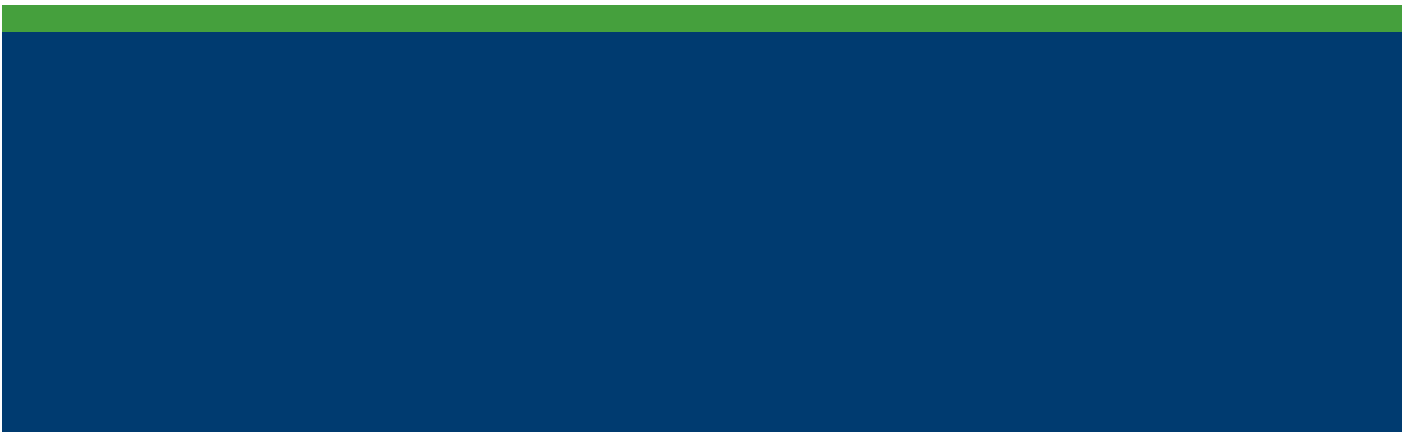


FVS Product Maintenance Portal

User Guide



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1. Overview

The FVS (Fund Validation Service) is an ATO controlled service that enables Fund Administrators to download the latest Superannuation Fund data, as well as add & amend Product details.

Based on client feedback, SuperChoice has upgraded the original SuperChoice “**FVS Portal**” with the new “**FVS Product Maintenance Portal**”. This new portal has the benefits of:

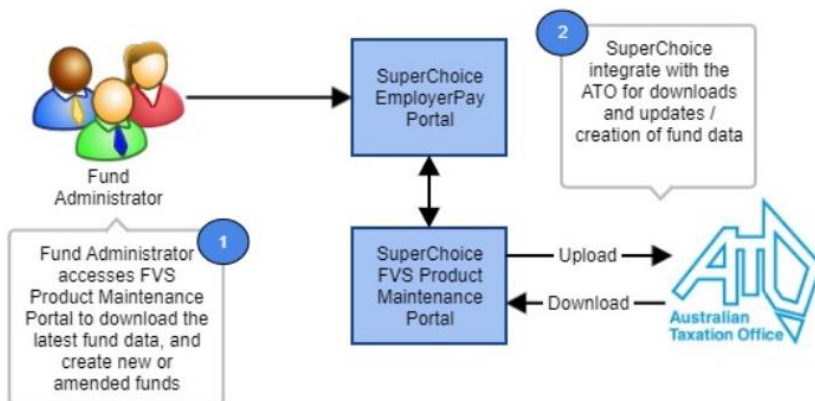
- Online real-time data validation when adding a new product / amending an existing product
- Online display of all current active and historic products on the ATO FVS
- Client Self-Service User access management
- Support for Single Sign-on (SSO) access (optional)

The new FVS Product Maintenance Portal continues to support online downloading of the FVS in exactly the same format as today, so no system changes will be required by clients.

Whereas the original SuperChoice FVS Portal managed amendments / additions of products via .xls file upload, the feedback from clients was that this infrequently completed process was problematic, error-prone and a poor user-experience. Taking on board this feedback, SuperChoice has replaced the upload with a simple User Interface.

1.1 SuperChoice FVS Solution

The diagram below provides an overview of the components and end-2-end FVS process flow.



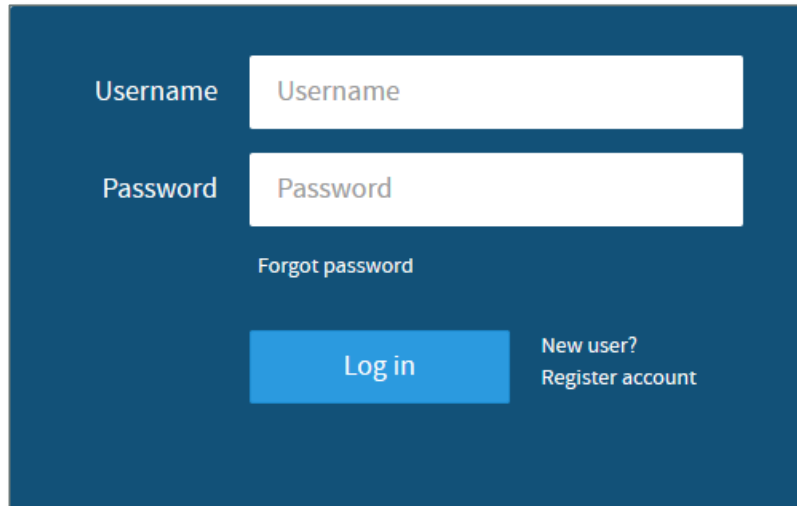
The SuperChoice solution is made up of two components:

- The **EmployerPay Portal** - where the user can access other functionality such as MACS Contribution Portal, Rollover Portal
- The **FVS Product Maintenance Portal** – where the user can (i) add new products, (ii) make amendments to existing products (iii) view Product Data and (iv) Download the latest ATO FVS.
- The SuperChoice FVS Product Maintenance Portal manages all integration with the ATO.

