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12. Frequently Asked Questions

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What if there are refunds during the cutover period?

1 What file format can I use?

By default, the EmployerPay Portal uses the **ATO SAFF** (SuperStream Alternative File Format). It can also handle any payroll output format that contains the mandatory SuperStream data fields.

To use a non-standard format, please contact your Administrator.

2 How can I see the status of my submission?

Every submission made through the EmployerPay Portal clearinghouse will be visible in the **Submission History** screen. This screen allows you to filter by status, date and employer and displays the following:

- Status icon
- Filename
- Employer(s)
- File Type
- Last Updated date
- User
- Count (of members)
- Expected \$
- Received \$
- Refunded \$
- Issues (number of)

The **Submission History** screen shows you the entire history of the submission from upload, right through to the date the money went to the super funds.

At any time, you can open a current or previous submission to see all the data. You can also download your original unmodified file, or delete an unsubmitted file.

3 How long does the money take to get to the super funds?

If paying via direct debit, the funds will be held for 3 days to ensure there is no dishonour, after which they will be credited to the super fund.

If paying via direct credit or BPAY, the funds will be paid to the super funds the following day, providing the payment has been made before 4pm AEST.

Paying via direct credit or BPAY requires you to go to your third-party payment provider and use the correct:

- Amount
- Clearinghouse account
- Reference number

If any of these elements are incorrect, it will delay the processing of the submission.

Direct Debit is handled automatically by the clearinghouse, so there will never be a reconciliation delay.

4 How do I handle refunds?

Refunds will usually be returned directly to your refund account and a SuperStream response message will be sent to you through the Portal.

When your account is refunded, you will receive an email that prompts you to login to the Portal to see the details of who the refund is for. You can see this information by navigating to the **Submission History** screen, setting the Status selection to “Fund Error Response” and setting the Date Filters to an appropriate period.

On the **Submission History** screen, you can click on each entry from the results to see the specifics of the error and refunded amounts for each affected member. It is also possible to download these entries to update payroll data as required.

You can then upload a new submission for the member containing their new fund, or create a manual contribution and change the fund during that process.

5 How do I add new members?

When you upload a contribution file, any new members detected in your file will automatically be added to the Portal and any missing data will be highlighted for you to complete.

You can also add new members via the **Add/Maintain a Member** button on the Dashboard.

In addition, the **Add Member** button is available from the review screen when you upload a file or make a manual entry.

6 An SMSF has been labelled as non-compliant, what can I do?

The employee should be contacted to inform them of the invalid status. They will need to work with the ATO to have the compliance status fixed. The clearinghouse does a nightly check and updates and changes SMSF statuses automatically.

Until the compliance status is updated by the ATO, you may wish to pay into your default fund for the employee.

7 Why are employers being asked to move from the existing Gen 1 Portal?

The Australian Taxation Office (ATO) has imposed newer and higher security requirements, that all SuperStream solutions, such as the Portal, must comply with from 2020. The Gen 1 Portal was built over 20 years ago and was not designed to comply with the newer requirements of encryption and multi-factor authentication. These security enhancements are designed to protect you and your data.

The EmployerPay Portal is more modern and was designed with the ATO Operational Framework and security requirements in mind. As well as supporting the use of hand-held devices such as smartphones and tablets, it meets and complies with all the new security requirements.

8 Why do employers have to register again at the new URL (link) and agree to the Product Disclosure Statement (PDS)? Are fees changing?

No, fees are not changing. Many employers have not registered for quite some years. There has been a range of new regulatory measures since 2016 such as Data Breach regulations, a new complaints body (Australian Financial Complaints Authority) and updates to the Data and Payment Standards (SuperStream). The new PDS outlines all of the changes and protections and so provides employers with an updated document.

9 Is the EmployerPay Portal a better and faster experience for employers?

Overwhelmingly yes. The EmployerPay Portal is used by approximately 200,000 employers for nearly 3,000,000 employees. Employers who have converted to the new EmployerPay Portal experience regular SuperStream contribution processing as being 75% faster.

