Reporting User Guide – August 2025

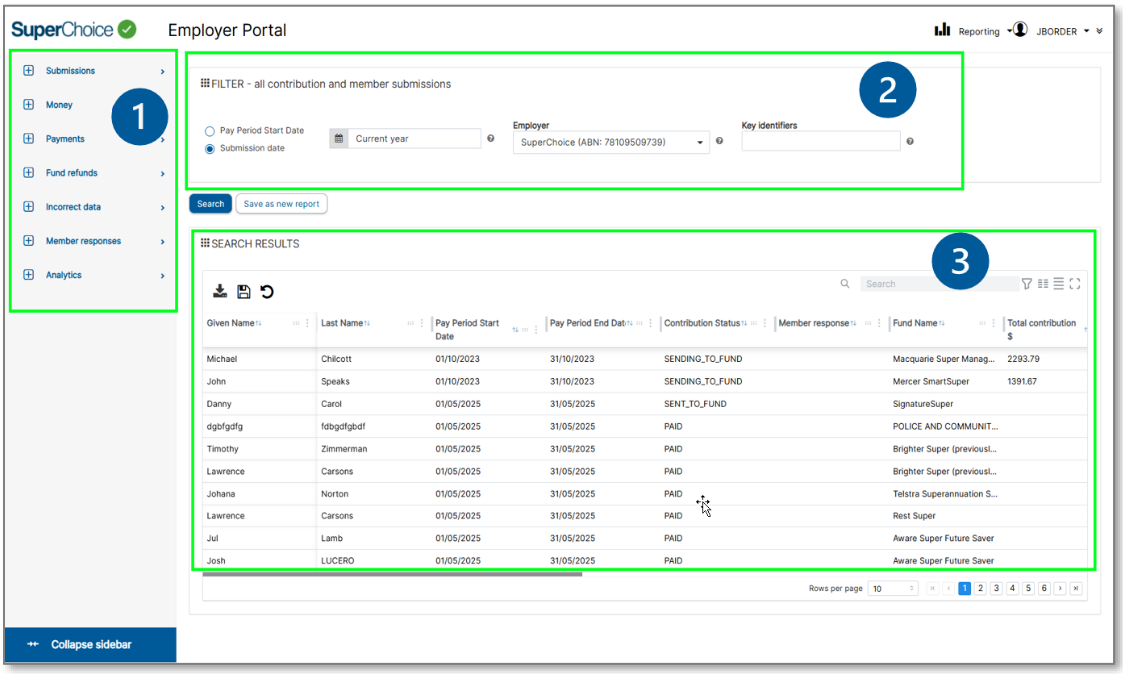
SuperChoice

Reporting User Guide Contents

Reporting Functionality

The reporting screen is broken into three main sections:

1. **Report List** – Contains all the pre-configured and user's custom reports
2. **Report Filter** – Controls dates, employers and key identifiers used in reports
3. **Results & Controls** – Displays report data and provides controls for each report



Report - Action Buttons

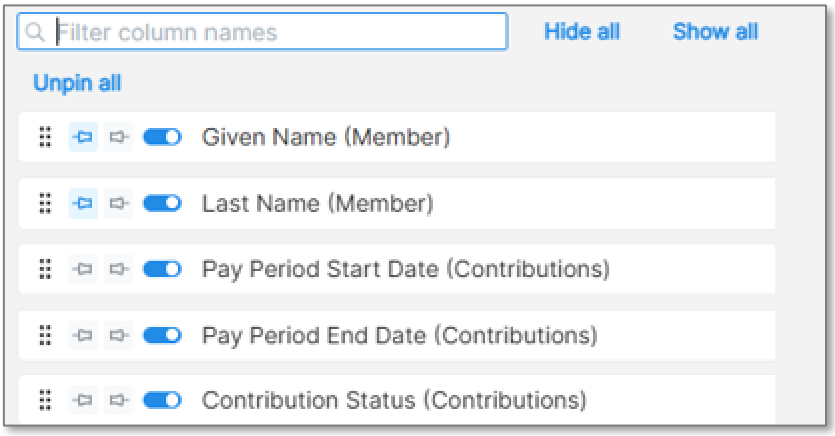
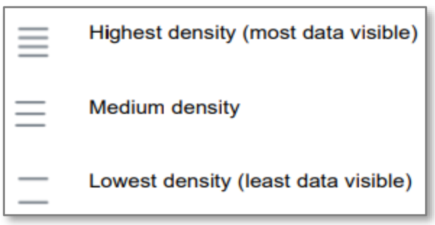
Button	Function
Search	Runs a selected report.
Save as new report	Saves a custom report.

