Members and Contribution Search (MACS) Portal User Guide

1. Contents

2. Overview

The SuperChoice MACS (Members and Contribution Search) Portal is a self-serve reporting portal which is intended for use by Fund Administrators to search for, view and download Member and Contribution records. The following messages are in scope:

- Member Registration Request (MRR)
- Member Registration Outcome Response (MROR)
- Contributions Transaction Request (CTR)
- Contribution Transaction Error Response (CTER)
- Government Contribution Transaction Request (GCTR)
- Government Contribution Error Response (GCTER)
- Government Contribution Transaction Amendment Request (GCTAR)
- Government Contribution Transaction Amendment Outcome Response (GCTAOR)

Member records include new members, updated members, and exited members. Contribution records present all types of contribution records, including government contributions. MACS receives data from a variety of sources in real-time; such that records processed by employers or the Australian Tax Office (ATO) are available in MACS as soon as they are received by the system (note: Employers may process their data in batches, and this information is received by MACS at the end of that processing).

MACS presents records as individual processing events; rather than as a registry of Member or Contribution data. That is, if a Member was edited 3 times, and their details received from the Employer, then MACS will display three records. This allows the user to see the latest version of the data, and the history of edits.

MACS receives data from a number of sources. In particular, MACS receives data from the SuperStream network, as well as from the SuperChoice community. That is, records received from the SuperStream network are those records which have originated from the ATO or Employers who are not using a SuperChoice portal. Conversely, records received from the SuperChoice community are those records which have been received from Employers who are using a SuperChoice portal; either as a default-sponsored Employer affiliated with a particular Fund Administrator, or as a direct Employer who uses SuperChoice's Portal directly.

3. Accessing MACS Functionality

2.1 Login

MACS is delivered as part of SuperChoice's EmployerPay platform. To login to MACS enter your *Username* and *Password* and select **Log in**
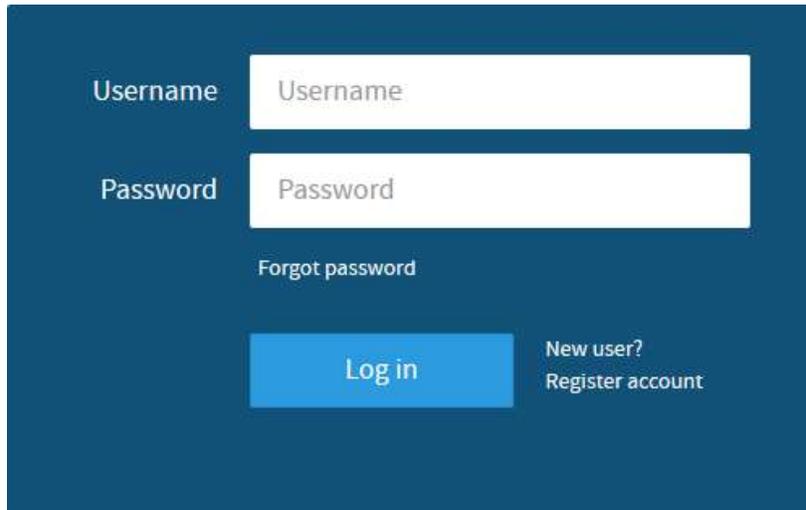
Multi-Factor Authentication

A conditional Multi-Factor Authentication code will be sent via email on User Login.
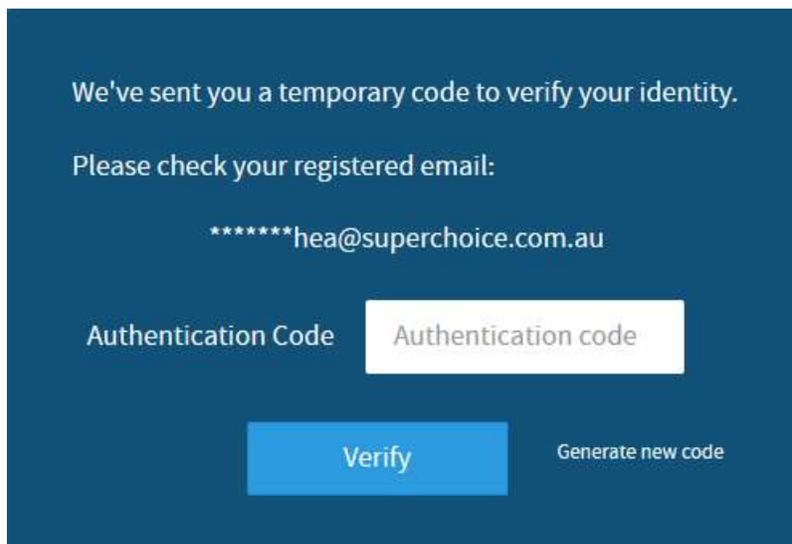
The Multi-Factor Authentication code will be issued for the below events:

- A New User is created
- A Password Reset have been requested
- When a user logs into EmployerPay using a new web browser
- When a user logs into EmployerPay using a different computer or laptop.

2.2 Accessing MACS

The EmployerPay home page will dynamically display the relevant sections and links based on the user role and permissions. Note – This screenshot sample is for a User with 'Gateway Administrator' role of a client for which SuperChoice provides (i) FVS, (ii) Contribution and (iii) Rollover Gateway Services.

