Employer Portal Release Notes

Release May 2025

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1 Overview

Key Feature Deliveries

- **Money reporting** - users can now view their deposits and track progress through various states, from receipt to disbursement and/or refund.

The SuperChoice Employer Portal will not be available as follows:

UAT:

Thursday 8 May, 2025 12pm – 3:00pm (AEST)

Production:

Thursday 15 May, 2025 7:00pm – 10:00pm (AEST)

> ⓘ **Money reporting**
>
> Money reporting will initially be enabled for select customers on release night. It will be rolled out to all clients on Tuesday, 20 May.

UAT:

Tuesday 6 May, 2025 9:00am – 1:00pm (AEST) - 0:00am – 4:00am (BST)

Production:

Tuesday 20 May, 2025 10:00 am – 3:00 pm (AEST) - 1:00 am – 6:00 am (BST)

1.0.1 Employer Portal Indicative Release Dates

Note that these release dates are subject to change

UK deployments are 2 days later than Australian deployments

Release	UAT	Production
June	Tuesday 3-Jun	Thursday 12-Jun
July	Tuesday 24-Jun	Tuesday 8-Jul
August	Tuesday 22-Jul	Tuesday 5-Aug
September	Tuesday 19-Aug	Tuesday 2-Sep
October	Tuesday 23-Sep	Tuesday 7-Oct
November	Tuesday 21-Oct	Tuesday 4-Nov
December	Tuesday 18-Nov	Tuesday 2-Dec

2 User Impact

2.1 Reporting solution

Key identifiers

Search filter dialog has a heading "Key identifiers" -

Payment refunds

If a contribution batch amount remains outstanding after five business days, the payment should be automatically refunded to the employer's source bank account (as identified from the bank entry).

Previously, refunds were not consistently processed on the sixth day. This issue has been resolved so that on day six, the amount is refunded and acknowledged on day 7.

3 Money Reporting

There are some new reports under a **Money** section. This section reports on funds that are held and transferred on behalf of employer by our clearing house service. Each entry represents a deposit and tracks its progress through various states, from receipt of money from Employer, disbursement of money to the fund(s) and/or refund of money to the Employer. If a single deposit is for multiple employers then there is an expand button to view the related employers.

Money can be in one of the following states and there is a subreport to view these specific states..

Report/State	Description	Scenario	Account Balance	Comments
Unmatched	Money received from employer but **not linked** to a batch submission.	• Money is prepaid. • Batch data hasn't been submitted or cannot be matched.	Positive	Also known as "money, no data"
Holding	Money has been linked to a batch and is in the holding period **awaiting distribution**.	There is a standard holding period for all funds to be dispersed.	Positive	Timelines: • Direct Credit: ~1 business day. • Direct Debit: ~3 business days.
Refunded	Money directly returned to the employer due to issues with disbursement to funds	• Incorrect fund bank account (e.g., SMSF). • Closed account (e.g., successor fund). • Overpayment. • Underpayment with no top-up received within 6 business days. • Unmatched/partially matched for over 6 business days.	Initially Positive then Zero	This report shows money our clearing house has refunded. **Refunds paid by funds directly to an employer's bank account are not currently shown in this report.** A refund can subsequently fail if the bank account is invalid. In this case it will move to refund failed.
Refund failed[1]	Refund attempt failed due to **invalid employer bank account**.	Employer has entered an incorrect refund BSB or Account number	Positive	Presently we do not automatically retry the payment when the refund account is corrected by the employer. This means that until the automated process is introduced the status will remain as refund failed after the refund is paid manually. This will be remediated in a future release.
Dishonoured[1]	Applies to **direct debits** that were dishonoured.	• Employer does not have the required amount in their account • Employer has disputed the direct debit	Zero (a dispute will initially be positive)	The money is considered **not received**.
Sent to fund	Funds have been distributed to relevant funds.		Zero	Some amounts may still fail post-transfer and become **refunded**.

Report/State	Description	Scenario	Account Balance	Comments
				Typically, within a few hours of the bank receipt acknowledgement

Key data fields

Age   Calendar days since money was received (calculated from receipt date).
Status   Current state (e.g., unmatched, matched, refunded, sent to fund, partial).
Amount $ Amount deposited into the PayClear bank account.
Unmatched $ Portion that remains unmatched.
Holding $ Portion of the amount that has been matched to batch data.
Refunded $ Amount refunded to the employer (can be partial).
Sent to Fund $ Amount sent to funds (updated after the bank has acknowledged receipt of transfer).
Account Balance $ [2]   Employer current account balance (positive = employer credit) in the employer sub account maintained by SuperChoice.
Batch Reference   Reference of the related batch submission.
Date Received   Date money was deposited into the PayClear bank account.
Matched Date   Date money was matched.
Refunded Date   Date money was refunded from the PayClear bank account to the Employer..
Sent to Fund Date   Date funds were distributed to the funds/SMSFs.
Type   Employer's payment method: Direct Debit, NPP, Direct Credit, or BPAY.
Narrative   Banking narrative from the payment.
Employer Data   ABN, name, unique ID (with breakdown if multiple employers per payment).
Match Type   How the match was made (e.g., manual, automated match levels).

ⓘ **Pending functionality**

[1] The refund failed and dishonoured reports will not be switched on until the next release.

[2] The employer's account balance will currently not be updated for the direct credit unmatched and matched stages.

