

NGS QuickSuper How-to guide

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1. Your NGS QuickSuper set up

1.a Account set up

1. You will receive an email from Qvalent which has your username and temporary password

QuickSuper: Welcome to QuickSuper

 do-not-reply@qvalent.com
To:    
 This sender do-not-reply@qvalent.com is from outside your organization.

Caution: This email originated from outside of NGS Super and contains a request for information. Be extra vigilant with this email - do not click any links or open any attachments unless you know who the sender is.



Dear Lauren,

Welcome to QuickSuper!

We are pleased to confirm an offer to use QuickSuper has been made to you! This offer is subject to the QuickSuper Terms and Conditions and Product Disclosure Statement. You can view a copy of our Terms and Conditions, and our Product Disclosure Statement, by reviewing these documents prior to accepting your offer in QuickSuper.

To sign in to QuickSuper, please do the following:

1. Type the following address into your Internet browser. For your own safety, you should never click on a link in an email.
employer.ngssuper.com.au
2. Enter your username: **LAUREN_REAFFIRM1**
3. Enter your temporary password: **trustee@ngssuper.com.au**
4. Click on the 'Sign in' button
5. Follow the instructions on the QuickSuper screens to complete the sign in process

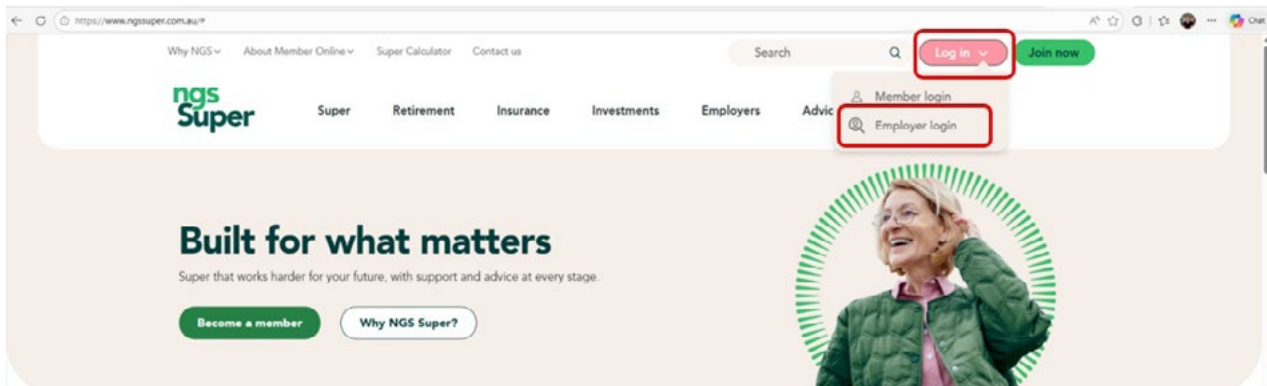
Once signed in, QuickSuper will display instructions on how to review and accept the Terms and Conditions and PDS before accepting your offer. You will also find information on how to access online help and supporting documentation should you need it.

If you require further assistance, please don't hesitate to email us at trusteerefferrals@ngssuper.com.au and we will be happy to help.

NGS Employer Support Team

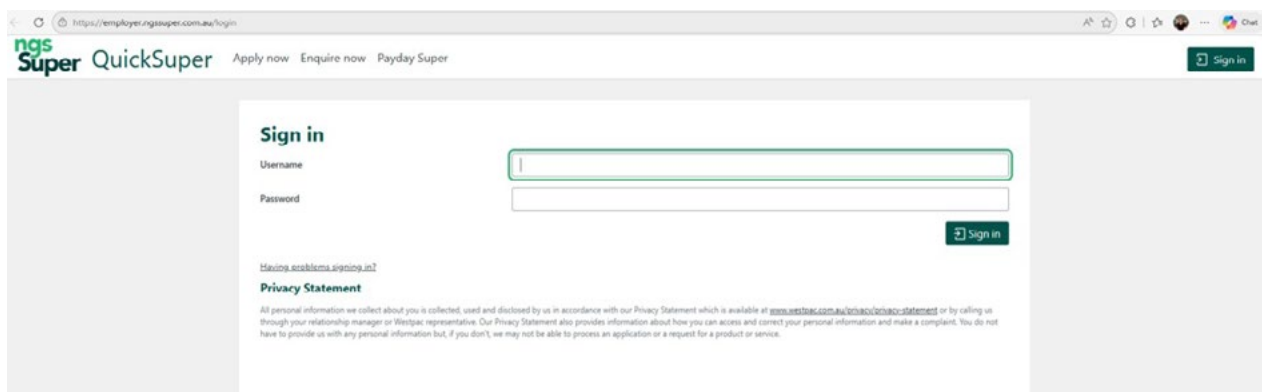
2. Go to www.ngssuper.com.au

3. Select the Log in button in the top right-hand corner and select Employer login

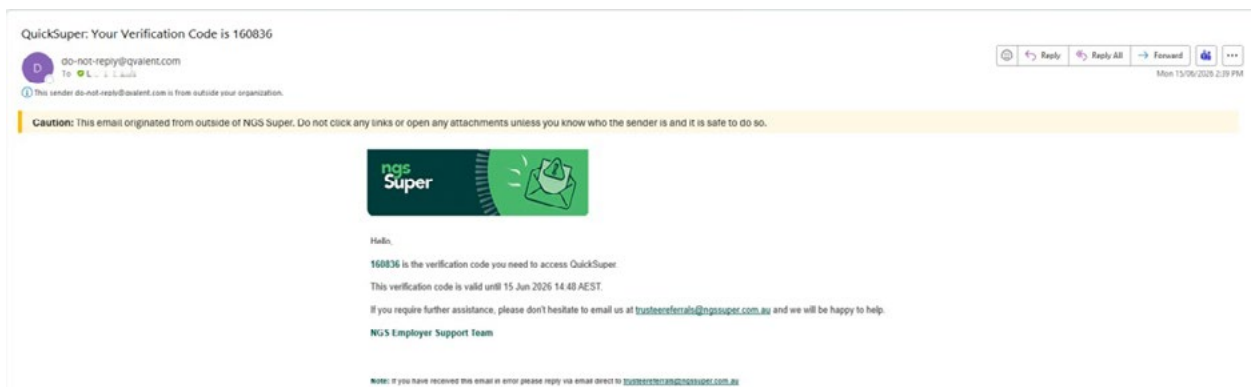


You will be automatically redirected to **NGS QuickSuper**

4. Enter your username and the temporary password and select Sign in



5. You will be emailed a verification code, sent from Qvalent



6. Enter the verification code in the Email verification code field and select Next

The screenshot shows the 'Multi-factor enrolment' page. Under the 'Email verification' section, there is a prompt to enter the verification code sent to the user's email. A text input field is highlighted with a red box. Below the input field is a 'Next >' button, also highlighted with a red box. There are also 'Cancel' and 'Resend email verification code' links.

7. Each time you log in you will be required to complete multi-factor authentication. Your email will be automatically set up but you can choose to add an additional method of an authenticator app or by SMS to your mobile. Select any additional methods you would like and select Next.

You are able to just leave it as email.

The screenshot shows the 'Multi-factor enrolment' page with the 'Choose your verification methods' section. It lists three options: 'Email' (which is already set up and has a green checkmark), 'Authenticator app' (recommended), and 'SMS'. A 'Next >' button is highlighted with a red box at the bottom right.

8. As an additional security measure you will need to add 2 security questions. These will be used if you have forgotten your password.

Select 2 questions from the drop-down list and type the answers in the Answer fields and select Submit to continue

The screenshot shows the 'Multi-factor enrolment' page with the 'Security questions' section. It prompts the user to select two security questions. Two questions are shown: 'What are the last 4 characters of your Drivers Licence Number?' and 'What are the last 4 characters of your Medicare Card Number?'. Each question has an associated answer input field. A 'Submit' button is highlighted with a green box at the bottom right.

9. As you were provided a temporary password to log in you need to update your password. The password needs to be at least 14 characters and include at least 1 letter and 1 number.

Enter your chosen password in the New Password and Confirm New Password fields, then select Submit.

This will be the password you will use each time you log into **NGS QuickSuper**

The screenshot shows the 'Change password' form on the NGS Super QuickSuper website. The form has two input fields: 'New password' and 'Confirm new password'. Below the 'New password' field, there is a note: 'At least 14 characters with at least 1 letter and 1 number'. There are 'Cancel' and 'Submit' buttons at the bottom of the form. The top navigation bar includes 'ngs Super QuickSuper', 'Apply now', 'Enquire now', 'Payday Super', and a 'Sign in' button.

10. You will be asked to review the Terms and Conditions. If you agree, select each of the check boxes under Terms and Conditions and Product Disclosure Statement and select I accept

The screenshot shows the 'QuickSuper Terms and Conditions and Product Disclosure Statement' page. It includes sections for 'Terms and Conditions' and 'Product Disclosure Statement', each with a checkbox for acceptance. The 'Billing' section states that all fees and charges will be billed to NGS Super. At the bottom right, there is a red-bordered button labeled 'I accept'. The top navigation bar includes 'ngs Super QuickSuper' and 'Payday Super'.

11. You will be asked to select your payment method, Osko, Electronic Funds Transfer (EFT) or Direct Debit.

Osko, **NGS QuickSuper** will provide a PayID for you to pay your contributions.

EFT, **NGS QuickSuper** will provide BSB and Account number for you to pay your contributions.

Direct Debit, **NGS QuickSuper** will debit your nominated bank account for the contribution amount.

Select the applicable option for your organisation and select Save. You can change the option you select anytime within your Preferences within **NGS QuickSuper**.

The screenshot shows the 'Payment method' selection form. It has a title 'Payment method' and a close button (X). The form contains a paragraph: 'QuickSuper offers you different ways to pay for contributions. For more information on the available methods, please refer to [Paying for contributions](#).' Below this, there are three radio button options: 'Osko', 'Electronic Funds Transfer (EFT)', and 'Direct Debit'. The 'Electronic Funds Transfer (EFT)' option is selected. At the bottom right, there are 'Close' and 'Save' buttons.

12. You will be asked to select how you will be submitting contributions, Create online contributions, Upload contribution files or Both.

Create online contributions is where you would use the **NGS QuickSuper** screens to enter the contribution amounts as individual entries payable per employee.

Upload contribution files is where you have downloaded a contribution file from your payroll software and upload it into **NGS QuickSuper**.

Both is where you have the option to enter the details on the screens or upload a file.

Select the applicable option for your organisation and select continue. You can change the option you select anytime within your Preferences in NGS QuickSuper.

https://quicksuper-ngssuper.support.qvalent.com/client/onboard/contribution-method

ngs Super QuickSuper Payday Super NG10034

Contribution method

For more information on the available methods, please refer to [entering contributions](#).

Contribution method

- ☐ Create online contributions
You would like to register all employee details in QuickSuper then use the QuickSuper screens to edit and submit contributions.
- ☐ Upload contribution files
Your payroll system will keep track of employee details and you will give us a file that contains all contribution details.
- ☒ Both
If you would like to use both methods or are undecided, select this option for now. You can change this later using the 'Preferences' screen.

[Sign out](#) [Continue](#)

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NGS Super does not recommend, endorse or accept responsibility for this service. NGS Super does not accept liability for any loss or damage



13. Your account is now set up and you will be taken to the **NGS QuickSuper** dashboard.

https://quicksuper-ngssuper.support.qvalent.com/ClientHomeView

ngs Super QuickSuper NG10034

Welcome to QuickSuper

- Contributions**
Create a new online contribution
Upload a new contribution file
- Employees**
You have no employees registered in QuickSuper. In order to make contributions, you must first register your employees.
[Manage your employees](#)
- Funds**
You have no funds registered in QuickSuper.
[Manage Funds](#)
- Notifications**
[View your recent alerts and messages](#)

Need Help?

If you require assistance, please try the following:

- You can refer to the [QuickSuper User Guide](#)
- You can access online help for any screen by clicking on the question mark symbol in the top right of every screen
- You can find guides and other product documentation by selecting the Documentation item on the main menu
- You can [contact the NGS Employee Support Team](#)

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1.b Payment authorisation settings

You can choose to have your contribution payments authorised by 1 or 2 people before they are submitted to the funds. When your account is set up the payment authorisation setting is automatically set to No Authorisation.

