Employer Portal

User Guide

Contents

The Employer Portal User Guide provides assistance for employers using Employer Portal for managing your superannuation contribution transactions in accordance with the SuperStream legislation. This document will be updated periodically and re-issued. The most current version of this document will always be available from the resources section in Employer Portal and the employer website.

Support

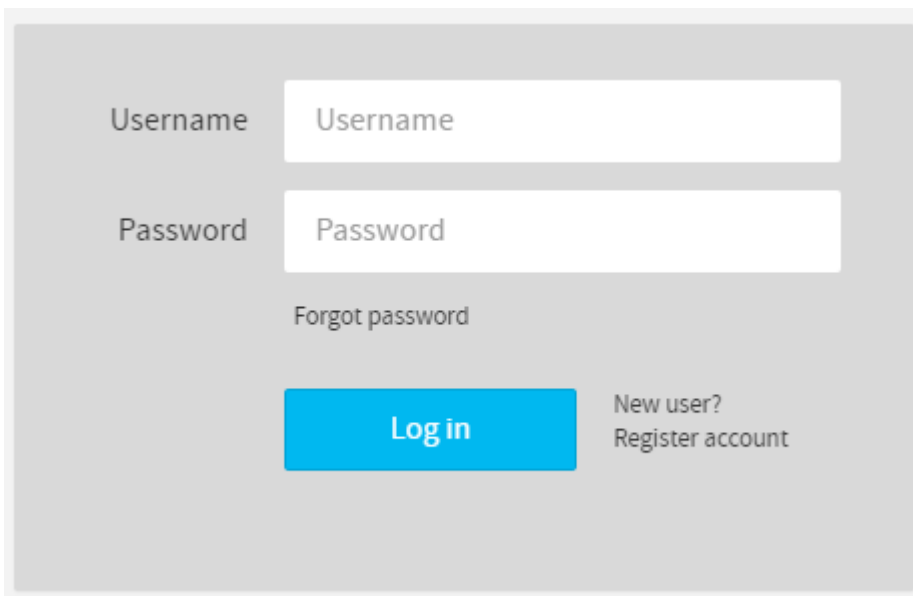For more details please email your helpline support team

Log In

Step one
Access Employer Portal

Step two
Enter your **Username** and **Password** >> click **Log in**. Don't forget, passwords are case sensitive.
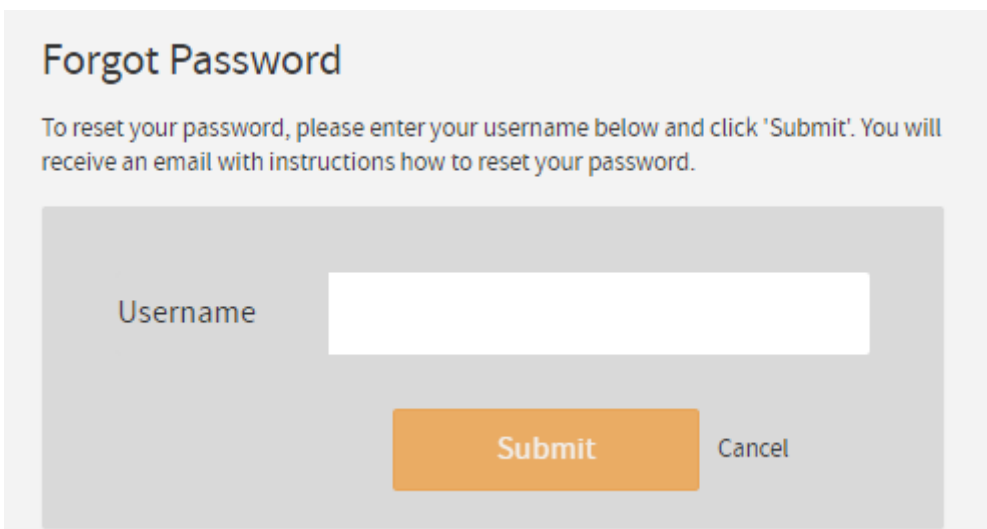
For access to Employer Portal, your username and password will be provided when you have registered for the service.

If you have forgotten your password please select forgot password, the following screen will appear:

Input your username and click 'Submit". An email will be sent to the email linked to the username and instructions with how to reset your password will be in the email.

Navigation

Employer Portal home page

Part 1: Overview:

The primary areas of focus for Employer Portal are:
1. **Contributions and Employee Updates**
2. **Employer Details Maintenance**
3. **Reports**

1. Contributions and Employee Updates:
- **Upload a new file:** You can upload files extracted from your payroll system.
- **Manually key a contribution:** This will give you a contribution table with blank contribution amounts so you can enter contributions for your active employees.
- **Reuse a previous contribution file:** This will give you a contribution table with previously submitted contribution amounts for your active employees as the template for the next contribution file.

Contributions and Employee Updates

You can process contributions or update employees

⬆ Upload a new file

📄 Manually key a contribution

♻ Reuse a previous contribution file

2. Employer Details Maintenance:
- **Employer Details** lets you update employer contact, address, payment and other information about your organisation.
- **User Details** lets you to create update your user contact details and other information, and can allow the creation of new users for your organisation (depending your access level)

Employer Details Maintenance

You can add users and maintain employer and user details:

🏢 Employer Details

👤 User Details

3. Reports:

- **Reports** gives you access to comprehensive reporting tools and filters.
- **Payments** provides a historical listing of payments sent.
- **History** provide the ability to view the file history
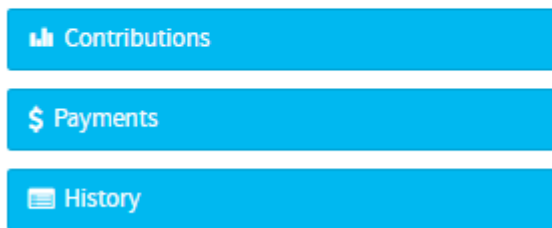
You also can access Reports, Upload a new file, Payments and Manually Key in a Contribution from either the tool bar at the top of the home page or by clicking on the dashboard icon on the right hand side of the top bar.
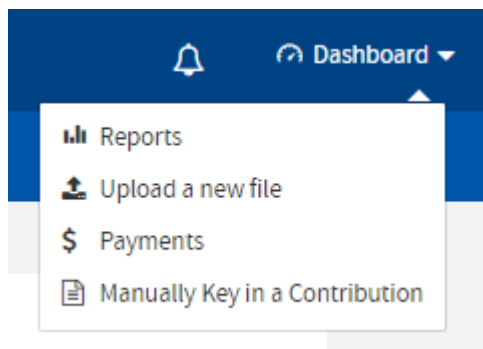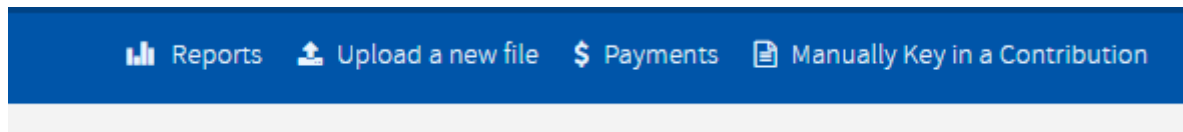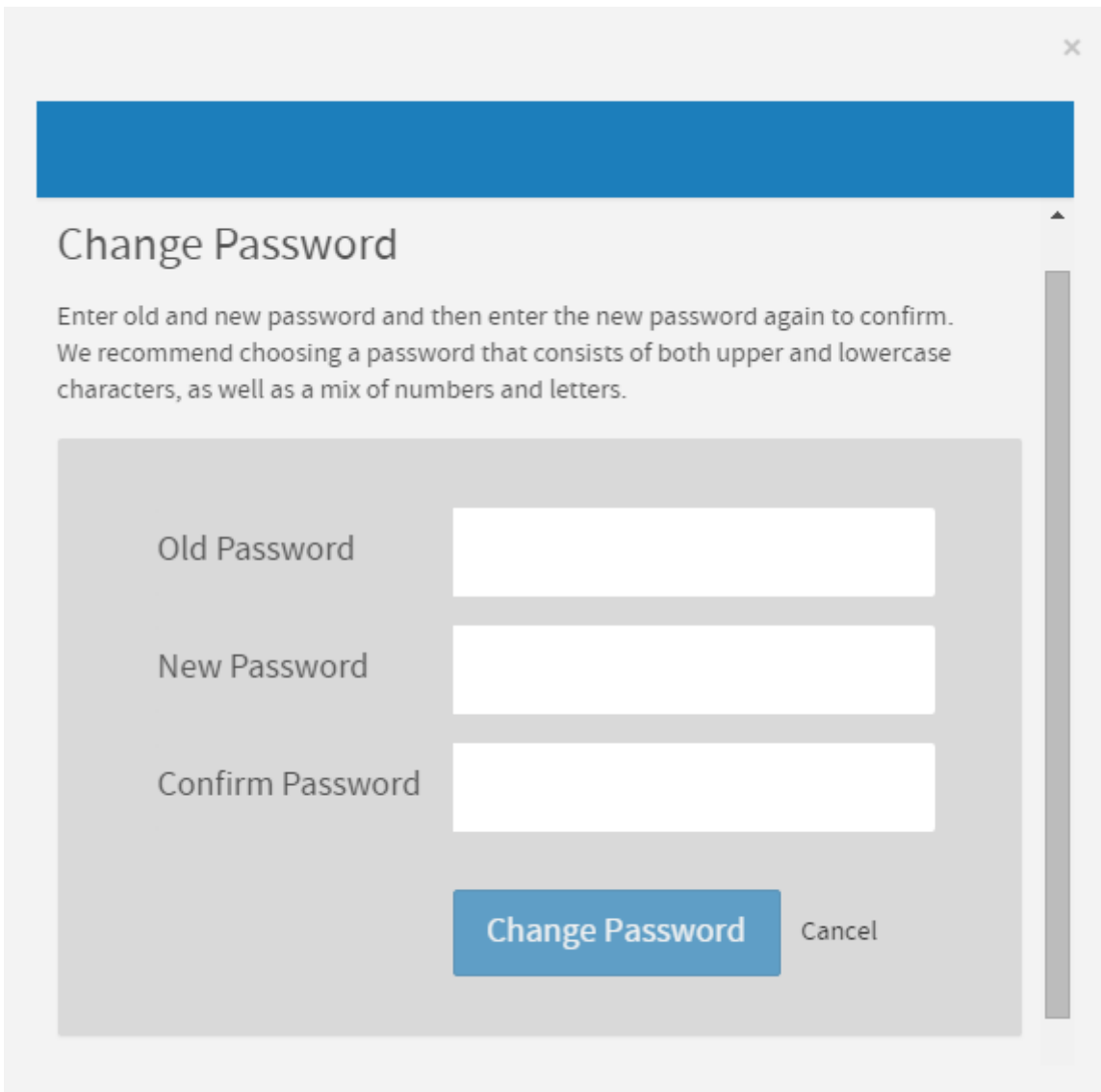
Log Out and Change Password

Navigate to the **user icon** which is on the top of all pages in Employer Portal >> click **Log Out** or **Change Password**.
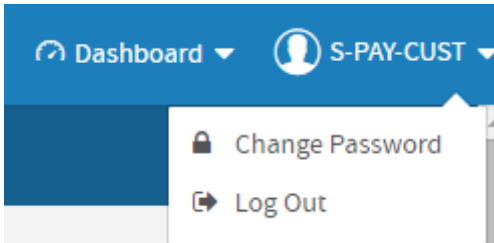
If you select **Log Out**, you will now see Employer Portal log in screen. To end the session, close your web page.

If you select **Change Password**, you will see the change password screen.

Part 2: Options for submitting your contribution data file

There are 3 options for submitting your contribution data file.

1. Use **Upload a new file** if you are going to upload a file extracted from your payroll system. This file will need to be in the correct format. When you upload a new file, Employer Portal will validate the contributions and data in the file before submission.

2. Use **Manually key a contribution** if you want to enter all contribution data. This option will give you a contribution table with your current employees in it. The amounts will be blank – ready for you to enter the right information.

3. Use **Reuse a previous contribution file** if your employees have similar contributions each cycle. This will give you a contribution table with previously submitted contribution amounts for your active employees as the template for the next contribution return. Changes can be made to amounts before submission.

1. Upload a new File

i.   **Select upload new file**

Contributions and Employee Updates

You can process contributions or update employees

⬆ Upload a new file

📄 Manually key a contribution

♻ Reuse a previous contribution file

ii.   Pay Cycle

This allows the user the set the contribution start and end dates

User must select either
- Use the pay cycles that we set up during the employer registration process
- Use specific date
- Use the dates in the upload file

Pay Cycle:

Select **Current Pay Cycle** to upload your current pay cycle contribution file.
Select **Previous Pay Cycle** if you are making corrections or amendments to amounts paid in the previous pay cycle

Specific Dates:

Select **specific dates** to enter cycle start and end dates

Dates in file:

Select **use the dates in the file** to use the cycle dates in your contribution file.

iii.   File Upload

Select **Select File to upload**.

A navigation screen will pop up. From this screen, navigate to where you've stored the file from your payroll/HR system >>select the file>>click **OK**.