To access MACS from the home page, click on **Members and Contributions** from the Fund Services Link Group (highlighted in green below).
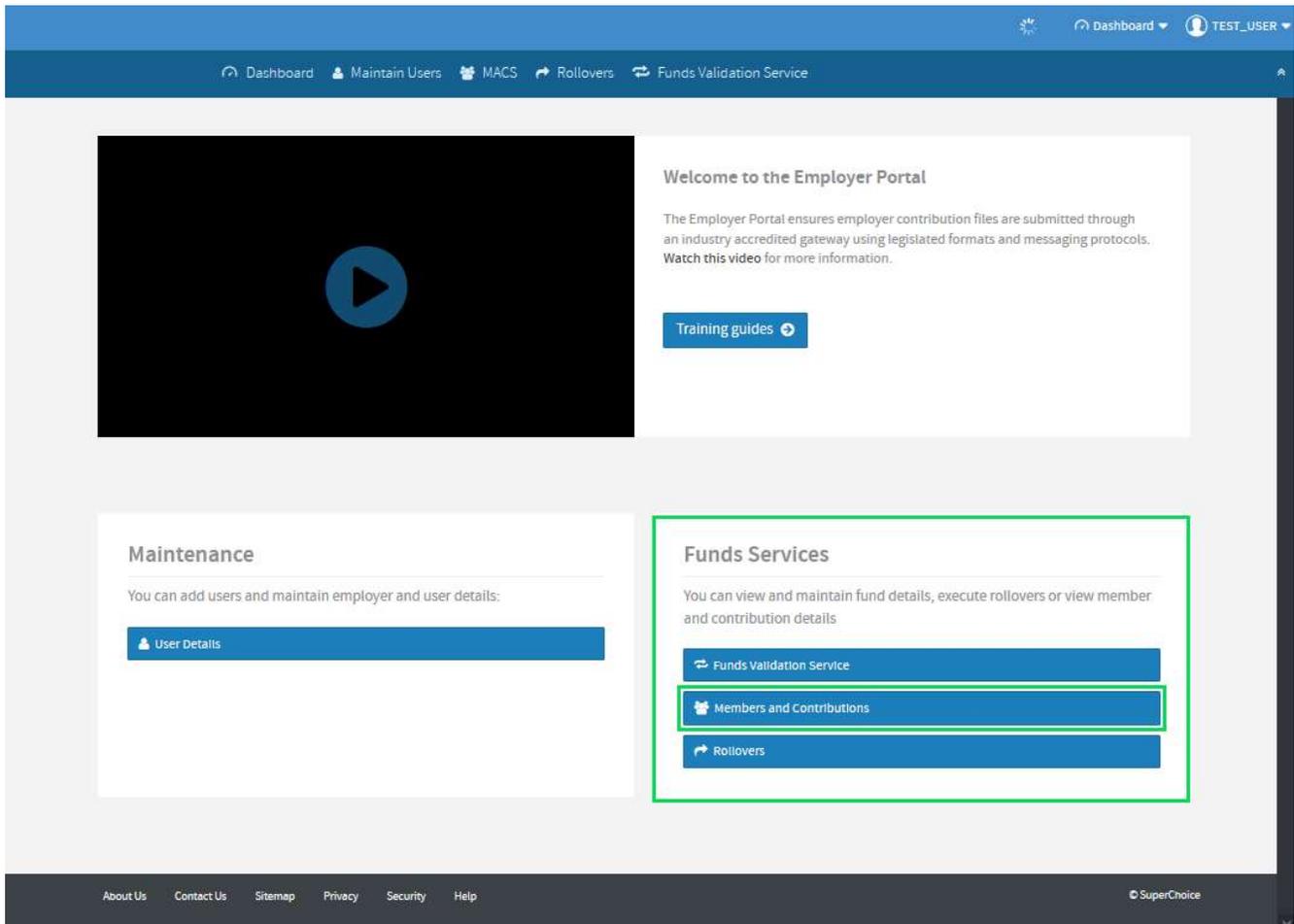
2.3 Logout

To logout from MACS, select the user name from the top right panel, and click on Log Out.
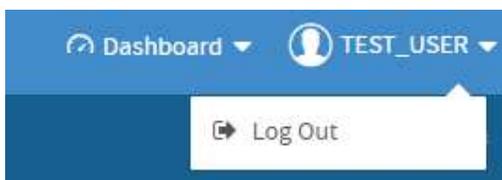
2.4 Accessing from various devices

The MACS screen has been designed to provide a great user experience on any type of device; including desktop PC's, laptops, tablets and mobile devices. The screen automatically adjusts according to the device used to access MACS. This User Guide has been prepared using a laptop, so any screenshots provided are specific to that screen size. Thus, while the screens will have exactly the same features on any type of computer, the screen may be laid out slightly differently on the user's particular machine.

2.5 Recommended Browsers

The EmployerPay Portal is optimised for usage with Google Chrome, Microsoft Internet Explorer and Mozilla Firefox.

The recommendation is to always run the latest version of the browser. Although the EmployerPay Portal is compatible with the current and previous 2 versions of these Browsers.

2.6 Branding

If Corporate Branding has been applied to your EmployerPay platform, the branding will be applied to the MACS portal. Note – the Screen shots in this document are taken with the standard default SuperChoice Branding.