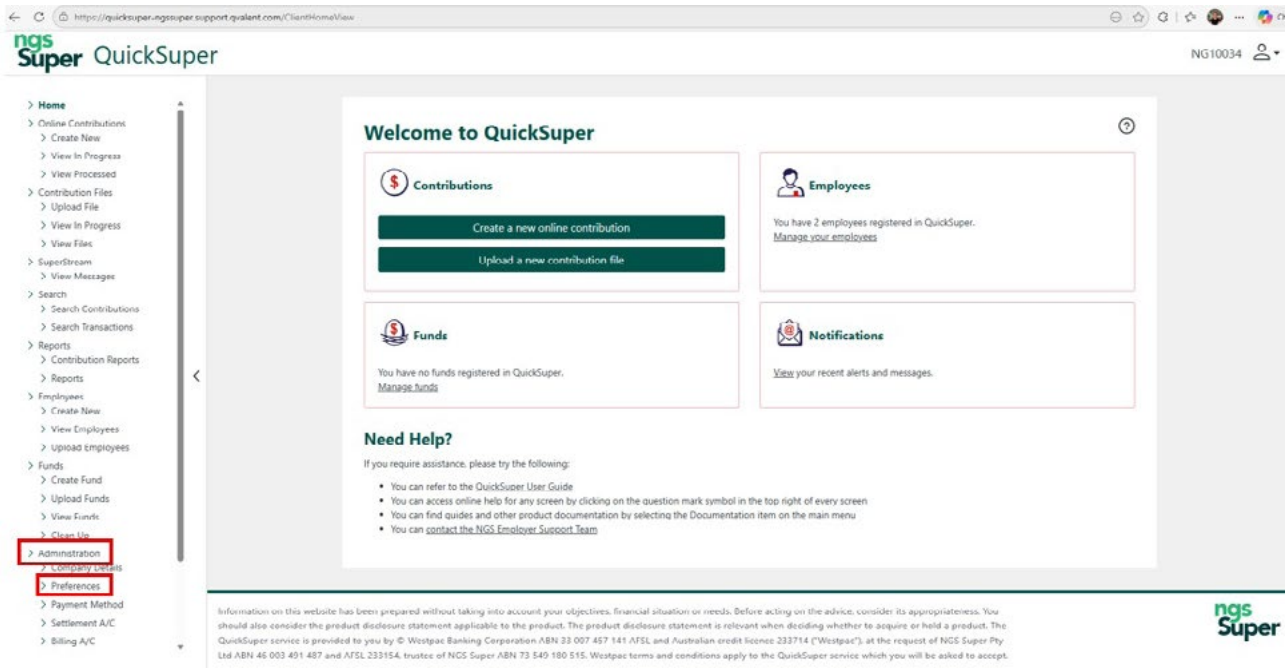
Single authorisation means a user must authorise the contributions after they are submitted to **NGS QuickSuper**.

Dual authorisations means two users must authorise the contributions after they are submitted to **NGS QuickSuper**.

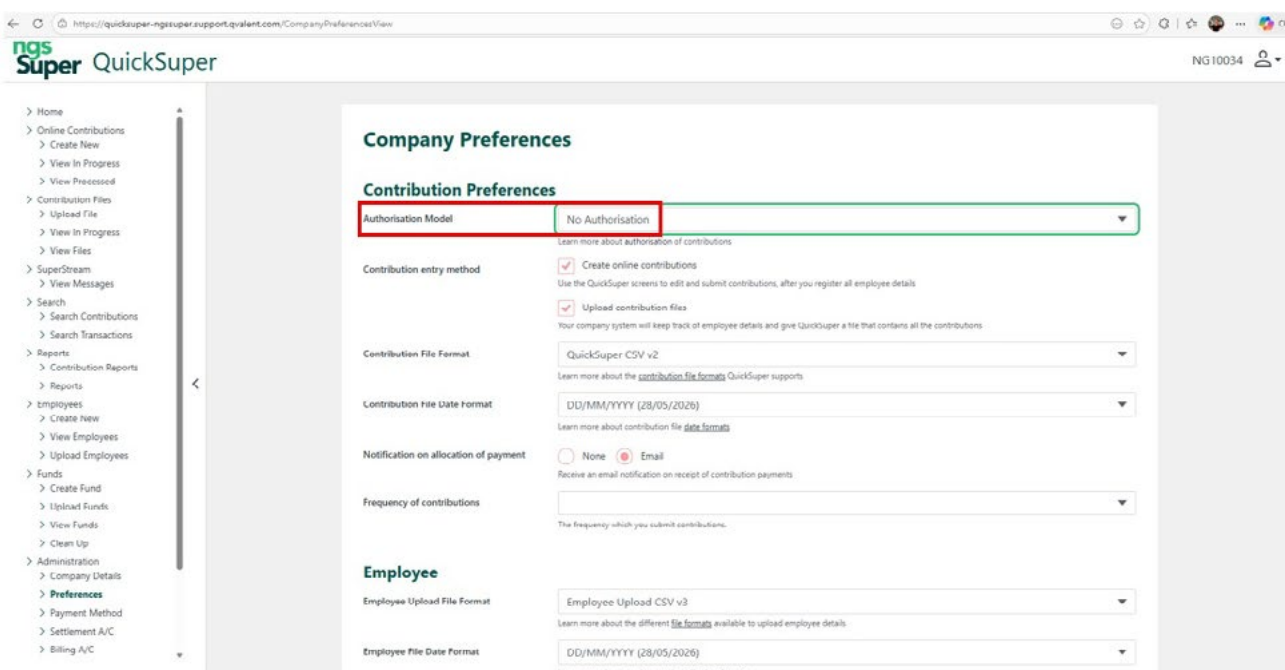
Notes:

- The authorisers must have the 'Authorise Contributions' rights before they can authorise contributions.
- The submitter, first authoriser and second authoriser must all be different users.

1. Under Administration select Preferences



2. Under Contribution Preferences see Authorisation Model. The authorisation model will be automatically set to No Authorisation.



3. Select the drop-down arrow and select either Single or Dual Authorisation depending on your company's authorisation preference.

The screenshot shows the 'Company Preferences' page in the NGS Super QuickSuper system. The left sidebar contains a navigation menu with options like Home, Online Contributions, Search, Reports, Employees, Funds, Administration, and Preferences. The main content area is titled 'Company Preferences' and includes sections for 'Contribution Preferences' and 'Employee'. In the 'Contribution Preferences' section, the 'Authorisation Model' dropdown is highlighted with a red box and set to 'Single Authorisation'. Other options include 'Contribution entry method' (Create online contributions, Upload contribution files), 'Contribution File Format' (QuickSuper CSV v2), 'Contribution File Date Format' (DD/MM/YYYY (28/05/2026)), 'Notification on allocation of payment' (None, Email), and 'Frequency of contributions'. The 'Employee' section includes 'Employee Upload File Format' (Employee Upload CSV v3) and 'Employee File Date Format' (DD/MM/YYYY (28/05/2026)).

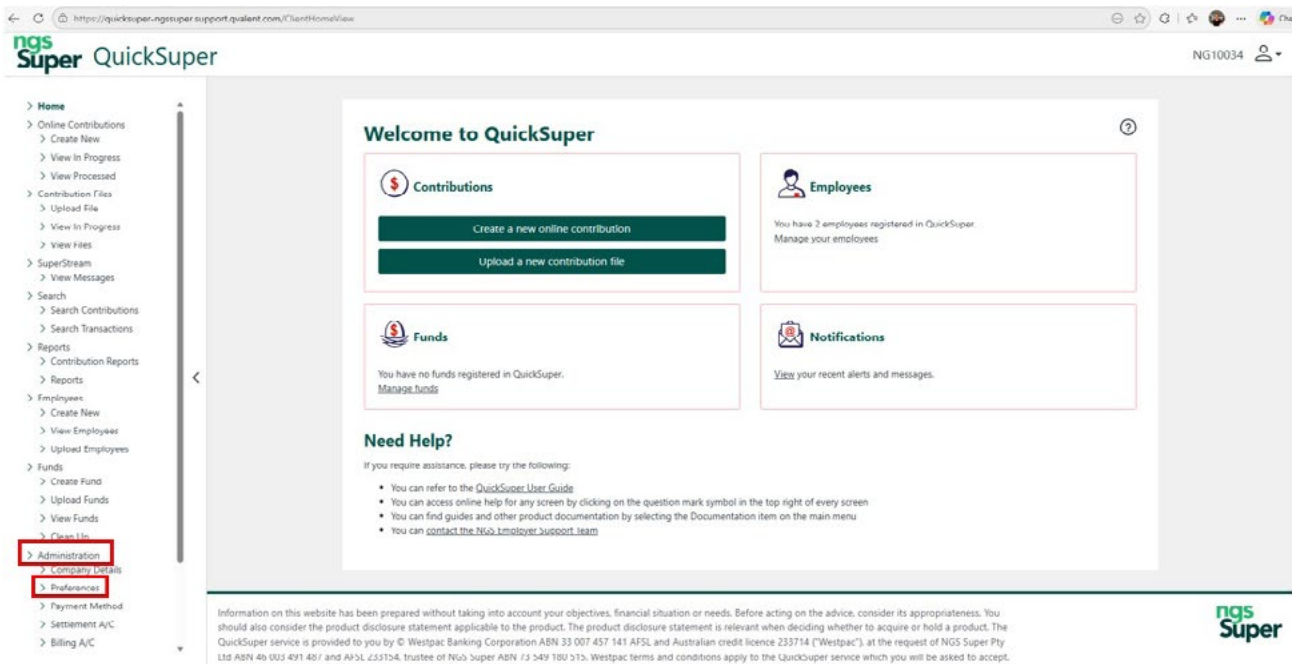
4. Select Save.

This screenshot shows the same 'Company Preferences' page as the previous one, but with the 'Save' button highlighted by a red box in the bottom right corner. The 'Authorisation Model' dropdown remains set to 'Single Authorisation'. The 'Employee' section now includes an 'Apply member ID updates' toggle set to 'Yes'. The 'Save' button is a green rectangular button with the word 'Save' in white text.

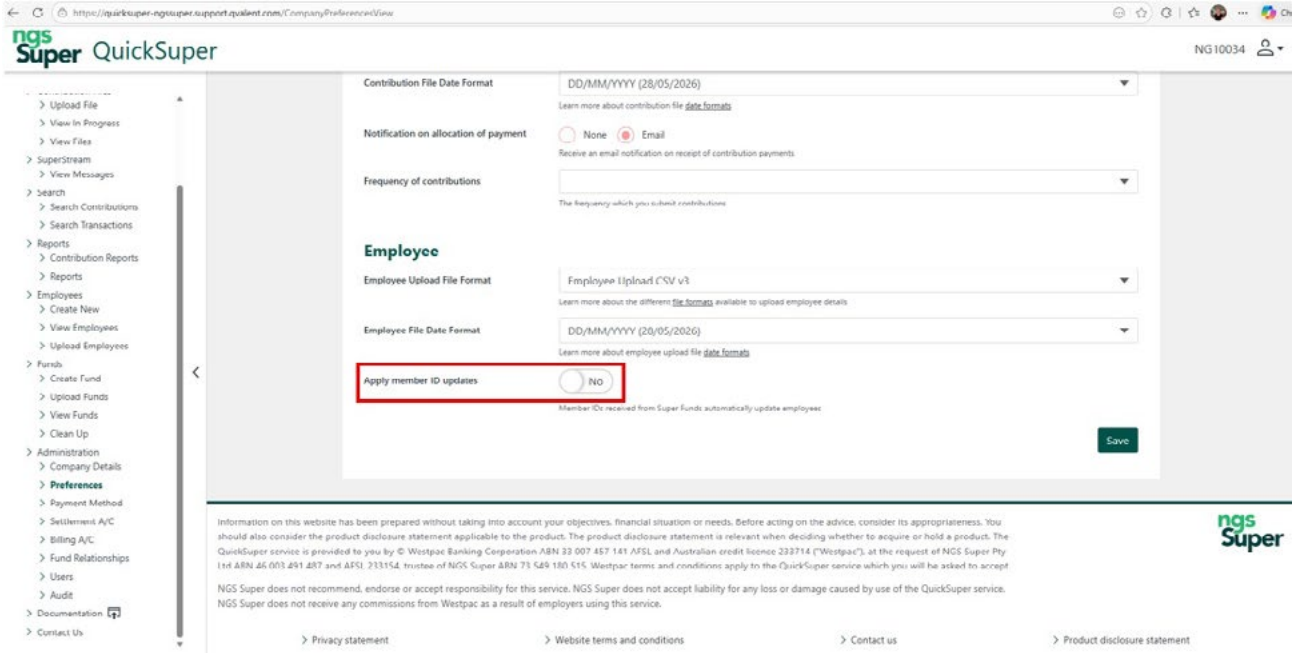
1.c Apply member number settings

You can enable your settings so when you have requested an employee to be created with a new account with your default fund their **NGS QuickSuper** employee record is automatically updated with the new member account.

1. Under Administration select Preferences



2. Under Employee see Apply member ID updates, this will automatically be set to No



3. Toggle the button to Yes and select Save

ngs Super QuickSuper

Contribution File Date Format: DD/MM/YYYY (28/05/2026)

Notification on allocation of payment: ☒ None ☐ Email

Frequency of contributions: [Dropdown]

Employee

Employee Upload File Format: Employee Upload CSV v3

Employee File Date Format: DD/MM/YYYY (28/05/2026)

Apply member ID updates ☒ Yes

Save

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1.d Contribution file settings

If you choose to pay your contributions by file upload you will need to ensure the contribution file and date format are set in your preferences.

The type of file and the format the date is in is determined from your payroll system. You will need to confirm with your payroll software provider these details and then set them accordingly in **NGS QuickSuper**.

1. Under Administration select Preferences

ngs Super QuickSuper

Welcome to QuickSuper

Contributions

Create a new online contribution

Upload a new contribution file

Employees

You have 2 employees registered in QuickSuper. [Manage your employees](#)

Funds

You have no funds registered in QuickSuper. [Manage funds](#)

Notifications

[View your recent alerts and messages.](#)

Need Help?