Note: The upload file must be the Superannuation Alternate File Format (SAFF) and saved as a .csv

Select **Next**. The file will upload to Employer Portal and will be validated.
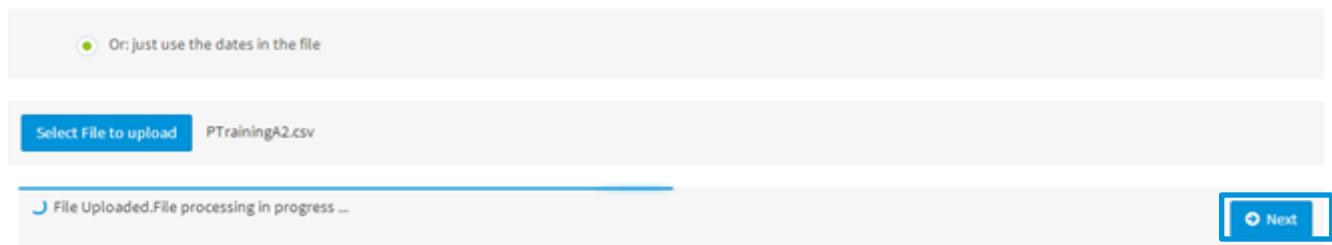
iv.   Viewing validation messages

Employer Portal validates the information you're submitting to us. It looks at 3 areas:
- **Employer matching exceptions:** These messages will appear if there are problems relating to the employer in the file that has been loaded.
- **Member matching exceptions:** These messages will appear when data identifying a member is different to the ones we have on file.
- **Validation issues:** These are the messages that relate to information like contribution data.

v.   Employer matching exceptions

If any lines in the file have an employer listed that is different to the employer registered to Employer Portal account you are logged in to, it will present the following exception.

NOTE: This exception is likely only to occur if you have uploaded a file for an employer using the login in details for a different employer in scenarios where you may process super contributions for more than one employer. Please check you have used the correct login details before proceeding.

a.   Click on the **X** icon next to the exception

b. Select the correct employer from the drop down list

c. Correct each employer exception, or to click **Apply to All** to apply the same employer to all exceptions

Please confirm your selection

Are you sure you would like to apply your
selection to all items?

Confirm   Cancel

Apply to All
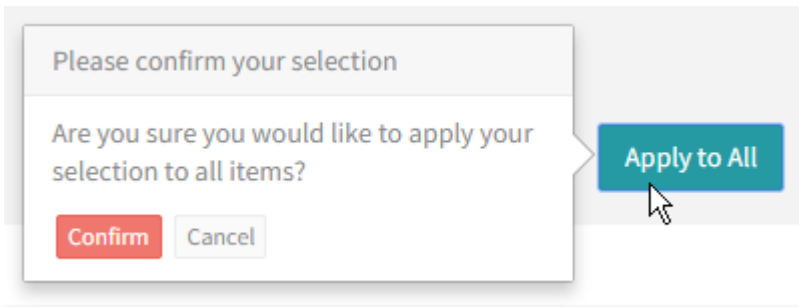
vi.   Member matching exceptions

a.   Click on the **!** icon next to the exception

Select Pay Cycle:	Employer Matching Exceptions:	Member Matching Exceptions:

ACCEPT
THE
MEMBER
CHANGE
OR
CREATE
A NEW
MEMBER.

...s related to employer data will need to be resolved before continuing to resolve except...
...make the necessary amendments before proceeding.

Aaron Aaronson — 775699   ✖ Remove

Key Data Change - Accept the member change or create a new member.
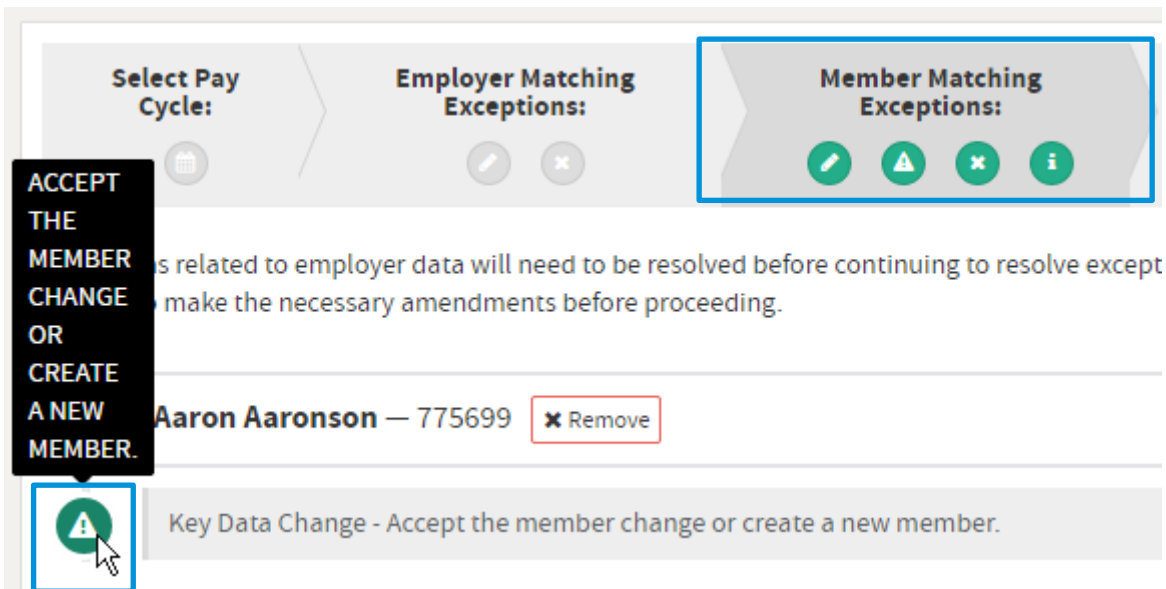
b.   Click on the arrow icon under **Info** to display expanded information for each line

Info	Source	Payroll No
⊕	File	775699
⊕	Database	775699

c.   Click the circle to select the correct line to be kept. The line will turn green.

d.   Select **Accept**

vii.   Validation issues

a. Click the line containing the issue.

b. Correct the errors highlighted in red. Navigating away from the field you've amended will save your changes.

c. Once all messages have been cleared >> select **next**.

NOTE: You can select Next at any time and correct the errors in the contribution grid.

d. A final validation will be performed, and if you have more than one line for one employee the following error will appear. To fix these errors, you'll need to add the contributions together and delete the extra row.

viii.   Downloading validation messages

Step one

Select **Download**.

Step two

The file will appear at the bottom of your web browser. Click on the downloaded spreadsheet to open it.

This will open a CSV file containing the information as shown below.

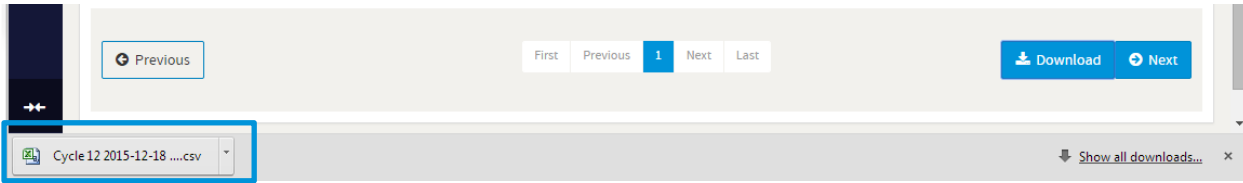| Line No	Member No	Payroll No	Given Name	Last Name	DOB	Error Description
1	C12345	1234	FLAVIA	DE LUCE	27/10/1958	The Pay Period Start Date must be entered
2	C12345	1234	FLAVIA	DE LUCE	27/10/1958	The Pay Period End Date must be entered
3	C12345	1234	FLAVIA	DE LUCE	27/10/1958	For the QLD Government product, the DB Con Actual Periodic Salary Or Wages Earned m
4	123456	4567	HERCULE	POIROT	16/05/1967	The Pay Period Start Date must be entered
5	123456	4567	HERCULE	POIROT	16/05/1967	The Pay Period End Date must be entered
6	123456	4567	HERCULE	POIROT	16/05/1967	For the QLD Government product, where the DB Member Rate is supplied, either the DI
7	123456	4567	HERCULE	POIROT	16/05/1967	For the QLD Government product, where the DB Member Rate is supplied, either the DI
8	123456	4567	HERCULE	POIROT	16/05/1967	For the QLD Government product, where the Benefit Category is DB, SP or PP, the DB Co
9	123456	4567	HERCULE	POIROT	16/05/1967	For the QLD Government product, the DB Con Actual Periodic Salary Or Wages Earned m
10	123456	4567	HERCULE	POIROT	16/05/1967	For the QLD Government product, where the Benefit Category is not AP, the DB Con Ful
11	123456	4567	HERCULE	POIROT	16/05/1967	For the QLD Government product, where the Benefit Category is not AP, the DB Con Co
12	123456	4567	HERCULE	POIROT	16/05/1967	For the QLD Government product, where the Benefit Category is not AP, the DB Con Act
13	B12345	7890	PHRYNE	FISHER	10/09/1972	The Pay Period Start Date must be entered
14	B12345	7890	PHRYNE	FISHER	10/09/1972	The Pay Period End Date must be entered
15	B12345	7890	PHRYNE	FISHER	10/09/1972	For the QLD Government product, where the DB Member Rate is supplied, either the DI
16	B12345	7890	PHRYNE	FISHER	10/09/1972	For the QLD Government product, where the DB Member Rate is supplied, either the DI
17	B12345	7890	PHRYNE	FISHER	10/09/1972	For the QLD Government product, the DB Con Actual Periodic Salary Or Wages Earned m
18	C45678	9876	SIDNEY	CHAMBERS	10/06/1942	The Pay Period Start Date must be entered
19	C45678	9876	SIDNEY	CHAMBERS	10/06/1942	The Pay Period End Date must be entered
20	C45678	9876	SIDNEY	CHAMBERS	10/06/1942	For the QLD Government product, where the DB Member Rate is supplied, either the DI
21	C45678	9876	SIDNEY	CHAMBERS	10/06/1942	For the QLD Government product, where the DB Member Rate is supplied, either the DI
22	C45678	9876	SIDNEY	CHAMBERS	10/06/1942	For the QLD Government product, the DB Con Actual Periodic Salary Or Wages Earned m
23	987654	6543	JANE	MARPLE	14/05/1970	The Pay Period Start Date must be entered
24	987654	6543	JANE	MARPLE	14/05/1970	The Pay Period End Date must be entered
25	987654	6543	JANE	MARPLE	14/05/1970	For the QLD Government product, where the DB Member Rate is supplied, either the DI
26	987654	6543	JANE	MARPLE	14/05/1970	For the QLD Government product, where the DB Member Rate is supplied, either the DI
27	987654	6543	JANE	MARPLE	14/05/1970	For the QLD Government product, the DB Con Actual Periodic Salary Or Wages Earned m
28	A12345	4321	LUCIEN	BLAKE	17/06/1979	The Pay Period Start Date must be entered
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30	A12345	4321	LUCIEN	BLAKE	17/06/1979	For the QLD Government product, where the DB Member Rate is supplied, either the DI
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32	A12345	4321	LUCIEN	BLAKE	17/06/1979	For the QLD Government product, the DB Con Actual Periodic Salary Or Wages Earned m

ix.   Submitting your data

Once all errors have been cleared, the **Next** button will become available. Select **Next.**

For employers using Direct Debit

Step one

Check the **For Employer** and **Direct Debit** details on the summary and submit screen.

Step two

If you are ready to send the data and money >> select **Confirm and Send**

NOTE: you must ensure that there are sufficient funds in your direct debit bank account before selecting Confirm and Send.

| Select Pay Cycle: | Employer Matching Exceptions: | Member Matching Exceptions: | Validation Issues: | Review: | Summary and Submit: |

Fund Breakdown for Cycle 12 (Period **01 Dec 2015** to **14 Dec 2015**)

Fund Name	USI	No. Members	Amount $
QSuper (Restricted)	60905115063002	1	302.12
	Grand Totals:	1	$302.12

Previous [1] Next

Payment Summary

Payment Reference	For Employer	Direct Debit
267794738661812001	Example Pty Ltd ABN: 26779473866	Account to be debited: BSB: 123123 A/c: 123123123

⟲ Go Back   💾 Save and Hold   ⊙ Confirm and Send

For employers using Direct Credit
Step one

Take note of the payment reference number. You will need to use it in the EFT payment reference field when you make the bank EFT transfer.

You are able to enter your own payment reference into this field but it must be 18 digits long, unique and exactly matches the EFT payment reference used.

NOTE: if the payment references do not match, the funds will be returned to your bank account.

| Select Pay Cycle: | Employer Matching Exceptions: | Member Matching Exceptions: | Validation Issues: | Review: | Summary and Submit: |

Fund Breakdown for Cycle 12 (Period **01 Dec 2015** to **14 Dec 2015**)

Fund Name	USI	No. Members	Amount $
QSuper (Restricted)	60905115063002	1	302.12
	Grand Totals:	1	$302.12

Previous [1] Next

Payment Summary

Payment Reference	For Employer	Direct Credit
267794738661812001	Example Pty Ltd ABN: 26779473866	Please pay to BSB: 012352 A/c: 836111675

⟲ Go Back   💾 Save and Hold   ⊙ Confirm and Send

Step two

Select **Save and Hold**. This will allow you to arrange payment through your usual processes.