Results - Action Buttons

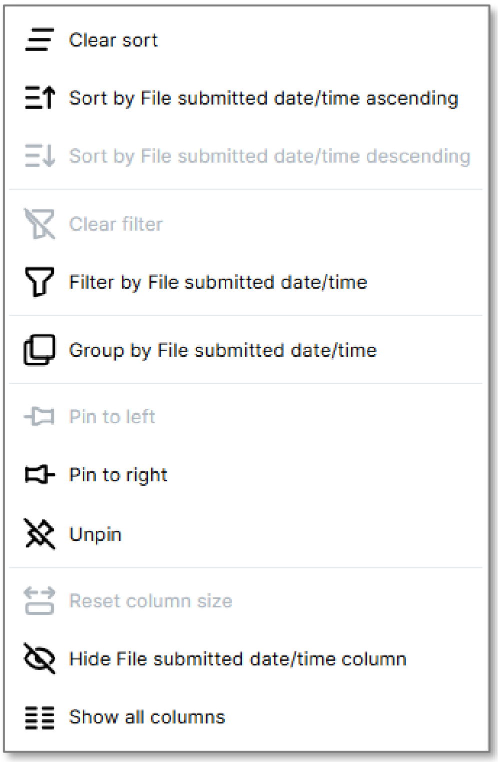
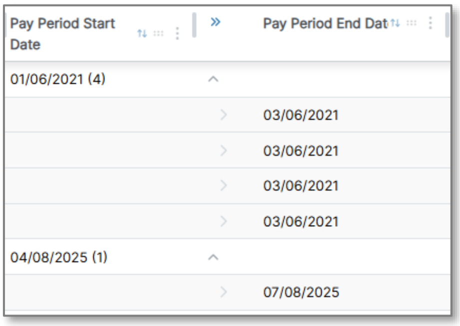
Button	Description	Function
	Export Data	This button will download the data displayed in the report search results. ***Note** – This needs specific permissions, otherwise it will not be visible.*
	Save preferences	This button can be used to retain any changes to display settings for the next time a user runs this report.
	Reset default preferences	Any preferences previously saved for report can be reset by clicking this button. Restores the report back to its original parameters.

Notes – All buttons, icons & reports have hover over descriptions

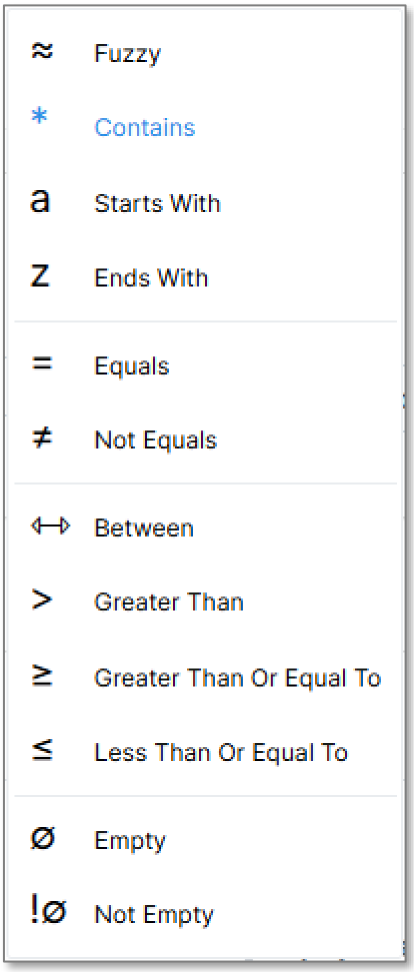
Report Level – Display Controls

Icon	Description	Function
	Search	Searches for the entered value in the entire report
	Show/Hide filters	Clicking this will enables filtering on each column.
	Show/Hide columns	Clicking this button will display controls for report columns:  ▪ **Search box** – Enter a field name to filter the list ▪ **Hide all** – This will hide all currently configured fields for the report ▪ **Show all** – Will display all fields for the current report. *Note – "Result Default Preference" can be used to resort to the default fields.* ▪ **Unpin all** – This will unpin any fields currently pinned in the report. Enables fields to be **reordered** by dragging to the preferred position in the report. The **pin/unpin** button (left or right) will lock/unlock the display of the chosen field or fields whilst scrolling on the page. The **field selector** button enables the inclusion or exclusion of a field from a report.
	Toggle density	This will modify the amount of data visible on screen. Useful if the user needs to focus in on a particular value, in which case they might reduce the data density. The icon will change to indicate the current density level: 
	Toggle full screen	When pressed, this will remove the data and employer filters from the top section of the screen and extend the report data search results to take the whole top to bottom screen real estate.