If you require assistance, please try the following:

- You can refer to the [QuickSuper User Guide](#)
- You can access online help for any screen by clicking on the question mark symbol in the top right of every screen
- You can find guides and other product documentation by selecting the Documentation item on the main menu
- You can [contact the NGS Employer Support Team](#)

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2. Under Contribution Preferences ensure the settings for Contribution File Format and Contribution File Date Format are set based on the file downloaded from your payroll system. Select Save.

The screenshot shows the 'Contribution Preferences' page in the NGS Super QuickSuper system. The left sidebar contains a navigation menu with options like Home, Online Contributions, Contribution Files, SuperStream, Search, Reports, Employees, Funds, Administration, and Preferences. The main content area is titled 'Contribution Preferences' and includes sections for 'Contribution Preferences' and 'Employee'. In the 'Contribution Preferences' section, 'Contribution File Format' is set to 'QuickSuper CSV v2' and 'Contribution File Date Format' is set to 'DD-MMM-YY (28-May-26)'. The 'Employee' section shows 'Employee Upload File Format' as 'Employee Upload CSV v3'. A red box highlights the 'Save' button at the bottom right of the page.

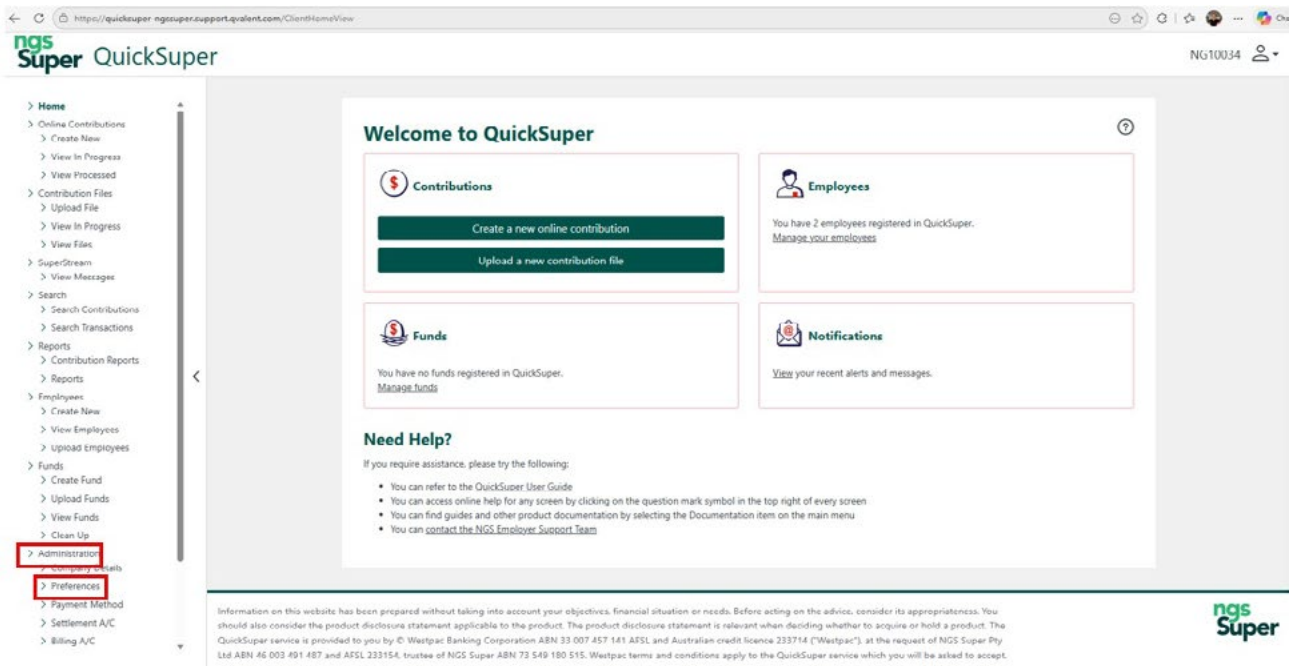
3. Confirmation your preferences have been updated is noted

The screenshot shows the 'Company Preferences' page in the NGS Super QuickSuper system. A green box at the top of the main content area displays the message 'Preferences updated.' with a green checkmark icon. Below this, the 'Contribution Preferences' section shows the same settings as the previous screenshot: 'Contribution File Format' is 'QuickSuper CSV v2' and 'Contribution File Date Format' is 'DD-MMM-YY (28-May-26)'. The 'Employee' section shows 'Employee Upload File Format' as 'Employee Upload CSV v3'.

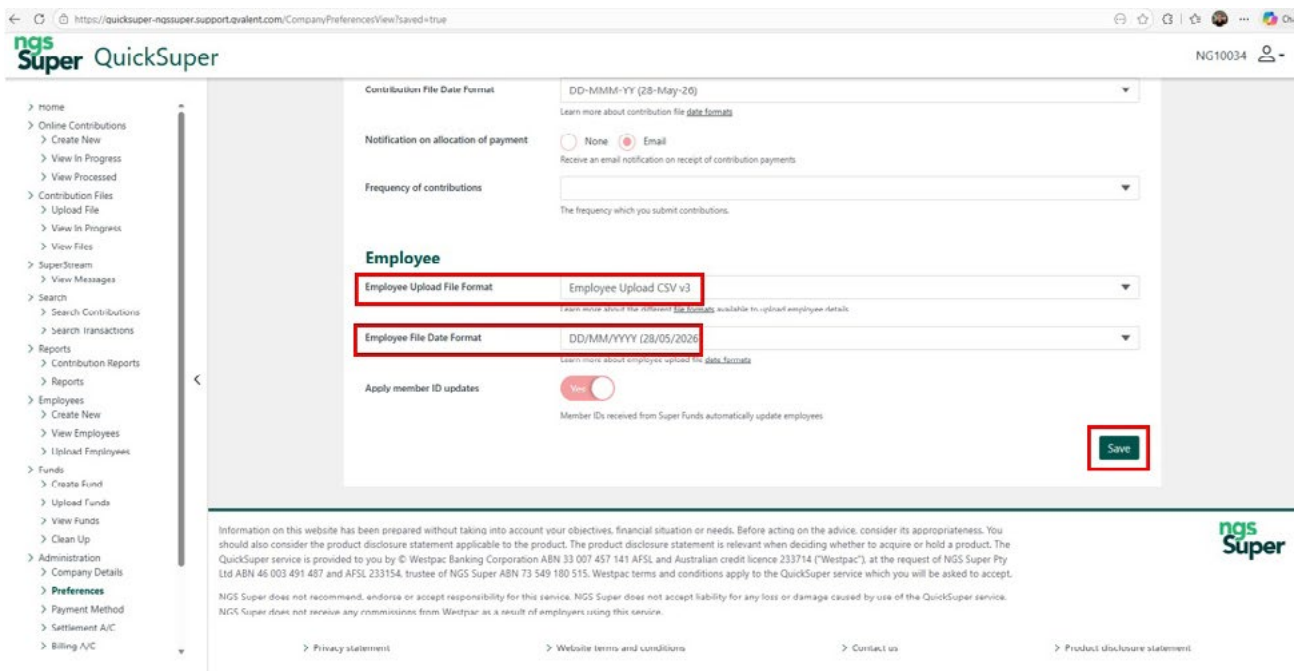
1.e Employee file settings

If you have a lot of members that need to be created with an account with your default fund, you are able to upload a file. You need to ensure the file format and date format within the file matches the settings in your Preferences before uploading a file.

1. Under Administration select Preferences



2. Under Employee ensure the settings for Employee Upload File Format and Employee File Date Format are set as required. Select Save.



3. Confirmation your preferences have been updated is noted

https://quicksuper-ngssuper.support.qviant.com/CompanyPreferencesView?saved=true

ngs Super QuickSuper

NG10034

Company Preferences

✓ Preferences updated.

Contribution Preferences

Authorisation Model: Single Authorisation

Contribution entry method: ☒ Create online contributions, ☒ Upload contribution files

Contribution File Format: QuickSuper CSV v2

Contribution File Date Format: DD-MMM-YY (28-May-26)

Notification on allocation of payment: ☐ None, ☒ Email

Frequency of contributions: [Dropdown]

Employee

Employee Upload File Format: Employee Upload CSV v3

2. Logging in

1. Go to www.ngssuper.com.au

2. Select the Log in button in the top right-hand corner and select Employer login

Why NGS About Member Online Super Calculator Contact us

Search

Log in

Join now

Member login

Employer login

Built for what matters

Super that works harder for your future, with support and advice at every stage.

Become a member Why NGS Super?

You will be automatically redirected to **NGS QuickSuper**

3. Enter your username and password and select Sign in

https://employer.ngssuper.com.au/login

ngs Super QuickSuper

Apply now Enquire now Payday Super

Sign in

Sign in

Username: [Input field]

Password: [Input field]

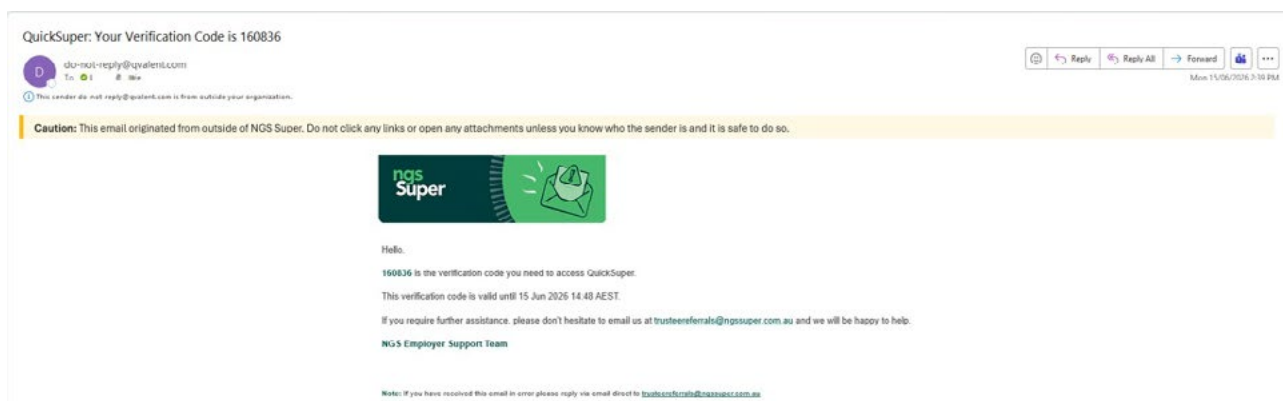
Sign in

[Having problems signing in?](#)

Privacy Statement

All personal information we collect about you is collected, used and disclosed by us in accordance with our Privacy Statement which is available at www.ngssuper.com.au/privacy-statement or by calling us through your relationship manager or Westpac representative. Our Privacy Statement also provides information about how you can access and correct your personal information and make a complaint. You do not have to provide us with any personal information but, if you don't, we may not be able to process an application or a request for a product or service.

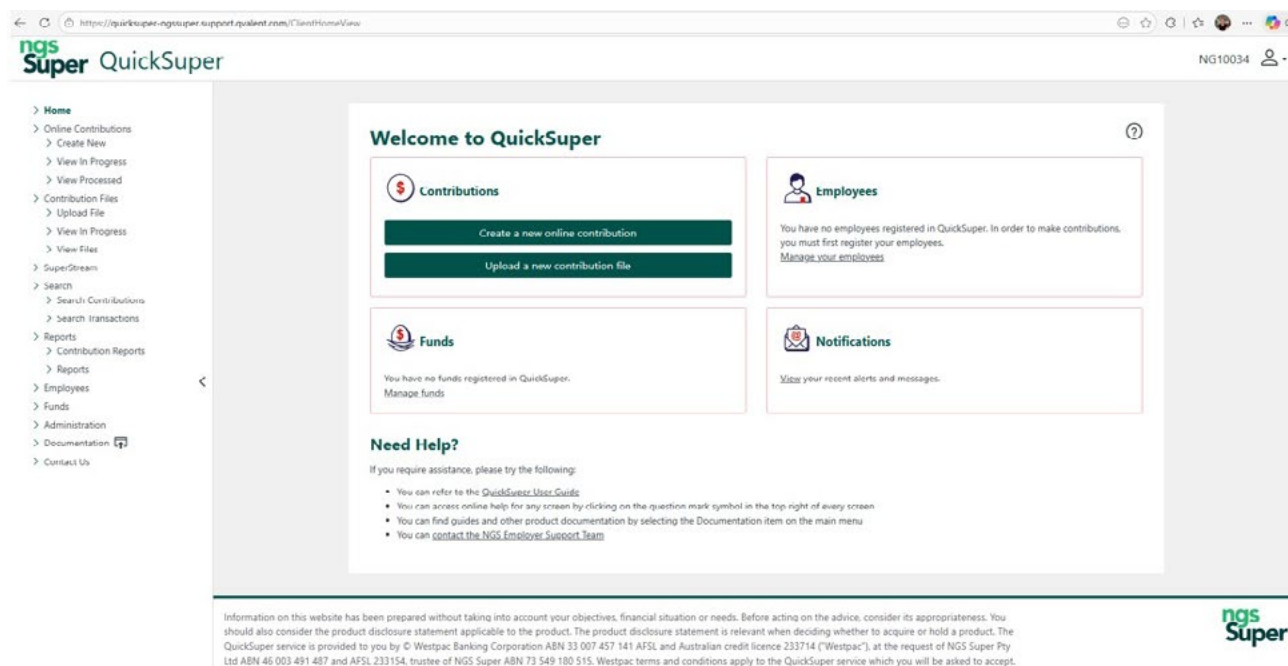
4. You will be sent a verification code through the method you selected when you created your account.