NOTE: Once save and hold is selected, it is not possible to edit the contributions file, so please make sure that all necessary changes are made to the file before selecting this option.

Step three

To continue with the save and hold function, select yes.

Step four

After you have arranged payment, select the file you want to submit from the historic contributions screen. This file will be indicated by a padlock icon. To open the file, select the contributions icon under Actions.

Step five

On the Review screen select **Next**

Step six

Select **Confirm and Send**. This will send the data to us.

NOTE: the data file and money must be sent on the same day.

You will be returned to the Historic Contributions screen and the status icon next to the contribution file will change to a double-arrow symbol to confirm the file has been sent.

2. Manually key a contribution

i)   Navigate to Contribution > Manually Key a contribution

Contributions and Employee Updates

You can process contributions or update employees

> ⬆ Upload a new file
>
> 📄 Manually key a contribution
>
> ♻ Reuse a previous contribution file

ii)   Pay Cycle

This allows the user the set the contribution start and end dates

Select Pay Cycle:	Employer Matching Exceptions:	Member Matching Exceptions:	Validation Issues:	Review:	Summary and Submit:

We need to know how to set the contribution Start and End Dates:

⦿   test - weekly   ▼

Previous Pay Cycle   **Current Pay Cycle**

Current Pay Cycle selected. Start date is **20 May 2016**, End date is **26 May 2016**, number is **48**, frequency is **weekly**.

◯   Use specific dates

Period Start   📅 _____

Period End   📅 _____

◯   Use dates in File

Select File to upload

➡ Next

User must select either
- Use the pay cycles that we set up during the employer registration process
- Use specific date
- Use the dates in the upload file

Pay Cycle:

Select **Current Pay Cycle** to upload your current pay cycle contribution file.
Select **Previous Pay Cycle** if you are making corrections or amendments to amounts paid in the previous pay cycle

Specific Dates:

Select **specific dates** to enter cycle start and end dates

Dates in file:
Select **use the dates in the file** to use the cycle dates in your contribution file.

Select next

iii)   All employees for the employer will be shown in the screen, in this screen you can edit the Member, Employment and Contribution details
   a.   To add the member contribution manually, select the contribution tab

Here is all your contribution data for the final check before submitting it:

   b.   Search for the members -> you can either search manually or search for the members in via the search field

c. Once you have found your members, double-click on the employees contribution type (i.e. SG, Personal, Salary Sacrifice), and enter the contribution amount.

		Payroll No.	Family Name	Given Name	Birth Dt	Pay Period Start Dt	Pay Period End Dt	Superannuation Guarantee $	Productivity/Award $	Personal $	Salary
Action ⚙											
🗑 👤		123	Falcon	Ford	1988-08-06	2016-02-15	2016-02-28	250			
🗑 👤		111	Smith	Jimmy	1965-12-12	2016-02-15	2016-02-28				

d. Once you have completed all of the contribution amounts for the employees select next

		Payroll No.	Family Name	Given Name	Birth Dt	Pay Period Start Dt	Pay Period End Dt	Superannuation Guarantee $	Productivity/Award $	Personal $	Salary
Action ⚙											
🗑 👤		123	Falcon	Ford	1988-08-06	2016-02-15	2016-02-28	250			
🗑 👤		111	Smith	Jimmy	1965-12-12	2016-02-15	2016-02-28				

Showing 1 to 2 of 2 entries   Show 10 ▼ entries   Previous 1 Next

◀ Previous   👤 Add Member   ➡ Next

iv)   Validation issue

a.   If there are any validation issues, the following screen will appear, select next to view the issues.
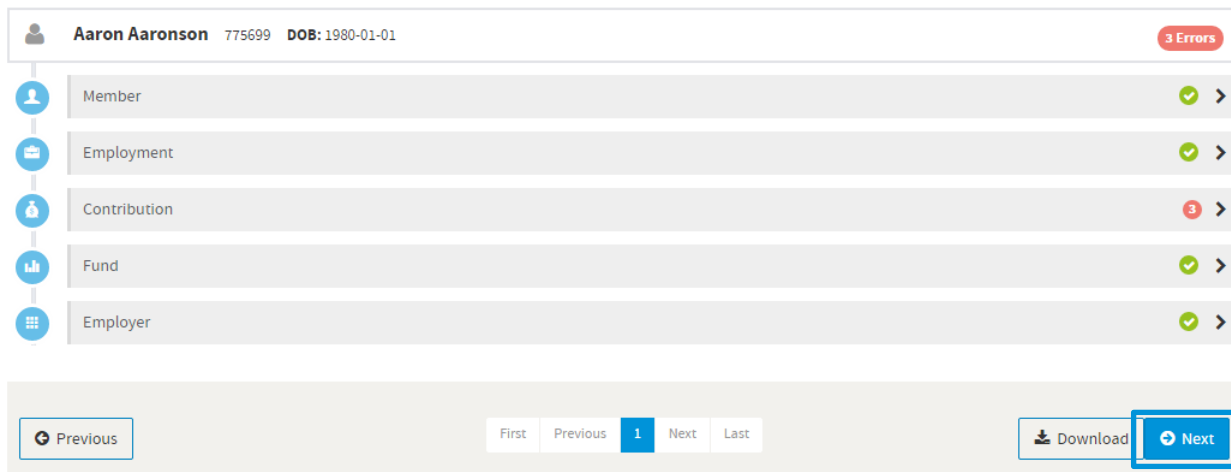
b.   Click on the member. This will highlight the sections that have validation messages.
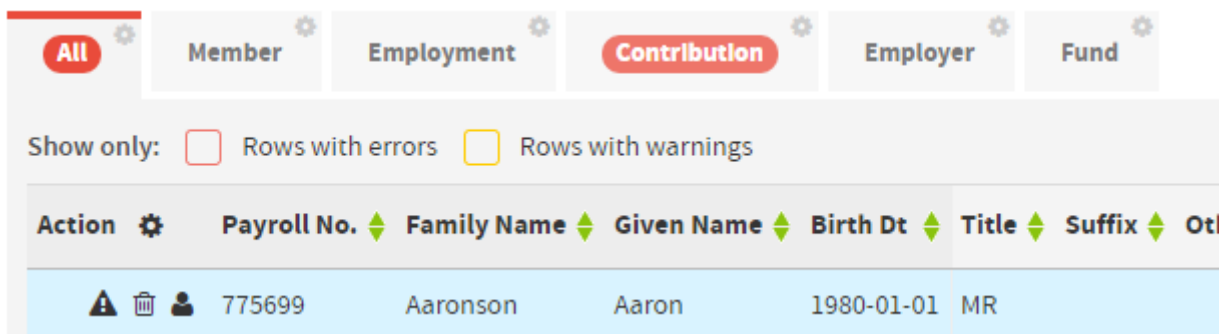
c.   Navigate to the highlighted section (e.g. member) and the cells with validation messages attached to them will show in red.
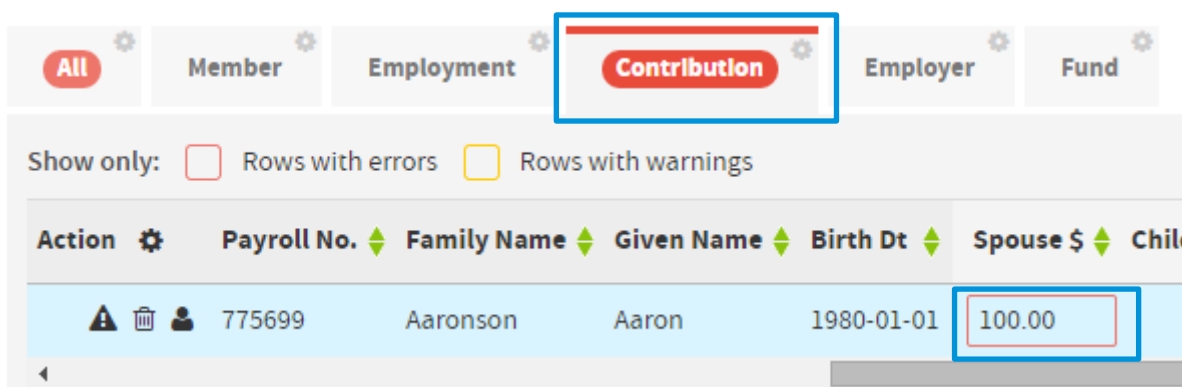
d.   Click into the cell. This will show you modifiable fields and also give you help to resolve the message. Clicking away from the cell will save your changes.

Downloading validation messages

Step one

Select **Download**.

Step two

The file will appear at the bottom of your web browser. Click on the downloaded spreadsheet to open it.

This will open a CSV file containing the information as shown below.

	A	B	C	D	E	F	
	Line No	Member No	Payroll No	Given Name	Last Name	DOB	Error Description
	1	C12345	1234	FLAVIA	DE LUCE	27/10/1958	The Pay Period Start Date must be entered
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	22	C45678	9876	SIDNEY	CHAMBERS	10/06/1942	For the QLD Government product, the DB Con Actual Periodic Salary Or Wages Earned m
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	32	A12345	4321	LUCIEN	BLAKE	17/06/1979	For the QLD Government product, the DB Con Actual Periodic Salary Or Wages Earned m

v) Submitting your data

a. Once all errors have been cleared, the **Next** button will become available. Select **Next.**

b. For employers using Direct Debit

Check the **For Employer** and **Direct Debit** details on the summary and submit screen.

Select Pay Cycle:	Employer Matching Exceptions:	Member Matching Exceptions:	Validation Issues:	Review:	Summary and Submit:

Fund Breakdown for Cycle 12 (Period **01 Dec 2015** to **14 Dec 2015**)

Fund Name	USI	No. Members	Amount $
QSuper (Restricted)	60905115063002	1	302.12
	Grand Totals:	1	$302.12

Previous 1 Next

Payment Summary

Payment Reference	For Employer	Direct Debit
267794738661812001	Example Pty Ltd ABN: 26779473866	Account to be debited: BSB: 123123 A/c: 123123123

[Go Back]   [Save and Hold]   [Confirm and Send]

c. Step two

If you are ready to send the data and money >> select **Confirm and Send**

NOTE: you must ensure that there are sufficient funds in your direct debit bank account before selecting Confirm and Send.

Select Pay Cycle:	Employer Matching Exceptions:	Member Matching Exceptions:	Validation Issues:	Review:	Summary and Submit:

Fund Breakdown for Cycle 12 (Period **01 Dec 2015** to **14 Dec 2015**)

Fund Name	USI	No. Members	Amount $
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Payment Summary

Payment Reference	For Employer	Direct Debit
267794738661812001	Example Pty Ltd ABN: 26779473866	Account to be debited: BSB: 123123 A/c: 123123123

[Go Back]   [Save and Hold]   [Confirm and Send]

d. For employers using Direct Credit

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Take note of the payment reference number. You will need to use it in the EFT payment reference field when you make the bank EFT transfer.
You are able to enter your own payment reference into this field but it must be 18 digits long, unique and exactly matches the EFT payment reference used.

NOTE: If the payment references do not match, the funds will be returned to your bank account.

Select Pay Cycle:	Employer Matching Exceptions:	Member Matching Exceptions:	Validation Issues:	Review:	Summary and Submit:

Fund Breakdown for Cycle 12 (Period **01 Dec 2015** to **14 Dec 2015**)

Fund Name	USI	No. Members	Amount $
QSuper (Restricted)	60905115063002	1	302.12
	Grand Totals:	1	$302.12

Previous   1   Next

Payment Summary

Payment Reference	For Employer	Direct Credit
267794738661812001	Example Pty Ltd ABN: 26779473866	Please pay to BSB: 012352 A/c: 836111675

Go Back   Save and Hold   Confirm and Send

Step two

Select **Save and Hold**. This will allow you to arrange payment through your usual processes.

NOTE: Once save and hold is selected, it is not possible to edit the contributions file, so please make sure that all necessary changes are made to the file before selecting this option.

Select Pay Cycle:	Employer Matching Exceptions:	Member Matching Exceptions:	Validation Issues:	Review:	Summary and Submit:

Fund Breakdown for Cycle 12 (Period **01 Dec 2015** to **14 Dec 2015**)

Fund Name	USI	No. Members	Amount $
QSuper (Restricted)	60905115063002	1	302.12
	Grand Totals:	1	$302.12

Previous 1 Next

Payment Summary

Payment Reference	For Employer	Direct Credit
267794738661812001	Example Pty Ltd ABN: 26779473866	Please pay to BSB: 012352 A/c: 836111675

Go Back | Save and Hold | Confirm and Send

e. **Step three**

To continue with the save and hold function, select yes.

Save and Hold

If you Save and Hold then you will no longer be able to edit the contribution file. Do you wish to continue?

Yes   No

f. **Step four**

After you have arranged payment, select the file you want to submit from the historic contributions screen. This file will be indicated by a padlock icon. To open the file, select the contributions icon under Actions.

Status	File Name	Employer(s)	File Type	Last Updated	User	Count	Issues	Actions
🔒	Cycle 12	Example Pty Ltd	MANUAL	Fri, 18 Dec 2015, 11:23	JASmith	1	0	🗑

g. **Step five**

On the Review screen select **Next**

h. **Step six**

Select **Confirm and Send**. This will send the data to us.