4. MACS Functionality
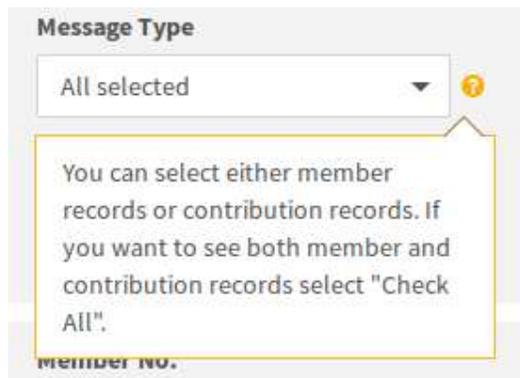
3.1 Overview

The core features of MACS include:

- Ability to search for Member and Contribution records

- Ability to view Member and/or Contribution summaries according to user-defined grouping criteria

- Ability to download Member and/or Contribution data to a spreadsheet (CSV)

- Ability to view a detailed list of Member and/or Contribution data

- Ability to view detailed information relating to a particular Member or Contribution record
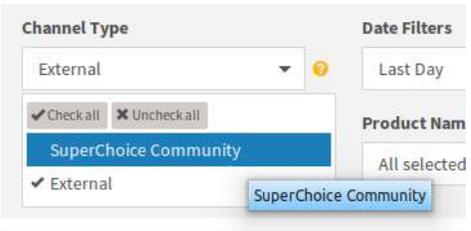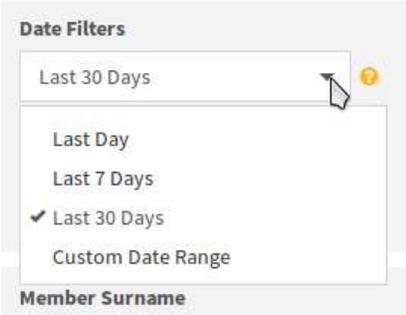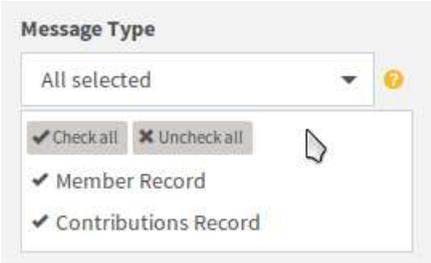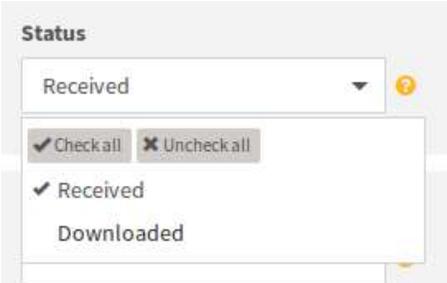
3.2 Search Filters

MACS provides a powerful set of search filters, allowing the user to find records in the system according to a broad set of criteria. The more search filters specified in a given search, the more refined will be the results. Some search filters are expected to return a relatively large number of results, such as date or product, and some search filters are expected to be quite precise in finding specific records, such as Conversation ID.

Search filters will either be multi-select, text entry, or date filter. Multi-select controls allow the user to select None, All or a particular selection of values in the list. Text filters are automatically wildcarded such that the system will look for any records which contain the particular search filter provided. For example, entering Surname of Thorn will also return Thorne, Thornton, etc.

Each of the search filters provide Help Text which assists the user in understand the usage of the search filter.

Message Type

All selected ▼ ?

You can select either member records or contribution records. If you want to see both member and contribution records select "Check All".

Member No.

The following table describes in more detail each of the search filters:

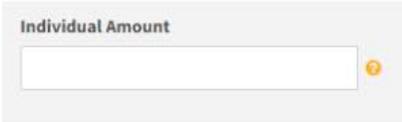| Search Filter	Example	Description	Default Value
Channel Type		The source of records. Either from the SuperChoice Community, or from External; being from the SuperStream network	External
Date Filters		The date range to search for records. To select specific dates; select Custom Date Range and enter the From and To dates accordingly	Last Day
Message Type		The type of record. Either Member record or Contribution record	All
Conversation ID		For SuperStream messages, the Conversation ID used by the sending party	All (=unspecified)
Status		The status of the records which have been stored in the system. All records received by the system are initially in the status of **Received**. Records which have been subsequently downloaded using the Download functionality (see below), the record's status will be changed to **Downloaded**	Received