5. Enter the code in the verification code field, then select Submit

A screenshot of the QuickSuper "Email verification" page. It features a text input field for the verification code, a checkbox for "Trust this device for 24 hours", a "Cancel" button, and a "Submit" button. The page includes a header with the NGS Super logo and navigation links, and a footer with legal disclaimers and links to privacy, terms, and contact information.

6. You will be taken to the **NGS QuickSuper** dashboard.



3. Resetting a password

Temporary passwords issued are only valid for 7 days

3.a User

1. On the login page select *Having problems signing in?*

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2. Enter the email address assigned to your **NGS QuickSuper** account and the security code displayed on the screen and select Next

Reset password

Get started

To begin the password reset process, please enter your email address.

Email:

Security code:

Unclear? Generate a new security code

Enter the security code shown above

Ask your Client Administrator to unlock/reset your password

If you are unsure who your Client Administrator is, please contact the person who set you up with a QuickSuper account.

Your client administrator should:

1. Sign-in to QuickSuper
2. Click 'Administration'
3. Click 'Users'
4. Select your user
5. Click 'Reset Password'

Your administrator will then be able to provide your password via your preferred medium.

3. An email will be sent to the email address assigned to your **NGS QuickSuper** account. Enter the verification code in the email into the Email verification code field and select Next.

Reset password

Email verification

If there is a user account with email address **t@ngsuper.com.au**, we have sent you a verification code.

Email verification code:

Didn't receive an email? Please check that your email was typed correctly, and that it has not changed since your account was created.

Reset email verification code

4. You will be asked one of your security questions you set when you created your account. Enter the answer in the Answer field and select Next.

https://quicksuper-ngssuper.support.qualant.com/reset-password

ngs Super QuickSuper Apply now Enquire now Payday Super sign in

Reset password

Security question verification

Please answer one of your security questions.

Security question: What are the last 4 characters of your Drivers Licence Number?

Answer: 1234

Cancel Next >

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> Privacy statement > Website terms and conditions > Contact us > Product disclosure statement

5. You will need to create a new password. Enter a new password in the New password and Confirm new password fields and select Submit

https://quicksuper-ngssuper.support.qualant.com/reset-password

ngs Super QuickSuper Apply now Enquire now Payday Super sign in

Reset password

Password

Please choose a new password.

Username: LBEATTIE1

New password: *****
At least 10 characters with at least 1 letter and 1 number

Confirm new password: *****

Cancel Submit

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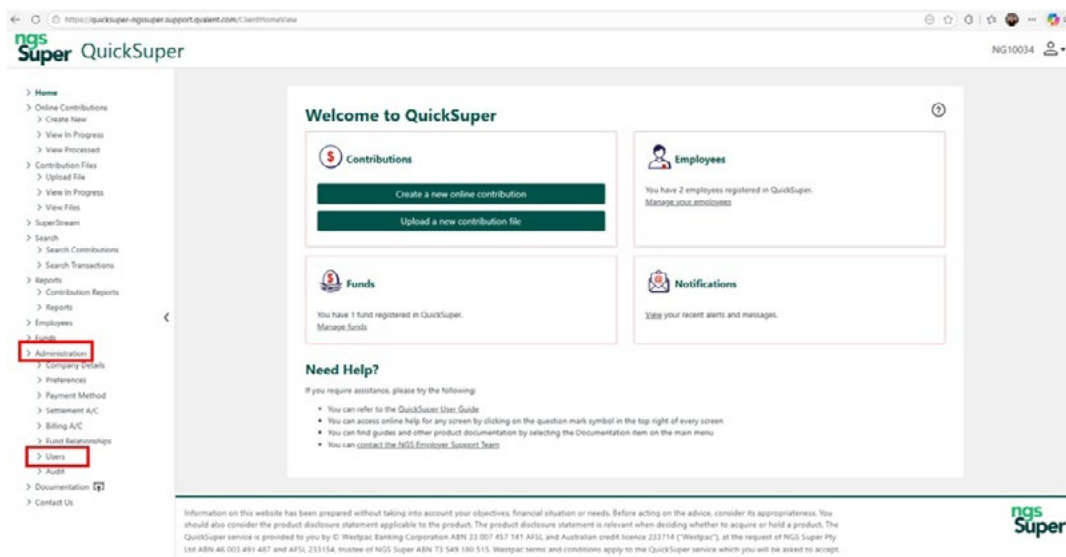
> Privacy statement > Website terms and conditions > Contact us > Product disclosure statement

6. You will be taken to the **NGS QuickSuper** home page and you will receive an email notifying you your password has been changed.

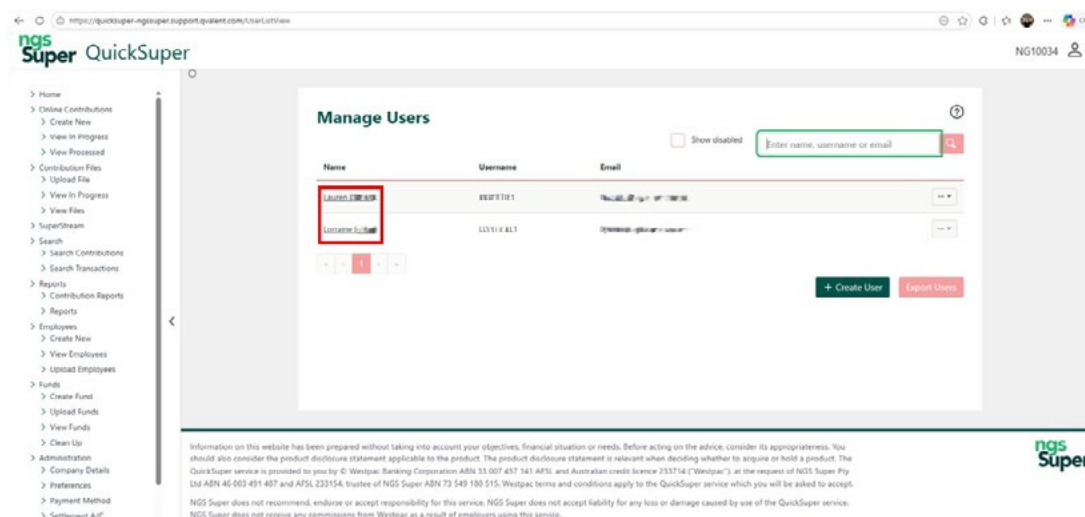
3.b Employer Administrator

Your employer will have one person that is assigned as the Client Administrator, this is generally the person that set up your **NGS QuickSuper** access. They can reset your password.

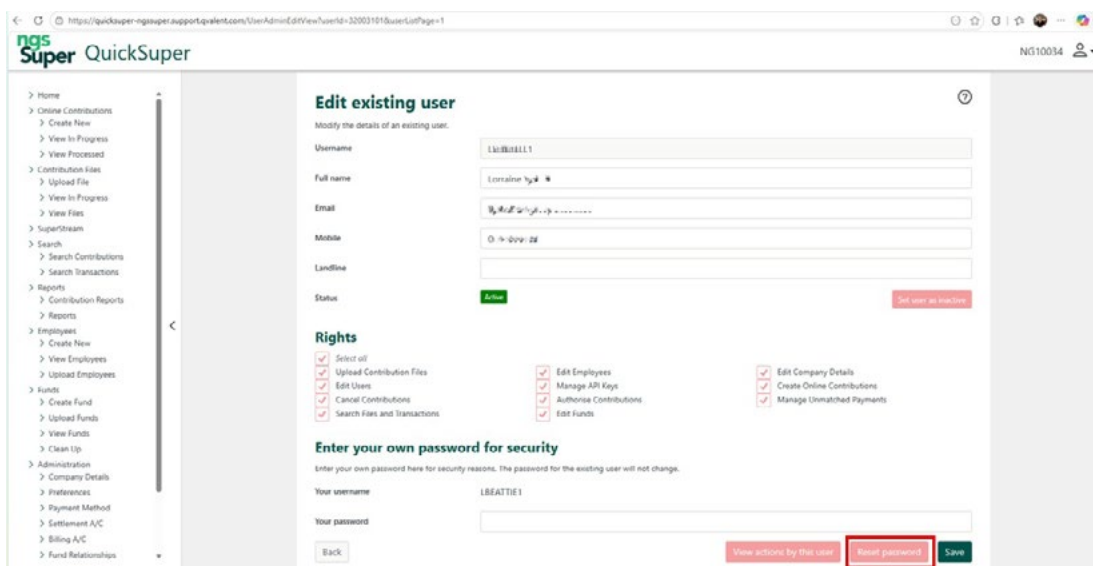
1. Under Administration select Users



2. From the list of users select the user you need to update the password for



3. Select Reset password



4. There are 2 delivery methods to provide the employee with a temporary password, an email is sent to the user's email address or the password will be displayed on the screen and you can provide it to the user. Select the appropriate delivery method.

Choose Password Delivery Method

Please choose the delivery method for your password reset from the available options below.

User Details

Company Name:	NGS SUPER PTY LIMITED
Username:	LUITHAN@1
Full Name:	Lorraine Lyall

Email

An email will be sent to the user's provided address with a temporary password to sign in with.
Email Address Provided: lyall@ngs.com.au

Admin Distributed

A temporary password for the user's account will be provided on the next screen. You will be required to distribute this directly to the user.

[Back](#) [Reset Via Email](#) [View Temporary Password](#)

Information on this website has been prepared without taking into account your objectives, financial situation or needs. Before acting on the advice, consider its appropriateness. You should also consider the product disclosure statement applicable to the product. The product disclosure statement is relevant when deciding whether to acquire or hold a product. The QuickSuper service is provided to you by Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714 ("Westpac"), at the request of NGS Super Pty Ltd ABN 46 003 491 487 and AFSL 233154, trustee of NGS Super ABN 73 549 180 515. Westpac terms and conditions apply to the QuickSuper service which you will be asked to accept. NGS Super does not recommend, endorse or accept responsibility for this service. NGS Super does not accept liability for any loss or damage caused by use of the QuickSuper service. NGS Super does not receive any commissions from Westpac as a result of employees using this service.

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5. For either method used you will be required to enter your password and confirm you have verified the person's identity. Enter your password, select the check box and select Reset Password.

Confirm Password Reset

Please confirm that you want to reset this user's password to a system-generated password. For security reasons, you must type your own password in the box below.

User Details

Company Name:	NGS SUPER PTY LIMITED
Username:	LUITHAN@1
Full Name:	Lorraine Lyall
Email Address:	lyall@ngs.com.au

Reset Method

Reset via email - A temporary password will be sent via email.

Enter Your Password

Your password:

Verified ☒ I have verified the identity of the user before resetting their password

[Back To Users](#) [Reset Password](#)

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6. You will see confirmation that the user's password has been reset.

Password Reset Complete

☒ The user password has been reset

An email has been sent to their registered email address containing a new temporary password.

User Details

Company name:	NGS SUPER PTY LIMITED
Username:	LUITHAN@1
Full name:	Lorraine Lyall
Email address:	lyall@ngs.com.au

[Back to users](#)

Information on this website has been prepared without taking into account your objectives, financial situation or needs. Before acting on the advice, consider its appropriateness. You should also consider the product disclosure statement applicable to the product. The product disclosure statement is relevant when deciding whether to acquire or hold a product. The QuickSuper service is provided to you by Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714 ("Westpac"), at the request of NGS Super Pty Ltd ABN 46 003 491 487 and AFSL 233154, trustee of NGS Super ABN 73 549 180 515. Westpac terms and conditions apply to the QuickSuper service which you will be asked to accept. NGS Super does not recommend, endorse or accept responsibility for this service. NGS Super does not accept liability for any loss or damage caused by use of the QuickSuper service. NGS Super does not receive any commissions from Westpac as a result of employees using this service.

