

SuperChoice Services Pty Limited

Rollover Portal User Guide

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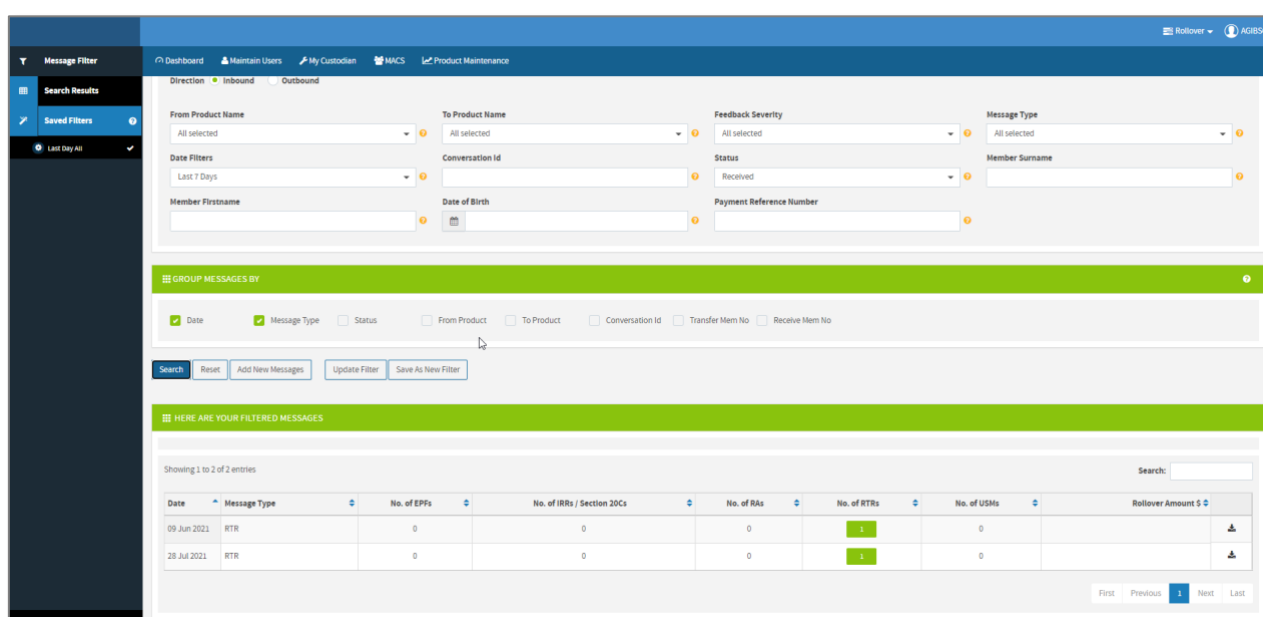
Document revision history and approvals

Version	Date	Detail
v1.0	May 2018	Original Version
v2.0	April 2020	Key updates include: <ul style="list-style-type: none">• Accessing the Rollover Portal via EmployerPay with Multi-Factor Authentication• Rollover Portal User Maintenance
v3.0	August 2021	Updated User Guide reflecting enhancements made to the Rollover Portal for MIG v3, including: <ul style="list-style-type: none">• Support for Release Authority Messages• SMSF Rollovers.
V4.0	September 2021	Reformatted, rebranded and edited text.
V4.1	October 2021	Reviewed and made minor changes.
V4.2	October 2021	Reviewed and made minor changes.
V4.3	October 2021	Edited review edits.

Overview

The SuperChoice Rollover Portal is a self-serve reporting portal that is intended for use by Fund Gateway Administrators. The Rollover Portal:

- Provides the ability to search for, view, download and send MIGv3 rollover messages.
- Displays messages as individual processing events for a single member transaction.
- Receives data from a variety of sources in real time (SuperStream Network and SuperChoice clients) and then immediately makes the messages available.



The screenshot shows the SuperChoice Rollover Portal interface. On the left is a sidebar with 'Message Filter', 'Search Results', 'Saved Filters', and 'Last Day All'. The main area has a top navigation bar with 'Dashboard', 'Maintain Users', 'My Custodian', 'MICS', and 'Product Maintenance'. Below this is a 'Direction' dropdown set to 'Inbound'. The search filters section includes: 'From Product Name' (All selected), 'To Product Name' (All selected), 'Feedback Severity' (All selected), 'Message Type' (All selected), 'Date Filters' (Last 7 Days), 'Conversation Id', 'Status' (Received), 'Member Surname', 'Member Firstname', 'Date of Birth', and 'Payment Reference Number'. Below the filters is a 'GROUP MESSAGES BY' section with checkboxes for Date, Message Type, Status, From Product, To Product, Conversation Id, Transfer Mem No, and Receive Mem No. The 'Date' checkbox is checked. Below this are buttons for 'Search', 'Reset', 'Add New Messages', 'Update Filter', and 'Save As New Filter'. The 'HERE ARE YOUR FILTERED MESSAGES' section shows a table with 2 entries. The table has columns: Date, Message Type, No. of EPFs, No. of IRBs / Section 20Cs, No. of RAs, No. of RTRs, No. of USMs, and Rollover Amount \$. The first entry is dated 09 Jun 2021, Message Type RTR, No. of EPFs 0, No. of IRBs / Section 20Cs 0, No. of RAs 0, No. of RTRs 1, No. of USMs 0, and Rollover Amount \$. The second entry is dated 28 Jul 2021, Message Type RTR, No. of EPFs 0, No. of IRBs / Section 20Cs 0, No. of RAs 0, No. of RTRs 1, No. of USMs 0, and Rollover Amount \$. The table has a search bar and pagination controls at the bottom.

The following messages are supported by the Rollover Portal:

- Electronic Portability Form (**EPF**)
- Initiate Rollover Requests and Initiate Rollover Error Responses (**IRR** and **IRER**)
- Section 20C Notices and Section 20C Error Responses (**S20C** and **S20CER**)
- Release Authority, Release Authority Statements and Responses (**RA** and **RAER**, **RAS** and **RASOR**)
- Rollover Transaction Requests and Rollover Transaction Outcome Responses (**RTR** and **RTOR**)
- Unclaimed Superannuation Money Rollovers and Unclaimed Superannuation Money Rollover Outcome Responses (**USM** and **USMOR**)

The **IRR**, **IRER**, **RTR**, **RTOR**, **USM** and **USMOR** are all bi-directional messages. This means you can send them outbound to other funds and you can also receive them.

- **IRR**, **IRER**, **RTR** and **RTOR** messages are to and from other APRA funds and SMSFs.
- **USM** and **USMOR** messages are to and from the ATO.

RA are received inbound from the ATO only, and the fund must respond with a **RAER** or **RAS**. (The ATO will respond to a **RAS** with an **RASOR**.)

S20C are received inbound from the ATO only. Funds can respond / view any corresponding **S20CER** in the same way as an **IRER** and **RAER**.

EPF are received inbound from the ATO only, with no option to respond.

Accessing rollover functionality

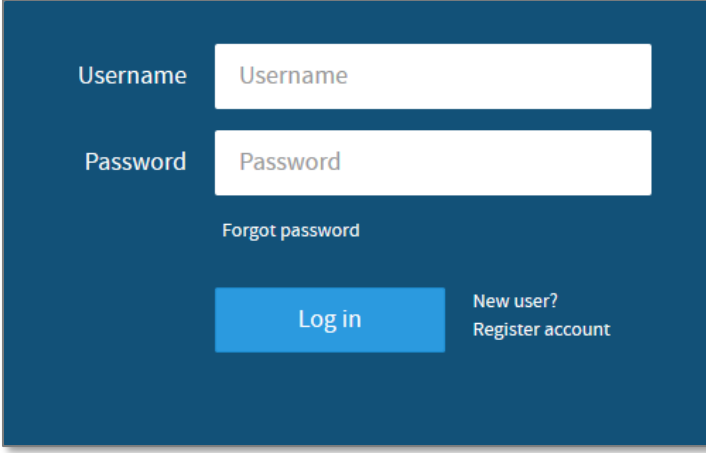
Logging into the Portal

The Rollover Portal is delivered as part of SuperChoice's EmployerPay platform.

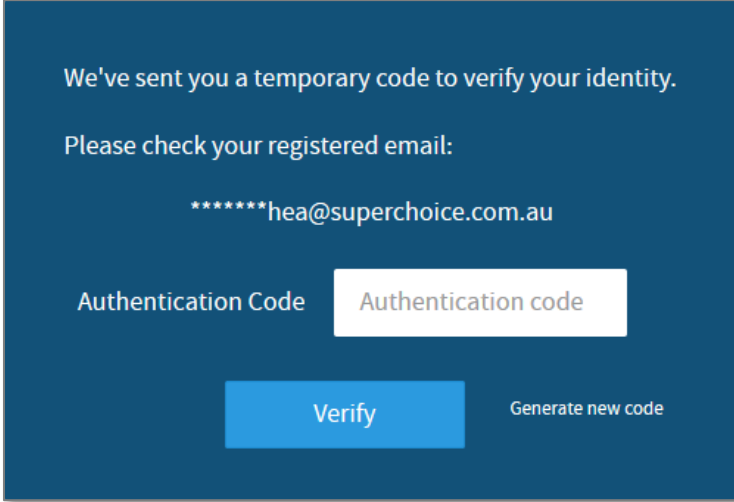
The below login process is not applicable for clients with Single-Sign-on (SSO) access.