Search Filter	Example	Description	Default Value
Product Name	**Product Name** All selected ▼ ❓ australia ✔ Check all　✖ Uncheck all ✔ AUSTRALIAN CHRISTIAN SUPERAN… ✔ AUSTRALIAN ETHICAL RETAIL SUP… ✔ AUSTRALIAN MEAT INDUSTRY SUP… ✔ MANAGED AUSTRALIAN RETIREME… ✔ NATIONAL AUSTRALIA BANK GRO… ✔ NESTLE AUSTRALIA GROUP SUPER… ✔ AUSTRALIAN CATHOLIC SUPERAN… ✔ AUSTRALIANSUPER ✔ WESTSCHEME DIVISION OF AUSTR…	Product Name allows the user to select the product to which a record relates. Only the funds to which a user is permissioned will be displayed in the Product Name list. The user can filter the Product Name list according to the product's name or USI by typing in the search box within the Product Name search filter *Note: the products listed in the screenshot provided are for demonstration purposes only*	All
Employer	**Employer** [　　　　] ❓	Employer's ABN from which Member and/or Contribution records are sent	All (=unspecified)
Fund Employer No.	**Fund Employer No.** [　　　　] ❓	The identifier of the Employer at the Fund	All (=unspecified)
Member No.	**Member No.** [　　　　] ❓	Member Number at the destination Fund. Note: where the record has come from an Employer not affiliated with SuperChoice (i.e. from the SuperStream network); then the Member Number may not be supplied or may be unreliable	All (=unspecified)
Member Surname	**Member Surname** [　　　　] ❓	Surname of the Member	All (=unspecified)
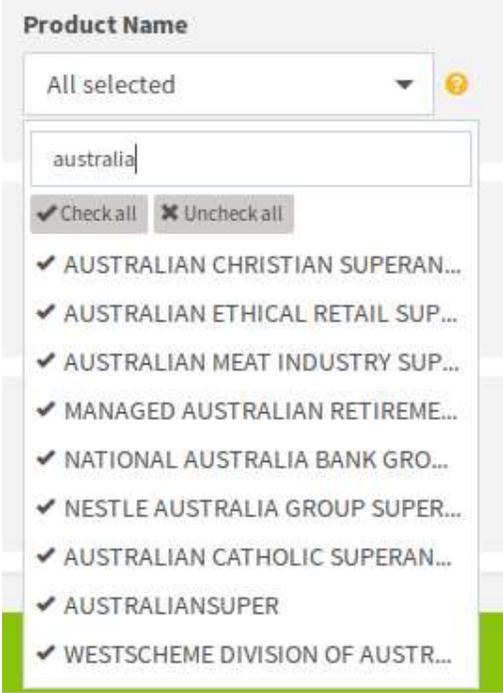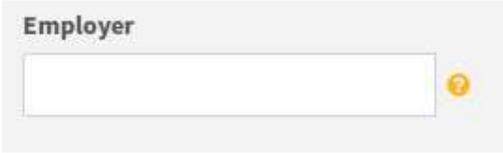
Search Filter	Example	Description	Default Value
Member Firstname	Member Firstname	First Name of the Member	All (=unspecified)
Date of Birth	Date of Birth	Date of Birth of the Member (if supplied). The user should use the date control to select the appropriate date. Otherwise, the format is "dd MMM yyyy". e.g. 05 Jan 1970	All (=unspecified)
Payment Ref. No.	Payment Ref. No.	Payment Reference Number (PRN) as supplied by the Employer for funds transferred to the Fund. Only applies to Contribution records	All (=unspecified)
Individual Amount	Individual Amount	Individual Amount allows the user to filter a specific contribution amount	All (=unspecified)
Batch Amount	Batch Amount	Batch Total allows the user to search for the total batch contribution amount	All (=unspecified)

3.3 Group by Filters

Search filters provide the user with the ability to find particular records in the system. The **Group Messages By** feature allows the user to summarise the search results according to zero or more attributes. That is, if the user specifies PRN (Payment Reference Number) as the grouping attribute; then all records returned from the search will be summarised by the PRN. In this example, these would be the records which are associated with a particular payment reference on transactions on the Fund bank account.

Selecting more grouping attributes progressively splits the results according to the attributes selected; such as by Fund and by Date, or by Employer by PRN by Fund. Deselecting all grouping attributes will only ever return one line in the Search results panel.

GROUP MESSAGES BY

☑ Date   ☐ Message Type   ☐ Status   ☐ Product Name   ☐ Conversation Id   ☐ Employer   ☐ Member No
☐ PRN

3.4 Search Results

The Search Results, called **Here Are Your Filtered Messages**, section presents the summary of Member and/or Contribution records according to the search filters and grouping attributes selected above. The first line provides a description of the search filters and grouping attributes selected. It is recommended that the user reviews the description to ensure it's aligned with their expectations.

The table columns presented depends on the grouping attributes selected. Thus, if the user selected group by PRN, Product Name; the table will have columns for Product Name and PRN so the user can see the values that are used to summarise.

The table also displays fixed summary columns which count or sum the values according to the grouping attributes. The aggregated values are:

Grouping Attribute	Description
No. of Members	Counts the number of Member records. Note: if the grouping attribute doesn't apply to Member records (for example) then there will be zero records on that particular grouping line
No. of Contributions	Counts the number of Contribution records. Note: if the grouping attribute doesn't apply to Contribution records (for example) then there will be zero records on that particular grouping line
Super Guarantee	The sum of the SGC amount of the contributions in the particular line
Personal Contribution	The sum of the Personal Contribution amount of the contributions in the particular line
Salary Sacrifice	The sum of the Salary Sacrifice amount of the contributions in the particular line
Productivity Award	The sum of the Productivity Award amount of the contributions in the particular line
Total Contribution	The total of each of the contribution component amounts of the contributions in the particular line

HERE ARE YOUR FILTERED MESSAGES

You are searching on the date range **14 Jul 2014** to **21 Jul 2014**, Message Types are **ALL**, Status is **Received**, Product Names are **ALL**, Channel Type is **External**. You are grouping by **Date**.