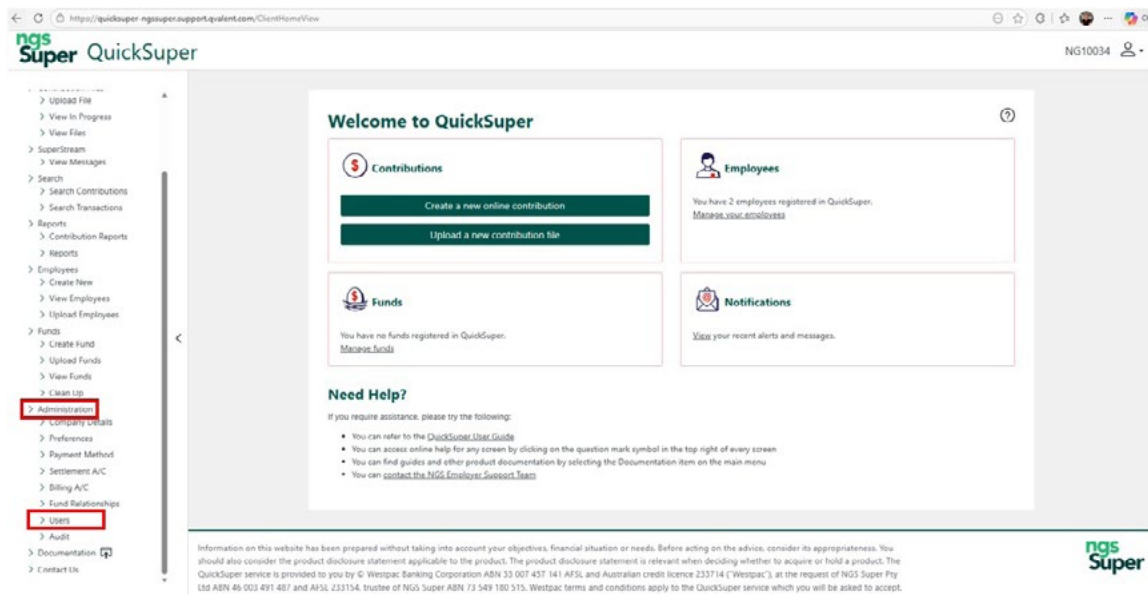
[Privacy statement](#) [Website terms and conditions](#) [Contact us](#) [Product disclosure statement](#)

4. NGS QuickSuper user accounts

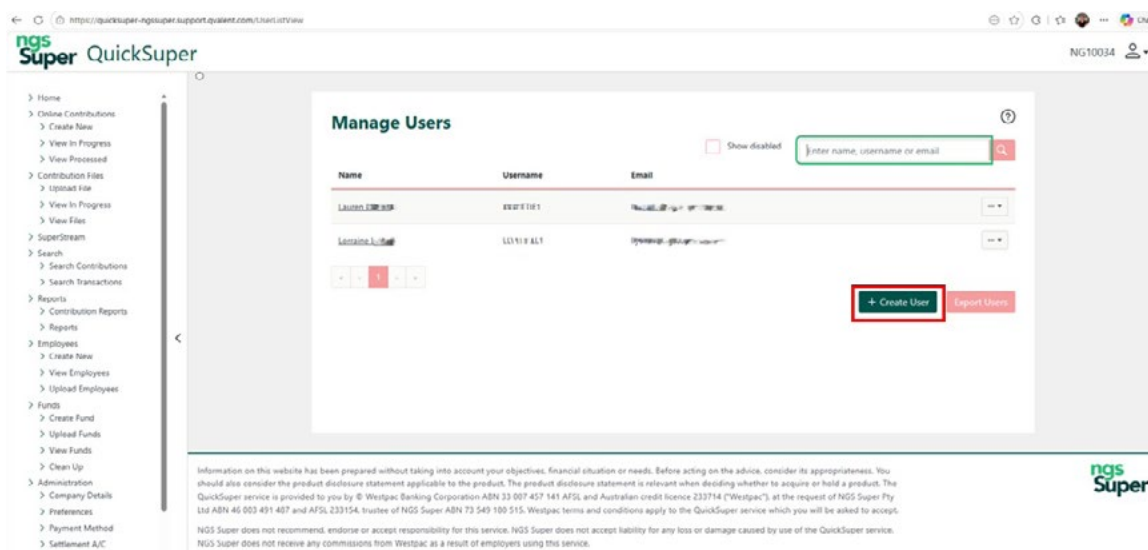
4.a Create a new user

You will need to have access to be able to add and edit user accounts. At least one person in your organisation should have authorisation to do this. If not, please email **SuperStream@growadmin.com** to request access to add and edit users.

1. Under Administration select Users



2. Select Create User



3. Enter the details of the user, creating your own username.

Select the rights the user should have based on their role in your organisation.

Select you have verified their identity, enter your password.

Select Save

ngs Super QuickSuper

Create new user

Enter in the details for a new user.

Username: NEWUSER

Full name: New User

Email: testing@testing.com.au

Mobile:

Landline:

Status: Active

Rights

Select all

Upload Contribution Files

Edit Users

Cancel Contributions

Search Files and Transactions

Edit Employees

Manage API Keys

Authorise Contributions

Edit Funds

Edit Company Details

Create Online Contributions

Manage Unmatched Payments

Verify identity

☒ I have verified the identity of the user I am creating.

Enter your own password for security

Enter your own password here for security reasons. The password for the new user will be generated automatically and shown on the screen after you click **Save**.

Your username: LBGATHE1

Your password: [masked]

Back Save

4. The user will be sent an email from Qvalent with their username and temporary password. The user should be aware the temporary password is only valid for 7 days.

4.b Edit a user

1. Under Administration select Users

ngs Super QuickSuper

Welcome to QuickSuper

Contributions

Create a new online contribution

Upload a new contribution file

Funds

You have no funds registered in QuickSuper.

Employees

You have 2 employees registered in QuickSuper.

Notifications

View your recent alerts and messages.

Need Help?

If you require assistance, please try the following:

- You can refer to the [QuickSuper User Guide](#)
- You can access online help for any screen by clicking on the question mark symbol in the top right of every screen.
- You can find guides and other product documentation by selecting the Documentation item on the main menu
- You can [contact the NGS Employer Support Team](#)

2. Select the user you would like to edit

ngs Super QuickSuper

Manage Users

Show disabled

Enter name, username or email

Name	Username	Email
Laurie LBGATHE1	LBGATHE1	LBGATHE1@testing.com.au
Laurie LBGATHE1	LBGATHE1	LBGATHE1@testing.com.au

Create User Export Users

3. Update their details or the user rights

Enter your password and select Save

Edit existing user
Modify the details of an existing user.

Username:

Full name:

Email:

Mobile:

Landline:

Status: Active [Set user as inactive](#)

Rights

☒ Select all	☒ Edit Employees	☒ Edit Company Details
☒ Upload Contribution Files	☒ Manage API Keys	☒ Create Online Contributions
☒ Edit Users	☒ Authorise Contributions	☒ Manage Unmatched Payments
☒ Cancel Contributions	☒ Edit Funds	
☒ Search Files and Transactions		

Enter your own password for security
Enter your own password here for security reasons. The password for the existing user will not change.

Your username:

Your password:

[Back](#) [View actions by this user](#) [Reset password](#) [Save](#)

4.c Deactivate a user

When an employee who has access to **NGS QuickSuper** for your organisation leaves, you will need to deactivate their access.

1. Under Administration select Users

Welcome to QuickSuper

Contributions
[Create a new online contribution](#)
[Upload a new contribution file](#)

Employees
You have 2 employees registered in QuickSuper.
[Manage your employees](#)

Funds
You have no funds registered in QuickSuper.
[Manage funds](#)

Notifications
[View your recent alerts and messages.](#)

Need Help?
If you require assistance, please try the following:
• You can refer to the [QuickSuper User Guide](#)
• You can access online help for any screen by clicking on the question mark symbol in the top right of every screen
• You can find guides and other product documentation by selecting the Documentation item on the main menu
• You can [contact the NGS Employee Support Team](#)

2. Select the user you would like to deactivate

Manage Users

☐ Show disabled

Name	Username	Email
Lorraine B	LBEATT1	l.b@ngs.co.uk
Lorraine B	LBEATT1	l.b@ngs.co.uk

[Create User](#) [Export Users](#)

3. Select the Set user as inactive button and select Save

Edit existing user
Modify the details of an existing user.

Username: LYTHALL L
Full name: Lorraine Lythall
Email: llythall@ngsuper.com.au
Mobile: 0 7 5399 28
Landline:
Status: Active

Rights

Select all
☒ Upload Contribution Files
☒ Edit Users
☒ Cancel Contributions
☒ Search Files and Transactions
☒ Edit Employees
☒ Manage API Keys
☒ Authorise Contributions
☒ Edit Funds
☒ Edit Company Details
☒ Create Online Contributions
☒ Manage Unmatched Payments

Enter your own password for security
Enter your own password here for security reasons. The password for the existing user will not change.

Your username: LBEATTIE1
Your password:
Back View actions by this user Reset password **Save**

4. You will be asked to confirm you would like to deactivate the user's access. Enter your password and select Disable

Confirm user deactivation
Please ensure you are deactivating this user correctly as they will no longer have access to this system.

User details
 Username: LYTHALL L
 Full Name: Lorraine Lythall
 Email: llythall@ngsuper.com.au

Enter your password
 Your username: LBEATTIE1
 Your Password:
 Back Disable

5. The user's access will be disabled and they will no longer be able to access NGS QuickSuper

Edit existing user
Modify the details of an existing user.

Username: LYTHALL L
Full name: Lorraine Lythall
Email: llythall@ngsuper.com.au
Mobile: [REDACTED]
Landline:
Status: Disabled

Rights

Select all
☒ Upload Contribution Files
☒ Edit Users
☒ Cancel Contributions
☒ Search Files and Transactions
☒ Edit Employees
☒ Manage API Keys
☒ Authorise Contributions
☒ Edit Funds
☒ Edit Company Details
☒ Create Online Contributions
☒ Manage Unmatched Payments

Enter your own password for security
Enter your own password here for security reasons. The password for the existing user will not change.

Your username: LBEATTIE1
Your password:
Back View actions by this user Reset password **Save**

5. Employees

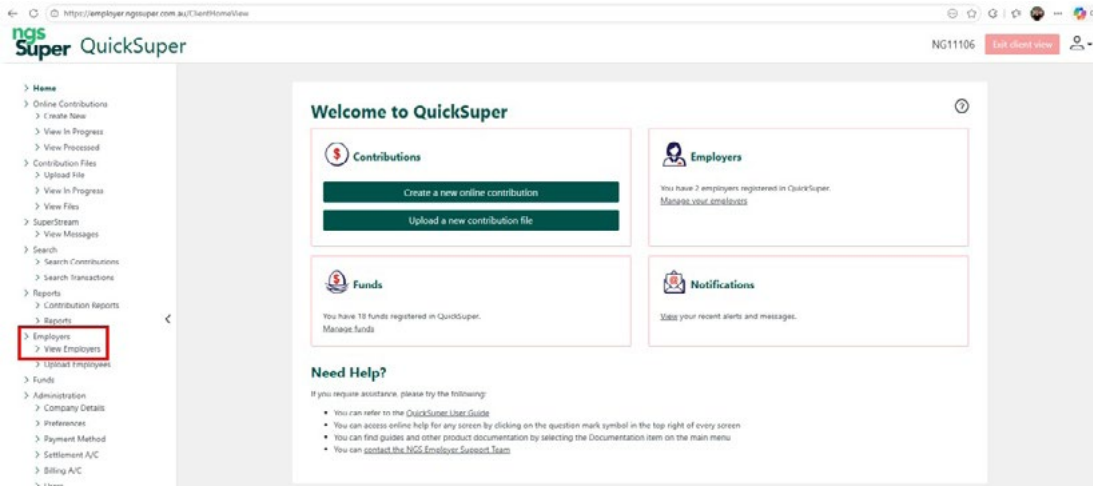
5.a Adding new employees

You have the option of adding a new employee manually or by uploading a file.

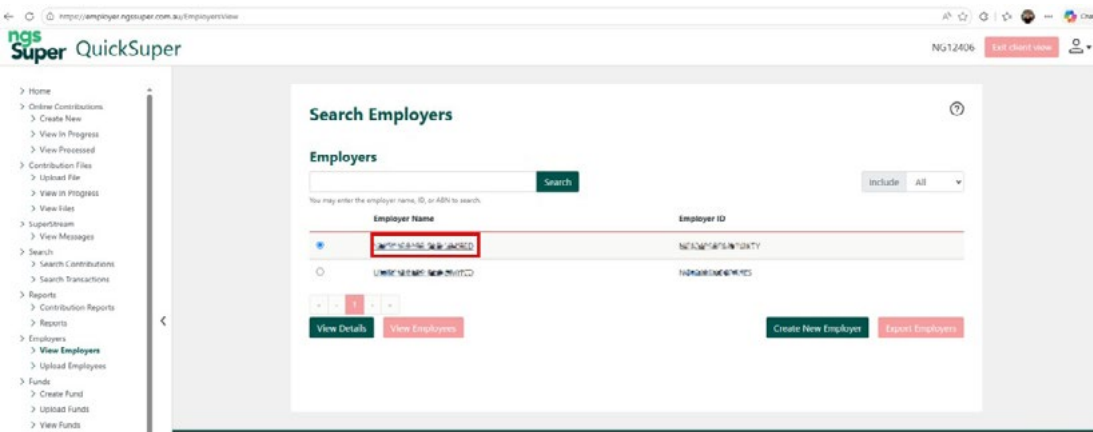
Employees can elect to use your default fund (and a new account will be set up for them) or use their existing Super fund through Choice of fund.