Field Level – Display Controls

Icon	Description	Function
	Sort by	Sorts the data by the selected column. The icon indicates when sorting has been applied, and whether **Ascending** **Descending**
	Move	Enables the position / order of columns to be **moved** on the screen and download.
	Column Actions	Presents easy access to field level controls along with the additional functionality "**Group By**" 
	Group By	Enables the report results to be grouped by a chosen field, multiple cascading groupings are supported.  In the example below data has been grouped by Pay Period Start Date 

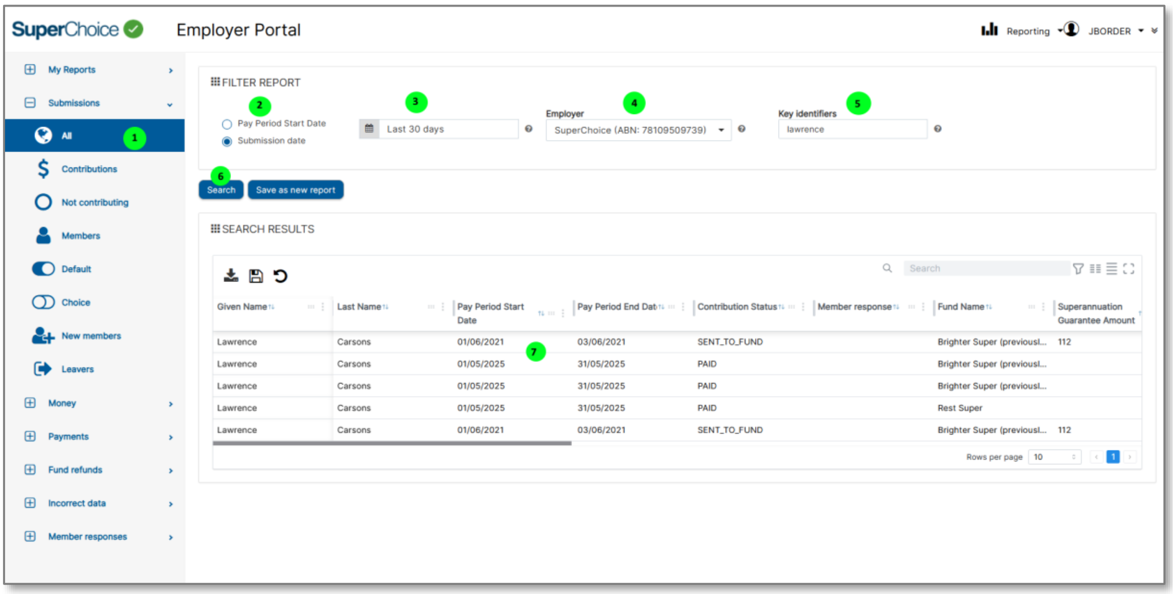
Field Level - Filtering

Icon	Description	Function
	Filter	This enables filtering of data in a specific column for value. For example, clicking Show/Hide filters on a report, then entering “John” on the Given name column, will filter all values in that column to only show rows that contain “John” 
	Filter Mode	The filter mode allows filter based on different criteria and logic 

Running Reports

To run a report, follow these steps:

1. From the **Reports List**, select the report you want to run
2. Select the date type you wish to use for the report; **Pay Period Start Date** or **Submission Date**
3. Select the date range you want:
    - Today
    - Yesterday
    - Last 7 days
    - Last 30 days
    - This month
    - Last month
    - Current year
    - Last year
    - Current FY (financial year)
    - Last FY (financial year)
    - Or use the calendar for a specific range
4. Select the **employers** you want to report on
5. Enter any **Key identifiers** such as names to make the report more specific
6. Click **Search**
7. Report data will be displayed and can be downloaded or modified as you need to



Note – There are no pre-configured report download formats. Downloads will contain the fields displayed in the search results window and reflect any changes you have made to included or excluded fields.

Standard Reports

There are 6 pre-configured standard reports available:

1. **Submissions**
2. **Money**
3. **Payments (Data)**
4. **Fund Refunds**
5. **Incorrect data**
6. **Member Responses**

Each report, has a top level "**All**" and then "low-level" filters which groups data into easy-to-understand sections, helping users find the data they need, quickly and easily.

Note – While users have access to all reports, those reports will only be populated with data submitted for employers the user has access to.

Only super submissions data will be displayed, not Single Touch Payroll (STP).

1. Submissions

This report provides visibility of submissions that an Employer has made.