To log in to the Rollover Portal:

1. Type your **Username** and **Password**.
2. Click **Log in**.

A screenshot of the login interface. It features a dark blue background with white text. There are two input fields: 'Username' and 'Password'. Below the password field is a link for 'Forgot password'. At the bottom, there is a blue 'Log in' button and a link for 'New user? Register account'.

A message displays to tell you that a temporary verification code will be emailed to you. Keep the screen open and check your Inbox.

A screenshot of the verification interface. It has a dark blue background with white text. The message reads: 'We've sent you a temporary code to verify your identity. Please check your registered email: *****hea@superchoice.com.au'. Below this is an 'Authentication Code' input field. At the bottom, there is a blue 'Verify' button and a link for 'Generate new code'.

3. Type the **Authentication Code** you received in the email, and then click **Verify**.
This logs you into the Rollover Portal.

Multi-Factor Authentication

The Multi-Factor Authentication code is issued when:

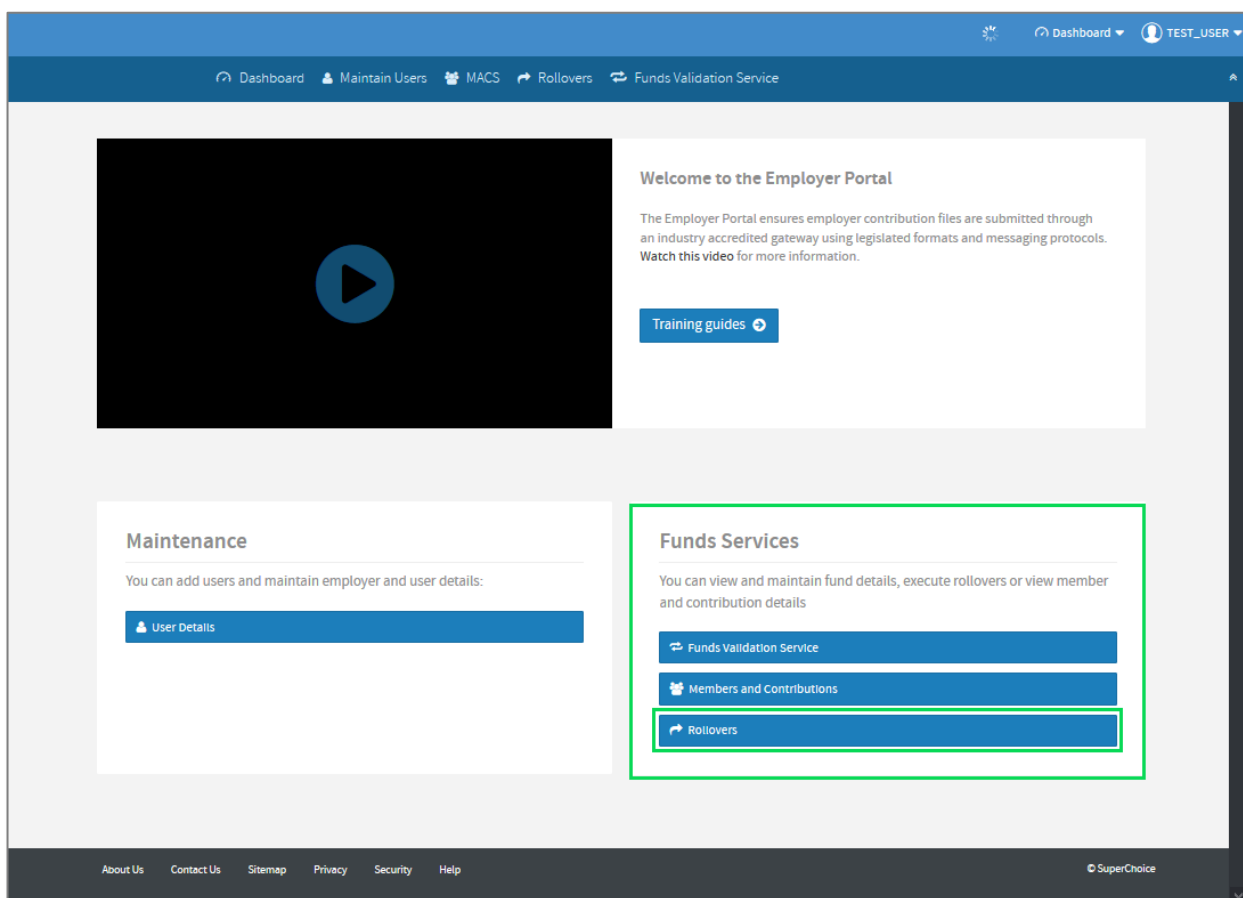
- A new user is created
- A password reset has been requested
- A user logs into EmployerPay using a new web browser
- A user logs into EmployerPay using a different computer or laptop.

Accessing the Rollover Portal

The EmployerPay home page will display the relevant sections and links based on your user role and permissions.

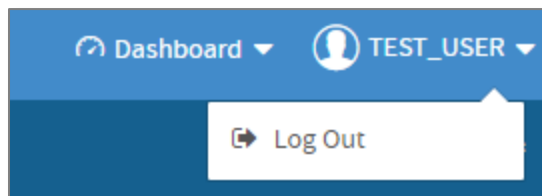
The following screenshot is for the Gateway Administrator user role of a client that SuperChoice provides FVS, Contribution and Rollover Gateway Services.

To access the Rollover Portal from the home page, click on **Rollovers** from the **Fund Services** link group.



Logging out from the Portal

To logout from the Rollover Portal, select the your name from the top right panel, and then click on **Log Out**.



Accessing from various devices

The Rollover Portal screen has been designed to provide a good user experience on any type of device; including desktop PCs, laptops, tablets and mobile devices. The screen automatically adjusts according to the device used.

This user guide has been prepared using a laptop, so the screenshots provided are specific to the laptop's screen size. While the Rollover Portal screens will have the same features on any type of computer, the screens may be laid out slightly differently.

Recommended browsers and required applications

The EmployerPay Portal is optimised for usage with Google Chrome, Mozilla Firefox and Microsoft Edge (the version using the Chromium engine).

It is recommended that you always run the latest version of the browser. Although the EmployerPay Portal is compatible with the current and previous two versions of these browsers.

In addition to the supported browsers above, to use the SuperChoice Rollover Portal you will require **MS Office 2007** and above (version that supports the .XLSX format) and a PDF reader.

Branding

If corporate branding has been applied to your EmployerPay platform, the branding will also be applied to the Rollover portal.

The screen shots in this document have the standard SuperChoice Branding.

Rollover Portal functionality


Overview


The core features of the Rollover Portal include the ability to:

- Search for Inbound messages (coming to you for your products) and Outbound messages (messages which you are sending out).
- Search for **IRR**, **S20C**, **EPF**, **RA**, **RTR**, **RAS** and **USM** messages that have no feedback or have feedback (where applicable).
- View messages of status Received and Downloaded (applicable when viewing Inbound messages).
- Download messages as a spreadsheet (CSV) or a Portable Document File (PDF).
- Create **IRR**, **RTR**, **RAS** or **USM** as one or many messages by using the web-upload functionality.

Search filters

The Rollover Portal provides a powerful set of search filters, which enable you to find records in the system according to a broad set of criteria. The more search filters you specify in a search, the more refined the results will be. Some search filters (e.g. date or product) are likely to return a relatively large number of results. While other search filters (e.g. Conversations ID) are likely to be quite precise in finding specific records.

The following table provides descriptions of each of the search filters available within the Rollover Portal. For information on each filter, click on the adjacent Help  icon.

This search filter...	Searches for...
Message Direction (Defaults to <i>Inbound</i>) 	Messages Inbound to you (received messages) or Outbound to you (sent messages).

This search filter...

To Product Name (Defaults to **All Selected**)

To Product Name

All selected

Select Funds

Move the funds you wish to select to the right hand side area and vice versa to deselect them.

Unselected Items

All items are currently selected and shown in the box on the right hand side.

Selected Items
2013 Selected
Funds sent to Other for Sale
1011 Superannuation Fund
SIS Private Superannuation Fund
A & S Superfund Super Fund
A & S West Superannuation Fund
A.A. Pension Private Superannuation Fund
A.L. Thomas Pension Superannuation Fund
A.C. Morgan Pension Superannuation Fund
A.R. Morgan Pension Superannuation Fund
A.Benich Pension Superannuation Fund
A Global Pension Superannuation Fund

1 2 3 4 5 6 7 8 9 10

OK Cancel

Date Filters (Defaults to *Last Day*)

Date Filters

Last Day

?