2. Access FVS Product Maintenance Portal

2.1 Login

The FVS Product Maintenance Portal is delivered as part of SuperChoice's EmployerPay platform. To login to the FVS Product Maintenance Portal enter your Username and Password and select **Log in**



Username

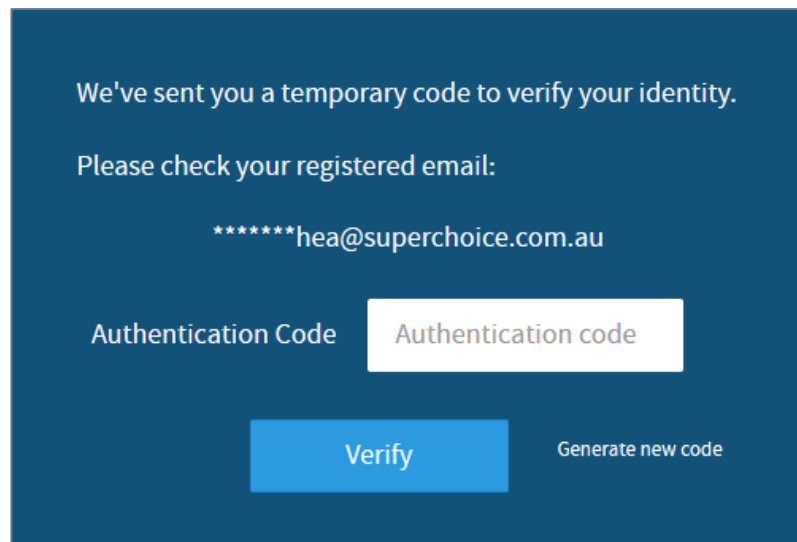
Password

[Forgot password](#)

[Log in](#) [New user? Register account](#)

Multi-Factor Authentication

A conditional Multi-Factor Authentication code will be sent via email on User Login.



We've sent you a temporary code to verify your identity.

Please check your registered email:

*****hea@superchoice.com.au

Authentication Code

[Verify](#) [Generate new code](#)

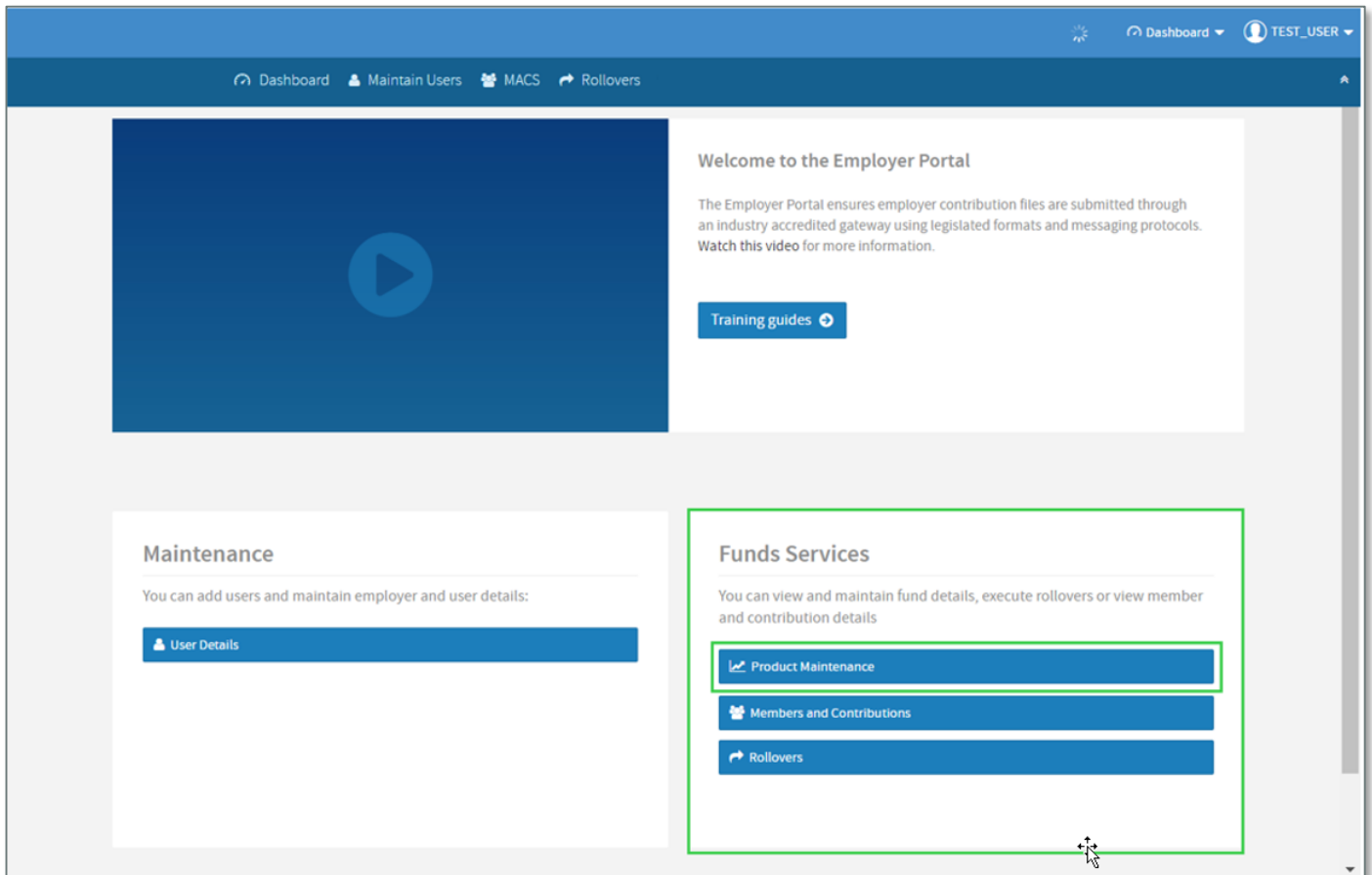
The Multi-Factor Authentication code will be issued for the below events:

- 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 FVS Product Maintenance Functionality

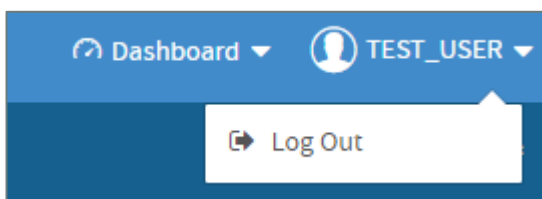
The EmployerPay home page will dynamically display the relevant sections and links based on the user role and permissions. Note – This screenshot sample is for a User with ‘Gateway Administrator’ role of a client for which SuperChoice provides (i) Product Maintenance, (ii) Contribution and (iii) Rollover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

To access FVS functionality from the home page, click on **Product Maintenance**



2.3 Logout

To logout from the FVS Product Maintenance Portal, select the user name from the top right panel, and click on Log Out.



2.4 Accessing from various devices

The FVS Product Maintenance Portal 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 the FVS Product Maintenance Portal. 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 FVS Product Maintenance Portal. Note – the screen shots in this document are taken with the standard default SuperChoice Branding.

3. FVS Product Maintenance Portal Functionality

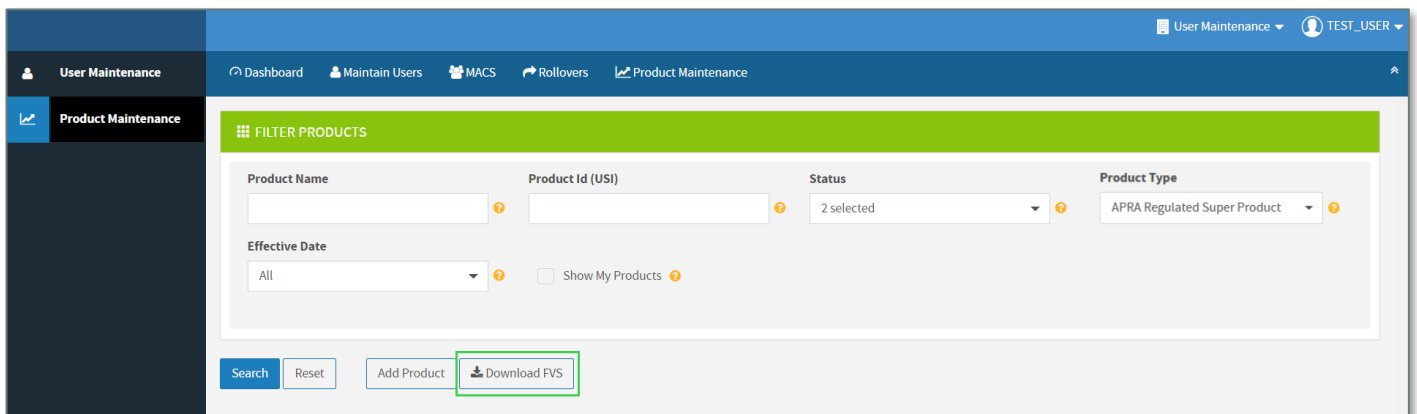
3.1 Overview

The core features of FVS Product Maintenance Portal include:

- The ability to download the latest FVS product list from the ATO
- The ability to view active, blocked and closed FVS product details
- The ability to add new product
- The ability to amend existing product

3.2 Downloading the ATO FVS

To download the latest version of the ATO FVS, simply navigate to the FVS Product Maintenance Portal and click **Download FVS** button from within the FVS Product Maintenance Portal, highlighted in green below:



3.2.1. ATO FVS Download Data – Revision Status

The FVS download format includes the “Revision Status” first column. This is included to ensure the format aligns with the historic ATO format and the FVS format shared via email. Aligning to the format minimises impacts to any downstream systems which have been mapped to the original format.