NOTE: the data file and money must be sent on the same day.

You will be returned to the Historic Contributions screen and the status icon next to the contribution file will change to a double-arrow symbol to confirm the file has been sent.

3. Reuse a previous contribution file

Navigate to reuse a previous contribution file

    i.   Select the contribution file you want to reuse.

Select one of the previous contribution files below and then click 'Next' to proceed.

Select	Uploaded Date	File Name	User
●	Thursday, 26 Mar 2015 11:21	Data Entry File	GASMITH

New Filename   Super file f/e 28/3/2015
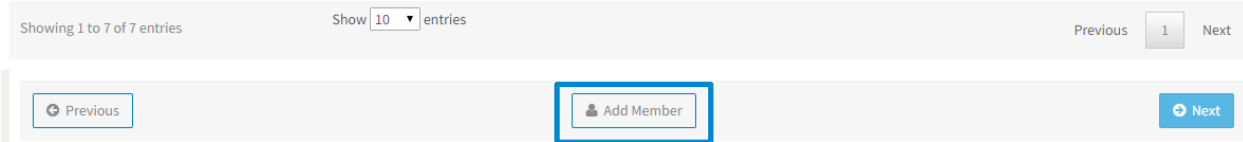
    ii.   Select **Next**. A file will be created by Employer Portal and then validated. A file will be created by Employer Portal and then validated.

Part 3: Adding employees

i.   Navigate to the contributions grid > select add member
Add Member.

ii.   Complete employee personal information.

Field name	Additional information
Fields	
Title	Select the employee's title from the drop down list
Given name	Enter the given name (Mandatory)
Other name	Enter other names
Last name	Enter last name (Mandatory)
Suffix	If the employee has a suffix (e.g. Jr or MP) enter it into this field.
Date of birth	Enter date of birth as **YYYY–MM–DD** (Mandatory)
Gender	Select from the drop down list (Mandatory)
Payroll number	Enter the employee's payroll number
Member number	If you know the employee's member number, enter it into this field (Mandatory if TFN not supplied)
Tax file number	Enter the employee's tax file number with no spaces or hyphens (Mandatory if Member number is not supplied)

iii.   Complete employee contact details.

Field name	Additional information – Australian addresses
Address code	Select the address code from the drop down list You must provide residential address if known (Mandatory)
Address line one	Enter address line one (Mandatory)
Address line 2	Use if applicable
Address line 3	Use if applicable
Address line 4	Use if applicable
Suburb	Enter the Australian suburb (Mandatory)
Post code	Enter the Australian post code (Mandatory)
State	Enter the Australian state (Mandatory)
Country	Enter AU (Mandatory)
Email	Enter the employee's email address if they supplied it
Phone	Enter the employee's phone number (landline) if they supplied it
Mobile	Enter the employee's mobile phone number if they supplied it

Example for overseas address

Field name	Content
Address line 1	275 Central Park West
Address line 2	Apartment 14F
Suburb	New York
Address line 4	USA 10024
Country code	US

iv.   **Complete the employee's employment details.**

Employment

Employment Start Date

📅 YYYY-MM-DD ❓   ☐ **At Work**   ☐ **Insurance Opt Out**

Employment Status   **Member Reg Amendment Reason**   **Occupation Description**

Select Employment Status ▼ ❓   ❓   ❓

Ordinary Time Earnings   **Actual Periodic Salary or Wages**   **Employee Location Id**

❓   ❓   ❓

Full Time Hours   **Contracted Hours**   **Actual Hours**

❓   ❓   ❓

Fields

Field name	Additional information
Employment start date	Enter the employee's start date
At work	Select if the employee was at work on their first day
Insurance opt out	If your employee wants to opt out of insurance, please have them call our Contact Centre
Employment status	Select from the drop down list
Member Reg Amendment reason	Enter the reason you are amending the employee's registration (e.g. NM, EL)
Occupation description	Employees occupation
Ordinary time earnings	Enter the employee's ordinary time earnings salary for the period
Actual periodic salary or wages	Enter the employee's actual salary for the period
Employee Location Id	Enter in the employee's location
Full time hours	Enter the full time hours for the position the employee holds
Contracted hours	Enter the working hours the employee is contracted to work
Actual hours	Enter the actual hours the employee worked for the period

v.   Complete the fund details for the employee

Select **Fund** or **SMSF**. In **Search Fund / Search SMSF** enter the ABN, USI or name of fund. Choose the correct fund from the list returned.

If the fund is an SMSF and did not appear in the search results, select **Create SMSF**. Enter the ABN, ESA and bank details and select **Save**. Employer Portal will search ATO database for the SMSF name and compliance status and populate the Fund Details screen.

Manage SMSFs

Add SMSF details using the form below.

SMSF Details

ABN

ESA

Select the correct ESA

Bank Details

BSB   Account Number   Account Name

Save   Cancel

vi.   Complete the employer details

.

In **employer details** select the correct employer from the drop down list.

Employer Details

Search Employer   Name

Pick an employer   Employer Name

ABN   Fund Employer No.

Employer ABN   Fund Employer No.

vii.   Select Save to save the new employee details

Save   Cancel

Part 4: Maintaining existing employee details

NOTE: **if you upload contribution files created by your payroll system to Employer Portal, employee detail changes should be included in the uploaded file rather than following the process below.**

I.   Navigate to manual contribution

II.   Search for the employee you wish to change

III.   Select the person icon from the employee's row in the grid

Action ⚙	Payroll No. ⬍	Family Name ⬍	Given Name ⬍
🗑 👤 775699		Aaronson	Aaron

IV.   The member management screen will be shown, make the required changes

V.   Once all changes have been made select save

Save   Cancel
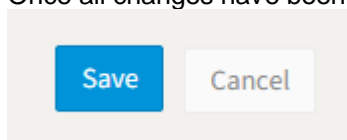
Part 5: Removing an employee

NOTE: This will permanently remove the employee from the system

Step one

I.   Navigate to manual contribution

II.   Search for the employee you wish to change

III.   Select the delete icon for the employee's row in the grid

Action ⚙	Payroll No. ⬥	Family Name ⬥	Given Name ⬥
🗑 👤	775699	Aaronson	Aaron

IV.   To permanently delete the employee information select ok

Confirm delete

You are about to delete this member contribution record for **Aaron Aaronson.**

This procedure is irreversible. Do you want to proceed?

[OK] [Cancel]
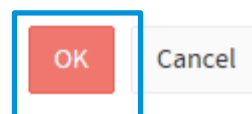
Part 6: Employer maintenance

The Maintenance section lets you update some details about your business. Any changes you make will be passed onto us and to other super funds (if applicable) when you submit your next contribution file.

NOTE: If you upload contribution files created by your payroll system to Employer Portal, you should check that and changes to employer information are also in the uploaded files. You will also need to update the information using the process below.

If you need to make changes to any unmodifiable sections (for example bank details), please email your helpline support team

Editing an existing employer

i.   Select **Employer Details** from the **Employer Details Maintenance** section or from the link at the top of the home page.
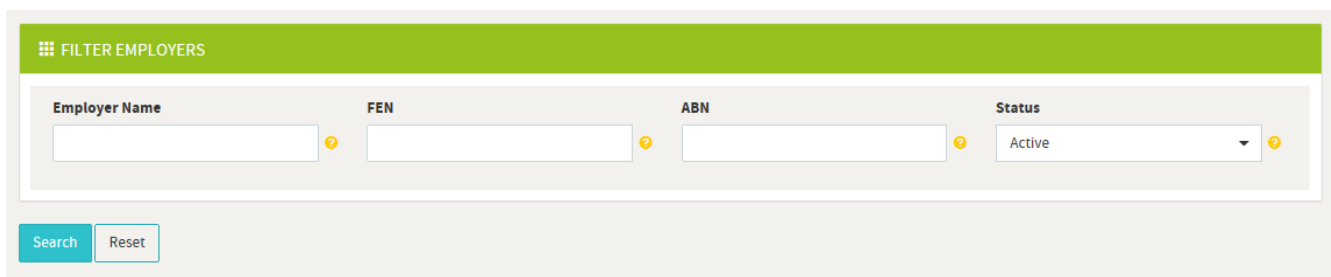
Employer Details Maintenance

You can add users and maintain employer and user details:

🏢 Employer Details

👤 User Details

ii.   Select **Search** to bring up a list of linked employers.

⁞⁞⁞ FILTER EMPLOYERS			
Employer Name	**FEN**	**ABN**	**Status**
			Active

Search   Reset

iii.   Select the employer to update from the list.

iv.   You can only make changes to the following sections. Scroll to the bottom of the screen and select **save** if you make any changes.

Contact details

You can change all details on this screen. Given name, Family name and email address are required fields.

Address details

You can change all details on this screen.

Address Details

Please fill in the address details fields. All fields are optional.

Address Type

Postal or correspondence address ▼ ❓

Address Line 1

PO Box 007 ❓

Address Line 2

❓

Address Line 3

❓

Address Line 4

❓

Suburb	Post Code
BRISBANE ❓	4001 ❓

State	Country
Queensland ▼ ❓	Australia ▼ ❓

Manage Funds

You can add super funds for choice contributions by choosing the fund from the drop down list then selecting **Unblock Fund(s)**. To block a fund, click on the rubbish bin icon next to its name.

Employer Details   Payment Details   Manage Funds   Schedule Pay Cycles   Users & User Groups   Employer Preferences

Unblock Choice Funds

Select a fund from the list of blocked funds to make it available as a Choice fund.

Unblocked Choice Funds

No unblocked funds found.

« ‹ **1** › »

Manage Default Funds

Select a fund from the drop down list of available funds to make it a default fund. To remove it from the list of default funds, click on the 🗑 icon.

Manage Default Funds ❓

Default Funds

QSUPER (RESTRICTED)   🗑

Manage Fund Employer Numbers

You can add your employer identifier for other super funds by choosing the fund from the drop down list then selecting **Add/Remove Funds**.

Manage FENs

Fund Employer Numbers (FENs) are used to identify the fund products your employees are associated with. You can define them as you wish, however in most cases they will be defined by your payroll system.
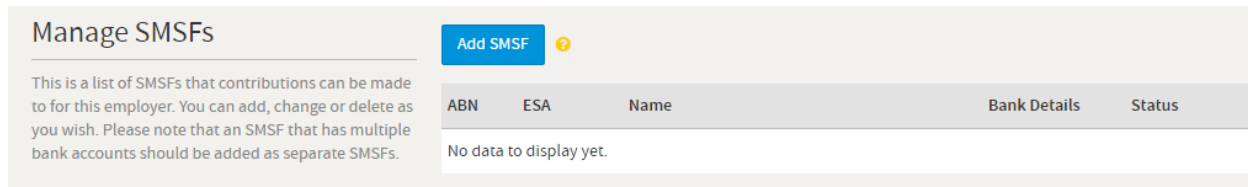
Add/Remove Funds ❓

Fund name	FEN
QSUPER (RESTRICTED)	010010 ✏️ 🗑

Manage SMSFs (Self-Managed Super Funds)

You can add SMSFs by providing the fund, ESA and bank account details.
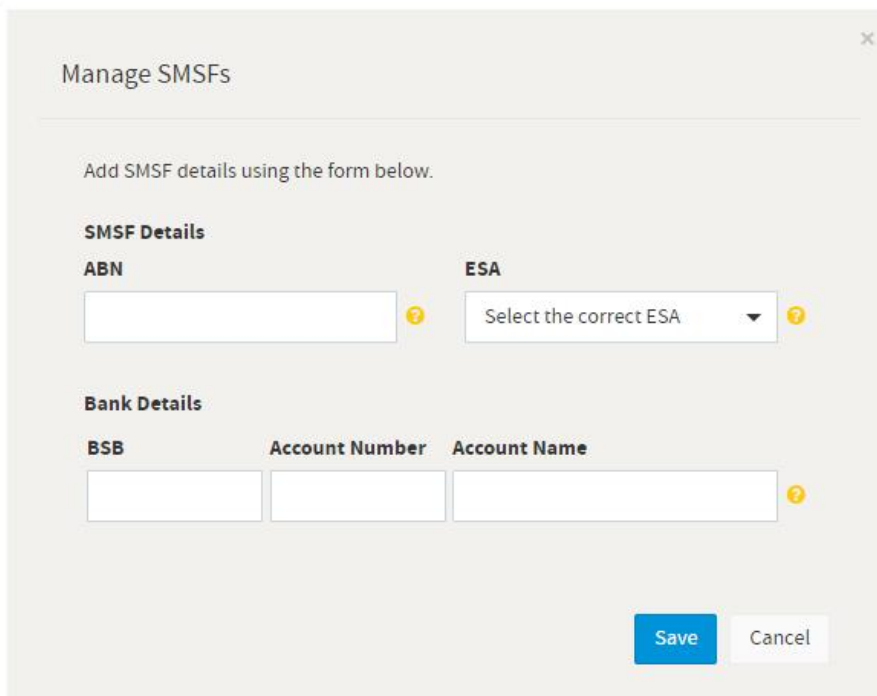
i.   Select **Add SMSF**

ii.   Enter the ABN, ESA and bank details and select **Save**. Employer Portal will search ATO
        database for the SMSF name and compliance status and populate the Fund Details screen
        automatically.

