

3. Uploading your File

The EmployerPay Portal enables you to upload superannuation contribution files exported from your payroll system. These files can be the ATO SAFF or a customised file.

If you are new to the EmployerPay Portal and wish to upload a customised file, before uploading your first contribution file to the Portal, please contact your Administrator and ask them to organise for your custom files to be mapped for the Portal. For information about mapping, see *The Mapping Tool* quick reference guide.

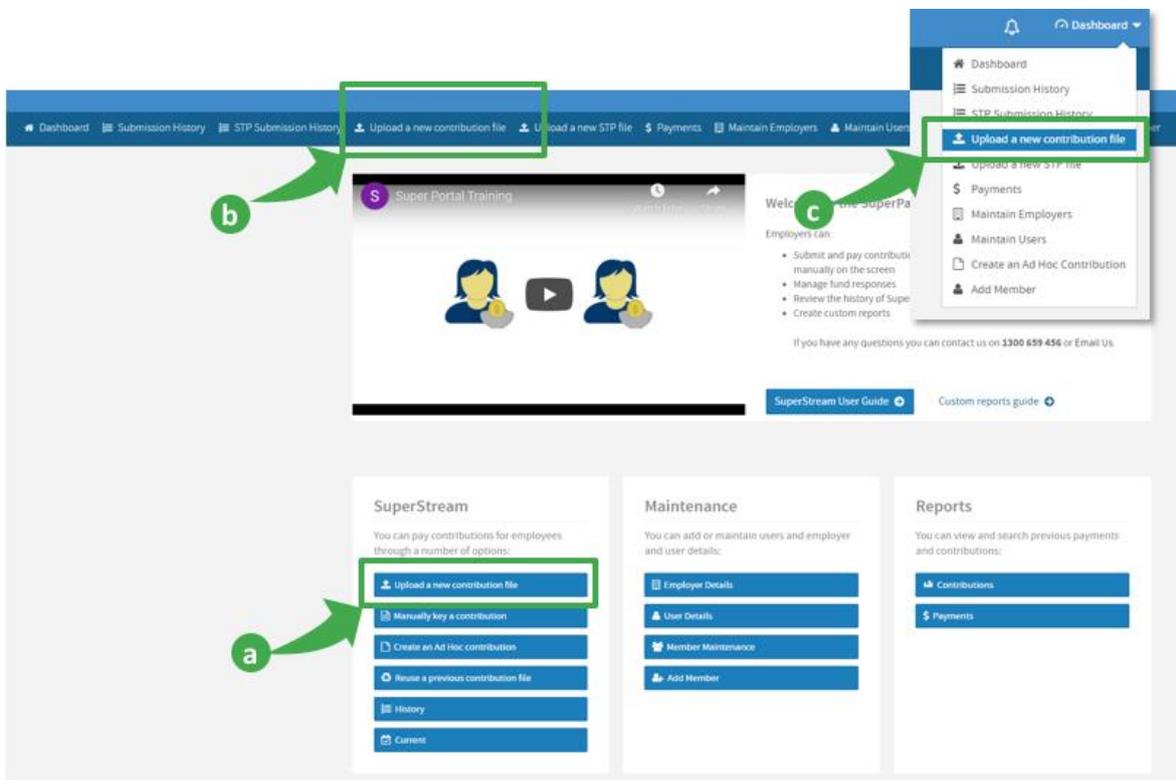


1 The first step in the process is to generate the superannuation information from your payroll system. Save the generated file on your desktop or in a folder you can access easily.

Do not open this file before uploading it – as corruption may occur.