Filter Name	Description
All	Returns **all transactions** for the period selected, employer(s) and key identifiers entered.
Contributions	Returns **all contributions** for the period selected, employer(s) and key identifiers entered.
Not contributing	Returns **all members** for the period selected, employer(s) and key identifiers entered where they are present in contribution batches but **with no amounts**. ***Note*** *– Does not report members excluded from contribution batches completely.*
Members	Returns **all member** messages for the period selected, employer(s) and key identifiers entered.
Default	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for the fund(s) assigned to employer as **default funds**.
Choice	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for the fund(s) **<u>not</u>** assigned to employer as **default funds**.
New members	Returns **all members** who have been **created** during the period selected, employer(s) and key identifiers entered.
Leavers	Returns **all members** who have had an **exit/termination** date set during the period selected, employer(s) and key identifiers entered.

2. Money

This report provides visibility of actual $ funds that are held and transferred by the SuperChoice clearing house service on behalf of employer. Deposit information will be displayed the following business day after the payment has made it through the banking system.

Temporarily *- Refunds paid by funds directly to an employer's bank account (which bypass the SuperChoice clearing house service) are **not** currently shown in this report.*

Filter Name	Description
All	Returns **all payments** for the period and employers selected.
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.
Holding	Money has been linked to a batch and is in the holding period **awaiting distribution**.
Refunded	Money **directly returned** to the employer by the SuperChoice clearing house service due to issues with disbursement to funds. ▪ Incorrect fund bank account (e.g. SMSF). ▪ Closed account (e.g. successor fund). ▪ Employer Overpayment. ▪ Employer Underpayment with no top-up received within 6 business days. ▪ Unmatched/partially matched for over 14 business days. **Note** - This report shows money the SuperChoice clearing house service has refunded. **BAU Refunds paid by funds** directly to an employer's bank account (which bypass the SuperChoice clearing house service) **are <u>not</u> currently shown in this report.**
Refund failed	Refund attempt failed due to **invalid employer bank account**. ▪ Employer has provided an invalid refund BSB or Account number
Sent to fund	Funds have been **distributed** to relevant funds.
Dishonoured	Applies to **direct debits** that were **dishonoured**. ▪ Employer does not have the required amount in their account ▪ Employer has disputed the direct debit

3. Payments (Transaction Data)

This report provides full visibility of all payment transaction data. This data is drawn from SuperStream data messages sent and received by SuperChoice, and so includes **both** Refunds paid by the SuperChoice clearing house service **and** paid by funds directly to an employer's bank account (and which do not pass through SuperChoice's bank account)

The Payments report includes the additional functionality of "Group By". Please see the Analytics Report for further information on this functionality.

Filter Name	Description
All	Returns **all payment transactions** for the period selected, employer(s) and key identifiers entered.
All refunds	Returns **all refunds** and **failed transactions** for the period selected, employer(s) and key identifiers entered.
Failed payments	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where payment to the **recipient fund has failed**. ***Note*** *– Most commonly due to invalid SMSF bank account details.*
$? Not paid	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where payment has **not been received yet**. ***Note*** *– While payment may have been made to the clearinghouse, this requires the payment to be identifiable as belonging to a specific batch, i.e. correct PRN*
$– Underpaid	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where payment has been r**eceived but is not enough** to match the total contribution batch amount.
$+ Overpaid	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where payment has been **received but is more** than the total contribution batch amount. ***Note*** *– Money and data will be matched automatically and overpaid amount refunded automatically.*
$ Cancelled	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where submission has been manually or automatically **cancelled**. ***Note*** *– Any money held in respect of cancelled batches is refunded automatically.*
$ Dishonoured	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where payment has been **dishonoured.** ***Note*** *– Applies to Direct Debit employer submissions only.*
→$ Sending to fund	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where money and data has been **matched** and the process of **releasing money** and **data** to funds is **inflight**.
→ Sent to fund	Returns all transactions for the period selected, employer(s) and key identifiers entered where money and data has been **matched** and the process of **releasing money** and **data** to funds has **completed.**

4. Fund Refunds

This report provides visibility of transaction data provided by Funds in relation to Refunds to the employer, along with reason provided for each Refund.

Note - This report does **not** include direct refund from the SuperChoice clearinghouse service to the employer.

Filter Name	Description
All	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a **refund** has been received.
Not found	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a **refund** has been received with the specific reason of "**Member not found** with supplied info"
Closed	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a **refund** has been received with the specific reason of "**Membership has closed**"
Not eligible	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a **refund** has been received with the specific reason of "**Eligibility issue** preventing the contribution being processed. Contact Superannuation entity for details."
Not accepted	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a **refund** has been received with the specific reason of "Contributions **cannot be accepted** from this Contribution Provider."
Other	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a refund has been received with **other error codes** not covered in other filters.