Showing 1 to 5 of 5 entries

Search:

Date	No. of Members	No. of Contributions	Super Guarantee $	Personal Contribution $	Salary Sacrifice $	Productivity Award $	Total Contribution $	
14 Jul 2014	99	71	788.81	788.81	788.81	788.81	3,155.24	⬇
15 Jul 2014	92	80	888.80	888.80	888.80	888.80	3,555.20	⬇
16 Jul 2014	74	73	811.03	811.03	811.03	811.03	3,244.12	⬇
17 Jul 2014	91	103	1,144.33	1,144.33	1,144.33	1,144.33	4,577.32	⬇
18 Jul 2014	50	68	755.48	755.48	755.48	755.48	3,021.92	⬇

First Previous 1 Next Last

The user is able to sort the table by clicking the heading row of the Results table. By default, the results are sorted by the first column. Clicking the heading once will sort the table according to the particular column in ascending order. Clicking the heading a second time will sort the table according the particular column is descending order.

In addition, the user is able to search within the table itself. By typing the Search box linked to the table, the system will refine the Results based on the text presented in the table (not in the underlying records). Thus, in the example below, by typing "First" in the Search box, the existing Results list is refined by any value in the table which contains the text "first".

Showing 1 to 2 of 2 entries (filtered from 18 total entries)

Search: first

Product Name	No. of Members	No. of Contributions	Super Guarantee $	Personal Contribution $	Salary Sacrifice $	Productivity Award $	Total Contribution $	
FIRSTWRAP PLUS SUPER AND PENSION	8	0	0.00	0.00	0.00	0.00	0.00	⬇
FIRSTWRAP SUPER AND PENSION	8	0	0.00	0.00	0.00	0.00	0.00	⬇

First Previous 1 Next Last

The sorting and search within table feature is common to all tables within MACS, and thus will not be described again for each subsequent table.

⚠ Note:

A limit of 1000 records will be displayed on the MACs screen. If your search exceeds 1000 records, you will be able to download the search results to view all records.

3.5 View Record Details

From the Results section, the user is able to view the records which have been summarised in the Results table. To drill into each record type; click on the green highlighted cell in each row in the table.

Clicking on the highlighted cell, in the screenshot example with 20 Member records, will present the Member Record List with the 20 Member records. Likewise, clicking on a Contribution cell will present the Contribution Record list.

View Member Record List

The Member Record List presents the detailed listing of records which were summarised in the previous Results table.

View Contribution Record List

The Contribution Record List presents the detailed listing of records which were summarised in the previous Results table.

3.6 Viewing Member Records

To view the details of a particular Member record; the user selects a particular row in the Member Record List table. The Member Record details page is a long page which has been broken down into logical sections. Each of the logical sections have been highlighted into specific tabs at the top of the detail page.

Member Details

The details of the Member record

Sender

The organisation who sent the Member record. Sender primary applies to records which have been received from the SuperStream network.

Employer

The Employer from which the Member record has been provided.

Registration

Registration provides details specific to the Contribution payment being made by the Employer to the Fund.

| Member Details | Sender | Employer | Registration | Defined Benefits | Feedback |

Registration

Employment Start Date	01 Apr 2009	Ann. Salary (Benefits)	22.22
Ann.Salary (Contributions)	22.22	Eff Start Date (Cont. Salary)	02 Jul 2014
Eff End Date (Cont. Salary)	02 Jul 2014	Ann. Salary (Insurance)	22.22
Weekly Hours	01 Jan 1970	Occupation	generated-value
Fund Registration Date	02 Jul 2014	Benefit Category	generated-value
Employment Status Code	CASUAL	Super Cont. Start Date	02 Jul 2014
Super Cont. End Date	02 Jul 2014	MR Amendment Reason	generated-value

Defined Benefits

Defined Benefits provides information specific to Defined Benefit Contributions.

| Member Details | Sender | Employer | Registration | Defined Benefits | Feedback |

Defined Benefits

Service Fraction	11.11	Service Fraction Start Date	02 Jul 2014
Service Fraction End Date	02 Jul 2014	Employer Rate	11.11
Employer Rate Start Date	02 Jul 2014	Employer Rate End Date	02 Jul 2014
Member Rate	11.11	Member Rate Start Date	02 Jul 2014
Member Rate End Date	02 Jul 2014	Leave Without Pay Code	generated-value
Leave Without Pay Start Date	02 Jul 2014	Leave Without Pay End Date	02 Jul 2014
Ann. Salary (Insurance) Eff. Date	02 Jul 2014	Ann. Salary (Benefits) Eff. Date	02 Jul 2014
Employee Status Eff. Date	02 Jul 2014	Employee Benefit Category Eff. Date	02 Jul 2014

02 Jul 2014

3.7 Viewing Contribution Records

To view the details of a particular Contribution record; the user selects a particular row in the Contribution Record List table. The Contribution Record details page is a long page which has been broken down into logical sections. Each of the logical sections have been highlighted into specific tabs at the top of the detail page.

Member Details

The details of the Member relating to the Contribution record:

Sender

The organisation who sent the Contribution record. Sender primary applies to records which have been received from the SuperStream network

Employer

The Employer from which the Contribution record has been provided:

Payer

The Payer of the Contribution record:

Product

The Product / Funds to which the Contribution record relates:

Contribution

The core financial details of the Contribution record:

Defined Benefits

Defined Benefits provides information specific to Defined Benefit Contributions.