Date of Birth

📅

?

◀

January 1970

▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

☐ Conversational

Searches for...

Messages that were sent for a specific target product.

- If you are searching Inbound then the **To Product Name** list will show products that you have access to.
- If you are searching Outbound then the **To Product Name** list will show all products that appear on the FVS register and any specific SMSF that you have sent / received an **IRR** or **RTR** for.

Search for messages which fall within a specific date range (e.g. Last Day, Last 7 Days, Last 30 Days).

Or search for a specific date by selecting **Custom Date** (within **Date Filters**).

When searching based on Last Day, Last 7 Days, Last 30 Days, the search will return results (24 hours, 168 hours, 720 hours) respectively, from the time that you execute the search.

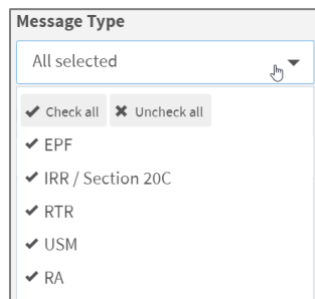
To retrieve messages based on a specific calendar date(s), use the popup calendar.

All searches and results are based on your local time zone.

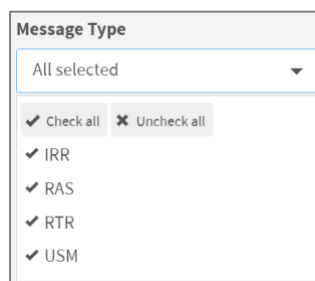
This search filter...

Message Type (Defaults to **All selected**)

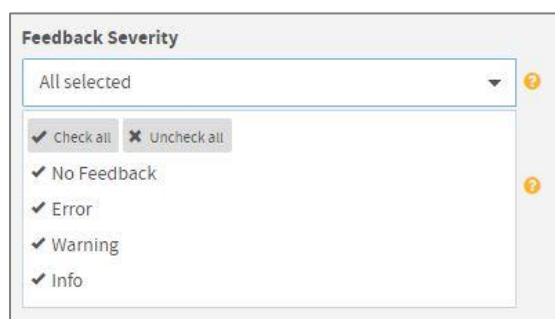
Inbound



Outbound



Feedback Severity (Defaults to **All selected**)

Conversation Id (Free text field)



Searches for...

A specific message type.

The search options are based on message direction (inbound or outbound):

- Inbound: **EPF, RA IRR/S20C, RTR, USM**
- Outbound: **IRR, RTR, RAS, USM**

You can select all supported message types by selecting **Check all**. Or, you can select one or more specific message types.

To filter specifically for S20C messages, set the sending product to 'Australian Tax Office'.

Messages that have **No Feedback, Error, Warning** or **Info**.



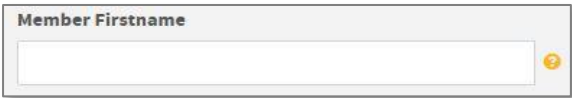


A response message is always attached to the original request message.

Therefore, to search for a received **IRER, RTOR, USMOR, RASOR** from other funds / ATO, search for **IRR, RTR, USM, RAS** outbound respectively where Feedback Severity is Error, Warning or Info.

For an **IRER, RAER RTOR, USMOR** sent, search for **IRR, RA, RTR, USM** inbound where Feedback Severity is Error, Warning or Info.

Conversation ID. All messages will have a Conversation ID that is created by the sending party or SuperChoice (when you use the Rollover Portal web-upload to create messages).

A Conversation ID identifies a specific message. Therefore, when a Conversation ID is provided, any other selected search filters will be overridden.

This search filter...	Searches for...
Status (Defaults to <i>Received</i>) 	<p>Messages of type Received or Downloaded. The status is applicable to Inbound messages only.</p> <ul style="list-style-type: none"> • All records received by the system are initially in the status of Received. • Records which have been subsequently downloaded will have the status updated to Downloaded.
Member Surname (Free text field) 	<p>Messages based on the member's Surname.</p>
Member First Name (Free text field) 	<p>Messages based on the member's First Name.</p>
DOB 	<p>Messages based on the member's Date of Birth (DOB).</p>
Payment Reference Number (Free text field) 	<p>Messages based on the Payment Reference Number.</p> <p>A Payment Reference Number (PRN) identifies a specific message and therefore if one is provided, any other selected search filters will be overridden.</p>

Group by filters



Search filters enable you to find particular records in the system. The **Group Messages By** feature allows you to summarise the search results according to zero or more attributes.

GROUP MESSAGES BY

☒ Date ☒ Message Type ☐ Status ☐ From Product ☐ To Product ☐ Conversation Id ☐ Transfer Mem No ☐ Receive Mem No

That is, if you specify **Date** as the grouping attribute; then all records returned from the search will be summarised by the Date.


In the example below, the **Inbound** search result has been grouped by **Date** and **Message** type:

Date	Message Type	No. of EPFs	No. of IRRs / Section 20Cs	No. of RAs	No. of RTRs	No. of USMs	Rollover Amount \$	
09 Jun 2021	RTR	0	0	0	1	0		
28 Jul 2021	RTR	0	0	0	1	0		


Selecting grouping attributes progressively splits the results according to the attributes selected and in the order of **Date**, **Message Type**, **Status**, **From Product**, **To Product**, **Conversation Id**, **Transfer Mem No** (Transferring Member Number) and **Receive Mem No** (Receiving Member Number).

Deselecting all grouping attributes will only return one line in the Search results panel.

The **inbound** search results will show the number of **EPF**, **RA IRR/S20C**, **RTR**, **USM** and **RAS** records returned by the search criteria, where a single member's transaction counts as a single record.

No. of EPFs	No. of IRRs / Section 20Cs	No. of RAs	No. of RTRs	No. of USMs	Rollover Amount \$	
0	0	0	2	0		

The **outbound** search results will display **IRR**, **RAS**, **RTR** and **USM**.

No. of IRRs	No. of RAs	No. of RTRs	No. of USMs	Rollover Amount \$	
1	0	0	0		

Search results






After a search is executed, the Search Results (called the **Here Are Your Filtered Messages** section) lists the summary of messages according to the selected search filters and grouping attributes. The first line provides a description of the search filters and grouping attributes selected. It is recommended that you review the description to ensure it is what you expect.

You can 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 to the particular column in a descending order.

You can also search within results to find a specific record. To do this, enter text in the Search box in the top right corner. This is a wildcard search that allows you to find records based on a string.

Showing 1 to 5 of 5 entries

Search:

Date	Message Type	No. of IRRs	No. of RASs	No. of RTRs	No. of USMs	Rollover Amount \$	
27 Jul 2021	IRR	4	0	0	0		
02 Aug 2021	IRR	4	0	0	0		
19 Jul 2021	RTR	0	0	1	0		
27 Jul 2021	RTR	0	0	1	0		
02 Aug 2021	RTR	0	0	2	0		

Viewing record details

From the search results you can also drill down into the records.

By clicking on the numbers under **No. of EPFs**, **No. of RAs**, **No. of IRR/Section 20Cs**, **No. of RTRs**, **No. of USMs** or **No. of RASs** the system will display the line-by-line details of the transactions returned. From there you can drill down into the individual member level rollover transaction record.

ROLLOVER PORTAL

Showing 1 to 1 of 1 entries

Search:

From Product Name	To Product Name	Message Type	Transferring Member No.	Receiving Member No.	Family Name	Given Name	Date of Birth	Transfer Balance Indicator
Super Bond (Calibre)	Traditional - Asteron Legacy Super Bonds & Life Savings Plans	RTR	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	True

Viewing EPF, RA, IRR, S20C detailed records

The detailed record for an **EPF, RA, IRR, S20C** is as follows:

The actual data and fields displayed are driven by the message type and content of the message.

Summary

Message Type	IRR	Conversation ID	Rollover.98350952022.3-45930404737337826...
Conversation Part ID	1	Context Identifier	MBRROLLVR01
Requested Amount	5,000.00		

Amount refers to the **Requested Amount**.