5. Incorrect Data

This report provides visibility of warning responses received from funds to indicate a difference in the data supplied by the Employer and that held by the Fund.

The Employer should update its employee's record in relation to USI, Member Number or SMSF's ESA.

Filter Name	Description
All	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a **response message** has been received.
Incorrect USI	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a response message has been received indicating that the **contribution** has **been processed but the USI** provided by the employer was **incorrect**. ***Note*** *– This is most likely to occur if a member provides a generic fund name where that fund is multiple different products. In most cases, the employer will be provided the correct USI and should update their payroll records before the next submission.*
Incorrect member no	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a response message has been received indicating that the fund has **matched the member**, but the **member number** provided by the employer was **incorrect**.
Incorrect ESA	Returns **all transactions** for the period selected, employer(s) and key identifiers entered for which a response message has been received advising the contribution has been sent to a recipient **ESA** that is **not responsible** for the SMSF.

6. Member Responses

This report provides visibility of responses from Funds for new member registrations and existing member updates .

Filter Name	Description
All	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where a **response message** has been received.
New members	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where a response message has been received containing an **updated member number.** ***Note*** – *When received, the portal will update the member number and send an email to the employer advising of the update. Employers should update payroll data before the next submission.*
Not accepted	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where a response message has been received advising **member updates will not** be **processed**. ***Note*** – *Usually where the submitting employer doesn't have a participating/default relationship with the receiving fund. Members should be advised to contact their fund directly with key updates.*
Not processed	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where a response message has been received advising **member updates cannot** be **processed.** ***Note*** - *Members should be advised to contact their fund directly with key updates.*
Not found	Returns **all transactions** for the period selected, employer(s) and key identifiers entered where a response message has been received advising **member updates** are **not found**. ***Note*** - *Members should be advised to contact their fund directly with key updates.*

Analytics Reports – (Custodian User Reports)

The Analytics Report section provides aggregated data insights to help identify deeper trends and patterns.

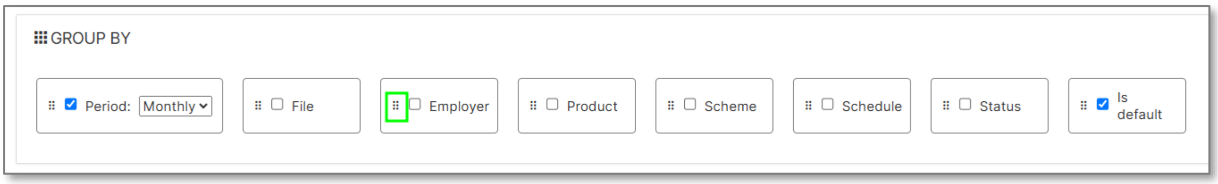
There are 4 pre-configured analytic reports:

Filter Name	Description
All	All **contribution submissions** grouped by month, employer and product
Default vs Choice	Monthly grouping of **contribution submissions** by whether they were made to **default or choice funds**
Joiners	Monthly view of **all new joiners** grouped by month, employer and product
Leavers	monthly view of **all leavers** grouped by month, employer and product

When selecting any of these pre-configured reports, default groupings will be applied for each to organise the data returned. However, you can choose to modify the groupings using the following options:

- **Period** (daily, weekly, monthly, or yearly)
- **Employer** - key employer fields such as Employer name, ABN, category, location id, etc
- **Product** - key fields such as Organisation name, USI, status, is default, etc
- **Scheme** - description, status, product and code
- **File** - File name, contribution amount, submitted date/time, PRN, content type, file type, format type, mapping name
- **Schedule** - Name and frequency
- **Status** – Submission status
- **Is default** – Default fund yes/no

You can change the grouping order (e.g. from employer, product to product, employer) by simply dragging and dropping the grouping



Additionally, **any numeric field** will display an aggregated sum (e.g. Super Guarantee (SG), salary sacrifice contributions, refunds, etc).

1. All (Contribution Transactions)

This analytic report provides visibility and insights into all Contribution transactions.

Field	Description
Period	Submission date for any transactions in the reporting period
Employer name	Name of employer(s) in a submission in the reporting period
Fund name	Name of fund(s) in each submission in the reporting period
Member Count	Count of number of members in the current grouping. If grouping is Employer and Product, then this will be a count of members in that product in the submission.
Total Contribution $	Value of data combination of all standard contribution types in the current grouping. If grouping is Employer and Product, then this will be the total value of contributions that product in the submission.
Member count %	If grouping is Employer and Product, then this will be the % of employer's members in contributions for that product in the submission.
Total contribution %	If grouping is Employer and Product, then this will be the total % of the contribution for the employer and product combination.
USI	USI of fund(s) in each submission in the reporting period
Is Default Fund	**Yes** or **no**, represented by ✔ or ✖. Indicates whether the product is defined as a default fund: 1) For the employer (if populated); or 2) For the custodian ***Note*** *– Both employers and custodians can have multiple default funds assigned.*

2. Default vs Choice (Contribution Transactions)

This analytic report provides visibility and insights into all Contribution transactions based on the employer-fund relationship (Default vs Choice).