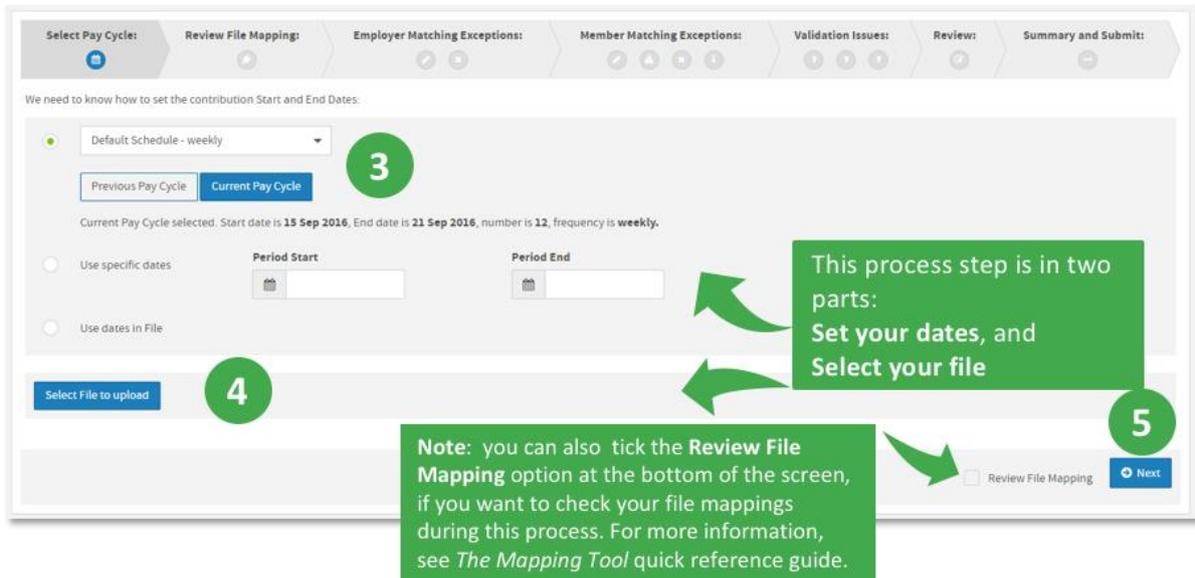
2 The next step is to bring this file into the Portal – by using the **Upload a new contribution file** function. You can access this function from:

- a** The SuperStream panel
- b** The toolbar, or
- c** The Navigation menu.



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The screen displays the process steps across the top, starting with **Select Pay Cycle**, as shown:



3 Select one of these options to set your dates.

- **Use an existing Pay Cycle** – This dropdown will list all pay cycles configured for your employer.
- **Use specific dates** – Manually select Period Start and Period End dates.
- **Use dates in File** – Select this if the contribution file contains a Period Start and Period End date.

4 Click the **Select File to upload** button and browse for the saved file.

5 If you are sure the date choice and file selection are correct, click **Next**.

The Portal automatically begins to validate the file's information. First it validates the employer ABN, then the member information.