Sender

Sender ABN	26382680883	Organisational Type Code	MN
Organisation Name	AUTOTEST 2SUNSUPERXML2	Person Name Details Family Name Text	TEST CONTACT FAMILY NAME
Person Name Details Given Name Text	TEST CONTACT GIVEN NAME	Person Name Details Other Given Name Text	TEST OTHER GIVEN NAME
Electronic Contact Electronic Mail Address...	TESTCONTACTEMAIL@SC.COM	Electronic Contact Electronic Mail Usage C...	03
Electronic Contact Telephone Usage Code	03	Electronic Contact Telephone Service Line...	MOBILE
Electronic Contact Telephone Minimal Nu...	1234 5678		

Transferring Fund

Transferring Super Fund ABN	73076521161	Transferring Superannuation Fund Unique...	AMP0580AU
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Member

Member TFN / ID	933487390	Transferring Fund Allocated Member ID	3246223
Family Name	V3Fund	Given Name	ToATO
Other Given Name	V3Format	Sex Code	M
Birth Date	1991-10-18	Address Details Usage Code	POS
Address Line 1	Address Line 1 game	Address Line 2	Address Line 2
Address Line 3	Address Line 3	Address Line 4	Address Line 4
Suburb	Sydney	Postcode	2000
State Or Territory Code	NSW	Country Code	AU
Fund Member Client ID	3246223	Release Authority Product Type	ENCCT

Receiver

Receiver ABN (transferring ABN)	73076521161	Organisation Name	WEALTH PERSONAL SUPERANNUATION AND ...
Organisation Name Details Organisational...	MAIN_OR_LEGAL_NAME		

Receiving Fund

Receiving Super Fund ABN	26382680883	Receiving Superannuation Fund Unique S...	IOF0182AU
Receiving Fund Member Client Identifier	962319943		

SMSF Details

SMSF ESA	TCS0108AU	SMSF Account Name	Payclear Services
SMSF Account Number	301229993	SMSF BSB	013987

Rollover Details

Superannuation Rollover Transfer Whole ...	True	Superannuation Rollover Requested Amount	36.03
--	------	--	-------

Other Details

Superannuation Rollover Other Details Text	OTHER DETAILS DESC 1
--	----------------------

Superannuation Rollover Other Details De...	OTHER DETAILS TEXT 1
---	----------------------

Four **Other Details** tuples (text and description pairs) are supported. The example above shows a message with a single tuple populated.

The following displays when viewing an inbound **RA**, **IRR** or **S20C** that you have received and have **not** responded to with the **RAER**, **IRER**, **S20CER**.

Feedback

No feedback has been provided yet.

Respond to this Record

For EPF there is no accompanying error response, therefore the feedback option is not available.

The following displays when viewing an:

- Inbound **RA**, **IRR** or **S20C** that you have received and have responded to with an **RAER**, **IRER**, **S20CER**.
OR
- Outbound **IRR** that the other fund has already responded to with an **IRER**.

Feedback

Standard Response Code	SUPER.GEN.RLVR.6
Detailed Description	TEST DETAILED DESC

Short Description	ROLLOVER COULD NOT BE PROCESSED DUE ...
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Viewing RTR, USM and RAS detailed records

The detailed record for an **RTR**, **USM** and **RAS** is as follows.

The actual data and fields displayed are driven by the message type and content of the message.

Summary

Transferring Payment Reference	35455369818	Receiving Payment Reference	35455369818
Message Type	USM	Conversation ID	Rollover.94573747704.3-43120423684463674...
Conversation Part ID	1	Context Identifier	MBRROLLVR01
Rollover Amount	276.00		

Rollover Amount must equal the sum of the tax components which in turn must equal the sum of the preservation amounts. Please note that this is **not** the Amount Paid for the rollover. These amounts however are expected to be the same.

Transferring Payment Reference number is the Original Payment Reference Number provided by the transferring fund.

Receiving Payment Reference number is the same as the Transferring/Original Payment Reference Number when SuperChoice does not intermediate money for you. If SuperChoice intermediates money on your behalf, then the Receiving Payments Reference number will be the number SuperChoice credits the other fund with.

Initiator Details

Initiator Message Type	IRR	Initiator Conversation ID	Init.conv.Id.1234
Initiator Conversation Part ID	Init.part.Id.1234	Initiator Context ID	Init.context.Id.1234

Sender

Sender ABN	73076521161	Organisational Type Code	MAIN_OR_LEGAL_NAME
Organisation Name	WEALTH PERSONAL SUPERANNUATION AND ...	Person Name Details Family Name Text	SENDER FAMILY NAME RTR ONE
Person Name Details Given Name Text	SENDER NAME RTR ONE	Person Name Details Other Given Name Text	SENDER GIVEN NAME RTR ONE
Electronic Contact Electronic Mail Address...	TESTCONTACTEMAIL@SC.COM	Electronic Contact Electronic Mail Usage C...	CONTACT
Electronic Contact Telephone Usage Code	CONTACT	Electronic Contact Telephone Service Line...	MOBILE

Transferring Fund

Transferring Super Fund ABN	73076521161	Transferring Superannuation Fund Unique...	NMM0102AU
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Member

Member TFN / ID	933487390	Transferring Fund Allocated Member ID	3246223
Family Name	V3Fund	Given Name	ToATO
Other Given Name	V3Format	Sex Code	M
Birth Date	1991-10-18	Address Details Usage Code	POS
Address Line 1	Address Line 1 game	Address Line 2	Address Line 2
Address Line 3	Address Line 3	Address Line 4	Address Line 4
Suburb	Sydney	Postcode	2000
State Or Territory Code	NSW	Country Code	AU
Fund Member Client ID	3246223	Release Authority Product Type	ENCCT

SMSF Details	
SMSF ESA	AUSPOSTSMSF
Receiver	
Receiver ABN	26382680883
Organisation Name	AUTOTEST 2SUNSUPERXML2
Organisation Name Details Organisational...	MAIN_OR_LEGAL_NAME
Receiving Fund	
Receiving Super Fund ABN	26382680883
Receiving Superannuation Fund Unique S...	44928361101051
Receiving Fund Member Client Identifier	962319943
Rollover Details	
Tax File Number Not Provided Indicator	False
KiwiSaver Tax Free Amount	101.00
Income Tax Untaxed Element	25.00
KiwiSaver Preserved Amount	101.00
Benefit Component Restricted Amount	20.00
Total Permanent Disablement Cover Amount	25.00
Remaining Benefit Indicator	True
Transfer Whole Balance Indicator	True
USM Reason Code	Test reason code
Death Benefit Tax Code	P
Income Tax Taxed free Amount	100.00
Income Tax Taxed Element	50.00
Rollover Benefit Preserved Amount	15.00
Benefit Component Unrestricted Amount	20.00
Insured Death Cover Amount	100.00
Insured Income Protection Monthly Amount	25.00
Lost Member Code	Inactive Flagged
Eligible Service Period Start Date	2010-09-15
USM Date	2011-06-30
Death Benefit Recipient Age Category	A
Other Details	
Superannuation Rollover Other Details Text	OTHER DETAILS DESC 1
Superannuation Rollover Other Details De...	OTHER DETAILS TEXT 1

Four Other Details tuples (Text and Description pairs) are supported. The example above shows a message with a single tuple populated.

The following is displayed when viewing an inbound **RTR** or **USM** that you have received and have not responded to with an **RTOR** or **USMOR**.

Feedback

No feedback has been provided yet.

Accept this Record
 Reject this Record

You can either send a successful **RTOR** or **USMOR** by clicking on **Accept this Record**, or send an **RTOR** as an error by clicking on **Reject this Record**, and then selecting a reason.

The following displays when viewing an:

- Inbound **RTR** or **USM** that you have received and responded to with an **RTOR**, **USMOR** OR
- Outbound **RTR**, **USM** or **RAS** that the other party has already responded to with an **RTOR**, **USMOR** or **RASOR**.

Feedback	
Standard Response Code	SUPER.GEN.RLVR.5
Short Description	ROLLOVER PROCESS UNSUCCESSFUL
Detailed Description	RTOE TEST - GEN.RLVR.5 ERROR

Viewing messages with feedback or no feedback

To view messages where feedback or a response has been received or sent, select the relevant message type, and then ensure **Feedback Severity** excludes the **No Feedback** option.

To view messages where no feedback or response has yet been received, select the relevant message type, and then ensure **Feedback Severity** is set to the **No Feedback** option.

Some examples:

To view all...	Select these search filters...
IRR messages I have sent and have not yet received a response.	Message Direction: Outbound Message Type: IRR Feedback Severity: No Feedback
IRR messages I have sent and received a response.	Message Direction: Outbound Message Type: IRR Feedback Severity: Info, Warning and Error
IRR messages I have received and have not yet sent a response.	Message Direction: Inbound Message Type: IRR Feedback Severity: No Feedback
IRR messages I have received and have sent a response.	Message Direction: Inbound Message Type: IRR Feedback Severity: Info, Warning and Error
RTR messages I have sent and have not yet received a response.	Message Direction: Outbound Message Type: RTR Feedback Severity: No Feedback
RTR messages I have sent and have received a response.	Message Direction: Outbound Message Type: RTR Feedback Severity: Info, Warning and Error
RTR messages I have received and have not yet sent a response.	Message Direction: Inbound Message Type: RTR Feedback Severity: No Feedback option.
RTR messages I have received and I have sent a response.	Message Direction: Inbound Message Type: RTR Feedback Severity: Info, Warning and Error

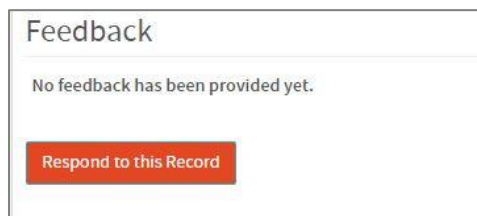
Each detailed message record will have a tab /section called Feedback, where you can either view or send feedback.