3.1 Payment processing timelines

* All days are in banking business days apart from an underpayment refund (14 calendar days + 1 business day)

$ **Direct Debit**	✔ Holding - $ + 📄	✈ Sent to fund	↩ Refunded	✖ Dishonoured
Standard Submission	3 Days (Clearing) →	Day 4 →		
Send to fund failure	3 Days (Clearing) →	Day 4 →		
	Day 5 ←		Day 6 →	
User cancellation	Up to 3 days ⇠⇢		Cancel day +1 →	
Dishonour	Up to 3 days ⇠⇢			Dishonour day →
Current account balance	Deposit/refund $	$0	$0	$0

$ **Direct Credit**	❓ Unmatched ($)	✔ Holding - $ + 📄	✈ Sent to fund	↩ Refunded
Postpaid $ *Payment day*		$ + 1 day →	$ + 2 days →	
Prepaid 📄 *Submission day*	$ Up to 6 days ⇠⇢	📄 + 1 day →	📄 + 2 days →	
Manual match		📄 + 2 days →	📄 + 3 days →	
User cancellation		📄 + 1 day →		Cancel day +1 →
Current account balance	Deposit $	Deposit $	$0	$0

Direct Credit Exceptions	Unmatched ($)	Holding - $+ 📄	Sent to fund	Refunded
Not matched	$+ 6 days →			$+ 7 days →
Send to fund failure	⇠ - - -	📄 + 1 day →	📄 + 2 days →	✈ + 2 days ←
			✈ +1 day ←	
Overpaid (correct PRN)		📄 + 1 day →	📄 + 2 days →	📄 + 2 days → *Excess over payment*
Overpaid (incorrect PRN)		📄 + 1 day →	📄 + 2 days →	$ + 7 days → *Excess over payment*
Underpaid (no top up)		After 14 days no top-up →		$ + 15 calendar days*
Part paid (split batch)	$+ 6 days →	📄 + 1 day →	📄 + 2 days →	$ + 7 days → *Remainder*
Current account balance	Deposit $	Deposit/refund $	$0	$0

Exception Scenarios is labeled on the left spanning the middle rows.

3.2 Money No Data Report – Transition to Online Reporting

The data previously available only through the manually extracted **Money No Data report** is now accessible via the online reporting platform. This transition brings several improvements in how data is accessed, filtered, and analysed. All custodians that currently receive the "MND report" have also been given access to this reporting facility.

3.2.1 Key Benefits of Online Reporting

- **Real-Time Data Access**: No delays in data availability; information is current and always accessible.
- **Historical Search and Filtering**: Easily retrieve and filter past data based on employer, date range, or status.
- **Custom Reporting**: Users can define timeframes and criteria to generate tailored reports.
- **Expanded Data Points**: Additional fields and metrics provide more context and actionable insights.

3.2.2 Mapping: Old Report to Online Reporting

Money No Data Report	Online Reporting	Comments
Appendix A - Money (no data)	Money => Unmatched	Direct mapping of unmatched funds that haven't been linked to batch data.
Appendix B - Data (no money)	Payments => Not paid	Records with batch data but no matching payment. Note: **Not yet grouped by file** – enhancement planned.
Appendix C - Underpayments	Payments => Underpayments	Payments received are less than expected. Note: **Not yet grouped by file** – enhancement planned.
Appendix D - Manual matches	Money => All	Use filter: **Match Type = Manual** to isolate manually matched records.

4 Validation And Rule Changes

None

- **EPRT-21858** - ReEnrolmentType list lookups were missing -this affects the description in reporting.
- An active EW that was paying below min and had earnings updated to EJH and is postponed has their contributions held. In this scenario, contributions should not be held.
- PS - System created a new entrant file when user re-enrolled an exempt member

5 Defects Fixed

Various	☐ Employee
	☑ Contribution
	☑ Member
	☐ STP
	☐ Gateway
		Reporting bug fixes	1. Currently, whenever a column is pinned, the generated scheduled report data rows are shifted one column to the right.
			2. Trying to edit an existing scheduled report to monthly/yearly results in a blank page
			3. Error when no days of the week selected for schedule.
			4. Clicking update reports after renaming report and subsequently clicking update report will revert the renaming.
			5. WCAG issues fixed related to select employer in reporting page.
			6. If date selection exists, and start/end dates are set, click will clear date selection and create a new date start point
			  If start date selection does not exist, and date start point is set, click will set date end point
			  Start /end date can be set in reverse (e.g.. first click can set 11th Jan, 2nd click sets 1st Jan)
			  Date picker will always have a date selection by default and therefore will either be in one of the states outlined above.
			  Behaviour is compatible with date period defaults (last 7 days, last 30 days etc.)
			7. Various related descriptions were not showing for codes
			  a. Employer.PaymentMethodCode - Direct Credit, etc
			  b. Employer.Status
			  c. Employer.StateOrTerritoryCode
			  d. Employer.CountryCode
			  e. Category.CalculationSet
			  f. Category.Status
			  g. Scheme.Status
			  h. Member.Reviewed
			  i. Employee.EmergencyContactTitle
			  j. Employee.EmergencyContactRelationship
			  k. Employee.PostalStateOrTerritoryCode
			8. Downloaded report name was not set correctly for the system reports
			9. Search with total batch amount does not work in quick search.
			10. When clearing the selected date, its set to default date.
			11. There are some duplicated fields with the same name
			  a. SentAmount
			  b. ResponseDate
			  c. Refundamount
			  d. ResponsePrn
			  e. ResponseCode
			  f. ResponseShortDesc

EPRT-21705	☐ Employee ☑ Contribution ☐ Member ☐ STP ☐ Gateway	No email subject for refund warning and refund notification email	The email subject was blank for refund warnings and refund notifications.
EPRT-21601	☐ Employee ☐ Contribution ☑ Member ☐ STP ☐ Gateway	Change the logic for determining unsubmitted file for member level audit rollback	The current logic for determining files that can be rolled back insists that **all unsubmitted files are deleted prior to rollback**. This applies even if files are 2+ years old and will have no impact to the rollback functionality. A change has been applied to only disable rollback for a particular member if they have an unsubmitted file that has changed their data.