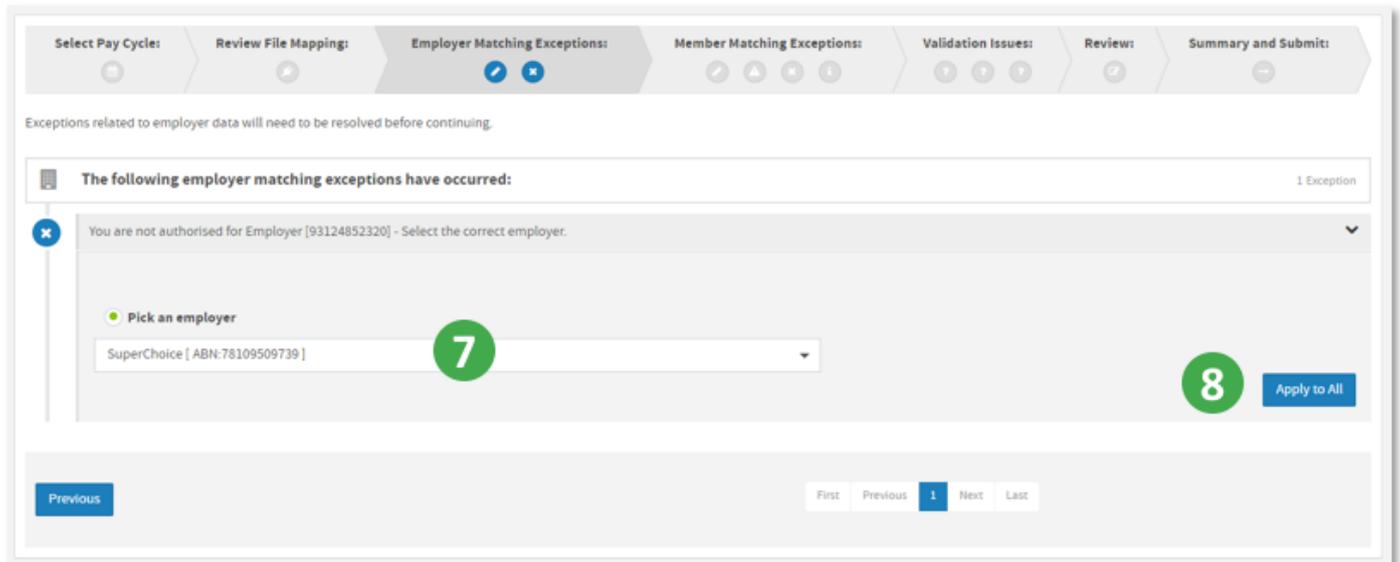
Employer Matching Exceptions

If there is a mismatch between the ABN in the contribution file and the ABN you (as the logged in user) are registered against, you will be prompted to select the correct employer. This will override the employer details in the file with those of the employer you are registered with. If there are no Employer Matching Exceptions, you may want to skip to [Member Matching Exceptions](#).



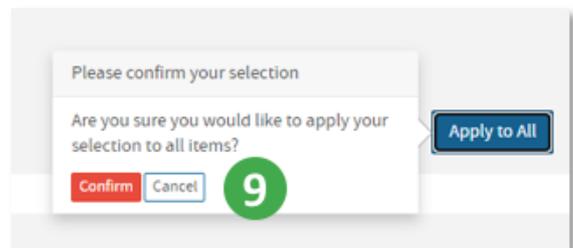
6 To expand the exception and show the available options, click the arrow to the right of the exception.

7 Click the **Pick an employer** droplist to select the employer in the contribution file.



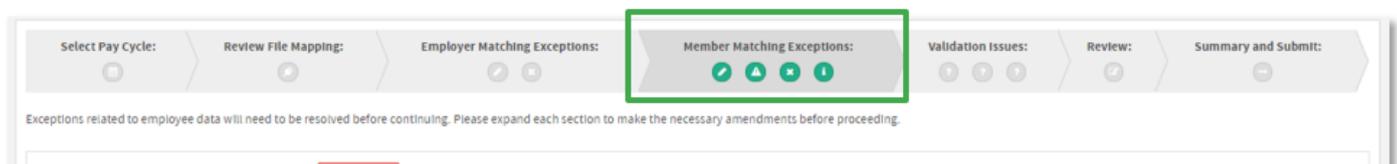
8 Click the **Apply to All** button.

9 The Portal asks for confirmation that you are identifying as the employer for all employees in the file. Click the **Confirm** button to continue.



Member Matching Exceptions

The next process validates the member information, and may take a few moments depending on the size of your file. **Member Matching Exceptions** occur when the Portal cannot create a member record based on the information in a contribution file, or if there is a possible match with a similar existing member record. If there are no Member Matching Exceptions, you may want to skip to [Validation Issues](#).



Common member issues are flagged with these green icons:

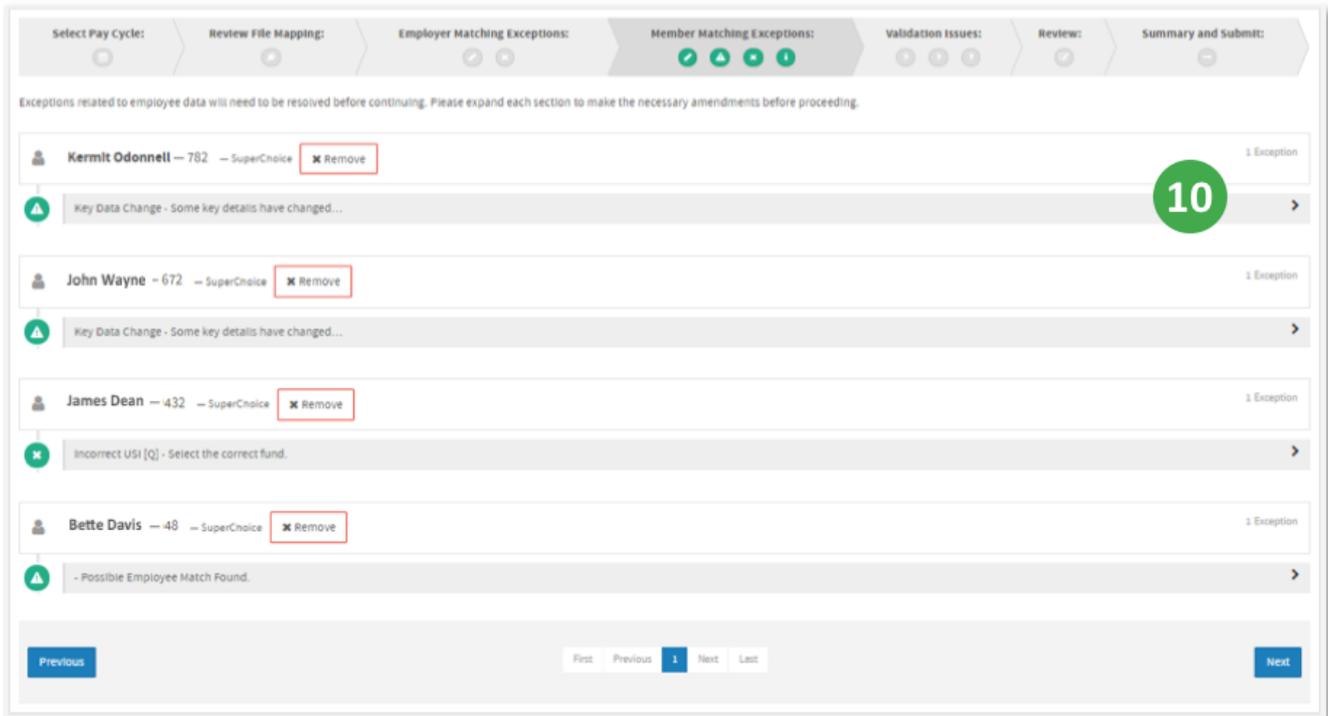


Warning – for example, there is a key data change or a possible employee match.

Error – for example, there is an incorrect USI.

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Member Matching Exceptions are listed, with options for dealing with them available on each row.



Correct a key data change

10 Click the arrow to the right of a key data change exception to see the details and the resolution options.

In the example below, the data in the upload differs from the data previously provided. Your options to correct the data include:

- a** Use the details in the new upload by clicking the **Update Existing Member** button.
- b** Use the details previously uploaded by selecting **Use historic details**, and then clicking the **Ignore Changes** button that becomes available.
- c** Remove the comparison to the existing employee by clicking **Wrong Employee**.
- d** Remove the new employee entry from the upload by clicking **Remove**.

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Kermit Odonnell — 782 — SuperChoice ✕ Remove d 1 Exception

Key Data Change - Some key details have changed...

Details you have supplied in the file			Existing details we have from previous files ✕ Wrong Employee c		
Name	Gender	Birth Dt	Name	Gender	Birth Dt
Kermit Odonnell	MALE	1989-09-08	Prince Adam	MALE	1989-09-18
Payroll No.	TFN	Emp. Status	Payroll No.	TFN	Emp. Status
782	123456789		782	123456789	
Address	E-mail	Phone	Address	E-mail	Phone
655-498 Libero Rd 9743 Hamilton VIC Australia	Morbi.sit.amet@Utsagittis.com	673247746	655-498 Libero Rd 9743 Hamilton VIC Australia	Morbi.sit.amet@Utsagittis.com	673247746
Fund Name	Member ID	Benefit Cat.	Fund Name	Member ID	Benefit Cat.
AMP Flexible Lifetime Super	30582		AMP Flexible Lifetime Super	30582	12324545

Use file details: a ✓ Update Existing Member Use historic details: b ✓ Ignore Changes

Continue working through each exception so your contribution file can progress towards submission.

Select Pay Cycle: Review File Mapping: Employer Matching Exceptions: Member Matching Exceptions: Validation Issues: Review: Summary and Submit:

Exceptions related to employee data will need to be resolved before continuing. Please expand each section to make the necessary amendments before proceeding.

Kermit Odonnell — 782 — SuperChoice ✕ Remove 1 Exception

Key Data Change - Some key details have changed...

John Wayne — 672 — SuperChoice ✕ Remove 1 Exception

Key Data Change - Some key details have changed...

James Dean — 432 — SuperChoice ✕ Remove 1 Exception 11

Incorrect USI [Q] - Select the correct fund.

Bette Davis — 48 — SuperChoice ✕ Remove 1 Exception

- Possible Employee Match Found.