Sending response messages

Responding to an Inbound RA, IRR or S20C

1. Drill down into the detailed record.
2. Go to the **Feedback** section/tab.

If no previous feedback has been sent, the following displays.



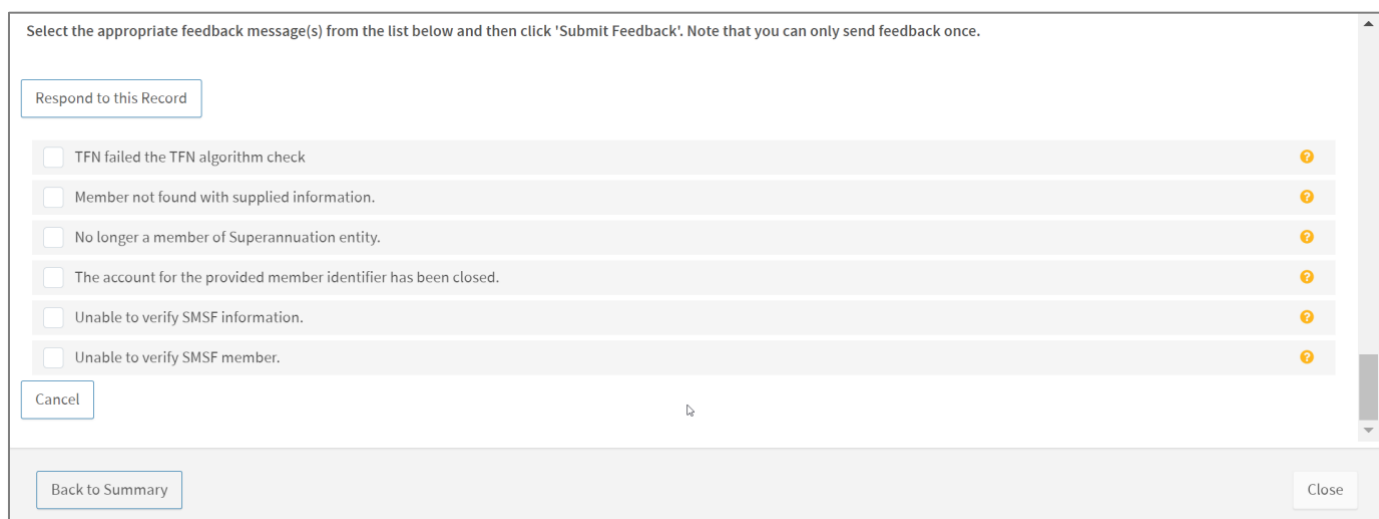
Feedback

No feedback has been provided yet.

[Respond to this Record](#)







3. Click the **Respond to this Record** button.

The following options display.



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

[Respond to this Record](#)

<input type="checkbox"/>	TFN failed the TFN algorithm check.	
<input type="checkbox"/>	Member not found with supplied information.	
<input type="checkbox"/>	No longer a member of Superannuation entity.	
<input type="checkbox"/>	The account for the provided member identifier has been closed.	
<input type="checkbox"/>	Unable to verify SMSF information.	
<input type="checkbox"/>	Unable to verify SMSF member.	

[Cancel](#)

[Back to Summary](#) [Close](#)

4. Select one or more option(s).

The **Submit Feedback** button becomes enabled.

For each inbound message (**RA**, **IRR**, **S20C**, **RTR** or **USM**), only one response is permitted. Multiple reasons can be selected that are sent to the other fund. However, the Rollover Portal will only display the last option selected.

5. Click on **Submit Feedback**.

A confirmation message displays.



Feedback

Feedback has been sent successfully.

Viewing responses sent for RA, IRR or S20C

If you search for the same message again by Conversation ID or by using filters (Message Direction Type set to Inbound, Message Type set to **S20C/IRR, RA**, Feedback Severity set to **exclude** No Feedback and today's date) and you drill down into the detailed record, the following displays in the Feedback section.

Feedback			
Standard Response Code	SUPER.GEN.GEN.22	Short Description	No longer a member of Superannuation entity.
Feedback Received Date	2021-03-11 T 10:41:48.075		

Responding to an Inbound RTR or USM

1. Drill down into the detailed record.
2. Go to the **Feedback** section/tab.

If no previous feedback has been sent, the following displays.

Feedback

No feedback has been provided yet.

Accept this RecordReject this Record

Send a successful response

3. To send a successful **RTOR** or **USMOR**, click on the **Accept this Record** button.

A confirmation message displays.

Feedback

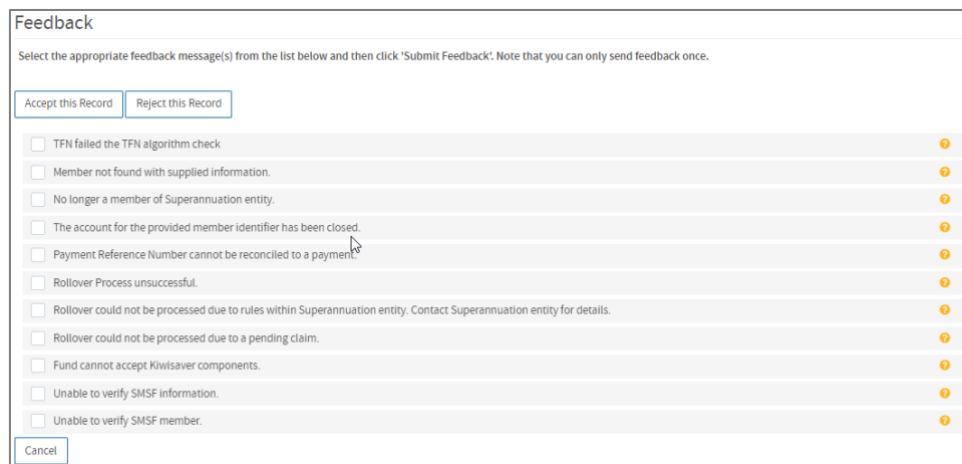
Feedback has been sent successfully.

The SuperStream error code **SUPER.GEN.RLVR.2** (Information Severity), which means 'Rollover Process successful', is automatically sent to the other fund.

Send an error response

4. To send an error **RTOR** or **USMOR**, click on the **Reject this Record** button.

The following options display.



Feedback

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

Accept this Record Reject this Record

- ☐ TFN failed the TFN algorithm check
- ☐ Member not found with supplied information.
- ☐ No longer a member of Superannuation entity.
- ☐ The account for the provided member identifier has been closed.
- ☐ Payment Reference Number cannot be reconciled to a payment.
- ☐ Rollover Process unsuccessful.
- ☐ Rollover could not be processed due to rules within Superannuation entity. Contact Superannuation entity for details.
- ☐ Rollover could not be processed due to a pending claim.
- ☐ Fund cannot accept Kiwisaver components.
- ☐ Unable to verify SMSF information.
- ☐ Unable to verify SMSF member.

Cancel

5. Select an option.

The **Submit Feedback** button becomes enabled.

6. Click on **Submit Feedback**.

A confirmation message displays.



Feedback

Feedback has been sent successfully.

Viewing responses sent for RTR or USM

If you search for the same message again by Conversation ID or by using filters (Message Direction Type set to Inbound, Message Type set to RTR, 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.
Feedback Received Date	2021-08-4 T 19:39:04.226		

Viewing responses sent for RTR or USM





If you search for the same message again by Conversation ID or by using filters (Message Direction Type set to Inbound, Message Type set to RTR, 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.
Feedback Received Date	2021-08-4 T 19:39:04.226		

Downloading data to file

All rollover messages (**EPF, RA, IRR, S20C, RTR, RAS** and **USM**) can be downloaded in CSV and PDF format.

Download templates

Message Type	Format	Download Format
Initiate Messages (EPF, RA, IRR, S20C)	CSV	 IRR_S20C_RA_EPF_Download.csv
	PDF	 IRR Sample PDF.pdf <div> <p>The SMSF section only displays when IRR is sent/received to/from a SMSF. For APRA fund-to-fund IRR, the SMSF section does not display. The Feedback section displays for all messages except EPF.</p> </div>
Rollover Transaction Messages (RTR, RAS, USM)	CSV	 RTR_USM_RAS_Download.csv
	PDF	 RTR Sample PDF.pdf


For a list of data elements covered in the download templates, see [Appendix: Download Formats](#).

As the response messages are associated with the request message, for any feedback that you have provided or received, you will see the downloaded documents under the Feedback/ Response section.

Download process

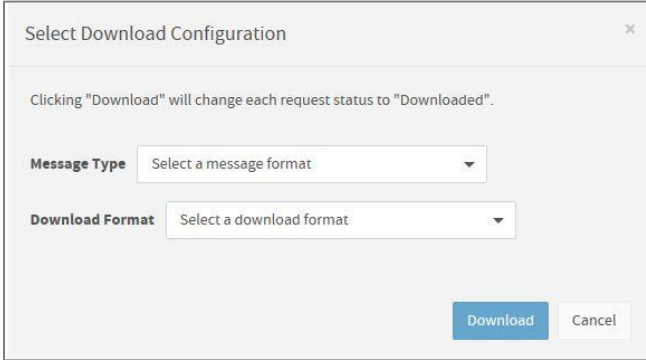
To download messages:

1. Execute a search for your required view of the data.

Date	No. of EPFs	No. of IRRs / Section 20Cs	No. of RAs	No. of RTRs	No. of USMs	Rollover Amount \$	
02 Aug 2021	0	2	0	0	0		

2. Click the **Download** icon as shown above.

The **Select Download Configuration** popup displays.