If your access is set up to administer multiple employers follow the below steps to access the Create Employee section

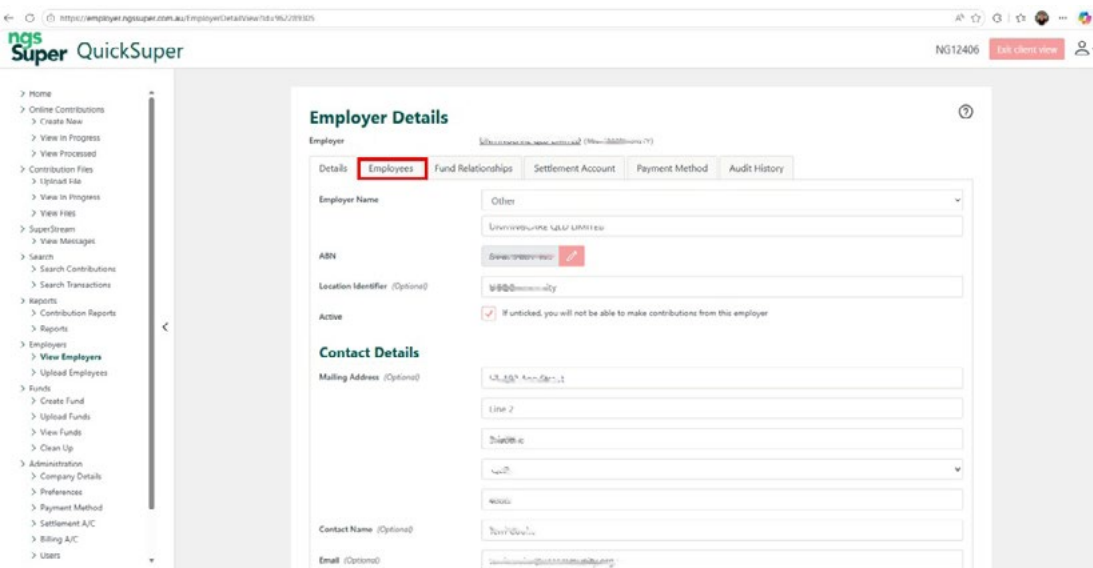
1. Under Employers select View Employers



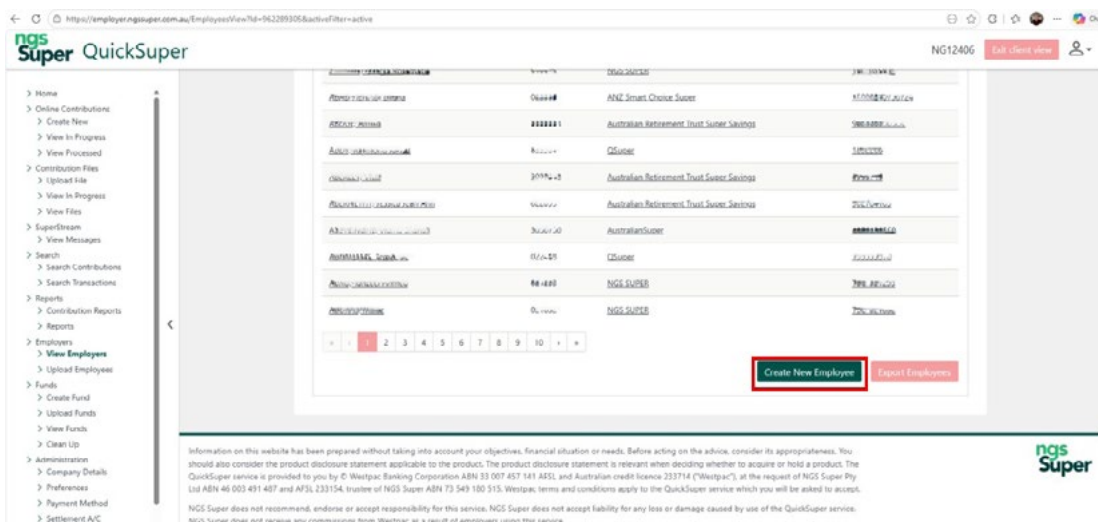
2. Select the Employer you would like to set the new employee up under



3. Select Employee across the top menu bar



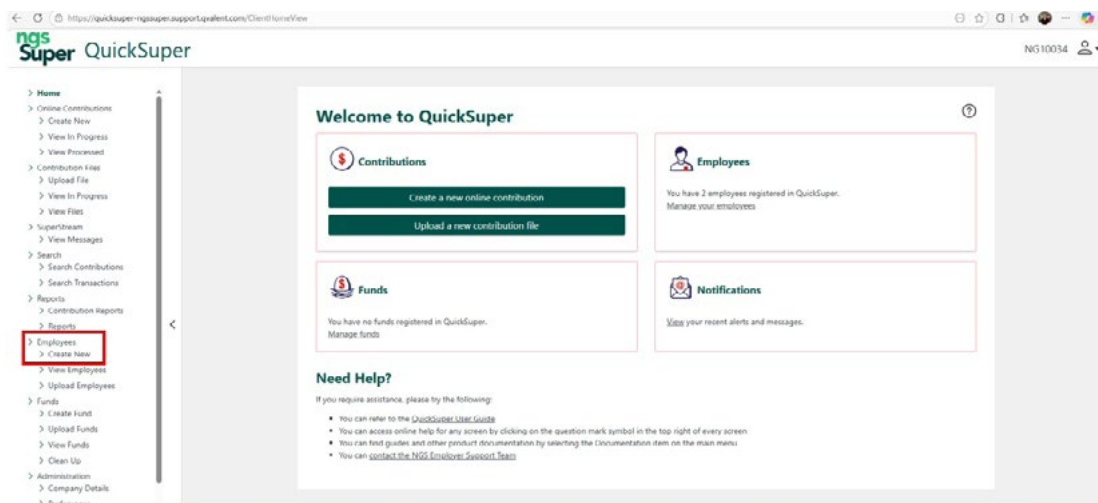
4. Scroll to the bottom and select Create New Employee



5.a.i Manual entry

5.a.i.1 Adding an employee manually – default fund

1. Under Employees select Create New



2. Complete the Employee Details, Contact Details, Employee Address and Employment Details sections for the employee.

Ensure all the details you enter are correct as these are the details that will be used to create an account for the employee.

Employee address

Address: 1 Sydney Street

Suburb, state, postcode: SYDNEY, NSW 2000

Country: Australia

Usage: Residential

Employment details

Payroll ID: 12345 What do I enter here?

Employment status: Full Time

Employment Start Date: 25 May 2020

Occupation: Teacher

Weekly hours worked: 40

At work: **Yes**

Buttons: Back, Save

3. Select Save

Employee address

Address: 1 Sydney Street

Suburb, state, postcode: SYDNEY, NSW 2000

Country: Australia

Usage: Residential

Employment details

Payroll ID: 12345 What do I enter here?

Employment status: Full Time

Employment Start Date: 25 May 2020

Occupation: Teacher

Weekly hours worked: 40

At work: Yes

Buttons: Back, **Save**

4. Select Use default fund

Add fund membership

Employee: **SAMPLE Jane** (12345)

Default fund

Fund name: NGS SUPER

Fund ID or USI: 73549100515701

Fund ABN: 73 549 100 515

Fund employer ID: NGS001

Non-default funds

Fund: Fund name, ABN or USI **Search**

If you are having difficulties entering the ABN you can check the status of the ABN at [ABN lookup](#).

Buttons: Back, **Use default fund**

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Footer: Privacy statement, Website terms and conditions, Contact us, Product disclosure statement

5. The fund details will automatically be populated with your default fund details. If the member already holds an account with your default fund, enter their member number in the Member ID field.

If they require an account to be set up select I don't have a member ID for this employee's fund. This will send a request to your default fund to create a new account for the employee.

You are not required to complete the fields under Default contribution amounts or Membership details but you can if they are applicable to your organisation.

6. Scroll to the bottom of the page and select Save

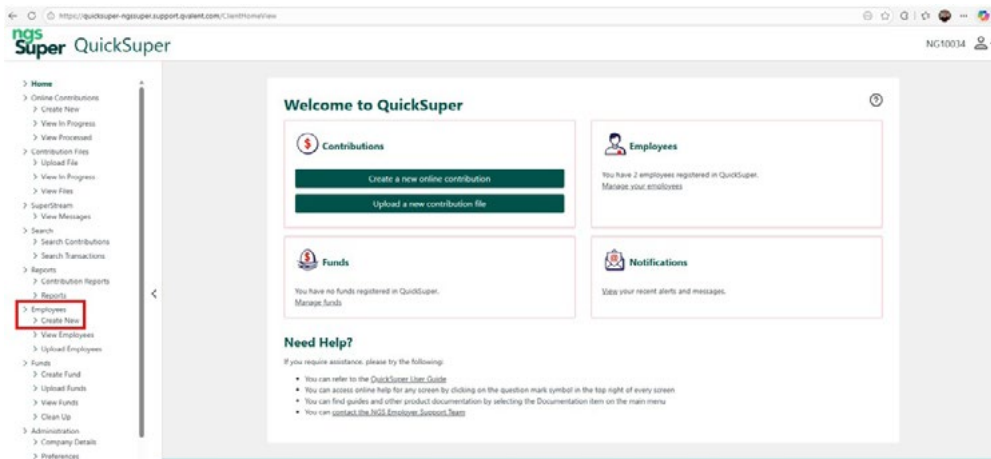
7. You will receive confirmation the employee record has been created and a request has been sent to your default fund for an account to be created.

A Member Registration Request will be sent to the fund for a new account to be created. Note: the fund could take up to 3 days to create a new account.

The fund will send a response message with the new member number for the employee. The employee record will be updated with the new member number if you have your preferences set that way, see step **1.c Apply member number settings**

5.a.i.2 Adding an employee manually – Choice fund

1. Under Employees select Create New



2. Complete the Employee Details, Contact Details, Employee Address and Employment Details sections for the employee.

Ensure all the details you enter are correct as these are the details that will be used to create an account for the employee.

The screenshot shows the 'Add Employee' form in the QuickSuper web interface. The form is divided into several sections: 'Employee details' (Title, Given name, Middle names, Family name, Suffix, Gender, Date of birth, Tax file number), 'Contact details' (Phone number, Mobile number, Email), and 'Employee address' (Address, Suburb, state, postcode, Country, Usage). The 'Create New' option is selected under the 'Employees' menu in the left navigation.

The screenshot shows the 'Add Employee' form in the QuickSuper web interface, specifically the 'Employment details' section. This section includes fields for Payroll ID, Employment status, Employment Start Date, Occupation, Weekly hours worked, and At work. The 'Create New' option is selected under the 'Employees' menu in the left navigation.

3. Select Save

Employee address

Address: 1 Sydney Street

Suburb, state, postcode: SYDNEY, NSW 2000

Country: Australia

Usage: Residential

Employment details

Payroll ID: 12345

Employment status: Full Time

Employment start date: 25 May 2026

Occupation: Teacher

Weekly hours worked: 40

At work: Yes

Save

4. Based on the information the employee has provided to you, enter the Super fund's ABN in the Fund field under Non-default funds and select Search.

Add fund membership

Employee: SAMPLE, Jane (12345)

Default fund

Fund name: NGS SUPER

Fund ID or USI: 73549100515701

Fund ABN: 73 549 100 515

Fund employer ID: NGS001

Non-default funds

Fund: 65714394898

Search

5. The search results will appear. Select the fund you wish to assign for that employee. The fund ID is the USI the member would have provided to you on their Choice of fund form. If there are multiple entries returned, select the entry that relates to the USI provided.

Add Fund Membership

Employee: SAMPLE, Jane (12345)

Funds

Click on the Fund Name for the fund you wish to assign to the employee.

Fund Name	Fund ID
Australiansuper	STA0100AU

Back

6. In the Member ID field enter the employee's member number. If they have not provided you with their member number you can select I don't have a member ID for this employee's fund

Note – It is best practice to have a member number recorded for each employee. The member number is used in the matching criteria by many Super funds to be able to allocate contributions to your employees. If the member number is not included when you send a contribution it could result in delays in allocating the contribution.

You are not required to complete the fields under Default contribution amounts or Membership details but you can if they are applicable to your organisation.

ngs Super QuickSuper

NG10034

Add fund membership

Employee: SAMPLE Jane (11345)

Fund details

Fund: AustralasSuper (57A0100A0)

ABN: 65 714 396 890

Member ID: (What is the member ID?)

☐ What is the member ID?

☐ I don't have a member ID for this employee's fund

Default contribution amounts

If the contribution amounts for this employee are the same for every contribution period, please enter the default amounts below. These will be used when creating a new online contribution.

Employer SGC	Employer award	Employer additional	Salary sacrifice
Employee additional	Spouse	Child	Other third party

Membership details

Salary for benefits	Salary for contributions	Salary effective start	Salary effective end
		dd mm yyyy	dd mm yyyy
Salary for insurance	Insurance opt out	Contributions commence date	Contributions cease date
		dd mm yyyy	dd mm yyyy
Fund registration date	Benefit category	Amendment reason	
dd mm yyyy			

BACK **Save**

7. Select Save

ngs Super QuickSuper

NG10034

Add fund membership

Fund: NGS SUPER (73549180515701)

ABN: 73 549 180 515

Fund employer ID: NGS001

What is the fund employer ID?

Member ID: (What is the member ID?)

☐ What is the member ID?

☐ I don't have a member ID for this employee's fund

Default contribution amounts

If the contribution amounts for this employee are the same for every contribution period, please enter the default amounts below. These will be used when creating a new online contribution.