Field	Description
Period	Submission date for any transactions in the reporting period
Is Default Fund	Yes or No, represented by ✔ or ✖. Indicates whether the product is defined as a default fund: 1) For the employer (if populated); or 2) For the custodian ***Note** – Both employers and custodians can have multiple default funds assigned.*
Member Count	Count of number of members in the current grouping. If grouping is period and Is default, this will be the count of members in default fund and non-default funds.
Total Contribution $	Total value of members in the current grouping. If grouping is period and Is default, this will be the total value of contributions for members in default fund and non-default funds.
Member count %	Percentage of members in the current grouping. If grouping is period and Is default, this will be the total percentage of contributions for members in default fund and non-default funds.
Total contribution %	Percentage of members in the current grouping against the total contribution amount. If grouping is period and Is default, this will be the total percentage of contributions for members in default fund and non-default funds.

3. Joiners

This analytic report provides visibility and insights into all new joiners in Employer submissions.

Field	Description
Period	Submission date for any transactions in the reporting period
Employer name	Name of employer(s) in a submission in the reporting period
Fund name	Name of fund(s) in each submission in the reporting period
Member Count	Count of number of members in the current grouping. If grouping is Employer and Product, then this will be a count of members in that product in the submission.
Total Contribution $	Value of data combination in the current grouping. If grouping is Employer and Product, then this will be the total value of contributions that product in the submission.
Member count %	If grouping is Employer and Product, then this will be the % of employer's members in contributions for that product in the submission.
Total contribution %	If grouping is Employer and Product, then this will be the total % of the contribution for the employer and product combination.
USI	USI of fund(s) in each submission in the reporting period
Is Default Fund	Yes or No, represented by ✔ or ✖. Indicates whether the product is defined as a default fund: 1) For the employer (if populated); or 2) For the custodian ***Note*** *– Both employers and custodians can have multiple default funds assigned.*

4. Leavers

This analytic report provides visibility and insights into all leavers in Employer submissions.

Field	Description
Period	Submission date for any transactions in the reporting period
Employer name	Name of employer(s) in a submission in the reporting period
Fund name	Name of fund(s) in each submission in the reporting period
Member Count	Count of number of members in the current grouping. If grouping is Employer and Product, then this will be a count of members in that product in the submission.
Total Contribution $	Value of data combination in the current grouping. If grouping is Employer and Product, then this will be the total value of contributions that product in the submission.
Member count %	If grouping is Employer and Product, then this will be the % of employer's members in contributions for that product in the submission.
Total contribution %	If grouping is Employer and Product, then this will be the total % of the contribution for the employer and product combination.
USI	USI of fund(s) in each submission in the reporting period
Is Default Fund	Yes or No, represented by ✔ or ✖. Indicates whether the product is defined as a default fund: 1) For the employer (if populated); or 2) For the custodian ***Note*** *– Both employers and custodians can have multiple default funds assigned.*

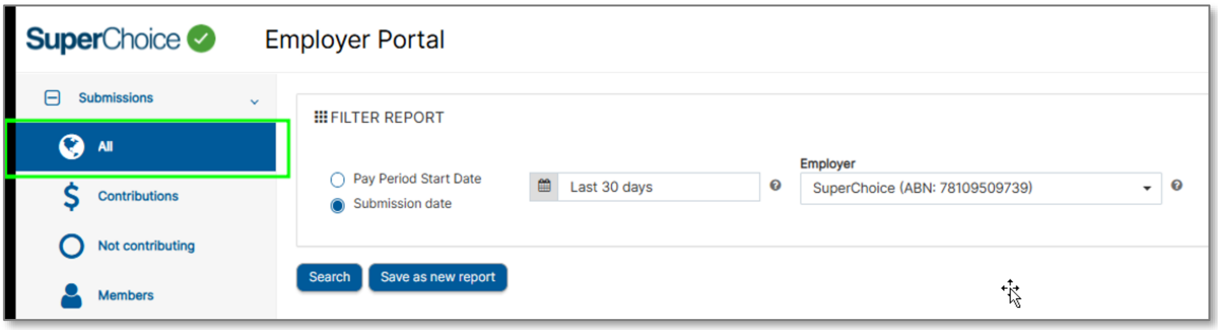
Custom Reports

Users can create and save their own custom reports in a few easy steps. Saved reports can then be run whenever the user needs them, without needing to manually configure the outputs they need each time.