Select Download Configuration

Clicking "Download" will change each request status to "Downloaded".

Message Type

Download Format

3. Select the **Message Type**.

4. Select the Download Format.

The CSV Download option lists each member transaction as a single row within the downloaded document.

The PDF Download option presents each member transaction as a single PDF document. All records exported are downloaded in a compressed folder.

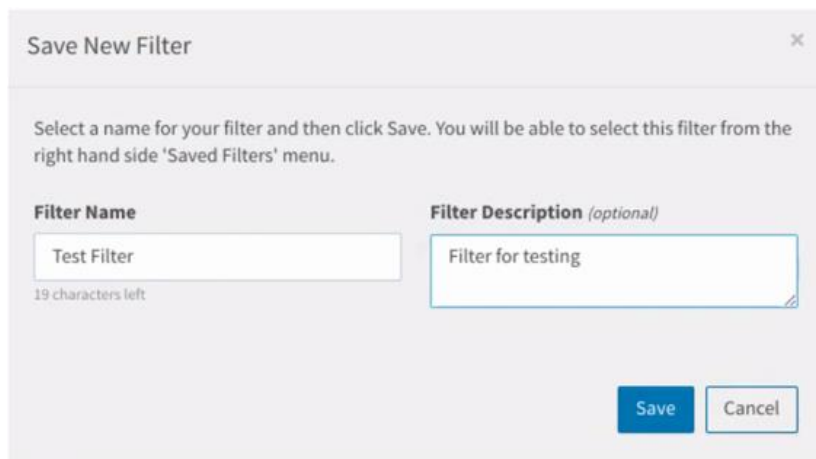
- For **EPFs**, **RAs**, **IRRs** and **S20Cs** you will be presented with the Initiate message PDF template.
- For **RTRs**, **RASs** and **USMs** you will be presented with the Rollover transaction message PDF template.

Saving and maintaining filters

Regular queries which you need to run in the Rollover Portal can be saved and then re-run when required.

To save a filter:

1. Set your filters depending on what you would like to see.
2. Check the **Group Messages By** setting.
3. Click the **Save as New Filter** button.
4. Give the filter a meaningful name and description, and then click **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

Test Filter

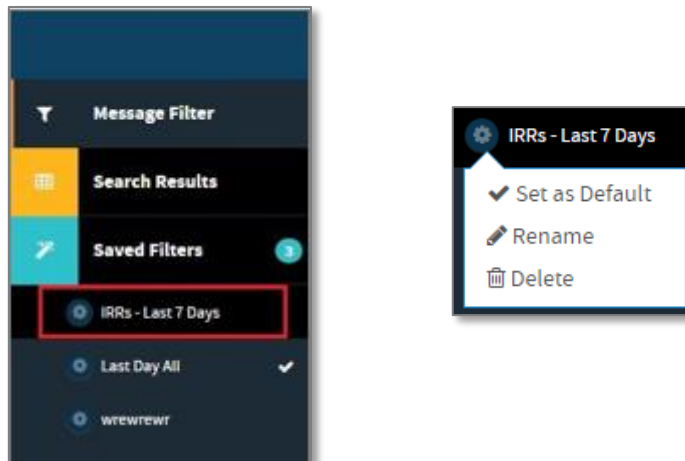
19 characters left

Filter Description (optional)

Filter for testing

Save Cancel

You will now be able to access the filter on the collapsible sidebar on the left side of the screen. To execute the query, click on the saved filter.



The date options of 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 should review the date to ensure messages are searched for the correct period.

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

Creating / uploading messages

To create and send messages from the SuperChoice Rollover Portal you must use the SuperChoice .XLSX message template – **Generate IRRs RTRs USMs RASs_v1.4.xlsx**.

Message creation process

The message creation process is as follows:

1. Open the Generate IRRs RTRs USMs RASs_v1.4.xlsx template.
2. Save the template to your local machine and give it a meaningful name (example date and message type(s)).
3. Enter data into the relevant workbooks / tabs, while following these rules:
 - The upload template has a workbook for each message type (**IRR**, **RTR**, **RAS** and **USM**).
 - The SuperChoice Rollover Portal expects that the file you upload will have both the **IRR**, **RTR**, **RAS** and **USM** tab and no missing (deleted) or altered columns.
 - Row 1 “Column headers” and Row 2 “Expected data format” must remain in the template. Data is read and validated from Row 3 onwards.
 - Row 2 provides guidance as to what is permitted data (see the helpful tips section below).

Data format expression	Description
M	Mandatory
O	Optional
C	Conditional (i.e. required for SMSF, not APRA fund)
X (Number)	String (allowable length)
[0-9]{Number}	Digit, 0 to 9 {allowable length}
[0-9](8).[0-9]{2}	Digit, 0 to 9, two decimal places allowable (e.g. 352.55)

- Each line in the workbook is treated as a new message and SuperChoice creates and sends each with unique identifier (Conversation ID).
- **IMPORTANT** - Care must be taken when files are uploaded so that **no** duplicates exist. In addition, ensure there are **no** previously submitted messages on any of the tabs. If either of these issues occur:
 - Duplicate messages will be sent.
 - If SuperChoice intermediates outbound Rollover monies on your behalf, duplicate **RTR**, **RAS** and **USM** messages will result in double deduction.

The onus is on the user to ensure this does not occur.

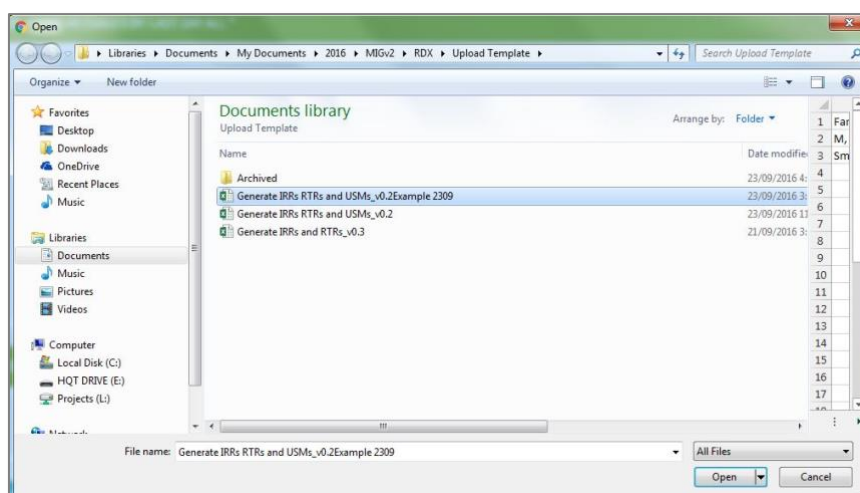
- SuperChoice automatically generates / populates additional data fields to make the message SuperStream compliant including Conversation ID, Context ID, Part ID and Sender Information (SuperChoice as the Gateway).

4. On the Rollover Portal's main page, click the **Add New Messages** button.

The **Add New Messages** button is disabled during the upload process, and is only enabled after the upload has finalised and the above confirmation message displays.



5. In the **Open** window, browse to your completed .XLSX file, and then click on **Open**.



The Rollover Portal will now validate the file as follows:

- Check the file integrity to ensure that:
 - All tabs and all columns are present as expected.
 - The file uploaded is an .XLSX file.
- Check whether the entered data is in the required format as specified in template row 2, mandatory fields are observed and the format of the data is as expected (e.g. string, number).
- Check that the data entered is SuperStream compliant (i.e. that a SuperStream compliant message can be generated from the upload).
- Check that you are only generating messages for products that you have access to. This means that the source USI (Receiving Fund USI for **IRR** and Transferring USI for **RTR**, **USM** and **RAS**) is one you have been authorised to access.
- APRA Funds – check that Source and Target USIs are active and appear on the FVS register.

If the file is successfully uploaded, then a message, with the number and type of messages created, displays below the **Add New Messages** button.

1 IRR message successfully created ,0 RTR message successfully created ,0 USM message successfully created , successfully imported 1 number of rows

If there are one or more exceptions in the file, the first exception encountered will display in red.

The fund usi given is incorrect. ReceivingFundUSI TEST ReceivingFundABN TEST TransferringFundUsi TEST

At this point, the whole file will be rejected and no further messages will be generated.

Viewing successfully sent messages

To view successfully generated messages, go to the Search filters and select the following options:

- Date set to Today's date
- Message Direction set to Outbound
- Message Type set to **IRR**, **RTR**, **RAS**, **USM** or **ALL**.