Previous First Previous 1 Next Last Next

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Correct an incorrect USI

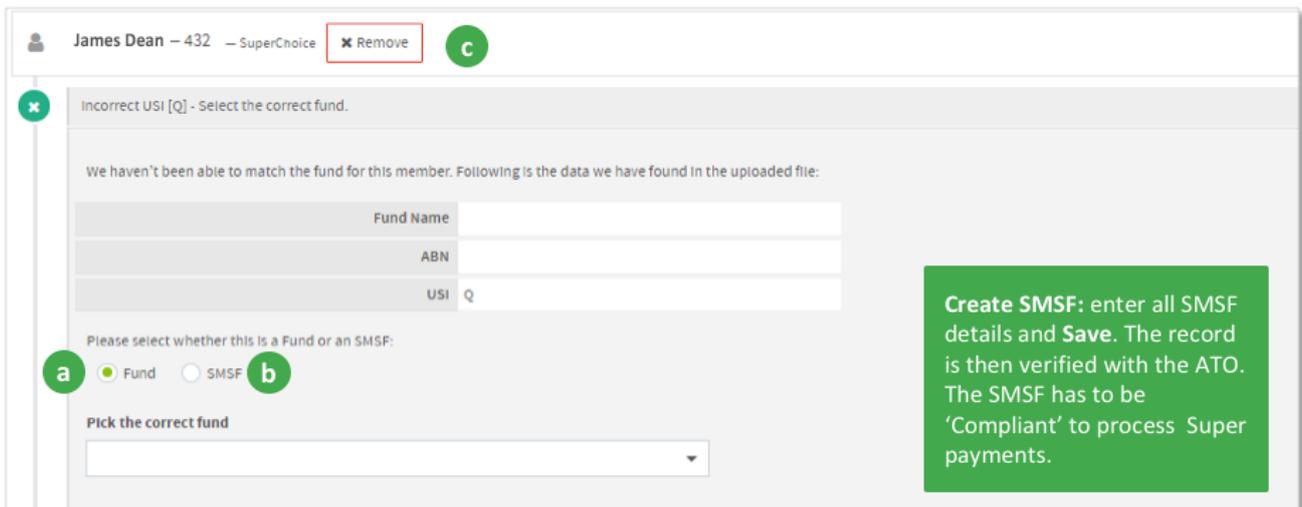
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Click the arrow to the right of an error (eg incorrect USI) to see the details and the resolution options.

In the example below, the data in the upload contains an incorrect USI. Your options to correct the data include:

- a** Indicate this is a **Fund** and select the correct fund details from the droplist.
- b** Indicate this should be a **SMSF** and either select an existing SMSF or create the details using the **Create SMSF** button (which displays when SMSF is selected).
- c** **Remove the entry** from the upload by clicking **Remove**.

Click **Save** to save your change and return to the list of exceptions.



James Dean — 432 — SuperChoice ✕ Remove **c**

✕ Incorrect USI [Q] - Select the correct fund.

We haven't been able to match the fund for this member. Following is the data we have found in the uploaded file:

Fund Name
ABN
USI
Q

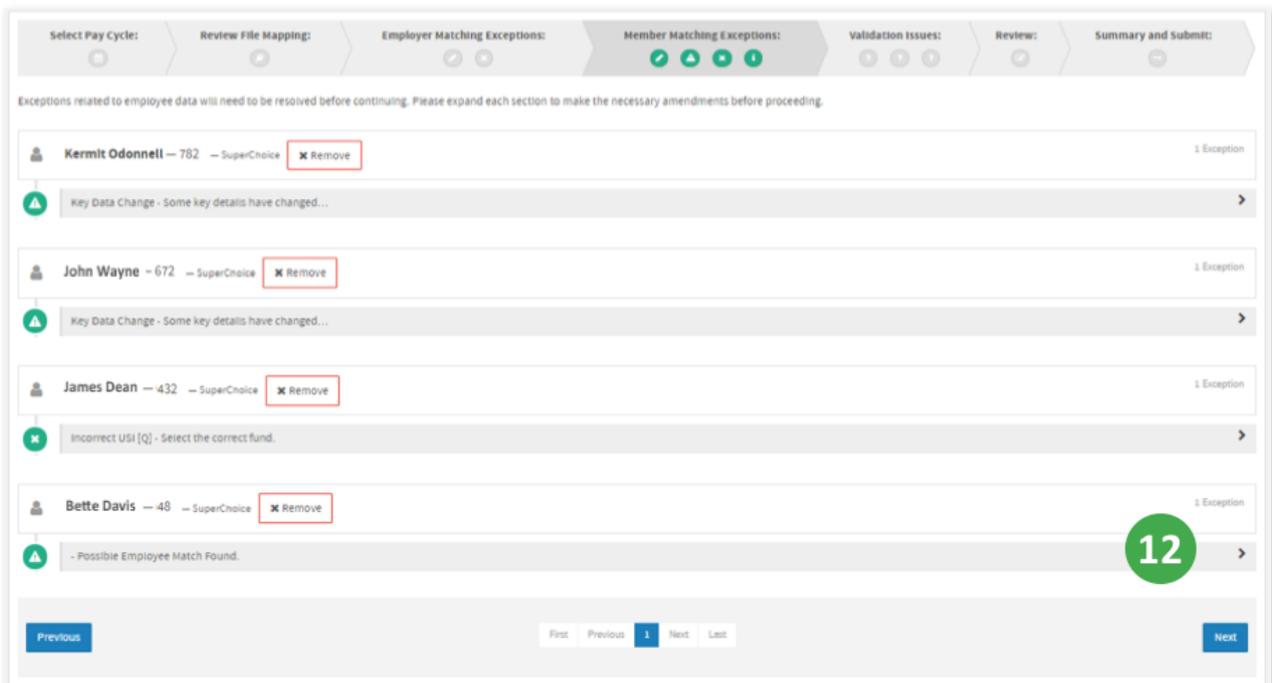
Please select whether this is a Fund or an SMSF:

a Fund SMSF **b**

Pick the correct fund

Create SMSF: enter all SMSF details and **Save**. The record is then verified with the ATO. The SMSF has to be 'Compliant' to process Super payments.

Continue working through each exception, so your contribution file can progress towards submission.



Select Pay Cycle: Review File Mapping: Employer Matching Exceptions: **Member Matching Exceptions:** Validation Issues: Review: Summary and Submit:

Exceptions related to employee data will need to be resolved before continuing. Please expand each section to make the necessary amendments before proceeding.

- Kermit Odonnell — 782 — SuperChoice ✕ Remove 1 Exception
 - Key Data Change - Some key details have changed...
- John Wayne — 672 — SuperChoice ✕ Remove 1 Exception
 - Key Data Change - Some key details have changed...
- James Dean — 432 — SuperChoice ✕ Remove 1 Exception
 - ✕ Incorrect USI [Q] - Select the correct fund.
- Bette Davis — 48 — SuperChoice ✕ Remove 1 Exception
 - ▲ Possible Employee Match Found.

Previous First Previous **1** Next Last Next

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Correct a possible employee match

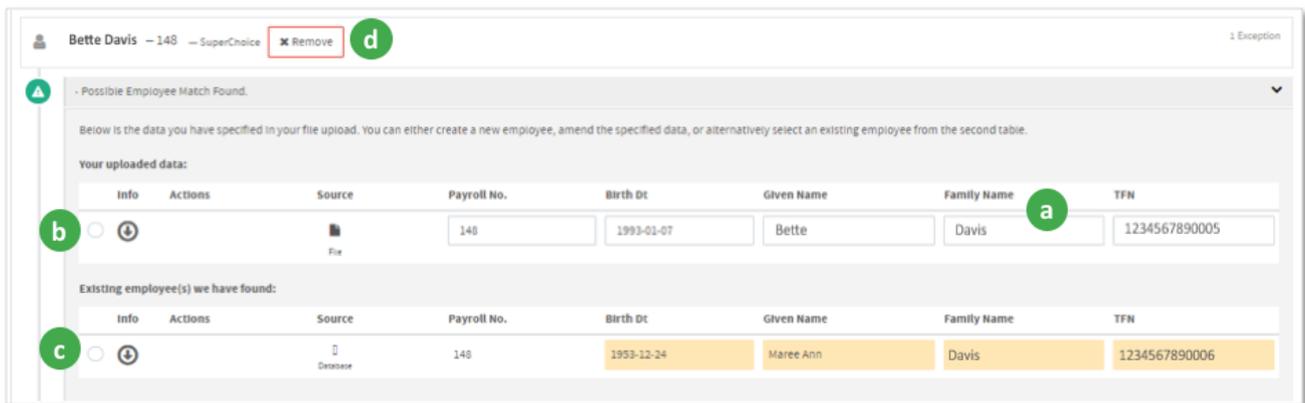
12 Click the arrow to the right of a possible employee match exception to see the details and the resolution options.