5. Sending Response Messages

4.1 Responding to Member Records

Providing feedback on Member records is available within the MACS Portal and will trigger a Member Registration Outcome Response (MROR) to the respective Super Fund.

Each detailed message record will have a tab/section called Feedback, where you can either view or send feedback.

A Member Record can either be Accepted or Rejected.

To respond to a Member Record:

1. Drill down into the detailed record;

2. Go to the Feedback section/tab. If no feedback has been sent previously, then you will see the following:

3. Select either Accept this Record or Reject this Record

4. To send a successful MROR, click on the **Accept this Record** button.

5. To send an error MROR, select **Reject this Record**. You will be presented with a list of the following options:

Feedback

Select the appropriate feedback message(s) from the list below and then click 'Send Feedback'. Note that you can only send feedback once.

- [ ] TFN quoted indicator does not match Entity ID scheme. ❓
- [ ] Unique Superannuation Identifier "CLB0100AU" not known to Superannuation entity ABN "95275115088". ❓
- [ ] ABN "95275115088" not known to the Message Receiver ❓
- [ ] Member not found with supplied information ❓
- [ ] No longer a member of Superannuation entity ❓
- [ ] MRR update will not be processed by fund. ❓
- [ ] Registration for this member can't be processed due to errors. Contact Superannuation entity for details ❓
- [ ] Maintenance data provided for this USI cannot be actioned when received from Employers. Maintenance data needs to be provided to the Fund by the Member directly. ❓
- [ ] Some or all of the elements in the MRR cannot be applied by the fund. ❓

Cancel

Submit Feedback   Back to Summary   Close

6. Select an option and select **Submit Feedback**

7. You will receive the following confirmation:

Feedback

Feedback has been sent successfully.

If you search for the same message again by Conversation ID or by using the filters (Message Type set to MRR, Feedback Severity set to exclude No Feedback and today's date) and if you drill-down into the detailed record, then you will see the following in the Feedback section:

Feedback

Standard Response Code	SUPER.GEN.GEN.21
Short Description	Member not found with supplied information
Detailed Description	Member Identifier "" NOT known within Super Fund ABN "95275115088", USI "CLB0100AU"

4.2 Responding to Contribution Records

Providing feedback on Contribution records is available within the MACS Portal and will trigger a Contribution Transaction Error Response (CTER).

As with responding to a Member Record, each detailed message record will have a tab/section called Feedback, where you can either view or send feedback.

To respond to a Contribution Record:

1. Drill down into the detailed record;

2. Go to the Feedback section/tab. If no feedback has been sent previously, then you will see the following:

Feedback

No feedback has been provided yet.

Respond to this Record

3. Select **Respond to this Record**. You will be presented with a list of the following options:

☐ TFN quoted indicator does not match Entity ID scheme.	❓
☐ Unique Superannuation Identifier "CLB0100AU" not known to Superannuation entity ABN "95275115088".	❓
☐ ABN "95275115088" not known to the Message Receiver	❓
☐ Payment Reference Number cannot be reconciled to a payment	❓
☐ Unknown Biller Code	❓
☐ Unknown Customer Reference Number	❓
☐ Bank State Branch "032021" is invalid or not known	❓
☐ Account Number "133802" is invalid or not known	❓
☐ Account Name "Club Plus" is invalid or not known	❓
☐ Member not found with supplied information	❓
☐ No longer a member of Superannuation entity	❓
☐ Contributions cannot be accepted from this Contribution Provider	❓
☐ Member TFN required for this Contribution	❓
☐ Payment is less than what has been specified with Contribution Transaction Request Message.	❓
☐ Payment is more than what has been specified with Contribution Transaction Request Message.	❓
☐ Eligibility issue preventing the contribution being processed. Contact Superannuation entity for details.	❓
☐ Contribution Request has been processed with warnings. Please review detailed description for further details.	❓
☐ Contribution processed however incorrect USI provided. See detailed description for correct USI	❓
☐ Contribution has been processed however payment has been made by a non-compliant method. Refer to Schedule 3 - Data and Payment Standards (Payment Methods) for payment options.	❓
☐ TFN failed the TFN algorithm check	❓

4. Select an option and enter the required refund information

5. Select Submit Feedback
6. You will receive the following confirmation:

Feedback has been sent successfully.

If you search for the same message again by Conversation ID or by using the filters (Message Type set to CTR, Feedback Severity set to exclude No Feedback and today's date) and if you drill-down into the detailed record, then you will see the following in the Feedback section:

Feedback

Standard Response Code	SUPER.GEN.GEN.22
Short Description	No longer a member of Superannuation entity
Detailed Description	Member Identifier "" is not longer a member of Superannuation entity ABN "95275115088", USI "CLB0100AU"
Refund Amount ($)	100.00
Refund Payment Total ($)	100.00
Refund Payment Reference Number	PC100220-047521163

4.3 Feedback Colour

When you provide feedback the colour of the record in the search screens will change

Icon	Description
	No feedback has been provided
	Info - The record was successfully processed (note the symbol in the top left hand corner is different to the no feedback image above)
	Warning - The record was processed however the fund needs the employer or the ATO to review some information
	Error - The feedback has been provided where the record could not be processed into the members account

6. Downloading Data to File

After the user searches for Member and/or Contribution records, the user is able to download the records to a spreadsheet (CSV).