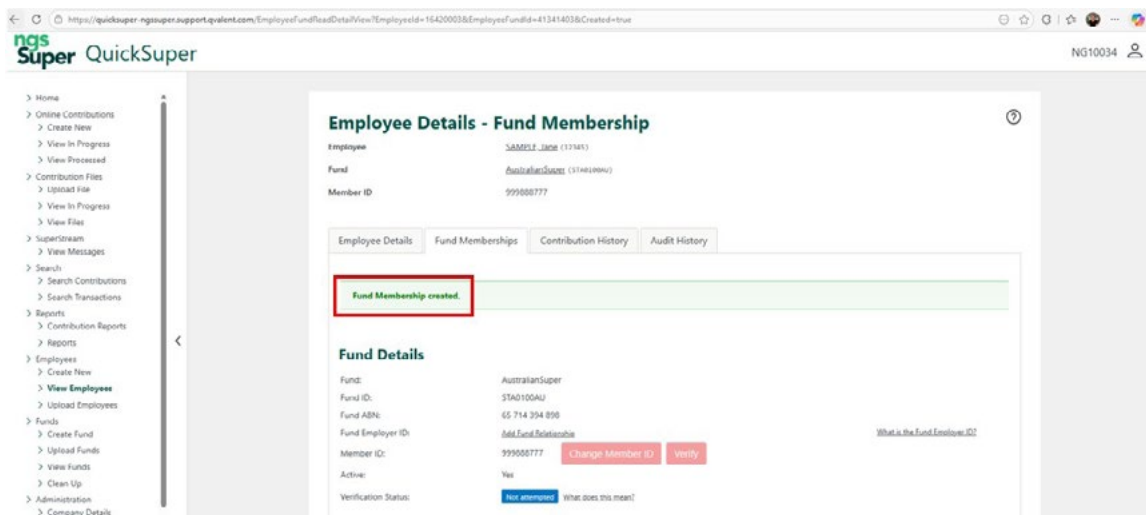
Employer SGC	Employer award	Employer additional	Salary sacrifice
Employee additional	Spouse	Child	Other third party

Membership details

Salary for benefits	Salary for contributions	Salary effective start	Salary effective end
		dd mm yyyy	dd mm yyyy
Salary for insurance	Insurance opt out	Contributions commence date	Contributions cease date
		dd mm yyyy	dd mm yyyy
Fund registration date	Benefit category	Amendment reason	
dd mm yyyy			

BACK **Save**

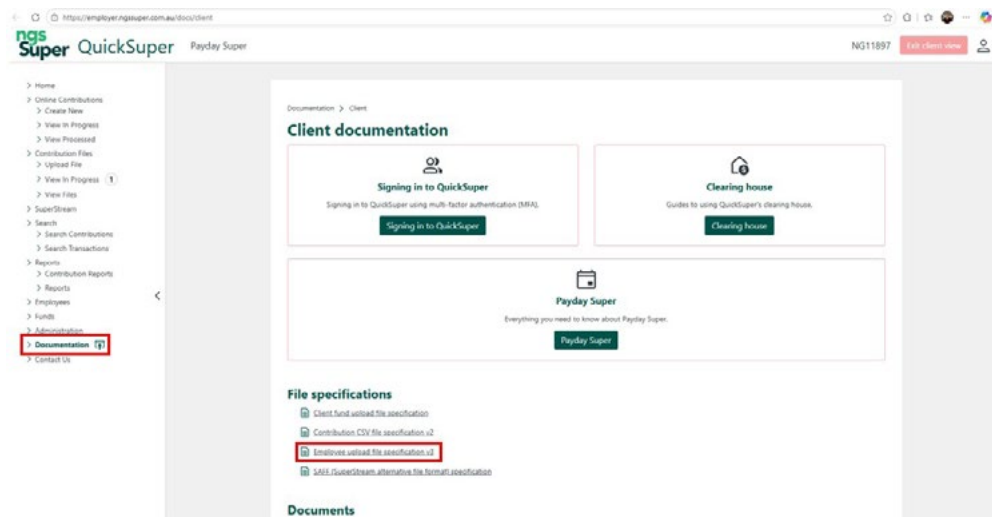
8. You will receive confirmation the employee record has been created and you can now make contributions for this employee



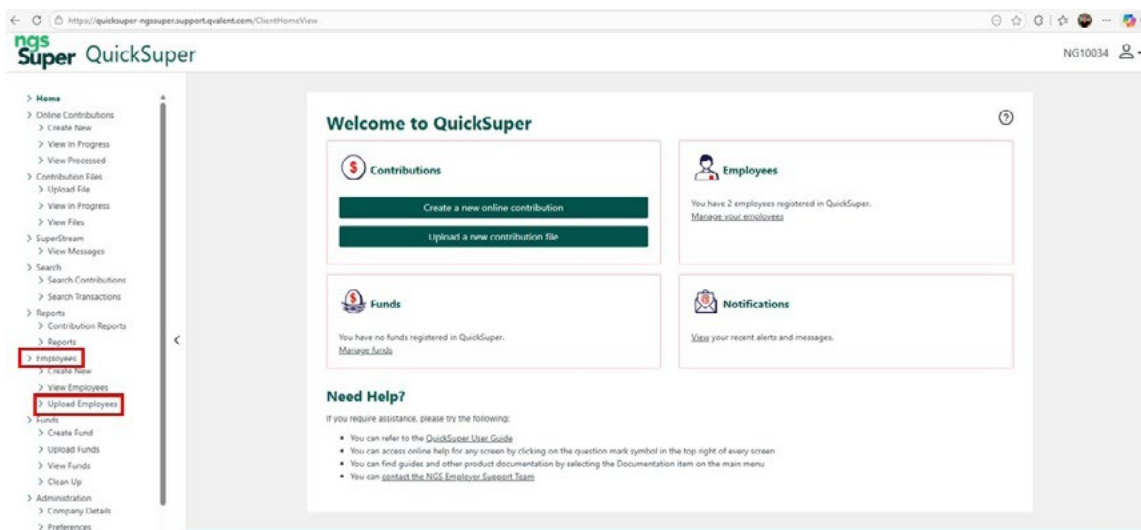
5.a.ii File upload

5.a.ii.1 Uploading a file

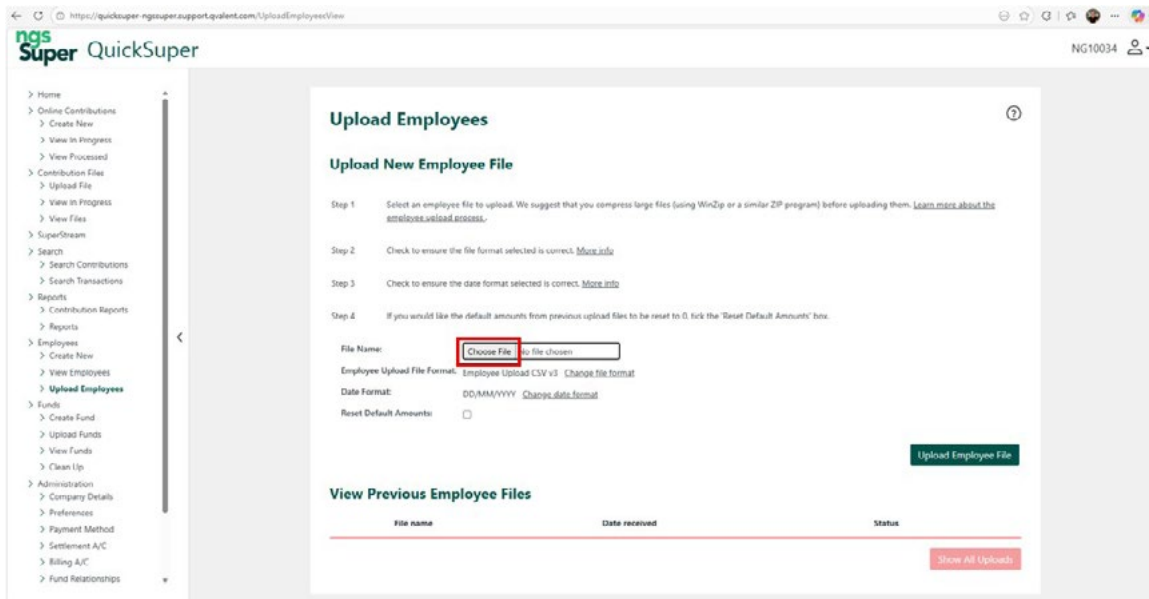
If you have a lot of members that need to be created with an account with your default fund, you are able to upload a file. The file format can be downloaded from **NGS QuickSuper** in Documentation (Employer upload file specifications v3)



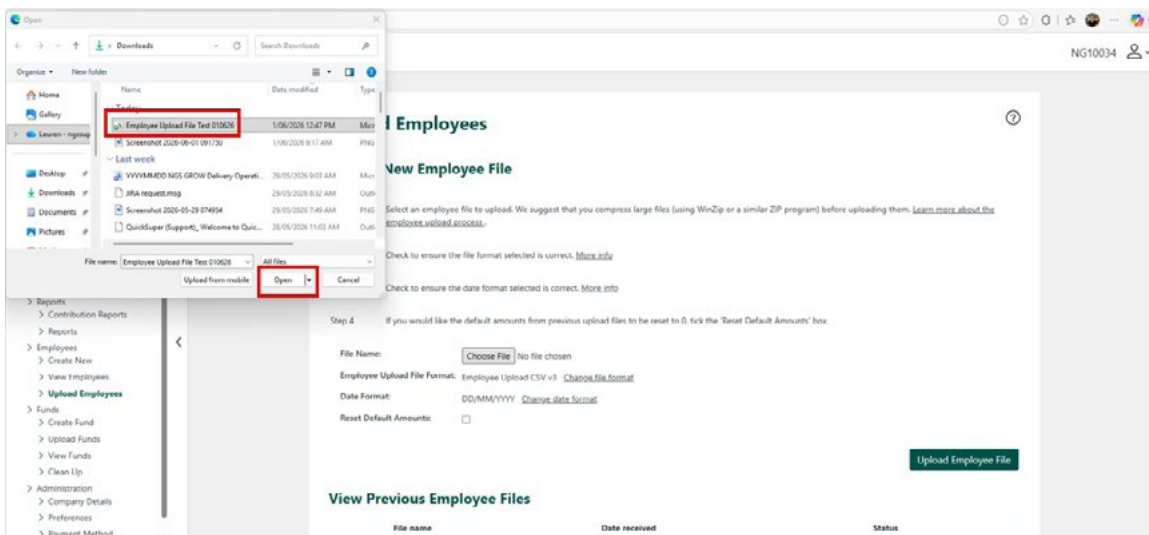
1. Under Employees select Upload Employees



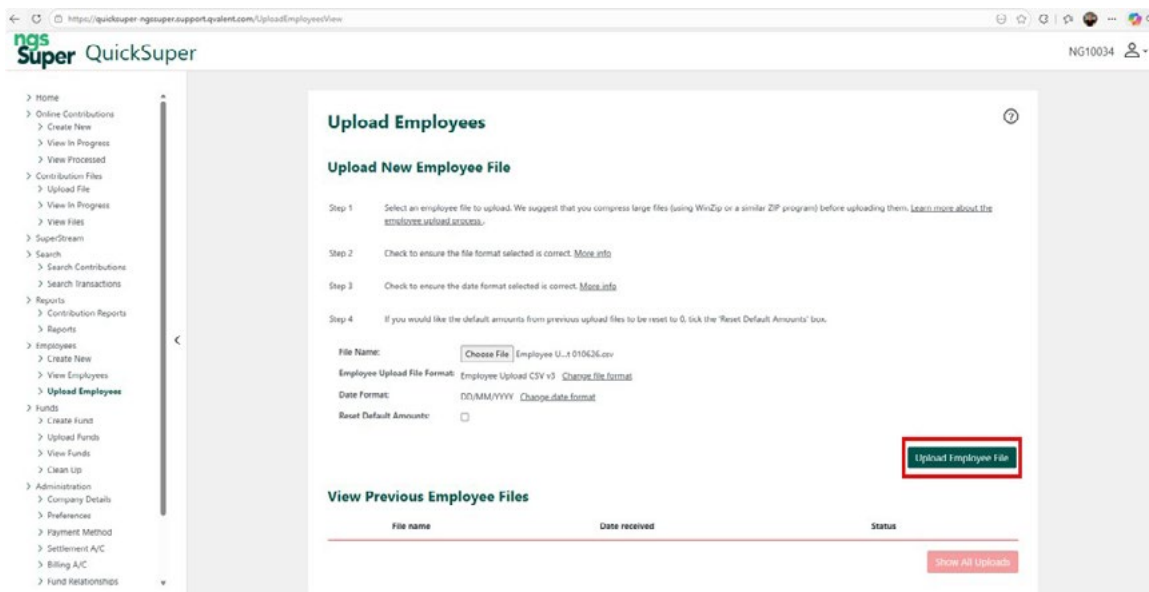
2. Under File Name select the Choose File button



3. Locate the file within your folders and select Open



4. Select Upload Employee File



5. A summary will appear noting the type and number of changes in the file and the status will be Awaiting User Confirmation.

The screenshot shows the 'Employee File Progress' page in the NGS Super QuickSuper system. The status is 'Awaiting User Confirmation'. The page includes sections for 'Employee Upload Details', 'Employee Upload Summary', 'Employee Upload Reports', and 'Actions'.