Note – These reports are created and stored at a user level and cannot be made accessible to other users to run.

Creating Custom Report

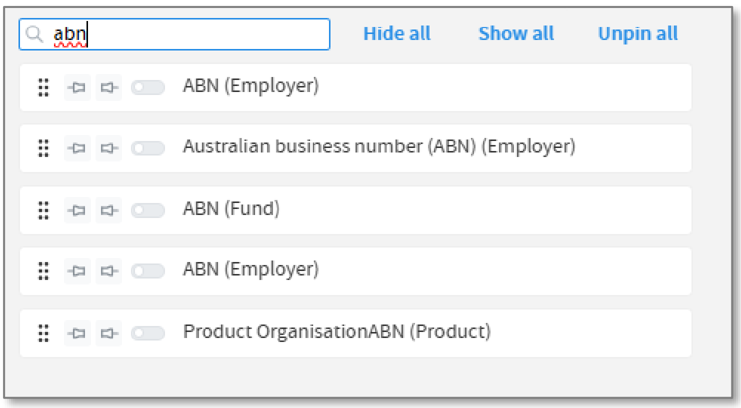
1. Start by deciding the type of report you want to create. If it's a submissions report, start by clicking on **Submissions** then **All**



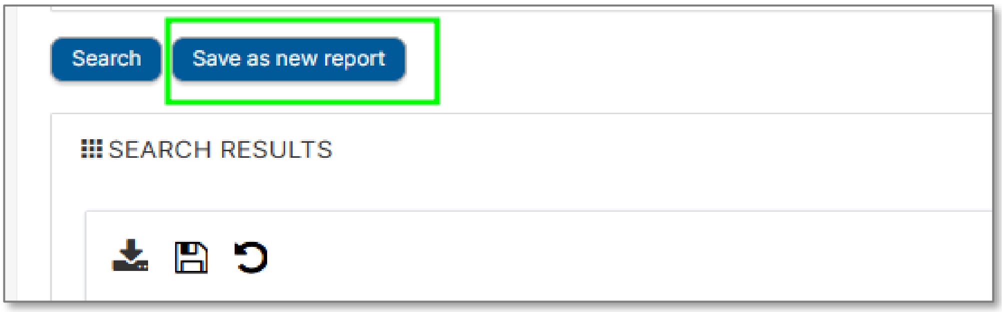
This will update the report filters and enable fine tuning of:

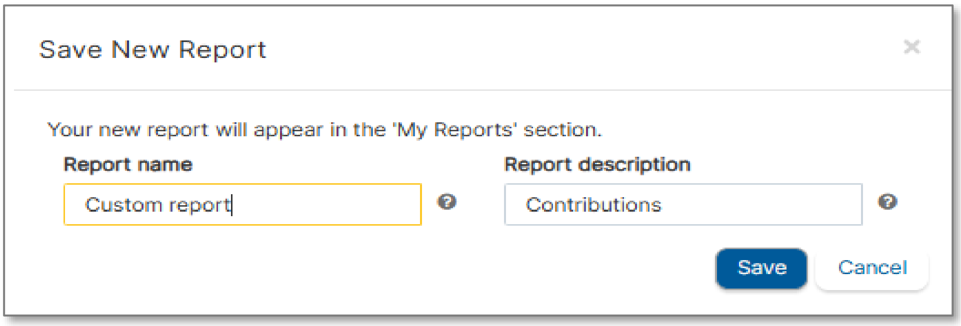
- Date types
- Date range
- Employers
- Key identifiers (Specific search criteria)

2. Click **Search** to populate data based on the search criteria
3. Edit to "**Report Level - Display Controls**" to get the required report e.g.
   - Modify the fields displayed using the Show/Hide columns button
   - Modify the order of fields displayed using the drag field function