IMPORTANT – The ATO no longer provides the “Revision Status” value anymore. SuperChoice is unable to present the relevant value at the time of download (as it is dependent on which previous historic FVS Download it is being compared against). Therefore, the “Revision Status” will always default to “O”.

3.3 Viewing, Adding and Maintaining Products

To view, add and/or maintain products on the ATO FVS, simply navigate to the FVS Product Maintenance

3.3.1. View ATO FVS Products

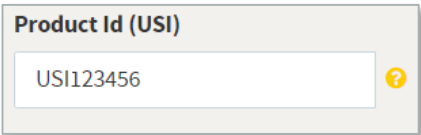
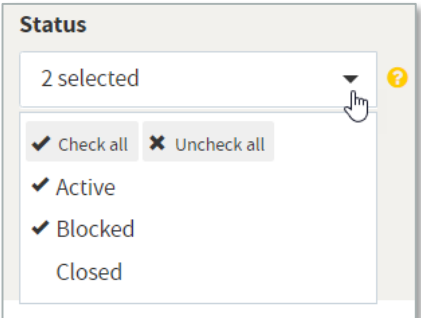
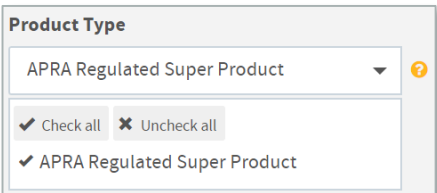
Product Maintenance provides a set of search filters, allowing the user to search the ATO FVS according to a set of criteria.

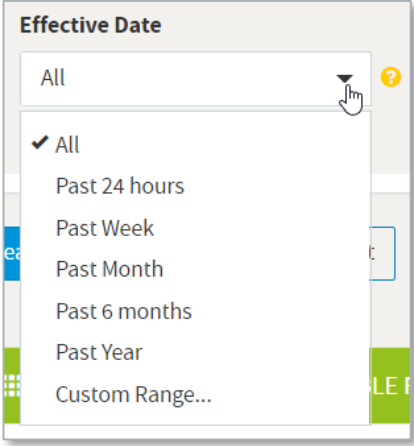
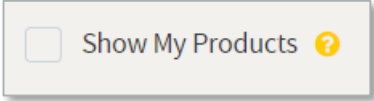
Search filters will either be multi-select, text entry, or date filter. Multi-select controls allow the user to select None, All or a particular selection of values in the list. Text filters are automatically wildcarded such that the system will look for any records which contain the particular search filter provided. For example, entering Product Name of “Fund” will also return “Superannuation Fund 1”, “Superannuation Fund 2”, etc.

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

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

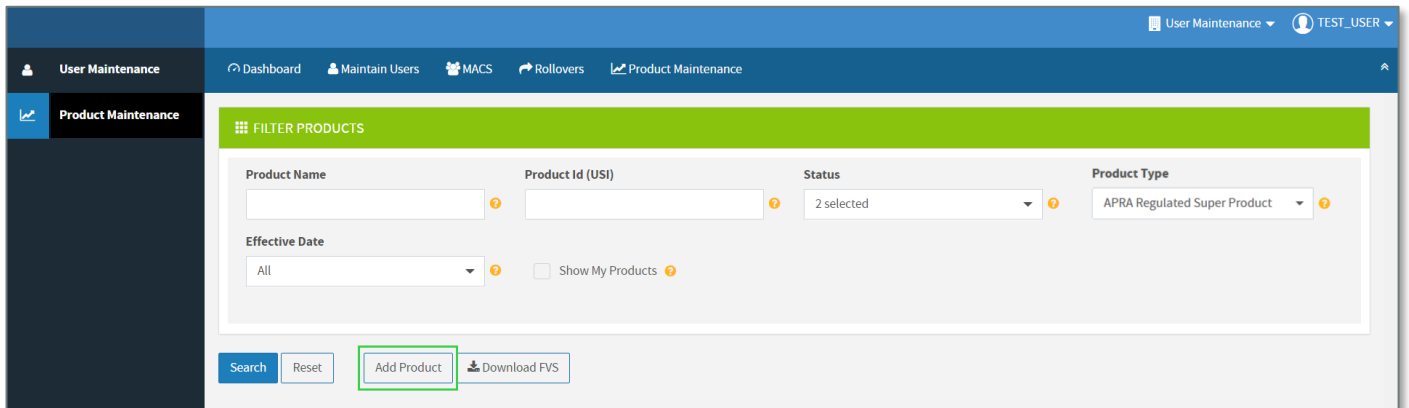
| Search Filter | Example | Description | Default Value |
|---------------|---------|---|---------------|
| Product Name | | Product Name allows the user to search the name of a Product. Note - Text filters are automatically wildcarded such that the system will look for any records which contain the particular search filter provided | Empty |

| Search Filter | Example | Description | Default Value |
|---------------|---|---|---------------------------------|
| Product USI |  | <p>Product Id (USI) allows the user to search using the Unique Superannuation Identifier.</p> <p>Note - Text filters are automatically wildcarded such that the system will look for any records which contain the particular search filter provided</p> | Empty |
| Status |  | <p>Status allows the user to search on the status of the Product on the ATO FVS.</p> <ul style="list-style-type: none"> ▪ Active – Current Product ▪ Blocked – Blocked Product - have a Contribution Restrictions flag on the ATO FVS. This indicates that there is a restriction on which employers can make a contribution to the product. Employers will need to confirm the product can accept their contributions before the product can be unblocked for their use ▪ Closed – No longer active or blocked Product <p>Important – Product Maintenance does not display new future products or upcoming product changes. For this information you must download and view the ATO FVS file.</p> | 2 selected Active Blocked |
| Product Type |  | <p>Product Type allows a user to search for the type of Product.</p> <p>Note – In the Test environment, users are able to add an additional Product Type called “Test Product”. Although please contact SuperChoice should you wish to leverage this functionality – as additional SuperChoice back-office set-up may be applicable for your end-2-end solution.</p> | All |