Tab Preferences

This option allows you to set up and maintain tab and column preferences for the contributions review grid.

**NOTE: Changing these preferences will change the setup for all users for your business or organisation. If
you would like to change the tab and column preferences for just your own user login, please see the
Hiding columns and Moving columns sections in Appendix 1: Navigating the grid.**

i.   Select the **Employer Preferences** tab in the Employer Maintenance screen, and then select **Override
        Custodian Preferences**

Employer Maintenance / Example Pty Ltd

Employer Details   Payment Details   Manage Funds   Schedule Pay Cycles   Users & User Groups   **Employer Preferences**

Payroll Upload Format

This section allows you to select payroll upload format.

○ Standard ATO Format

○ Custom Format

Tab Preferences

This section allows you to set up and maintain tab and column preferences for the contributions review grid. These preferences will be inherited from the custodian, but can be overriden for each employer here.

Please note that once the preferences have been overriden, they will no longer get updated on custodian perference updates. You can revert back to custodian prefereneces at any time by clicking on 'Restore custodian preferences'.

Override Custodian Preferences

Custodian Preferences

Enter text to filter list below

Expand All   Collapse All

▶ Fixed
▶ All
▶ Member
▶ Employment
▶ Contribution
▶ Employer
▶ Fund
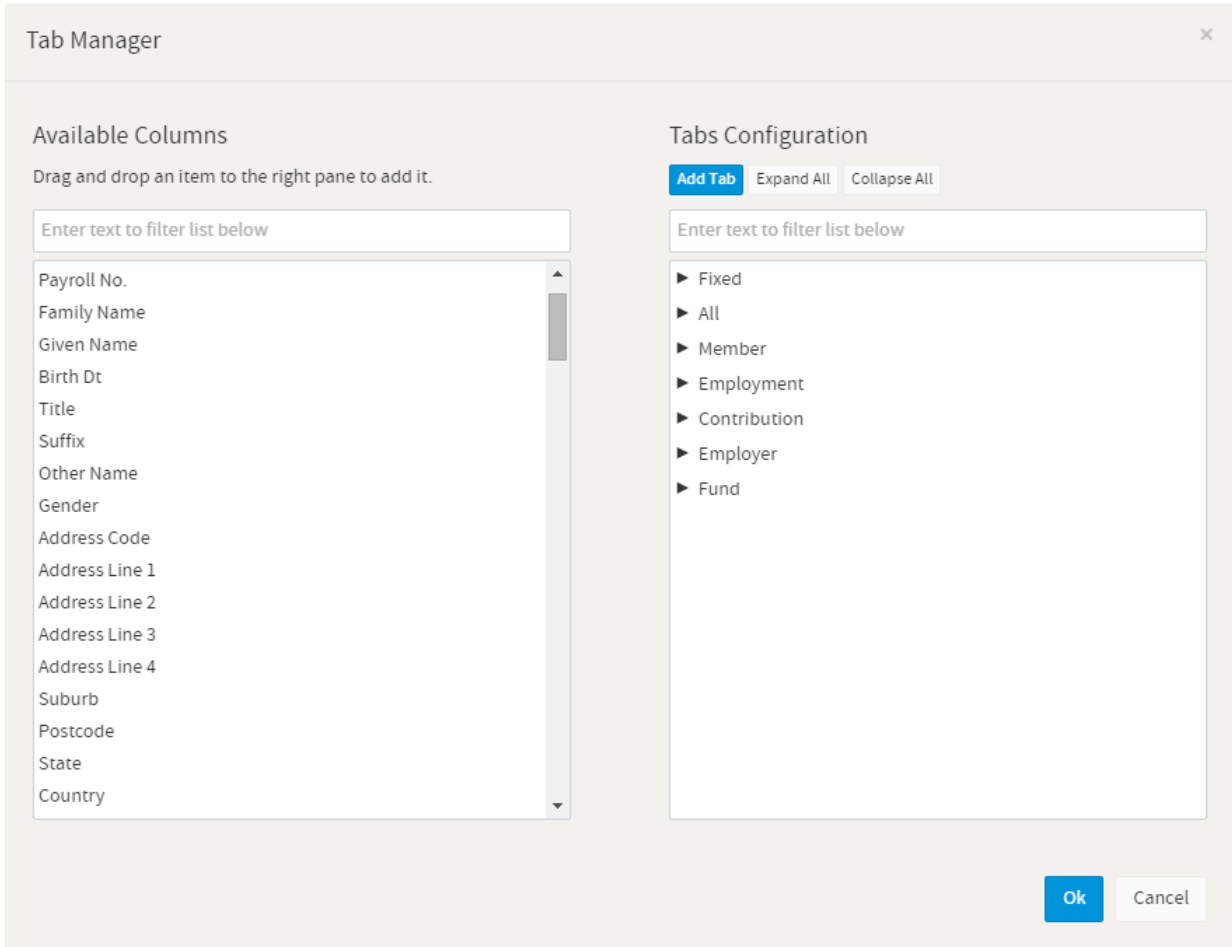
ii.   On the right of the Tab Manager screen, the Tabs Configuration section can be used to change which contribution fields are included in each tab and their position.

To expand each tab section to show the fields, select the ► icon
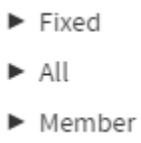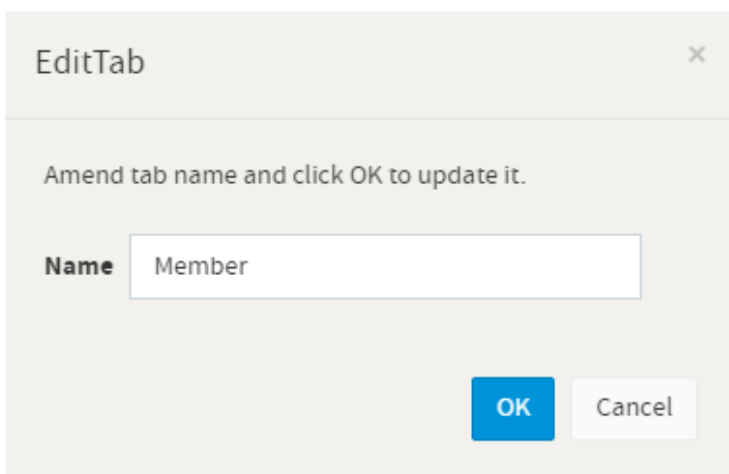

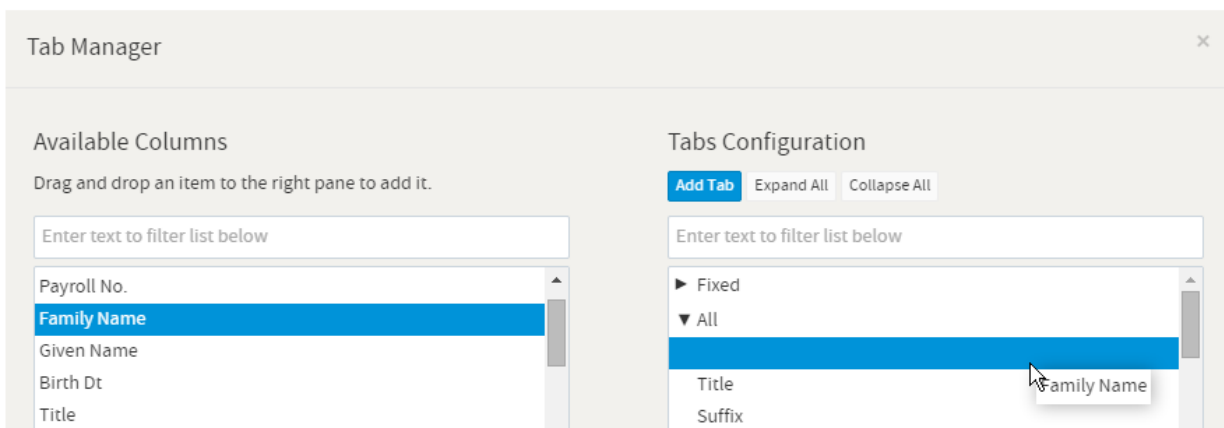To remove a field, hover over the field line and select the x

To change the position of a field, click and drag the line to a new location with your mouse

To change the name of a tab heading, select the ✏ icon

To add a field, click and drag a field from the **Available Columns** section on the left of the screen to the **Tabs Configuration** section on the right of the screen

Select **OK** when you have finished making changes.