In the final example below, the data in the upload contains very similar information to another employee in the Portal (from a previous upload). Depending on the employee information, you can take one of the following actions:

- a** **Correct the employee's information** from the upload by directly typing over the information in the fields under **Your uploaded data**. For example, you may need to correct or adjust the Payroll No. or TFN.
- b** **Add a new employee** to the Portal by clicking anywhere in the first row to use the information in the upload, and then clicking the **Create New Employee** button that displays.
- c** **Keep the information in the Portal** and disregard the information in the upload by clicking anywhere in the second row, and then clicking the **Accept** button that displays.

This action may create a key data exception. See step 10.

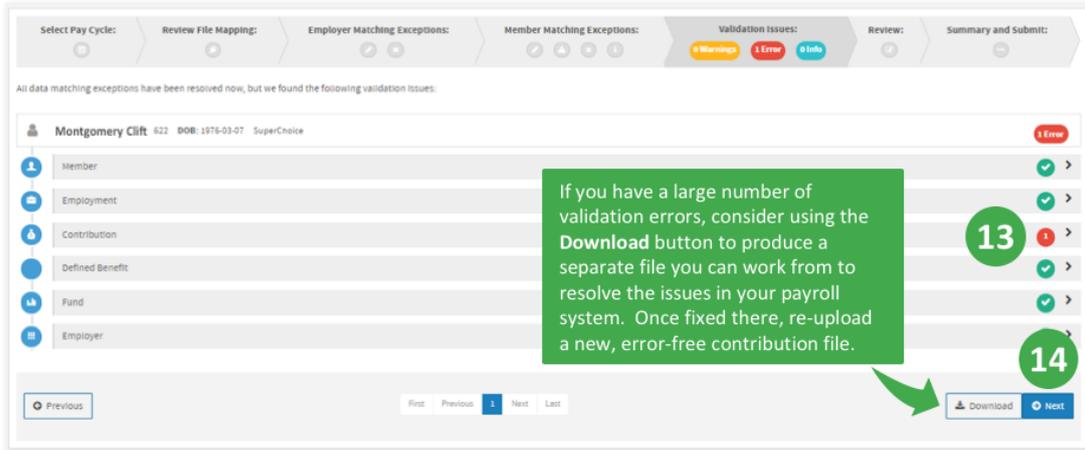
- d** **Remove the entry** from the upload by clicking **Remove**.



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Validation Issues

After all the exceptions are addressed, the Portal will progress to the Validation process where the data is checked for compliance with SuperStream requirements.



If the validation fails, the **Validation Issues** page will display and show a count of the warnings and/or errors in the progress bar at the top of the screen.

0 Warnings

You can submit a contribution file with warning validations.

1 Error

You **must** resolve any errors as a file containing validation errors cannot be submitted. Errors may be corrected either in your payroll system (and a new file generated for upload) or onscreen. (Errors corrected onscreen should also be corrected in your payroll system, otherwise they will reappear in any new files that are generated.)

0 Info

Information only.

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Click the arrow to the right of an issue to see the details.

In the example below, the **Personal \$** (contribution) amount has been set to a negative value. This can be corrected onscreen.

tip

Hover your mouse over the field to see an explanation of the error (shown below).



After correcting a field, click another field to have the edited value revalidated. If correct, the error indicator will update to a green tick.

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After all errors are addressed, click **Next**.

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Review

After all the validation issues are addressed, the Portal will progress to the **Review** screen where you can review the data and if necessary, make additional updates.

a Use the tabs to view data by type.

b On each tab, use the **Show only** checkboxes to filter the rows:

Show only: Rows with errors Rows with warnings Rows with changes

c Use the **Search** box to search for particular records. Click the yellow symbol for search tips, as shown.

d Click into a cell to edit the contents.

Any edits will only update the data in this upload – permanent changes must be made in your payroll system.

All edits are audited. To view audit details, click the iAudit icon.

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15 After you have completed the review, click the **Next** button. (This button will only enable if all errors are resolved so the upload can progress to submission.)

Fund Name	USI	No. Members	Amount \$
LabourSuper	609051150	1	12,578.50
Trenwick Super	983509520	3	2,024.49
The Trustee for WORKWELL SMSF		1	425.75
Grand Totals:			\$15,028.74

Summary and Submit

The **Summary and Submit** screen lists the contributions in the submission by fund. Here you can review the grand totals and confirm the payment summary details.

Use the **Receipt** button to produce and download a receipt for the submission for your own records.