To download records to file, select the download icon from the desired results line in the Results table:

Once the download icon has been clicked, the download page will be presented:
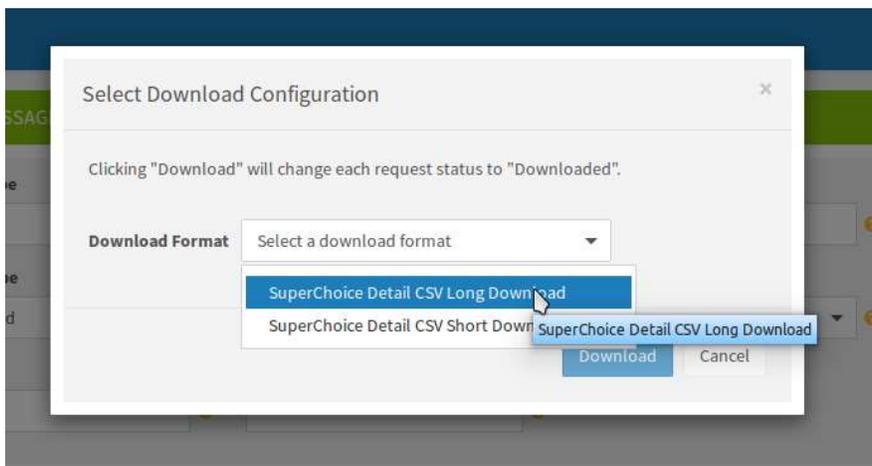
The user is required to then select a Download Format. There are currently two standard download formats offered by SuperChoice. The system allows for client customised download formats, such as file formats which allow for upload into registry systems. Customised formats can be discussed with the Fund Administrator's SuperChoice account representative.

Once the user has selected the Download Format and clicked the Download button, the user will be presented with the internet browser's standard Open / Save As File dialog. The user can then either open the file in their preferred spreadsheet application (such as Microsoft Excel) or save it to their computer or network location.
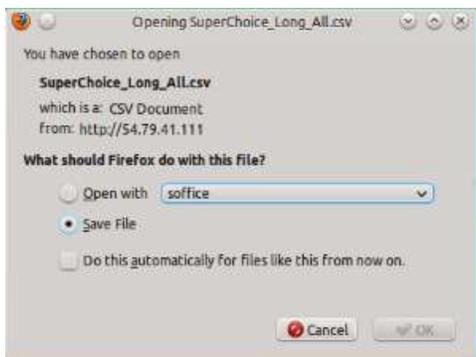
(Note: the above Save As dialog will be different depending on the user's browser)

Important: Records which have been downloaded will have their Status changed from Received to Downloaded. This allows for users to have visibility of which records have not yet been downloaded by anyone in their organisation.

7. Save and maintain filters

Regular queries which you need to run within the MAC Portal can be saved to be accessed and re-run when you need.

To save a filter:

- Set your filters depending on what you would like to see

- Check the **Group Messages By** setting

- Click on the **Save as New Filter** button:

Save As New Filter

- Give the filter a meaningful name and description and **Save**:
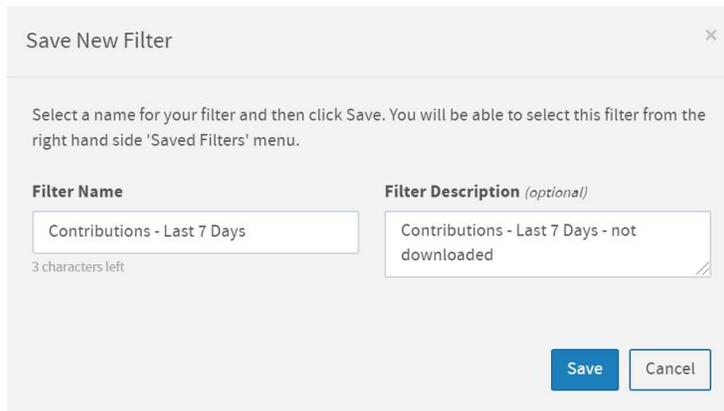
Save New Filter ×

Select a name for your filter and then click Save. You will be able to select this filter from the right hand side 'Saved Filters' menu.

Filter Name

Contributions - Last 7 Days

3 characters left

Filter Description (optional)

Contributions - Last 7 Days - not downloaded

Save   Cancel

▪ You will now be able to access the filter on the Collapsible Side-bar on the LHS of the screen:
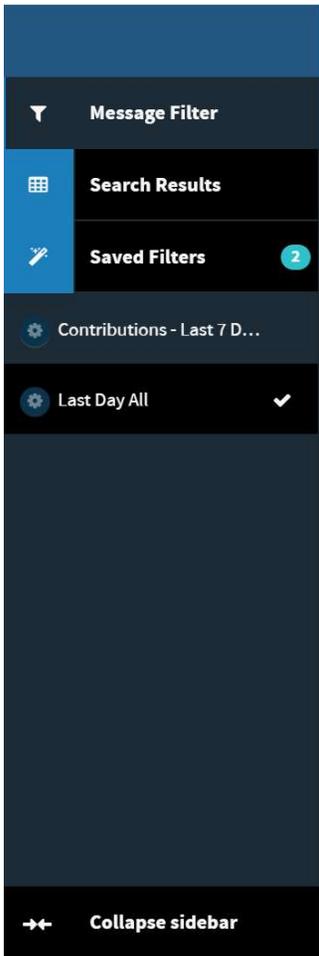
▪ Clicking on the saved filter executes the query.