Part 7: Adding an Employer

You have the ability to add an employer from the employer maintenance screen

i)   Navigate to Employer Maintenance > Add Employer
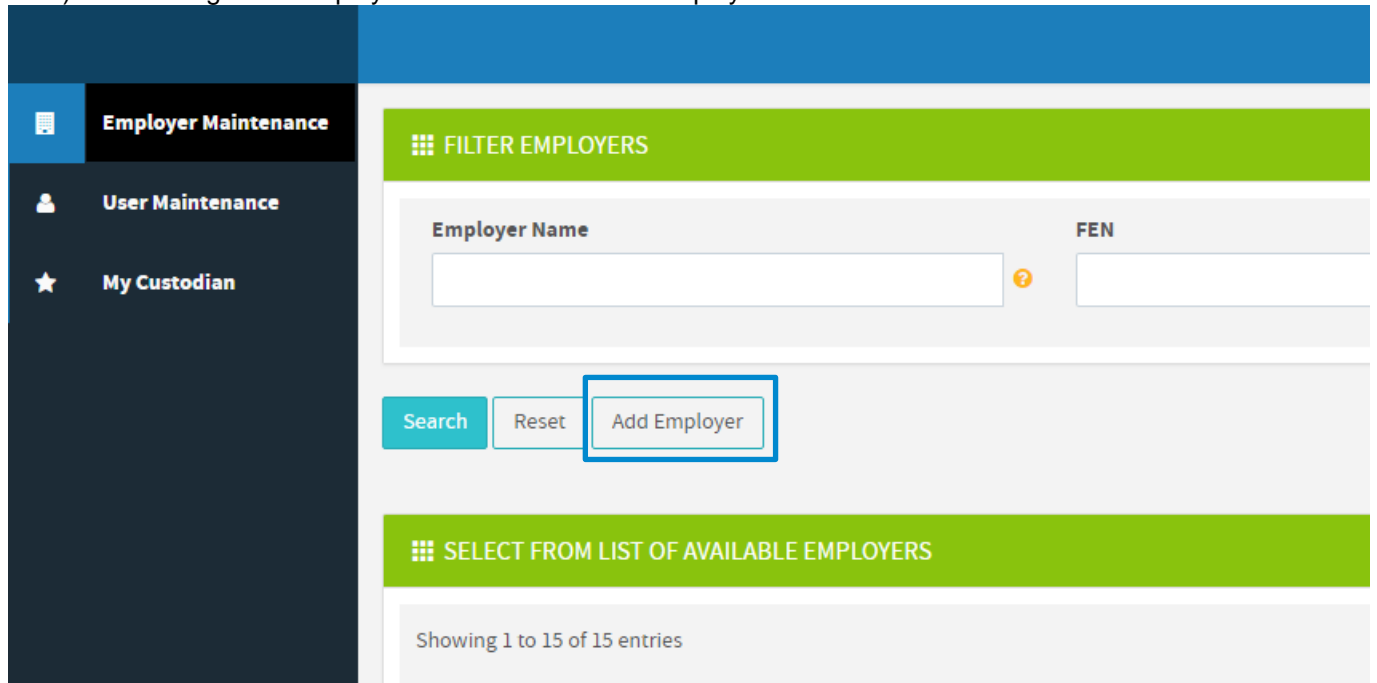
ii)   Enter the Employer Details, the following fields are mandatory
   a. **Employer Details:** Employer Name, ABN
   b. **Contact Details:** Given Name, Family Name, Email Address, Phone Number
   c. **Address Details:** Address Line 1, Suburb, Post Code, State
   Once completed select next
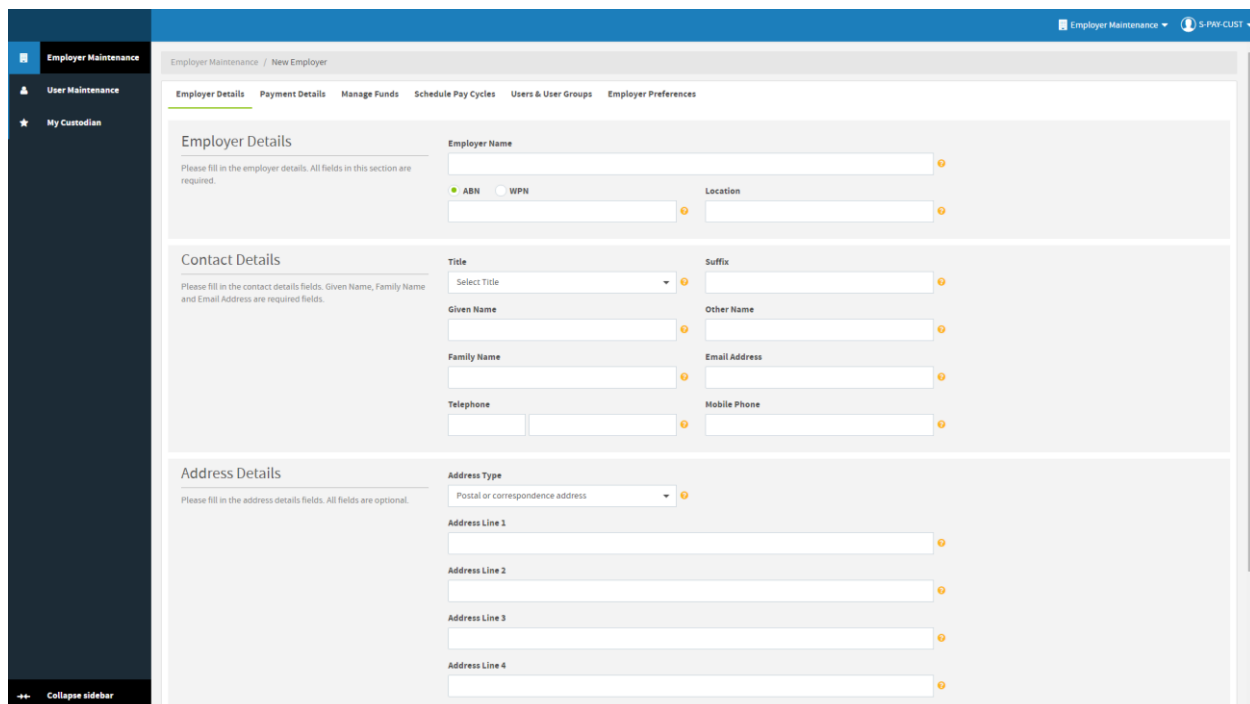
iii) Enter the Payment Details (either Direct Debit, Direct Credit, BPAY), The following fields are mandatory:
   a. **Payment Details:** Payment Method, Employer Arrangement
   b. **Direct Debit Account(if selected):** BSB, Account Number, Account Name
   c. **Refund to Employer Bank Account:** BSB, Account Number, Account Name
   Once Complete select next
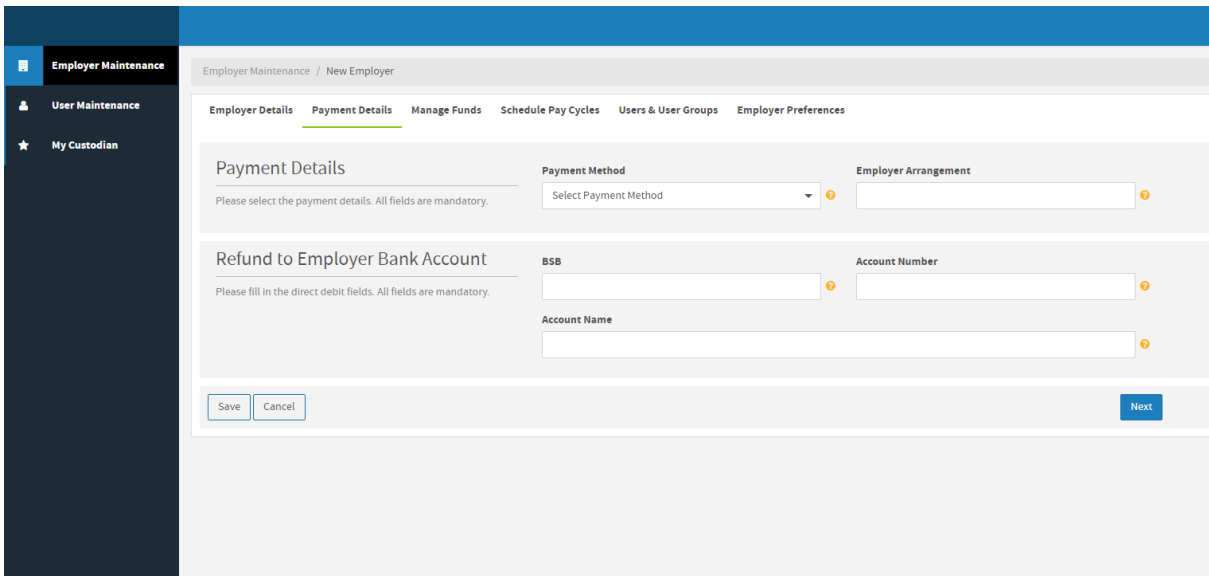
iv) The Manage funds screen will open, this is where you can manage the choice and default funds
   a. Add/Block choice funds: and Manage default funds. You can search for the funds to add/block but typing the name in the free text field, to move the fund from blocked to unblocked clock the right (->) arrow. To move funds from Unblocked to blocked type the fund name in the free test field, select the fund and click the left (<-) arrow
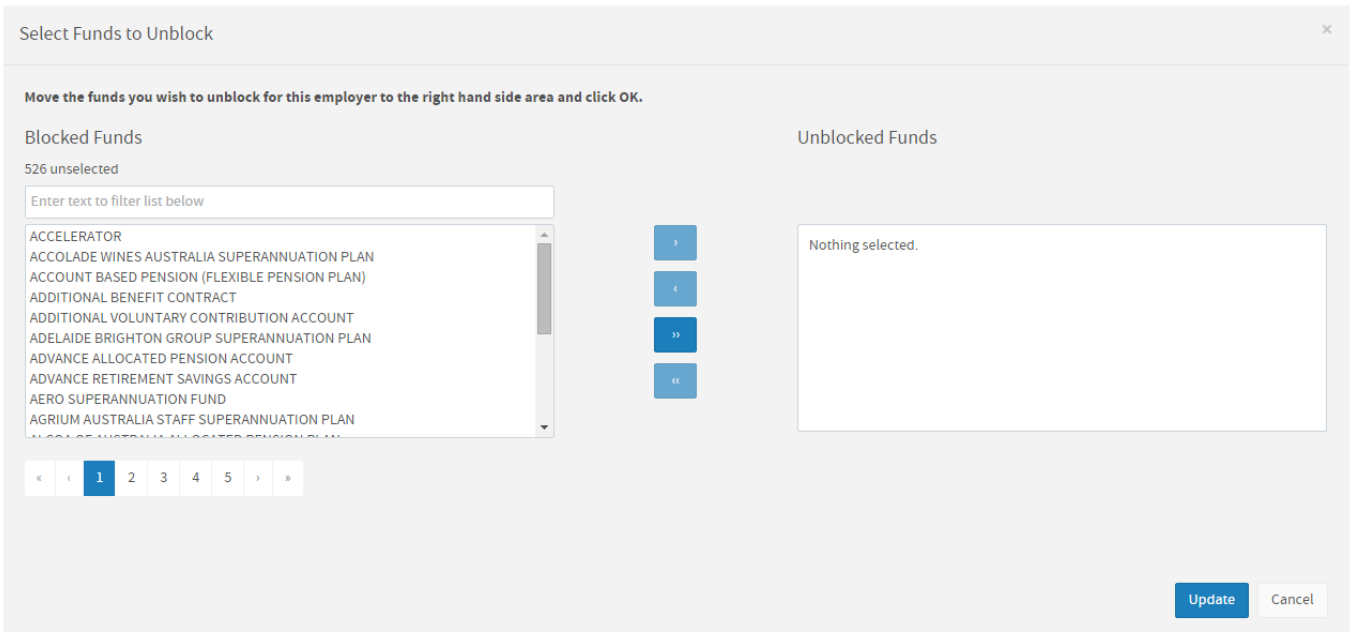
   b. Manage FENs: You can also assign a Fund Employer Number (Fen) for the funds your products are associated with. To complete this select the fund from the Add / Remove funds, then select add Fen.
v) Schedule Pay Cycles – You can add a pay cycle for the employer
   a. Select Add Pay Cycle

b. Select the Name
c. Select the type (Default / Choice)
d. Frequency (weekly, fortnightly etc.)
e. Start Date
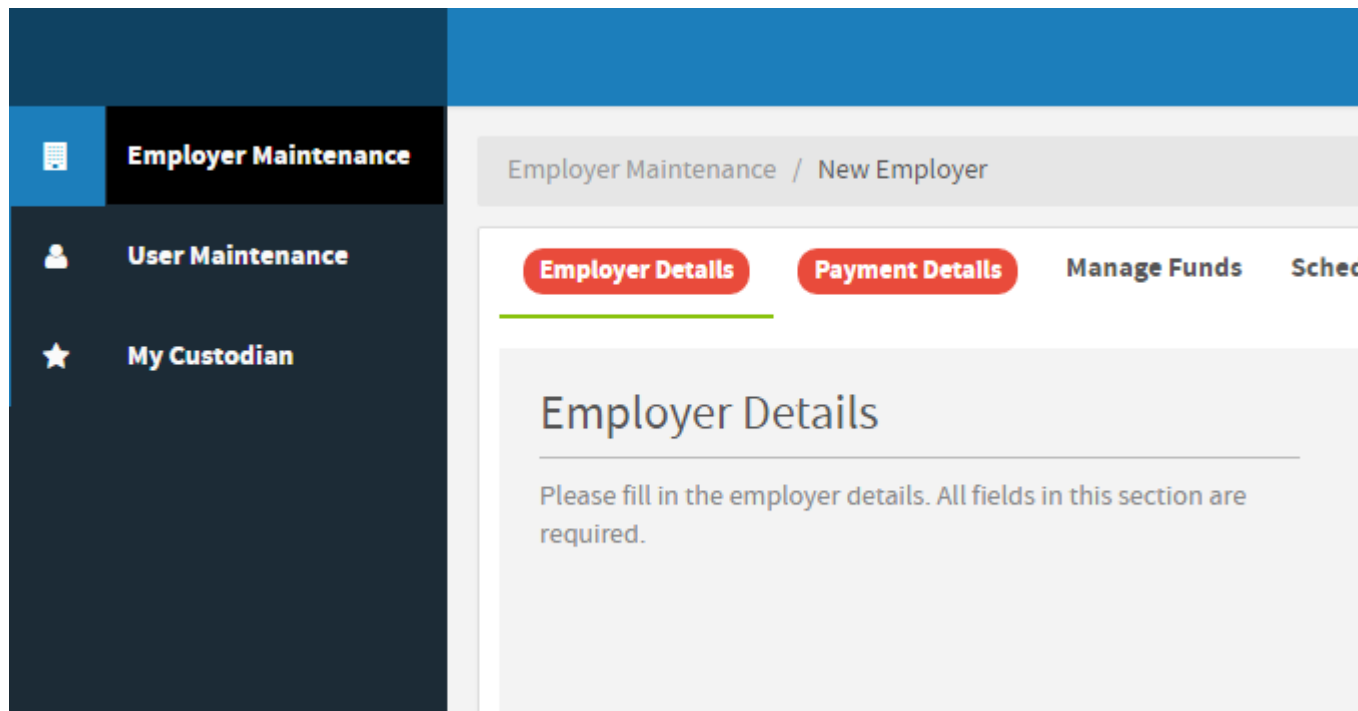

vi) Users and User Groups – You can add the users you wish to have access to this employer and custodian, you can also Manage the user group associations

vii) Employer Preferences – You can select the Payroll Upload Format. This can be either the ATO format or a customised format

viii) Once everything is complete select save. If there are any issues, error box will occur highlighting which tab the issue is in

- Employer Maintenance
- User Maintenance
- My Custodian

Employer Maintenance / New Employer

Employer Details   **Payment Details**   Manage Funds   Sched

Employer Details

Please fill in the employer details. All fields in this section are required.
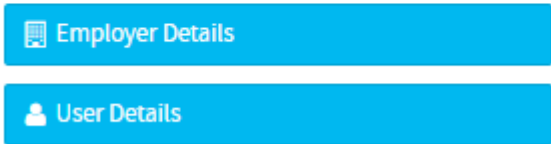
Part 8: User maintenance

The Maintenance section lets you update details about your user account, as well as set up new users if you have the appropriate level of access.