All details of the submission will be available in the Submission History view of the Portal, regardless of whether you produce a receipt or not.

Save and Hold will LOCK your data in this submission and prevent any further data changes.

16 After you have confirmed the submission and payment details, click the **Confirm and Send** button to submit the contributions.

17 The Portal will double check your intention to submit and make payment. Click **Submit** to confirm.

Payment Submission Confirmation

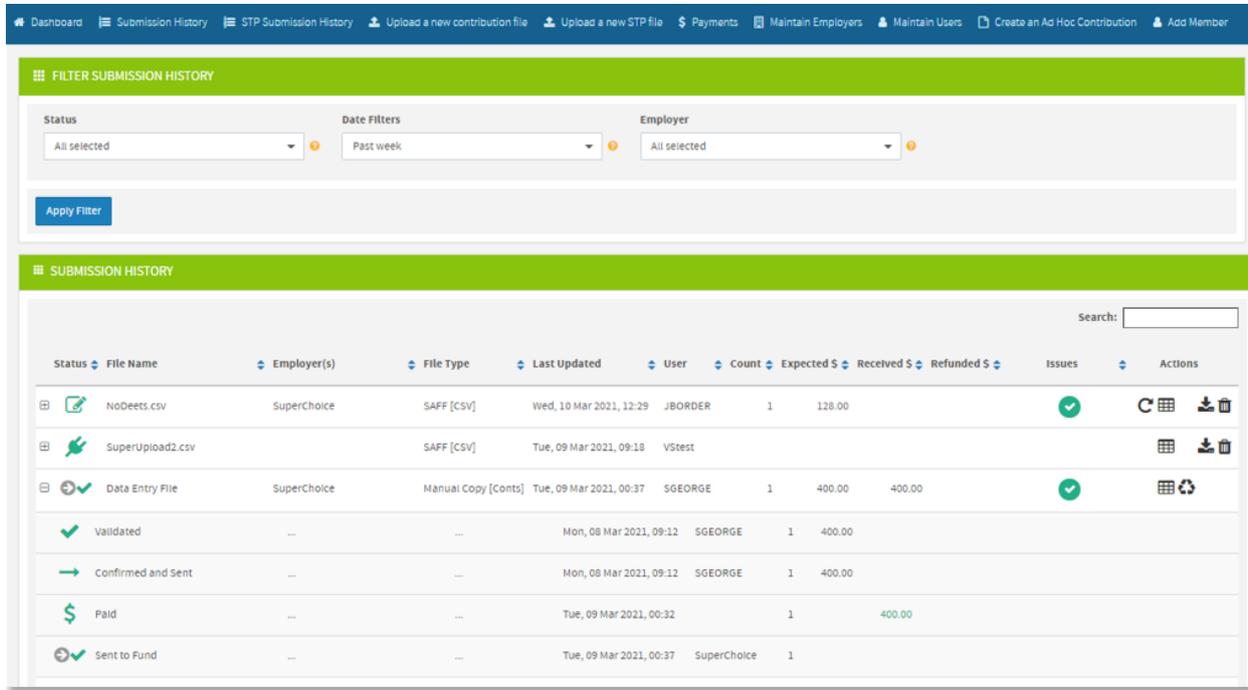
By submitting this file you will trigger a direct debit against your nominated bank account
If you are unsure that there will be sufficient funds to make the payment please check the balance before confirming this submission.
You must click on submit to send the contribution data to the super funds

Don't show me this again **Submit** Cancel

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If your payment method is Direct Credit, you should make a payment to the Clearing House bank account. Otherwise, if your payment method is Direct Debit, the money will automatically be transferred out from your account.

After your contribution file is submitted, the Portal will return you to the **Submission History** view.



The **Submission History** view displays all previous submissions and their status. It also provides filtering functionality and Action buttons for viewing, downloading or deleting the uploaded files. Full details on this view and the actions you can take within it are covered in the *Submissions History* quick reference guide.

Alternative Submission Options

On the **Dashboard** view, the SuperStream panel has three other options for submitting contribution data.

Submission Type	Description
Manual Entry	Manually process contributions as well as add and edit employee details. This will show all your employees.
Ad-hoc	Create an ad hoc contribution, ie a one-off contribution. No employees will show, just use Add Member/Search to select the employees you need.
Re-use Contribution	Reuse a previously submitted contribution file. You can still validate and update the contents during the process, but without producing a new file from your payroll system.