10 What are some of the other advantages of the EmployerPay Portal?

Apart from security benefits and faster processing, the EmployerPay Portal is designed to work seamlessly with handheld devices such as smartphones and tablets, which makes it easier for Finance/HR/Payroll to complete tasks remotely. This is relevant when so many people currently work from home. Also, employers can self-service a much wider range of reports for themselves and their employees.

11 What are some of the biggest feature differences between Gen 1 and the EmployerPay Portal?

For employers who can source the ATO Standard File CSV (SuperStream Alternative File Format) from their payroll software, and as long as all the mandatory information is in the output file, there is no requirement to manually link super fund information. In addition, the process of uploading a file and validating information is easier and quicker.

In the EmployerPay Portal if an employer receives a refund of superannuation money from a super fund for a particular employee (member), that money will be paid directly to the employer's nominated bank account – which is a faster process than in Gen 1. All the information related to that refund will display in the EmployerPay Portal. As a result, most employers will be able to re-direct the refunded contribution to the default fund more quickly than in the past.

12 Are the Payment Methods changing?

No, the payment methods are not changing. Superannuation funds overwhelmingly prefer that employers use Direct Debit because it is the most streamlined method for capturing all employer information as part of the payment. It also automates the payment process to minimise human intervention and risk of delays.

Please note that Direct Debit is employer initiated – it only occurs when the employer lodges instructions through the website. It does not reoccur periodically.

Direct Credit and BPay options are still available but employers need to be aware of the risks of manual intervention and the risk of significant delays where either payments mismatch or correct Payment Reference Number (PRN) information is not provided.

13 Will I continue to pay contributions to the same bank account?

The bank account details for paying contributions via Direct Credit in the EmployerPay Portal are different to the bank account details that were used in the Gen 1 Portal. The EmployerPay Portal bank account details appear on the Summary and Submit screen, and are as follows:

- Account name: **SuperChoice Clearing Account**
- Account BSB: **012352**
- Account number: **836728894**

For more information, see the *Payments* quick reference guide.

14 Will I be able to cancel a contribution batch in the EmployerPay Portal?

Yes, the EmployerPay Portal allows you to cancel a contribution batch file before the Portal sends the money to the fund.

However, after the EmployerPay Portal sends the money to the fund, it is no longer possible to cancel the corresponding batch.

For more information, see the *Contributions History View* quick reference guide.

15 Am I likely to be asked to change again to another Portal?

No, this is a once in a generation (ie once in twenty years) upgrade.

16 Who is SuperChoice?

SuperChoice operates SuperStream and Single Touch Payroll software for well over 200,000 employers and close to 4,500,000 Australians for over 40 superannuation funds and 70 payrolls. It is one of the largest superannuation clearing houses in Australia and processes nearly 20,000,000 transactions per month.

If you would like more information on the employers, payroll solutions and other super funds that SuperChoice acts for, contact us on 1300 659 456.

17 What if I use an old or unsupported version of my payroll software that cannot easily produce the ATO SAFF?

We would encourage you to engage with your payroll solution provider and ask them whether it is possible to modernise and upgrade your solution. Most payroll solution providers offer access to an ATO SAFF as part of their annual license fees because this fulfils their minimum requirements for you to meet your SuperStream compliance.

If an upgrade is not possible without you incurring significant cost (or time delay), we will examine your existing file format to determine whether it can be mapped (ie converted) to a SuperStream compliant format. Contact your Administrator and ask them for assistance.

18 What if there are refunds during the cutover period?

During the cutover period, employers will maintain read-only access to the Gen 1 Portal where they can regularly check for any refunds and / or feedback from superannuation funds and / or SMSFs sent in response to transactions submitted in the Gen 1 Portal immediately before cutover. These refunds / responses will not be visible in the EmployerPay Portal.

If an employer needs to make a resubmission after receiving a refund and / or feedback from superannuation funds or SMSFs on the Gen 1 Portal, they must complete the resubmission on the EmployerPay Portal.