Message creation - helpful tips

To minimise errors during the file upload process, please ensure the following:

1. All Mandatory fields are complete.
2. Unused tabs and columns are kept in the workbook.
3. Date fields are in dd-mm-yyyy format. To keep this format, ensure the cell is formatted as a text field.
4. You are generating messages where the From Product Name are products that you have been given access – i.e. products/USIs which belong to your Custodian.
5. BSB is 6 characters long and includes any leading zeros. To keep this format, ensure the cell is formatted as a text field.
6. Account Number is 9 characters long and includes any leading zeros. To keep this format, ensure the cell is formatted as a text field.
7. PRN is 18 characters long and includes any leading zeros. To keep this format, ensure the cell is formatted as a text field.
8. Telephone service or area codes are entered with leading zeros. For example, '02'.
9. Each workbook tab has the relevant fields for the message that the tab supports:
 - **RTR** includes fields for SMSFs, Death Benefits, Initiator Messages Type
 - **USM** includes USM Reason Code and USM Date (must be **30th June** or **31st December**)
 - **RAS** includes Release Authority Product Type.
10. When sending an **IRR** message to an SMSF:
 - **Transferring Fund USI** (column AE) must be empty. (Note: It must be populated when sending an **IRR** to an APRA fund.)
 - **Target SMSF ESA** (column AP) must be populated.
11. When sending an **RTR** message to an SMSF:
 - **Receiving Fund USI** (column AC) must be empty. (Note: It must be populated when sending an **RTR** to an APRA fund.)
 - **Target SMSF ESA** (column BI) must be populated.
 - **Receiving Fund BSB** (column AE), **Receiving Fund Bank Account Number** (AF), **Receiving Fund Bank Account Name** (column AG) must be populated – as SuperChoice is unable to derive this information for an SMSF (unlike messages to APRA funds and the ATO).
12. The ABN and USI must be a valid combination according to the FVS even when testing.
13. Be careful when copying and pasting as you may copy characters that Excel does not display, which will cause an error when loading the file.
14. To ensure you delete all data in cells – select the data and right click, and then on the list click **Delete**.
15. Make sure that ABN and USI values are not saved as scientific notation e.g. 7.789E+10. Format ABN and USI values as a text field to avoid this issue.

User Maintenance

Overview

The EmployerPay Portal supports the full self-service management of users. Users with the Gateway Administrator role have access to the **User Details** component, which allows searching and reporting on all existing users, and the 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 via your user account.

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 that 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 Rollover Portal.

Role	Permissions
Gateway Administrator	User Management User creation / deactivation User maintenance – User Role, name, email Rollover Portal View, search and download rollover messages Trigger IRR , RTR , RAS and USM messages Trigger rollover response messages
Gateway Clerical	Rollover Portal View, search and download rollover messages Trigger IRR , RTR , RAS and USM messages Trigger rollover response messages
Gateway Read Only	Rollover Portal View, search and download rollover messages

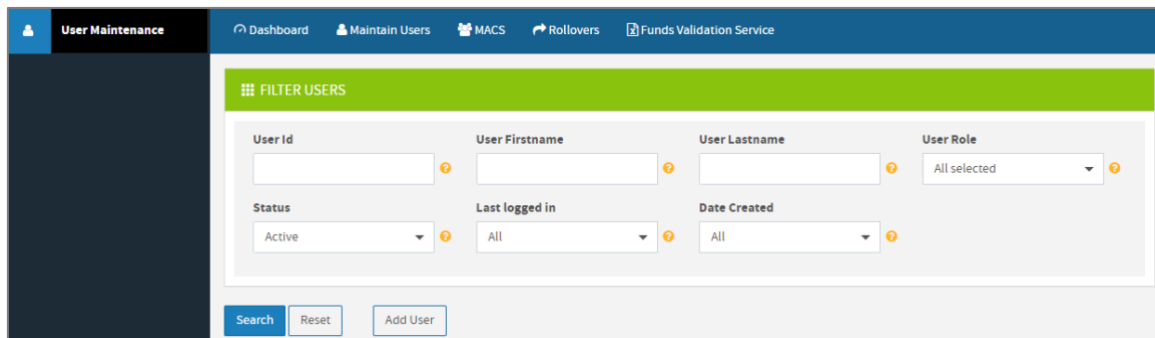
The Rollover Portal does not support dual authorisation when triggering **RTR**, **RAS** or **USM** messages.

Adding a user

The below steps are not applicable for clients with Single-Sign-on (SSO) Just-in-Time user provisioning.

To add a new user:

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

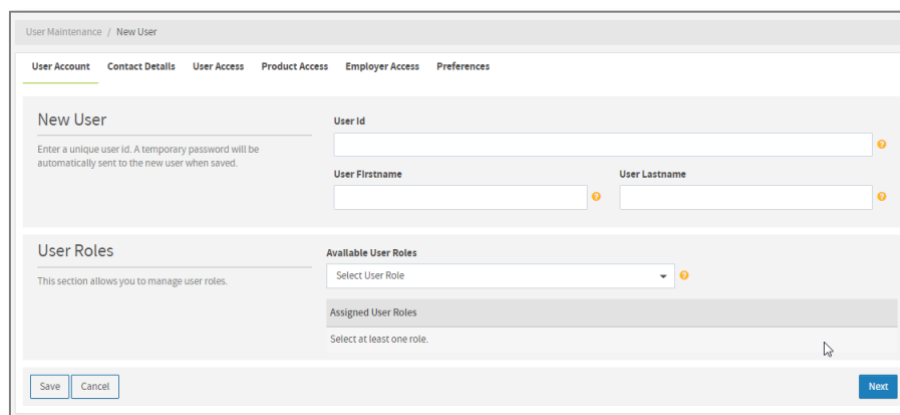


The screenshot shows the 'User Maintenance' interface. On the left is a dark sidebar with a 'User Maintenance' header. The main area has a blue top bar with navigation links: Dashboard, Maintain Users, MACS, Rollovers, and Funds Validation Service. Below this is a green 'FILTER USERS' section containing several input fields: 'User Id', 'User Firstname', 'User Lastname', 'User Role' (a dropdown menu currently showing 'All selected'), 'Status' (a dropdown menu currently showing 'Active'), 'Last logged in' (a dropdown menu currently showing 'All'), and 'Date Created' (a dropdown menu currently showing 'All'). At the bottom of the filter section are three buttons: 'Search', 'Reset', and 'Add User'.

2. Enter this mandatory data:

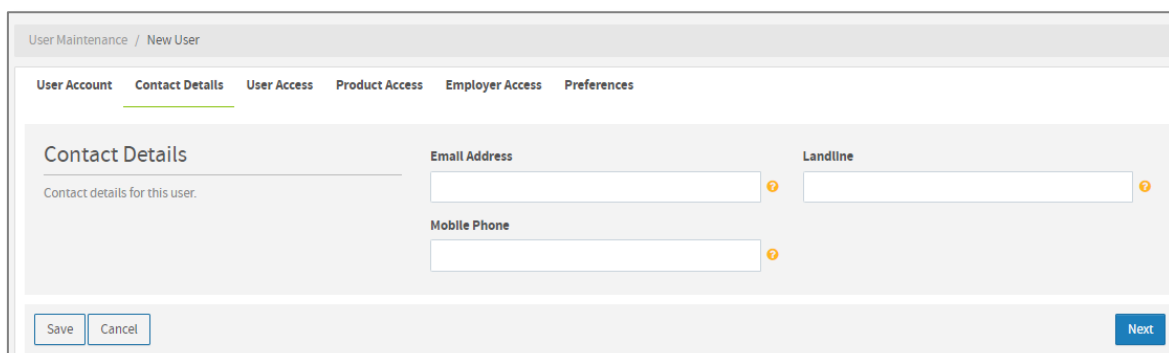
- User ID
- User First name
- User Last name.

