently Asked Questions (FAQs)

In addition to the following FAQs, please refer to FAQs section in other relevant guides including 'Entering Contributions' and 'Paying for contributions'.

11.1 Does QuickSuper cater for all Super Funds?

Yes. QuickSuper caters for all super funds (Retail, Industry, Public Sector, Corporate, and Self-managed) registered in Australia that can accept payment via direct credit or cheque.

11.2 Do I need to bank with Westpac in order to use QuickSuper?

No. You can bank with any Australian financial institution using an account that allows direct debits.

11.3 Can payments be scheduled to recur automatically?

No. Contributions for each pay period must be entered each time. However, for those customers using the 'create online contributions' method, you may enter default contribution amounts per employee to simplify the process each time.

11.4 Under a Multiple Employer Facility, can I create users limited to certain Employers?

No. There is no segregation of user rights based on Employers. User rights are based on actions that can be undertaken in QuickSuper. These include:

- Upload Contribution Files
- Create Online Contributions
- Cancel Contributions
- Authorise Contributions
- Manage Unmatched Payments
- Stop Cheques
- Search Files and Transactions
- Edit Funds
- Edit Employers
- Edit Employees
- Edit Company Details
- Edit Users

11.5 What email notifications will I receive from QuickSuper around contribution processing?

The following events will create an email notification:

- Contribution Authoriser – when the user clicks on 'Notify Authorised User' button, this email is sent to the authoriser.

- Contribution Awaiting Authorisation – In the 'Contribution Preferences', if the chosen 'Authorisation Model' is 'Single Authorisation' or 'Double Authorisation' and when a contribution is in 'Awaiting Authorisation' status, the authorisers get sent this email as a reminder on the first business day of every week, until they action the authorisation process or cancel the contribution.

- Contribution Awaiting Payment – If the chosen payment method for the contributions is 'EFT' and if one or more of the contributions are awaiting payments, this reminder email is sent out on the first business day of every week until the payment is completed or the contribution is cancelled.

- Contribution Not Submitted – If one or more contributions are not submitted, this email is sent as a reminder on the first business day of every week until the contributions are submitted or cancelled

- Employer Remittance – when contributions to funds fails, the money is remitted back to you and the remittance details are contained in this email

- Employer Credit Failed – when QuickSuper attempts to remit the money back to you and the credit to your account fails

- Employer Debit Failed – when the debit from your account fails due to reasons such as account being closed, or not sufficient funds etc.

- Employer Debit Invalid – when the debit from your account fails due to reasons such as client or employer being inactive

- Unmatched Payment Notification – when you have made payments to QuickSuper towards contributions but the payments could not be matched with the contributions data

- Cheque Stop Unsuccessful – when a request has been made to QuickSuper to stop a cheque and QuickSuper failed to stop the cheque

- Unpresented Cheques – monthly reminder email on any cheques older than 30 days that were not presented

11.6 Why don't I see any SuperStream messages sent on my behalf?

Between now and 1st July 2015, Superannuation Funds are undergoing induction to the SuperStream network. This means that they may be only able to accept contributions from a small number of employers during the initial phase and ramp up volumes to include more employers as they progress through their induction plans.

Rest assured - as soon as superannuation funds are ready to receive your contributions through the SuperStream network we will automatically change from legacy methods to SuperStream compliant messaging - you don't have to change a thing!

11.7 How do I send SuperStream compliant messages to my employees with SMSFs?

To send a SuperStream compliant message to a Self-Managed Super Fund (SMSF) you will need to ensure your client fund for that you:

- have nominated a direct credit payment method for the client fund

- have provided the ESA (Electronic Service Address) for the SMSF. This should be obtained from your employee and will tell QuickSuper which messaging provider to send the SuperStream message to.

11.8 Is there anything I need to do for SuperStream?

You may need to take some action to clean up your data to comply with SuperStream. We will provide more information on this when it is available.