Note - Date options Last Day, Last 7 Days and Last 30 Days in your saved search query are relative to the time that the search is executed. If you have set a Custom Date within your saved filter, then you may need to review in order to ensure that you search for messages for the correct period;

▪ The saved filter can be either be set as a default, renamed or deleted if no longer required:

8. User Maintenance

7.1 Overview

The EmployerPay Portal supports a full self-service management of Users. Users with the "Gateway Administrator" role will have access to the **User Details** component, that allows searching and reporting on all existing users, and creation of new users.

Once within the Portal, there are no restrictions on viewing messages (of any type supported) and viewing feedback as long as it is in the context of the products (USIs) which you have been given access to.

When sending messages to another fund, then this can only be from one of the products which you have access to and they can be sent to any product / fund which appears on the ATO's published Fund Validation Service (FVS).

Alternatively, when viewing messages, you can only view messages which are intended for one of your products and could be sent from any product/fund which appears on the Fund Validation Service (FVS).

Below is a list of the current User Roles available in the MACS Portal.

Role	Permissions
Gateway Administrator	**User Management** • User Creation / deactivation • User Maintenance – User Role, Name, Email **MACS Portal** • View, search and download member and contribution (MACS) messages. • Trigger Contribution Response Messages
Gateway Clerical	**MACS Portal** • View, search and download member and contribution (MACS) messages. • Trigger Contribution Response Messages
Gateway Read Only	**MACS Portal** • View, search and download member and contribution (MACS) messages.

7.2 Add User

To add a New User:

1. Select **Add User** from the User Maintenance screen
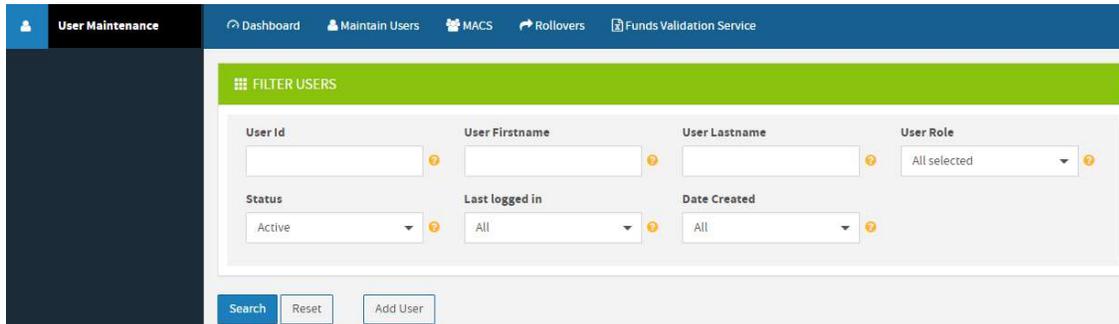
2. Enter Mandatory Data

- User ID
- User First name
- User Last name
- Select Relevant Role

- Users Email Address

3. Click **Save**.

On clicking **Save**, an email with subject "A new user has been created for you" is sent to the new user, including a link for the user to set their password. Note – The User ID is not included in the email for security, therefore the user will need to be informed / made aware of their User ID.

Registration Confirmation

Dear Name,

This email is to confirm that you are registered with the EmployerPay Portal (Test).

You cannot reply to this email. If you require any further assistance please contact clientservices@superchoice.com.au.

Log in
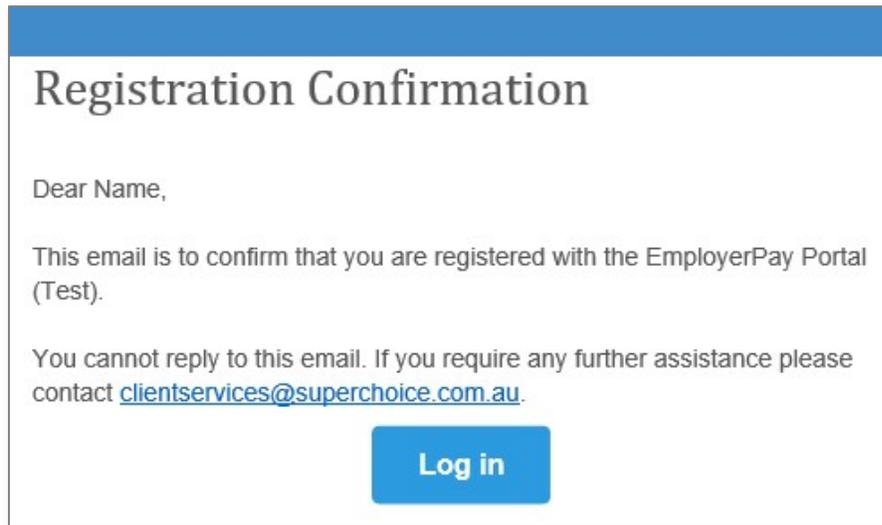
9. Version Control

Version	Date	Detail
v1.0	June 2017	Original Version
v2.0	April 2020	Key updates include: ▪ Accessing the MACS Portal via EmployerPay with Multi-Factor Authentication ▪ MACS Portal User Maintenance