| Search Filter | Example | Description | Default Value |
|------------------|---|---|---------------|
| Effective Date |  | <p>Effective Date allows the user to search for records based on their Effective Date. To select specific dates; select Custom Date Range and enter the From and To dates accordingly</p> | All |
| Show My Products |  | <p>Show My Products will display only the Products to which a user is permitted to amend.</p> | Unselected |

3.3.2. Add a new product to the ATO FVS

1. To add a new product to the ATO FVS, click on **Add Product** from the Product Maintenance page



2. Enter the relevant and mandatory Product Details by navigating through the below tabs:

- Product Details

The screenshot shows the 'Product Details' form. It has three tabs: 'Product Details', 'Contact Details', and 'Payment Details'. The 'Product Details' tab is active. The form is divided into two main sections: 'Product Details' and 'Product Attributes'.
Product Details Section:
- **Product Name:** Text input field.
- **Product ID (USI):** Text input field.
- **Product Type:** Dropdown menu with 'Select Product Type' selected.
- **Organisation Name:** Text input field.
- **Organisation ABN:** Text input field.
Product Attributes Section:
- **Product Supports:** Dropdown menu with 'Select Product Supports' selected.
- **Contribution Restrictions:** Checkbox.
- **Effective From (date):** Date input field with a calendar icon.
- **Effective To (date):** Date input field with a calendar icon and '31 Dec 9999' entered.
At the bottom of the form, there are 'Save', 'Cancel', and 'Next' buttons.

- Contact Details

Product Details **Contact Details** **Payment Details**

Contact Details

Contact details for information and support regarding the product.

Given Name ?

Family Name ?

Phone No. ?

Email ?

Website Address ?

- Payment Details

Product Details **Contact Details** **Payment Details**

Contributions

This is the bank account to which contributions will be paid.

BSB ?

Account Number ?

Account Name ?

Electronic Service Address ?

Rollovers

This is the bank account to which rollover balances will be transferred.

BSB ?

Account Number ?

Account Name ?

Electronic Service Address ?

For more information on the data requirements, please refer to **3.3.5 ATO FVS Data Rules**

3. Once all information has been entered, click **Save**, whereby the following “Confirm Save” screen will appear

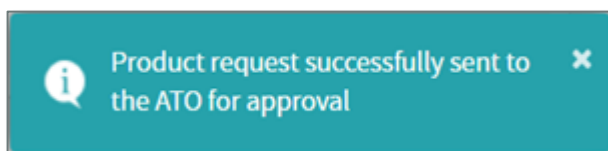


Important – In Production - This will send a request to the ATO to add a new product to the FVS and activate the ATO FIA verification process. On the day after the FIA verification process is complete, please check the **ATO FVS Download** to confirm that the ATO has successfully processed the request.

- The FVS Product Maintenance Portal displays online only active, blocked and historic closed products on the ATO FVS, it does not display pending new future products nor future dated changes to products. Hence the new Product will only become visible online once approved by the ATO and when the new Product becomes active.
- Please always inform SuperChoice Client Services (services@superchoice.com.au) when you have added a new USI, so that SuperChoice is aware of the new USI and can update your authorisation so that you have access to update the USI going forward. For clients who receive messages from SuperChoice via an integration service, SuperChoice will also need to arrange for transactions to the new USI to be sent to you via your requested integration channel.

In UAT – A request is sent to the ATO External Vendor Test Environment (EVTE), although the ATO EVTE is only a basic end-point stub and the additional product will not appear in the ATO EVTE FVS download.

4. On clicking **OK**, the following confirmation pop-up will appear.



3.3.3. Amend existing product on the ATO FVS

A user will only be allowed to amend a product for which they have permission to do so. To amend a product;

1. Use the Search Filters to search for the product or select Show My Products.
2. Select and click on the Product you wish to amend.

| Product Name | Product Id (USI) | Status | Product Type | Effective Date |
|--------------|------------------|--------|-----------------------------|----------------|
| Product Name | vid78965432146 | Active | ATO Regulated Super Product | 01 Jun 2020 |

3. Update the relevant Product Details by navigating through the below tabs:

- Product Details
- Contact Details
- Payment Details

4. Click **Save**, and then **OK** on the “Confirm Save” screen.

Important – In Production - This will send a request to the ATO to amend an existing product to the FVS. Please check the ATO FVS Download on the following day (or after the FIA verification) to confirm that the ATO has successfully accepted the request.

- The FVS Product Maintenance Portal displays online only active, blocked and historic closed products on the ATO FVS, it does not display pending new future products nor future dated changes to products. Hence the Product amendment will only become visible online once approved by the ATO and when the new Product amendment becomes active.

In UAT – An update is sent to the ATO EVTE, although the ATO EVTE is only a basic end-point stub and the product amendment will not appear in the ATO EVTE FVS download.