i.   Select **User Details** from the **Employer Details Maintenance** section or from the link at the top of the home page.
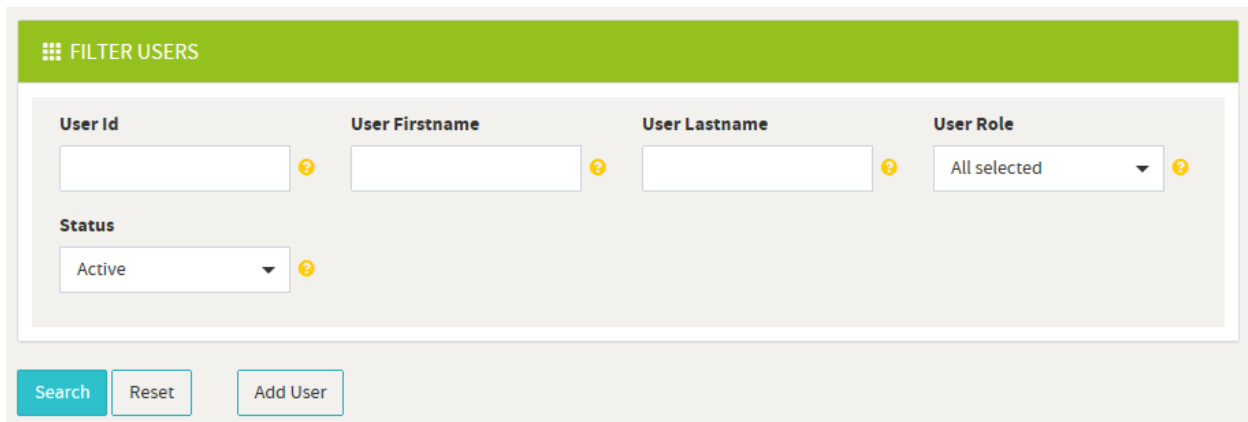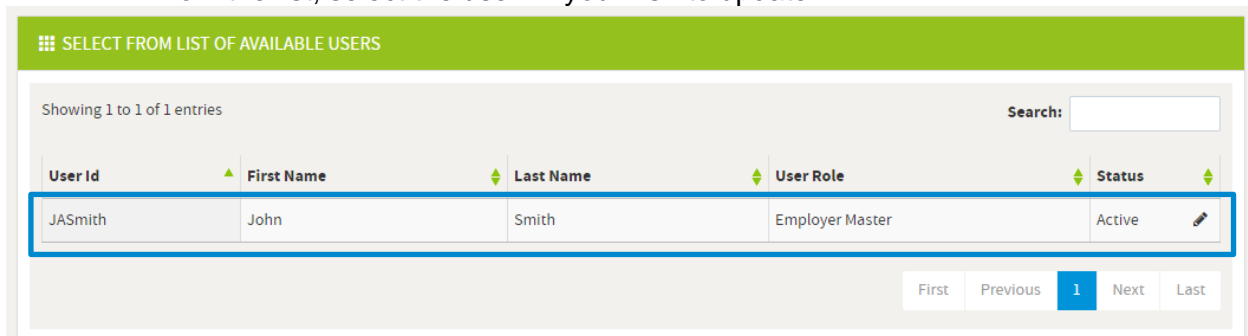
ii.   Select **Search** to bring up a list of linked users.

iii.   From the list, select the user ID you wish to update.

iv.   Update any required changes using the tabs at the top of the screen to navigate to each section. Select **save** to save changes.

User Details

You can change all details on this screen. User first name and last name are required fields.

Account Details

Select **Deactivate User** to deactivate the user. Please note that user accounts cannot be deleted.
Select **Reset Password** to create a new temporary password for the user.
Select **Unlock User** to return the number of invalid login attempts back to zero.

User Roles

User Roles

This section allows you to manage user roles.

Available User Roles

Employer Master ▾ ?

Assigned User Roles

EMP_MASTER

Creating New Users

If you have an access level of Employer, you can add new users for Employer Portal.

Step 1

Select **Add User** from the User Maintenance screen

Step 2

Enter the user ID, temporary password and user's name. Select a user role from the drop down list.

Step 3
Enter contact details

Step 4
Select **Save** to save the new user details.

Part 9: Reporting

The Reports function will let you produce reports on super contributions paid by your business or organisation. Employer Portal can search and sort on many data points. You can also save searches to make is easy to use them again.

There are 3 ways to access reports in Employer Portal – these are highlighted below.
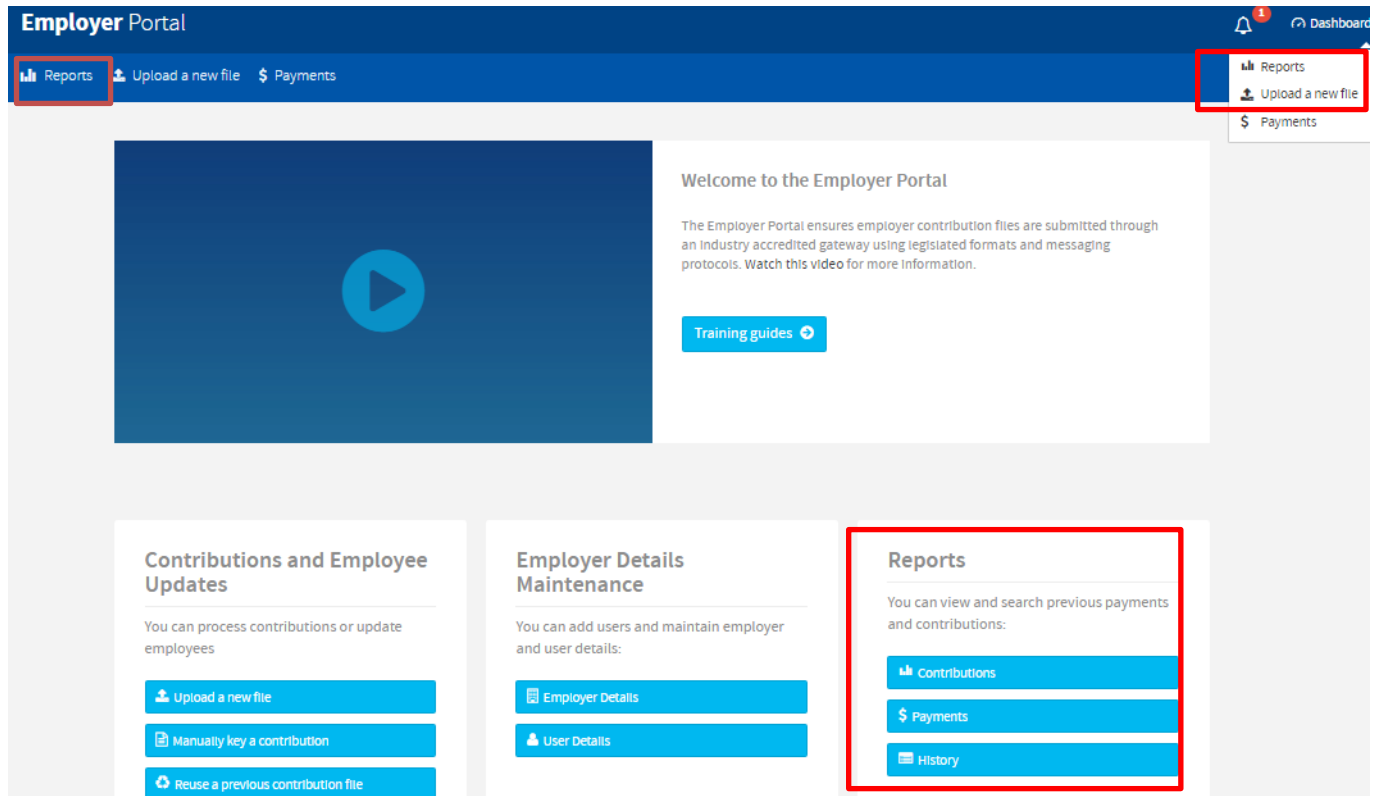
The top section of the reporting page allows you to filter data you've submitted in a number of ways. You can select as many filters as you need from:

- Date
- Message type
- Feedback severity
- Employer
- Fund name
- SMSF name
- Conversation ID
- Employee status
- Employment type
- Location ID
- Benefit category
- Fund employer number
- Member number
- Member surname
- Member first name
- Date of birth
- Payroll number
- Payment reference number
- Individual amount
- Batch amount

The bottom section of the page allows you to choose how to group the search results:

- Date initiated
- Payment reference number
- Feedback Severity
- Message Type
- Employer
- Fund name
- Employee status
- Location ID
- Benefit category
- Member number

Running reports

Select the filters you require for the information you would like the search to produce. For example, to see all contribution you sent to us in the current financial year, select **Current Financial Year** from the drop down list in date filters> then fund name from the fund name field. Select **Search**.

Searching results

You can search the results for a specific date, number of contributions or amount. In the *Search* box, enter a date or number. For example, entering "Nov" will display all results for November.

You are searching on the date range **01 Jul 2014** to **16 Mar 2015**, Message Types are **ALL**, Response Severity Types are **ALL**, Fund Name is **QSuper (Restricted)**, Employer Names are **ALL**, Employee Statuses are **ALL**, Employment Types are **ALL**.
You are grouping by **Date Initiated**

The results displayed below have been searched on date of response as well as on date initiated.

Showing 1 to 1 of 1 entries   Search:

Date Initiated	No. of Member Events	No. of Contributions	Super Guarantee $	Personal Contribution $	Salary Sacrifice $	Productivity Award $	Other Amounts Total $	Total Contribution $	
16 Mar 2015	11	22	4960.81	482.42			57.58	5500.81	⬇

**Displaying details of the contribution return**

By clicking on the numbers under **No. of Members** or **No. of Contributions**, you can display the line by line details of the contribution return.
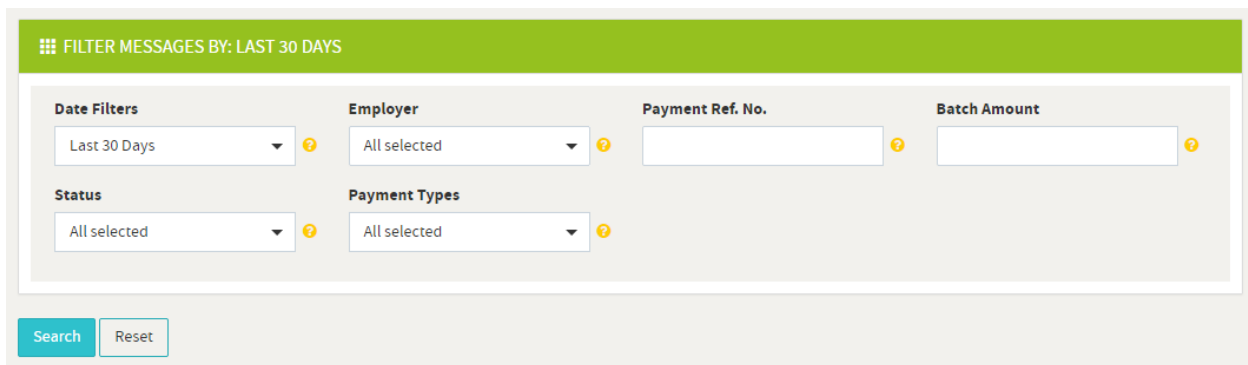
Part 10: Payments

The Payments function will let you produce reports on payments made by your business or organisation.

There are 3 ways to access Payments in Employer Portal – these are highlighted below.
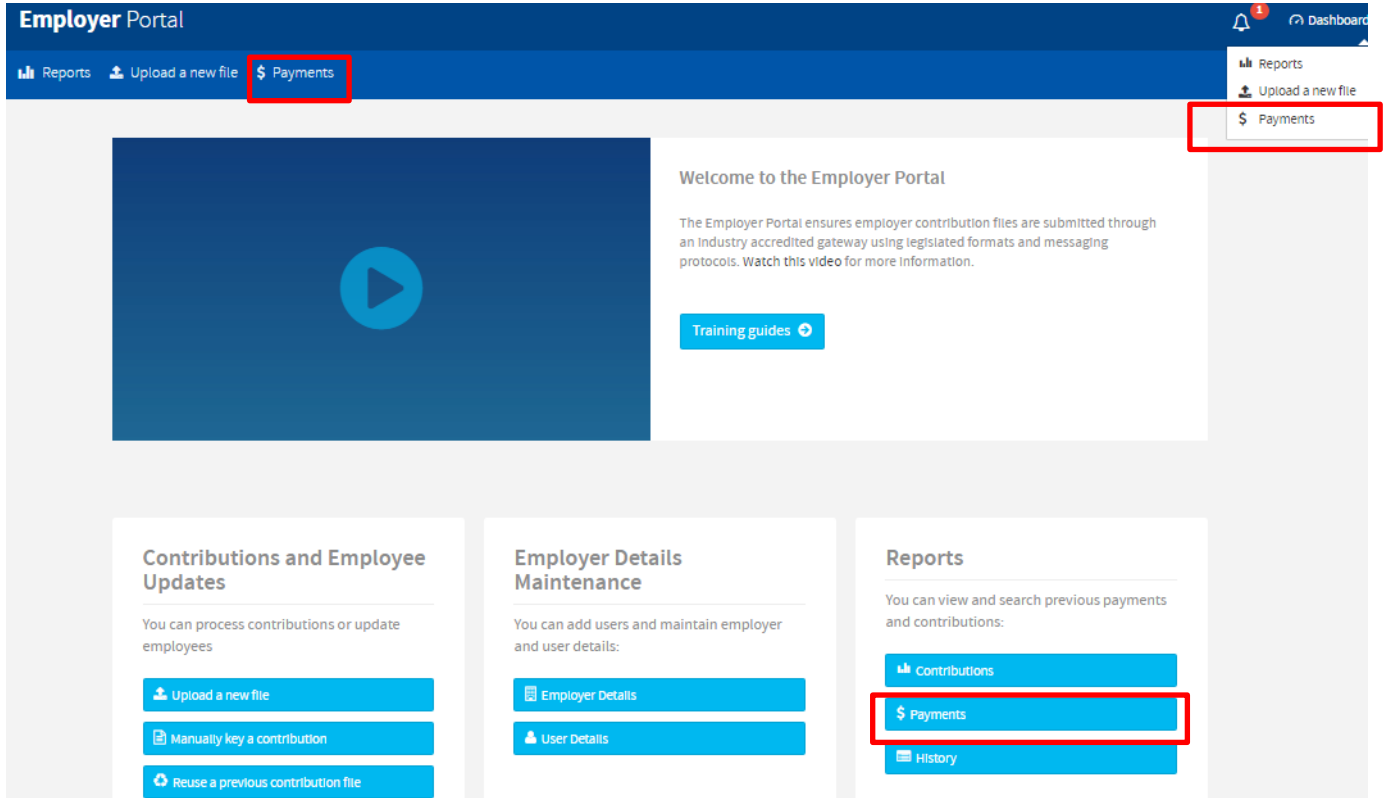
Apply any filters you require and select **Search**.