3. Select the relevant User Role.



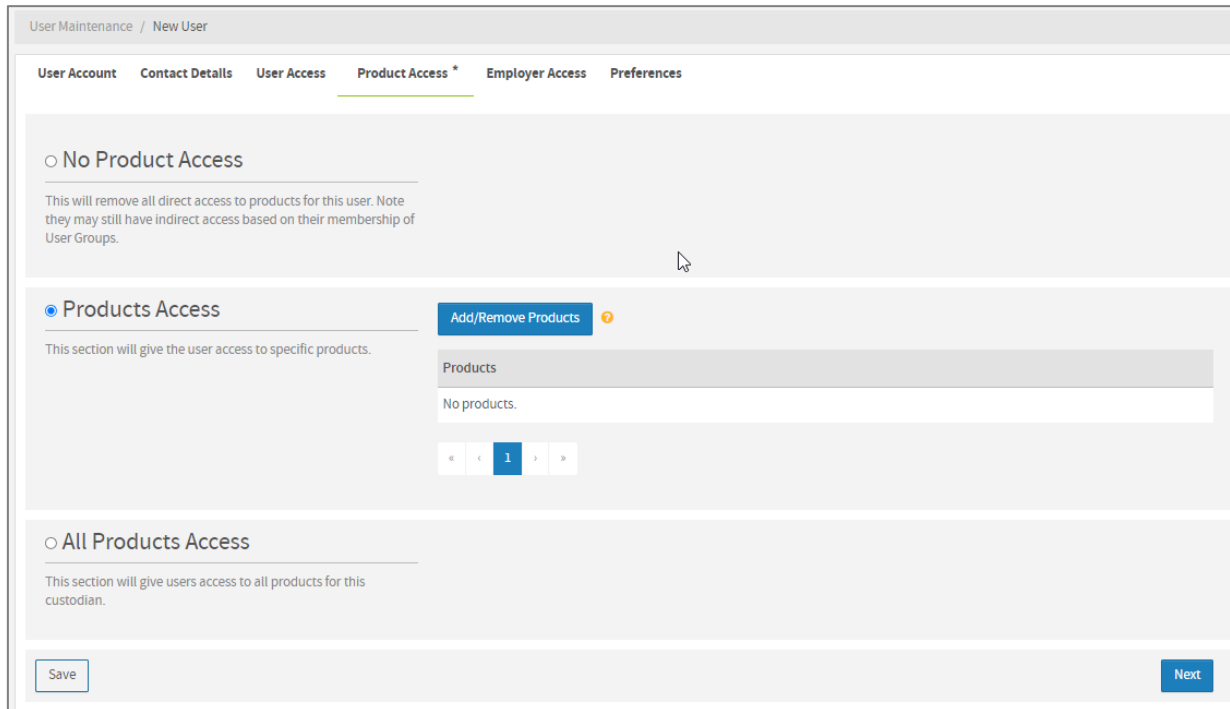
The screenshot shows the 'New User' form within the 'User Maintenance' interface. The form has a breadcrumb trail 'User Maintenance / New User' and a tabbed interface with tabs for 'User Account', 'Contact Details', 'User Access', 'Product Access', 'Employer Access', and 'Preferences'. The 'User Account' tab is active. It contains a 'New User' section with a note: 'Enter a unique user id. A temporary password will be automatically sent to the new user when saved.' Below this are input fields for 'User Id', 'User Firstname', and 'User Lastname'. There is also a 'User Roles' section with a note: 'This section allows you to manage user roles.' It includes a dropdown for 'Available User Roles' (currently showing 'Select User Role') and a section for 'Assigned User Roles' with a note: 'Select at least one role.' At the bottom are 'Save', 'Cancel', and 'Next' buttons.

4. Type the user's Email Address.



The screenshot shows the 'Contact Details' form within the 'User Maintenance' interface. The breadcrumb trail is 'User Maintenance / New User'. The 'Contact Details' tab is active. It contains a 'Contact Details' section with a note: 'Contact details for this user.' Below this are input fields for 'Email Address', 'Landline', and 'Mobile Phone'. At the bottom are 'Save', 'Cancel', and 'Next' buttons.

5. Add the user's Product Access.



User Maintenance / New User

User Account Contact Details User Access **Product Access *** Employer 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.

Add/Remove Products ?

Products
No products.

« < 1 > »

☐ All Products Access

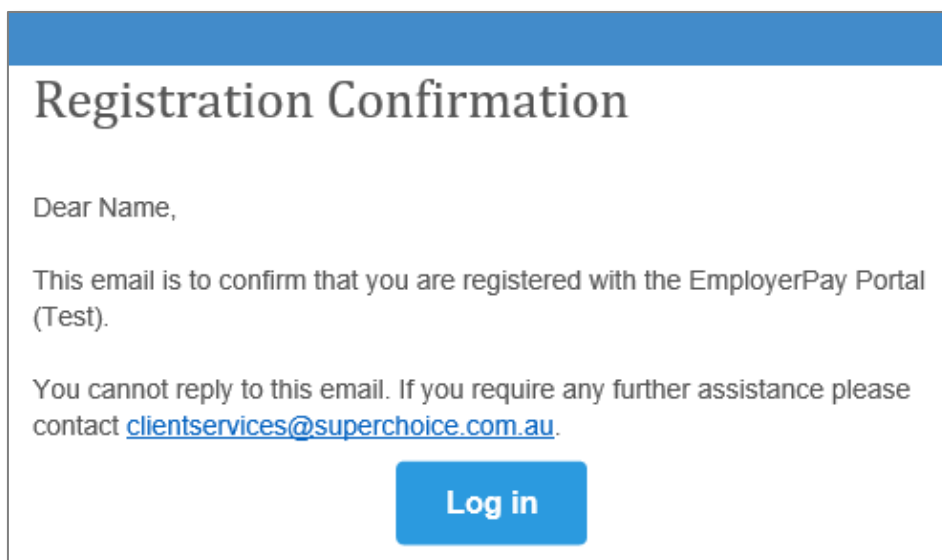
This section will give users access to all products for this custodian.

Save Next

6. Click **Save**.

An email with the subject “A new user has been created for you” is sent to the new user, including a link for them to set their password.

For security, the User ID is not included in the email, therefore the user will need to be informed 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

Appendix: Download Formats

Download Column	RTR / USM / RAS	EPF / S20C / IRR / RA
Date Sent/Received	Y	Y
Message Type	Y	Y
Conversation Id	Y	Y
Part ID	Y	Y
Context Id	Y	Y
Initiator Message Type	Y	-
Initiator Conversation ID	Y	-
Initiator Conversation Part ID	Y	-
Initiator Context ID	Y	-
Family Name	Y	Y
Given Name	Y	Y
Other Given Name	Y	Y
Date of Birth	Y	Y
TFN	Y	Y
Sex	Y	Y
Address Line 1	Y	Y
Address Line 2	Y	Y
Address Line 3	Y	Y
Address Line 4	Y	Y
Suburb	Y	Y
Postcode	Y	Y
State	Y	Y
Country	Y	Y
Address Usage Code	Y	Y
Tax file number not provided indicator	Y	Y
Transferring Fund Product Name	Y	Y
Transferring Fund ABN	Y	Y
Transferring Fund USI	Y	Y
Transferring Fund Member / Account No	Y	Y
Transferring Fund Contact Family Name	Y	-
Transferring Fund Contact Given Name	Y	-
Transferring Fund Contact Other Given Name	Y	-

Download Column	RTR / USM / RAS	EPF / S20C / IRR / RA
Transferring Fund Contact Email	Y	-
Transferring Fund Contact Phone Service Code	Y	-
Transferring Fund Contact Phone Area Code	Y	-
Transferring Fund Contact Phone Number	Y	-
Receiving Fund Contact Family Name	-	Y
Receiving Fund Contact Given Name	-	Y
Receiving Fund Contact Other Given Name	-	Y
Receiving Fund Contact Email	-	Y
Receiving Fund Contact Phone Service Code	-	Y
Receiving Fund Contact Phone Area Code	-	Y
Receiving Fund Contact Phone Number	-	Y
Receiving Fund Product Name	Y	Y
Receiving Fund ABN	Y	Y
Receiving Fund USI	Y	Y
Receiving Fund Member / Account No	Y	Y
Receiving Fund BSB	Y	-
Receiving Fund Bank Account Number	Y	-
Tax Free Component Amount	Y	-
KiwiSaver Tax Free Component Amount	Y	-
Taxable Component Taxed Element	Y	-
Taxable Component Untaxed Element	Y	-
Benefit Components Preserved	Y	-
KiwiSaver Preserved Amount	Y	-
Benefit Components Unrestricted	Y	-
Benefit Components Restricted	Y	-
Insured Death Cover	Y	-
Insured Total Permanent Disablement Cover	Y	-
Insured Income Protection Monthly Cover	Y	-
Remaining Benefit	Y	-
Lost Member	Y	-
Eligible Service Period Start	Y	-
USM Reason Code	Y	-
USM Date	Y	-

Download Column	RTR / USM / RAS	EPF / S20C / IRR / RA
Death Benefit Recipient Age Category	Y	-
Death Benefit Tax Code	Y	-
Release Authority Product Type	Y	Y
SMSF ESA	Y	Y
SMSF Account BSB	-	Y
SMSF Account Number	-	Y
SMSF Account Name	-	Y
Transfer Whole Balance	Y	Y
Transferring Payment Reference	Y	-
Receiving Payment Reference	Y	-
Amount Requested	-	Y
Amount Paid	Y	-
Other Details 1 Text	Y	Y
Other Details 1 Description	Y	Y
Other Details 2 Text	Y	Y
Other Details 2 Description	Y	Y
Other Details 3 Text	Y	Y
Other Details 3 Description	Y	Y
Other Details 4 Text	Y	Y
Other Details 4 Description	Y	Y
Other Details 5 Text	Y	Y
Other Details 5 Description	Y	Y
Other Details 6 Text	Y	Y
Other Details 6 Description	Y	Y
Feedback Date	Y	Y
Severity	Y	Y
Reason Code	Y	Y
Description	Y	Y
Long Description	Y	Y
Refund Amount	Y	-
Refund PRN	Y	-

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