3.4 ATO FVS Data Rules

The table on the following page provides a high-level explanation of the ATO data rules.

Important - The ATO must be advised **at least 10 business days** in advance of any change to the FVS register, and **recommends 28 days'** notice for critical data (Bank accounts, End-point service address, End dating a USI).

Note – For new Products and where the FVS amendment involves changes to Financial Institution Account (FIA) details, then a separate manual ATO triggered verification process is required before the updates become available on the FVS download. It is therefore recommended to provide **greater advance** notice when adding new products or amending FIA details. It is also important that Funds keeps the ATO FVS FIA contact details up-to-date (see section 10).

| Detail | Mandatory | Data Format | Additional ATO Rules | Example Data |
|-------------------------------------|-----------|---|--|----------------------------------|
| Product Name | Mandatory | Up to 240 Characters | | XYZ Super Product |
| Organisation Name | Mandatory | Up to 200 Characters | | XYZ Superannuation Administrator |
| Product ID (USI) | Mandatory | Must not be greater than 14 characters | USI must be ABN plus the 3 numeric numbers or SPIN (3 alpha + 4 numeric + 2 alpha) associated with the product. | 12345678901234 |
| Organisation ABN | Mandatory | Must be 11 Digits | Must pass the ABN algorithm check | 12345678901 |
| Product Supports | Mandatory | Set Values – More than one value permitted: ROLL2.0-X GROL2.0-X CONT1.0-X GCON2.0-X | ' CONT1.0-X ' - Cross certified to receive contributions & send responses ' ROLL2.0-X ' – Certified to receive for Rollover V2.0 ' GROL2.0-X '– Certified to receive for Government Rollover V2.0 ' GCON2.0-X '– Certified to receive for Government Contributions V2.0 | ROLL2.0-X |
| Contribution Restrictions | Mandatory | Radio Button indicates 'Y' when selected or 'N' when not selected | | N |
| Effective Date (from) | Mandatory | Must be valid date in format | Effective date (from) is the date when the Product or Change becomes active. Note: the ATO must be advised at least 10 business days in advance of any change to the register. | 01 Jan 2020 |
| Effective Date (to) | Mandatory | Must be valid date in format | Effective date (to) is the last date when the superannuation product is able to receive contributions or rollovers. If the product does not have an end date, the default end-date (31 Dec 9999) must be used. | 31 Dec 9999 |
| Contact Person – Given Name | Mandatory | Must not be greater than 40 characters | Name must contain at least one alphabetical character. Must not contain: "Space hyphen space", Repeated hyphen, apostrophe, or space characters, Suffix (ESQ, II, III, IV, JNR, JP, MHA, MHR, MLA, MLC, MP, QC or SNR), Title ("MR", "MRS", "MISS" or "MS"), nor "Exec for", "Rep for" or "Trustee for" | Mike |
| Contact Person – Family Name | Mandatory | Must not be greater than 40 characters | | Brown |

| Detail | Mandatory | Data Format | Additional ATO Rules | Example Data |
|---|-----------|--|--|---|
| Contact Phone Number | Mandatory | Contact number must not greater than 16 digits | | 123245678 |
| Contact email | Mandatory | Must not be greater than 250 Characters | Email address must contain @ and a dot (.) Email address must not; Start or end with an @, Contain more than one @ symbol, Start or end with a dot (.), Contain more than one consecutive dots (..), Contain a @ symbol followed by a dot (@.), Start with a space or include a space within it. Contain invalid character. | contact@xyz.com.au |
| Website Address | Optional | Up to 255 Characters | Web address must start with "http://" or "https://" | https://www.xyz.com.au/ |
| Contributions BSB | Mandatory | Must be 6 digits and in range 012001-999999 | <p>Primary (Contributions) and Secondary (Rollover) Payment Financial Institution Account details, and electronic service address must be provided.</p> <p>For new Products and where the FVS amendment involves changes to Financial Institution Account (FIA) details, the separate manual ATO triggered verification process is required before the updates become available on the FVS download.</p> | 999999 |
| Contributions Account Number | Mandatory | Must not be greater than 9 digits | | 123456789 |
| Contributions Account Name | Mandatory | Must not be greater than 32 characters, and not contain punctuation nor special characters | | XYZ Superannuation |
| Contributions Electronic Service Address | Mandatory | Must be valid Electronic Service Address, not greater than 240 characters. | | https://supergate.superchoice.com.au/exchange/SuperStream |
| Rollovers BSB | Mandatory | Must be 6 digits and in range 012001-999999 | | 999999 |
| Rollovers Account Number | Mandatory | Must not be greater than 9 digits | | 123456789 |
| Rollovers Account Name | Mandatory | Must not be greater than 32 characters, and not contain punctuation nor special characters | | XYZ Superannuation |
| Rollovers Electronic Service Address | Mandatory | Must be valid Electronic Service Address, not greater than 240 characters. | | https://supergate.superchoice.com.au/exchange/SuperStream |

3.5 ATO Financial Institution Account (FIA) Verification Contact Details

Funds must maintain up-to-date FVS FIA contact details with the ATO. These contact details must be maintained directly with the ATO. Please see the ATO website for further details.

<https://www.ato.gov.au/Super/SuperStream/In-detail/Validation-services/Financial-institution-account-verification-details-template/>

The ATO will use these details to verify any FVS updates which impact FIA changes.