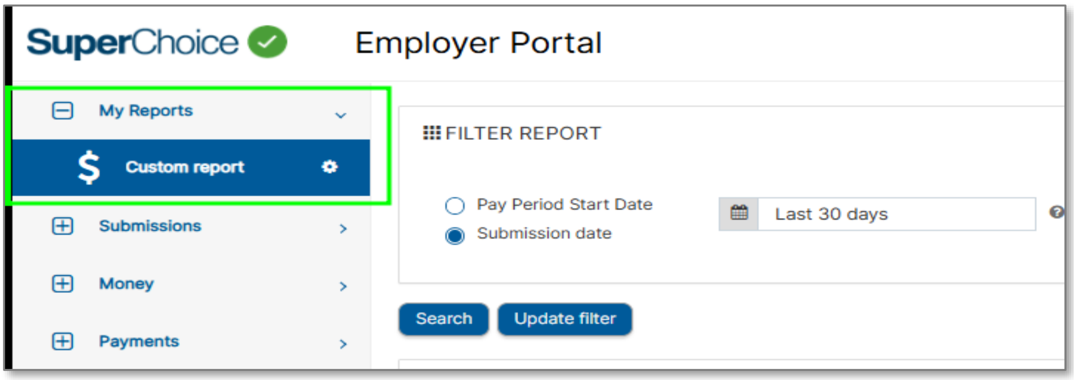


4. Once you have adjusted the fields and filters to display the data the way you need it, click **Save as new report** to provide a name for your custom report:



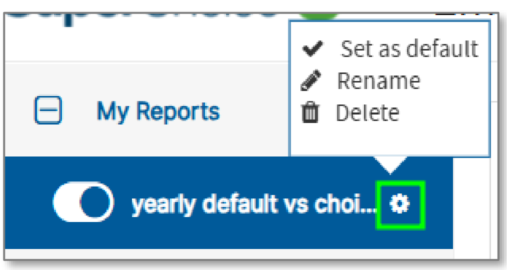


5. Your custom report will now be accessible from the My Reports menu



Managing Custom Reports

Once reports have been created, there are additional controls available by clicking on the cog icon on each custom report:

	▪ **Set as default** – When accessing Reporting, the "default" custom report will be displayed, ready to be run by the user clicking "search". ▪ **Rename** – Change the custom report name. ▪ **Delete** – Delete the custom report.

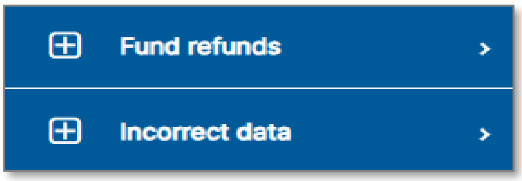
New vs Old Reporting

The new reporting function provides significantly more functionality than the old version, with pre-configured reports and filters in easy-to-understand sections that help users find the data they need, quickly and easily.

There are some changes in how the most popular reports are now accessed which are outlined below:

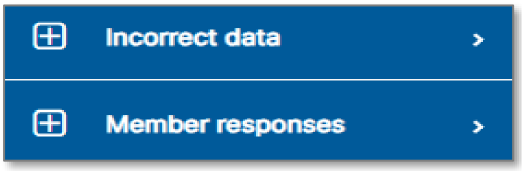
Errors from funds

These are handled in various pre-configured filters under the following sections:



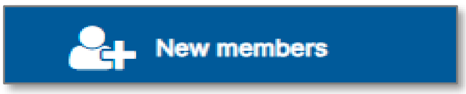
SMSF errors

There is an incorrect ESA report for SMSFs available in the following filter sections:



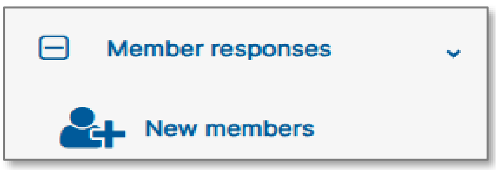
New members

This is covered under Submissions by the following filter:



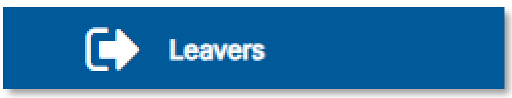
New member numbers

This is now handled by the new members filter under the Member responses section.

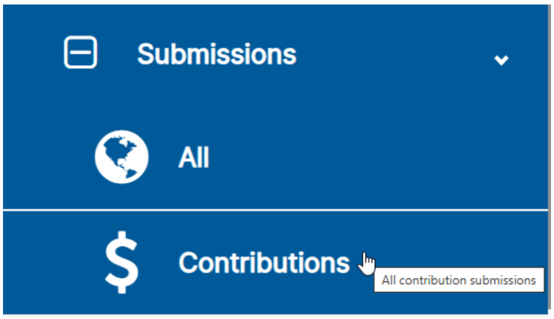


Terminated members

This is covered under Submissions by the following filter:



Year to date contributions for an Employer or specific Employee



1. Click on **Submissions** Report > **Contributions** filter
2. Set date to "Current Year"
3. Set employer to the employer you wish to report for
4. Click **Search**

This report could be further refined by enter an employee's name in **Key Identifiers** e.g. "Lawrence Carsons" before running the search

Results will be displayed in the Search Results section, and you can further finetune the results using the controls available. You can use "**Save as new report**" to save the report in **My Reports**