The results will be displayed.

⠿ HERE ARE YOUR FILTERED MESSAGES

You are searching on the date range **06 Dec 2015** to **05 Jan 2016**, Employer Names are **ALL**, Statuses are **ALL**, Payment Types are **ALL**.

Showing 1 to 1 of 1 entries   Search: [   ]

|	Batch No. ▲	Employer ⬍	Employer Amount $ ⬍	Payment Reference No. ⬍	Last Updated ⬍	Batch Amount $ ⬍	Payment Type ⬍	Status ⬍	Actions
⊞	2370880	Example Pty Ltd	302.12	267794738661812001	20 Dec 2015	302.12	Direct Credit	➡ ⟳	⊞

| | First | Previous | **1** | Next | Last |

Appendix 1: Navigating and customising the Contribution Grid

The contributions grid is where you can see and make changes to the contributions and information you're submitting for your employees.

Selecting a row
You can select a row by clicking on it. The row will be highlighted in blue.
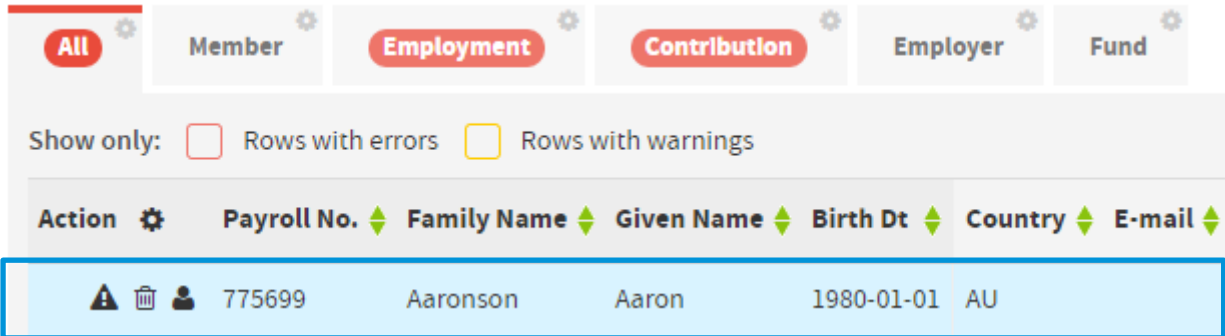
Grid tabs
You can easily see groups of fields by clicking on the tab at the top of the grid. You can also use your scroll bar to access the same information.
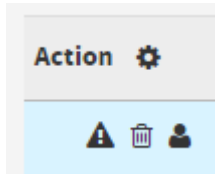

Errors and warnings in the grid
If the information in your grid has generated an error or warning message, the tab will show red for an error or yellow for a warning. These messages may relate to more than one employee.
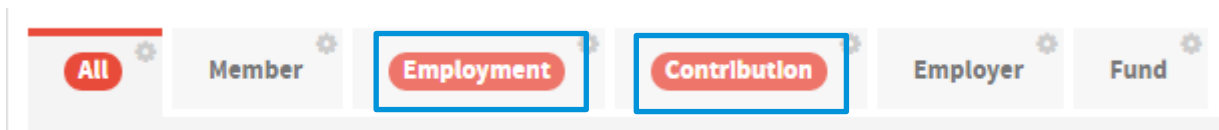
You can also see that an employee has an error or warning because there will be an ⚠ icon in the action column.

Action column

The left hand side of the grid will show icons that will help you.

Icon	Action
⚠	View warnings and errors
🗑	Delete line
👤	Edit member details

Search field

You can search on any value in the grid by using the search field.

Show Selector

To change the number of rows the grid displays, use the drop down options in the show selector at the bottom of the grid.

Page numbers

You can jump between pages or use the previous or next buttons.

Editing data in the grid

You can make changes to cells by clicking. Once you've finished, click away from the cell. This will save your changes and validate the data.

Don't forget that you need to click on the person icon in the info column to edit employee information.

Errors and warnings in the grid

Cells are one of three colours to show you if the data needs to be corrected or not.
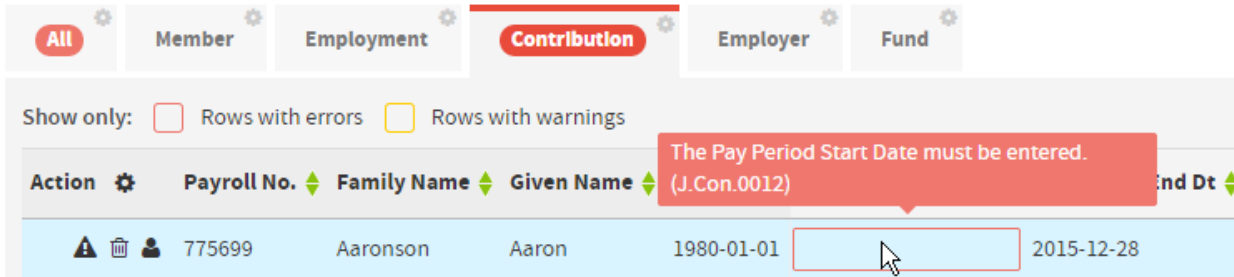
Cell colour	Reason	Can you submit?
White or Blue	The value in the cell is valid.	Yes
Yellow	The cell value has a warning.	Yes
Red	The cell value has an error.	No

Filtering

You can filter the grid to display rows that only contain errors and/or warnings. **NOTE: that if there are no lines with warnings or errors, no lines will be displayed if these filters are selected.**
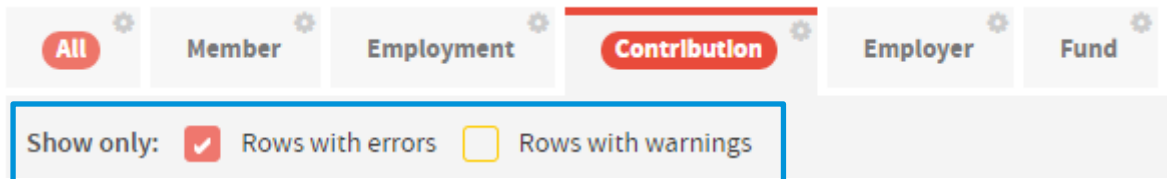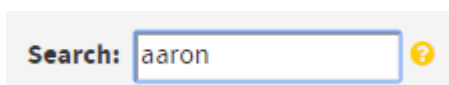

Sorting

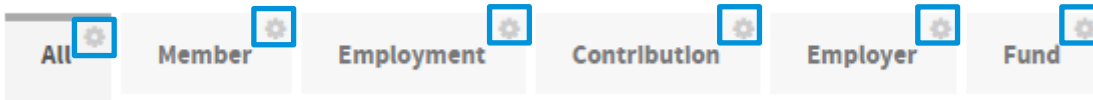You can sort the columns in ascending or descending order by clicking on the triangular icons.

Searching

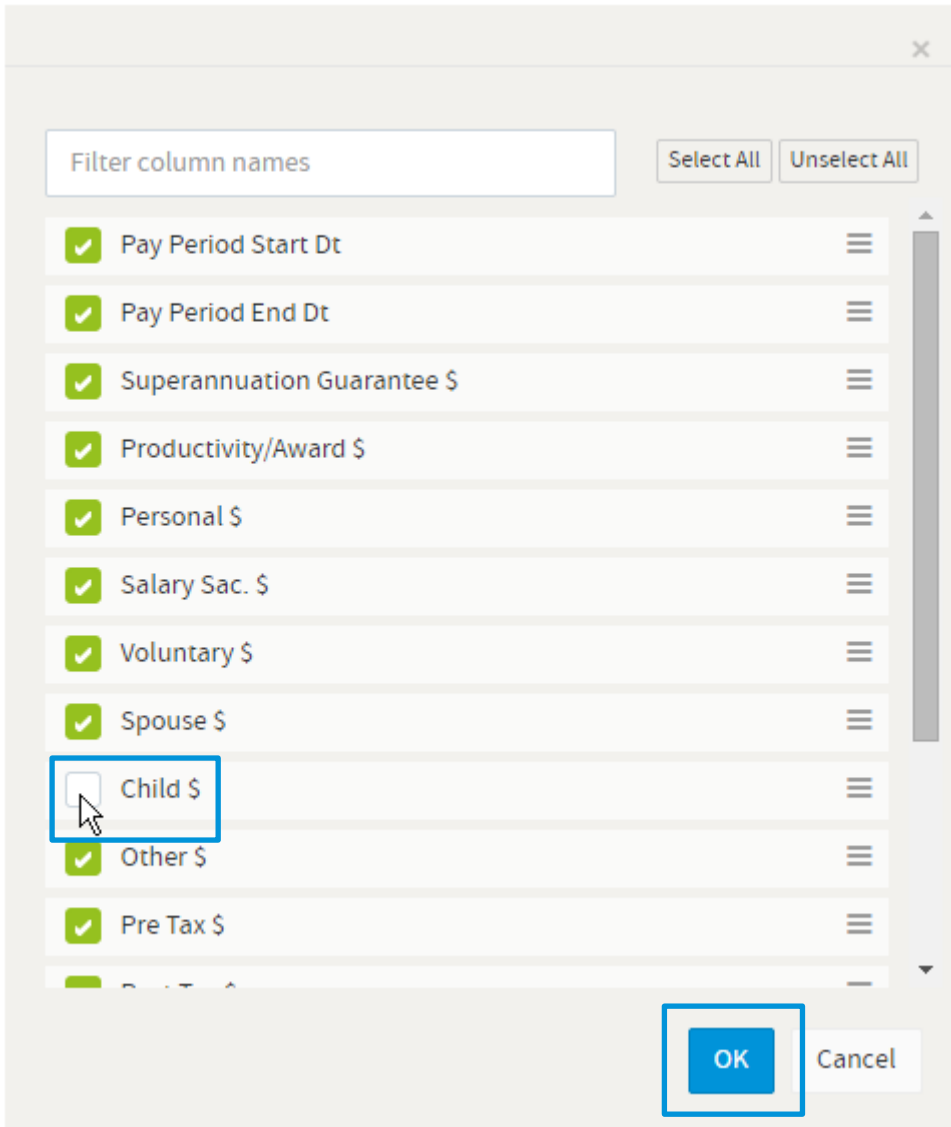You can search on any field, e.g. name, payroll number, contribution amounts etc.

Hiding columns

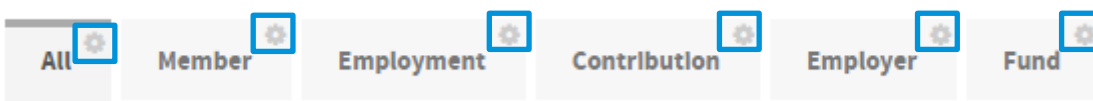You can hide columns you don't need by selecting the cog icon on the tab.

A list will appear >>deselect the items you want to hide. To save your changes select OK.

Moving columns

You can move columns by selecting the cog icon on the tab.

A list will appear >> click and hold the ☰ icon and using the mouse drag the field to the new location. To save your changes select OK.

Appendix 2: Event messages

From the event messages screen please find attached a summary of how you should proceed with them.

Error code	Error Message	Action	Comment
SUPER.GEN.CNTRBTN.1	Information Member registration request message was successfully processed.	No action	Employer has accepted the MRR – if Default fund then data is likely to be accepted. If Choice fund then data is unlikely to be updated, but they may have still accepted
SUPER.GEN.CNTRBTN.4	Error Contributions cannot be accepted from this Contribution Provider.	Check with fund	Contact the other fund to see why they have confirmed this as an action. Also liaise with the Helpdesk to see if a block has been placed on
SUPER.GEN.CNTRBTN.5	Error Member TFN required for this Contribution.	Resubmit contributions	Get the TFN details from the member and resubmit contribution.
SUPER.GEN.CNTRBTN.6	Error Payment is less than what has been specified with Contribution Transaction Request Message.	Pay the underpayment	Confirm with the payee their payment process, but likely that they will just require the same PRN as a reference and the underpaid amount.
SUPER.GEN.CNTRBTN.7	Information Payment is more than what has been specified with Contribution Transaction Request Message.	Monitor your bank account	The over payment will be paid to your bank account and will have the same PRN reference.
SUPER.GEN.CNTRBTN.8	Error Eligibility issue preventing the contribution being processed. Contact Superannuation entity for details.	Contact fund	Place a call to the employer to see why the contribution could not be accepted. There may be specialist rules in place for some accounts i.e. Insurance accounts.

NOTE: If you receive any other error messages other than the above, then it is advised that you go to the fund that has sent the message. The other funds may have an error messaging guidance webpage if they have created their own messages – outside ATO guidance / standards – search there website for keywords such as 'Errors/Warnings' or ' SuperStream'.