3.6 ATO FVS Delegated Authority

For SuperChoice to be able to action FVS requests on your behalf, it is necessary for Funds to delegate business permissions to SuperChoice to act on behalf of your product's ABN.

The Fund's administrator will need to ensure in the ATO Access Manager Portal, the business permission has been delegated to SuperChoice, to Lodge Super Product details.

How to delegate authority?

1. Log into [ATO Access Manager](#) with your myGovID (replacement for AUSKey)
2. Under "Business Appointments", select "Who has access to my business"
3. From the "**Who has access to my business**" page, select "**SuperChoice**" from the list of ABNs.
 - You will see the "**Modify appointed business permissions**" page for SuperChoice.
 - Note – If you have not previously appointed SuperChoice as a delegated authority, please click "**Appoint New Business**" and enter SuperChoice's ABN 78 109 509 739.
4. Under the "**My Business details**", check "**Super products details - Lodge**". This authorises SuperChoice to update the Fund register on your behalf.
5. Save your changes.
6. Note – This process will need to be repeated for each of your product ABNs.
7. SuperChoice systems will then automatically accept the delegation.

3.7 ATO Further Information & Contact Details

Additional ATO information on the FVS Process can be found at

<https://www.ato.gov.au/super/superstream/apra-regulated-funds/fund-validation-service/>

<https://www.ato.gov.au/super/superstream/in-detail/validation-services/fund-validation-service-user-guide/>

<https://www.ato.gov.au/General/Online-services/Accessing-online-services-with-myGovID-and-RAM/>

<https://www.ato.gov.au/General/Online-services/In-detail/Using-Access-Manager/Using-Access-Manager/>

ATO SBR Service Desk:

Email: sbrservicedesk@sbr.gov.au

Phone: 1300 488 231 – available between 8:00am and 7:00pm AEST Monday - Friday – exc public holidays

4. User Maintenance

4.1 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 ATO FVS Products. Users will however only be allowed to amend products (USIs) which they have been given access to.

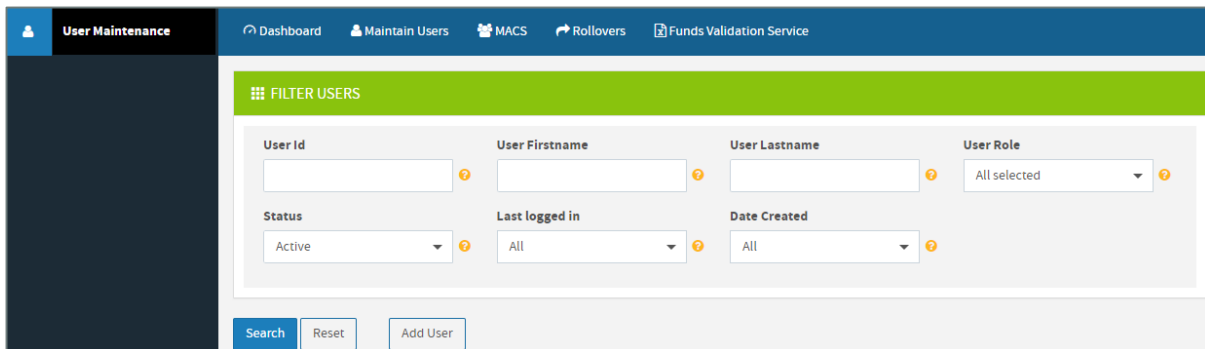
Below is a list of the current User Roles available in the FVS Product Maintenance Portal.

| Role | Permissions |
|---|--|
| <ul style="list-style-type: none"> ▪ Gateway Administrator | <p>User Management</p> <ul style="list-style-type: none"> ▪ User Creation / deactivation ▪ User Maintenance – User Role, Name, Email <p>FVS Product Maintenance Portal</p> <ul style="list-style-type: none"> ▪ View Products ▪ Add Products to the ATO FVS ▪ Amend Products on the ATO FVS ▪ Download ATO FVS |
| <ul style="list-style-type: none"> ▪ Custodian Officer ▪ Custodian Admin ▪ Fund Admin ▪ FVS Admin (previously FVS Portal) | <p>FVS Product Maintenance Portal</p> <ul style="list-style-type: none"> ▪ View Products ▪ Add Products to the ATO FVS ▪ Amend Products on the ATO FVS ▪ Download ATO FVS |
| <ul style="list-style-type: none"> ▪ Gateway Clerical ▪ Gateway Read Only | <p>FVS Product Maintenance Portal</p> <ul style="list-style-type: none"> ▪ View Products |

4.2 Add User

To add a New User:

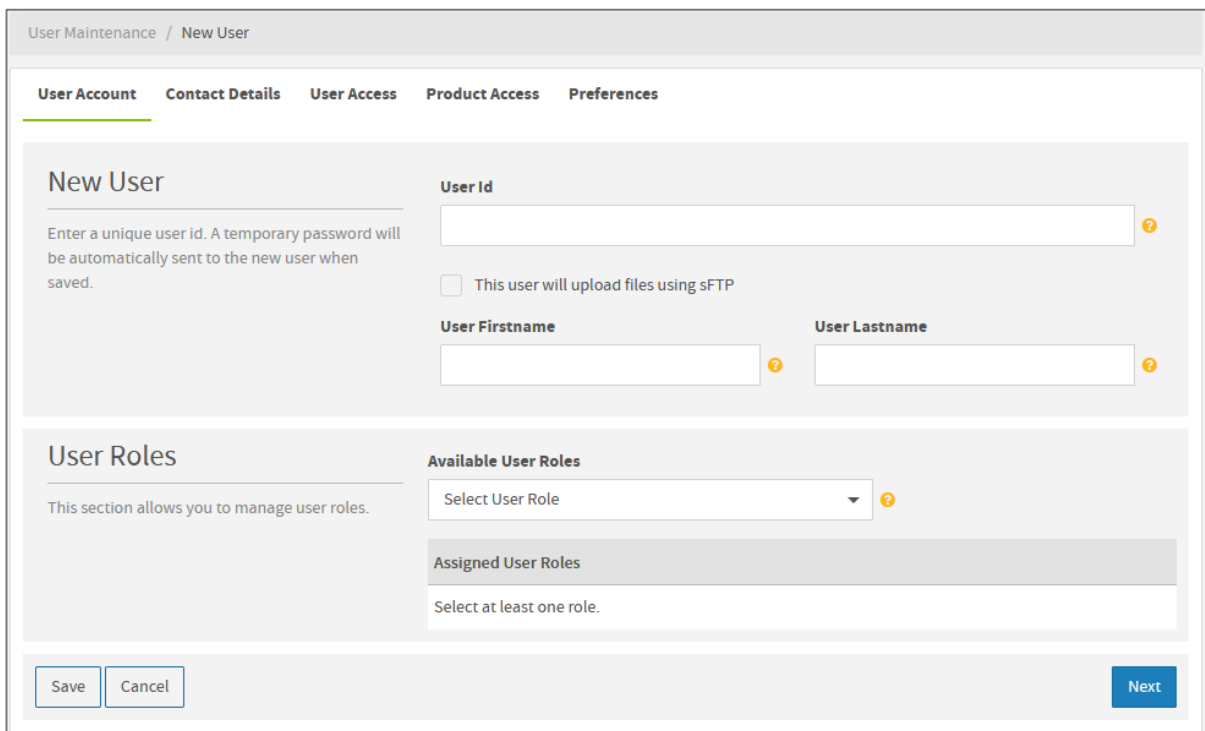
1. Select **Add User** from the User Maintenance screen



The screenshot shows the 'User Maintenance' interface. At the top, there is a navigation bar with 'User Maintenance' selected and other options like 'Dashboard', 'Maintain Users', 'MACS', 'Rollovers', and 'Funds Validation Service'. Below this is a 'FILTER USERS' section with several input fields and dropdown menus: 'User Id', 'User Firstname', 'User Lastname', 'User Role' (set to 'All selected'), 'Status' (set to 'Active'), 'Last logged in' (set to 'All'), and 'Date Created' (set to 'All'). At the bottom of the filter section are 'Search', 'Reset', and 'Add User' buttons.

2. Enter Mandatory Data

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



The screenshot shows the 'New User' form within the 'User Maintenance' interface. The breadcrumb is 'User Maintenance / New User'. There are five tabs: 'User Account' (selected), 'Contact Details', 'User Access', 'Product Access', and 'Preferences'. The 'New User' section includes a text input for 'User Id' with a help icon, a checkbox for 'This user will upload files using SFTP', and text inputs for 'User Firstname' and 'User Lastname', each with a help icon. The 'User Roles' section includes a dropdown for 'Available User Roles' (set to 'Select User Role') with a help icon, and a section for 'Assigned User Roles' with the instruction 'Select at least one role.' At the bottom are 'Save', 'Cancel', and 'Next' buttons.

- Users Email Address

User Maintenance / New User

User Account **Contact Details** User Access Preferences

Contact Details

Contact details for this user.

Email Address ?

Landline ?

Mobile Phone ?

Save Cancel Next

- Product Access. Note - A user can have access to:

- No Products
- A select set of Products
- All Products

User Account Contact Details User Access **Product Access *** Preferences

No Product Access

This will remove all direct access to products for this user. Note they may still have indirect access based on their membership of User Groups.

Products Access

This section will give the user access to specific products.

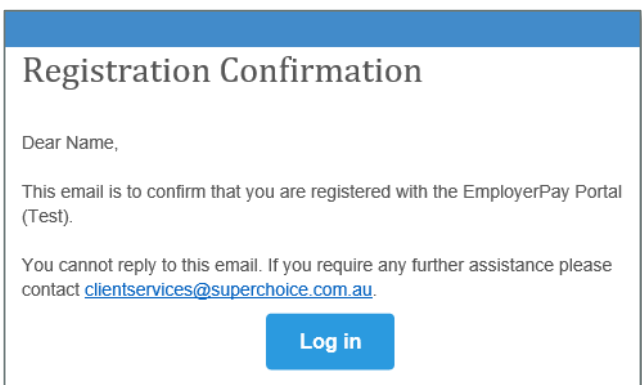
All Products Access

This section will give users access to all products for this custodian.

Save Next

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.



Version Control

| Version | Date | Detail |
|------------|------------|---|
| v2.0 Draft | 24/06/2020 | Draft version for early client engagement |
| v2.0 Final | 26/06/2020 | Final version for client usage |
| v2.1 Final | 07/07/2020 | Minor correction to the Amend Product Step on page 12 |

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