Employee Upload Details

File Name	Employee Upload File Test 010626.csv
Status	Awaiting User Confirmation
Date	01 Jun 2026 14:29
Received	
Submitted By	Lauren Beattie

Employee Upload Summary

Employer: NEEDSHINGSUPERPTY, NGS SUPER PTY LIMITED

New employees: 1
Updated employees: 1
New default memberships: 0
Updated default memberships: 0
New choice memberships: 0
Updated choice memberships: 0
Reset default amounts: 0

Employee Upload Reports

You can view the following reports to get more details of the change that will be made to your employee data. These changes may be sent to the applicable Superannuation Funds over the SuperStream network, so it is important that you review changes we have found.

[View Default Employee Changes](#)[View Choice Employee Changes](#)

Actions

[View Detailed Report](#)

6. Scroll to the bottom of the page to confirm that you would like to submit the changes. Select Next if you are happy to submit the file

The screenshot shows the 'Employee File Progress' page in the NGS Super QuickSuper system. The status is 'Success'. The page includes sections for 'Employee Upload Details', 'Employee Upload Summary', 'Employee Upload Reports', and 'Actions'.

Employee Upload Details

File Name	Employee Upload File Test 010626.csv
Status	Success
Date	01 Jun 2026 14:29
Received	
Submitted By	Lauren Beattie
Confirmed By	Lauren Beattie

Employee Upload Summary

Employer: NEEDSHINGSUPERPTY, NGS SUPER PTY LIMITED

New employees: 1
Updated employees: 1
New default memberships: 0
Updated default memberships: 0
New choice memberships: 0
Updated choice memberships: 0
Reset default amounts: 0

Employee Upload Reports

You can view the following reports to get more details of the change that will be made to your employee data. These changes may be sent to the applicable Superannuation Funds over the SuperStream network, so it is important that you review changes we have found.

[View Default Employee Changes](#)[View Choice Employee Changes](#)

Actions

[View Detailed Report](#)

7. Confirm the Status is Success

The screenshot shows the 'Employee File Progress' page in the NGS Super QuickSuper system. The status is 'Success'. The page includes sections for 'Employee Upload Details', 'Employee Upload Summary', 'Employee Upload Reports', and 'Actions'.

Employee Upload Details

File Name	Employee Upload File Test 010626.csv
Status	Success
Date	01 Jun 2026 14:29
Received	
Submitted By	Lauren Beattie
Confirmed By	Lauren Beattie

Employee Upload Summary

Employer: NEEDSHINGSUPERPTY, NGS SUPER PTY LIMITED

New employees: 1
Updated employees: 1
New default memberships: 0
Updated default memberships: 0
New choice memberships: 0
Updated choice memberships: 0
Reset default amounts: 0

Employee Upload Reports

You can view the following reports to get more details of the change that will be made to your employee data. These changes may be sent to the applicable Superannuation Funds over the SuperStream network, so it is important that you review changes we have found.

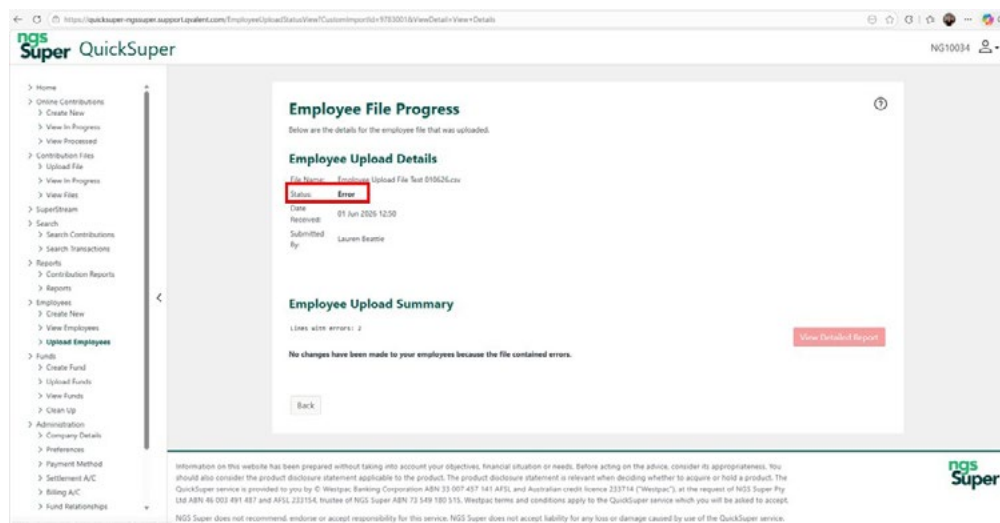
[View Default Employee Changes](#)[View Choice Employee Changes](#)

Actions

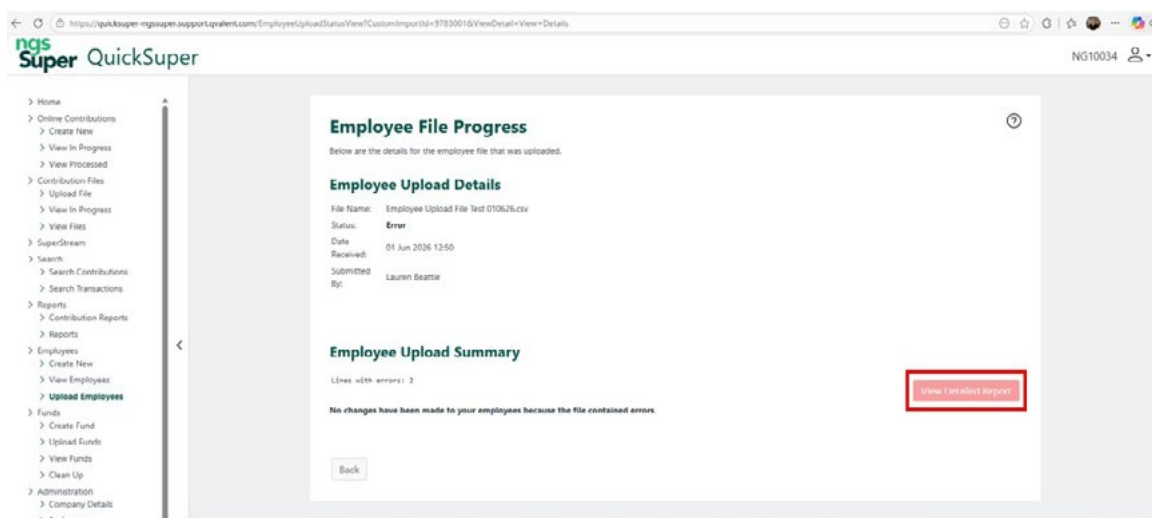
[View Detailed Report](#)

5.a.ii.2 Resolving errors

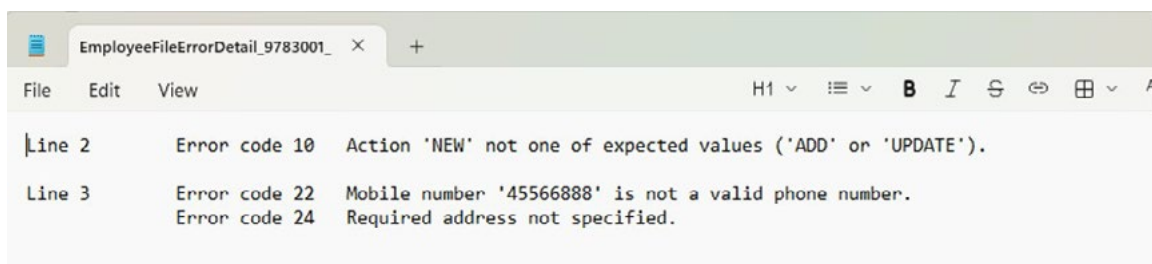
1. If the status of the file is Error, there are errors in the file that need to be resolved



2. Select View Detailed Report



3. A Notepad file will download, review the errors and correct them in your file



Once you have resolved the errors you can resubmit the file

5.b Member Verification Request

A Member Verification Request (MVR) is a message sent to an employee's nominated super fund to confirm that the member details provided by the employee are correct.

Employers are to verify an employee when:

- A new employee advises a choice of fund
- An existing employee changes their choice of fund
- A refund is received for a contribution made for an employee

The Superannuation industry will be rolling out the MVR functionality from 1 July 2026 to 28 February 2027. During this period, MVRs will be sent to funds based on their ability to receive and respond to messages.

Where functionality is available, a MVR is to be sent prior to you making a contribution for that employee to ensure the contribution can be accepted by the fund. This is to ensure the contribution is paid to the correct fund in the first instance.

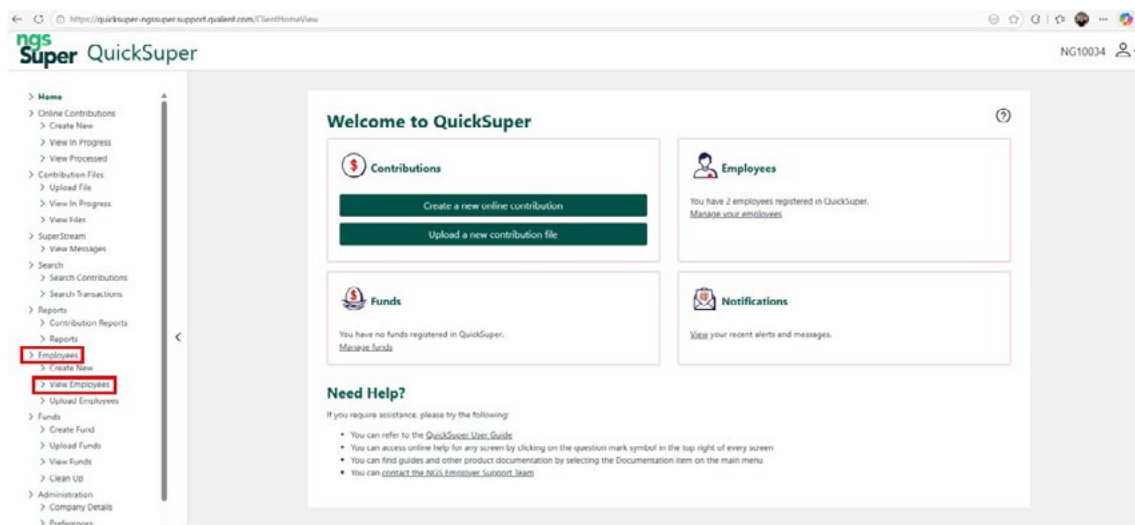
5.b.i Automated request

NGS QuickSuper will send MVRs automatically when:

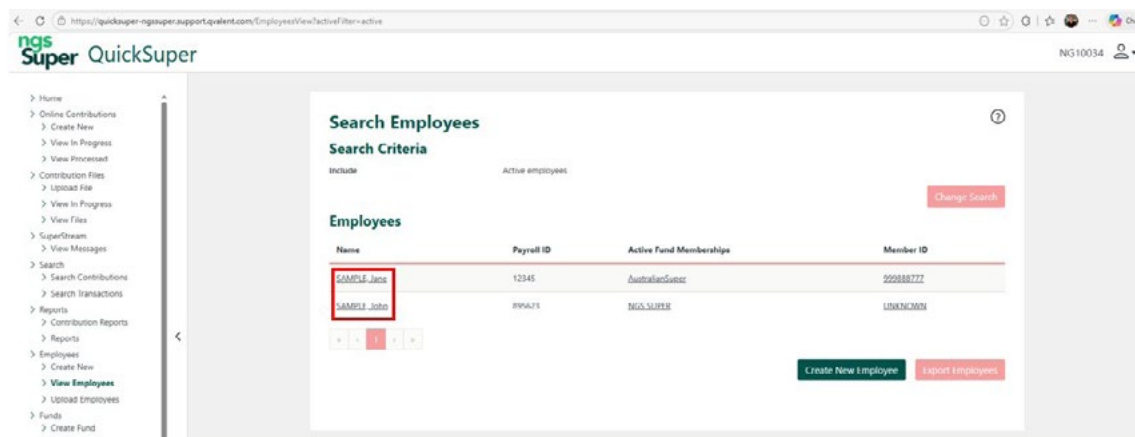
- A new employee record is created
- There is a change to an existing employee's major details. This includes updating the employee's Fund Membership, changing their tax file number, date of birth or name (please note NGS will not update a member's details without the appropriate supporting documentation from the member).

5.b.ii Manual request

1. Under Employees select View Employees



2. A list of your employees will appear. Select the employee you would like to verify.



3. From the top menu, select Fund Memberships

The screenshot shows the 'Employee Details' page for 'SAMPLE Jane (12345)'. The 'Fund Memberships' tab is highlighted with a red box. The page displays various details about the employee, including their title (MISS), name, gender, date of birth, tax file number, mobile number, email, address, and employment status (Active). A red 'End Employment' button is located at the bottom right of the page.

4. Select the Fund

The screenshot shows the 'Employee Details - Fund Memberships' page for 'WHITE Liam (11)'. The 'Active fund memberships' section displays a table with the following data:

Fund name	Fund ID	Member ID	Default component amounts
Australian Super Future Savers	51376480365001	17781988	Not provided

The 'View Details' button is highlighted with a red box. Below the table, there are buttons for 'Back', 'View Details', and 'Add Fund Membership'.

5. Select Verify

The screenshot shows the 'Employee Details - Fund Membership' page for 'SAMPLE Jane (12345)'. The 'Verify' button is highlighted with a red box. The page displays fund details for 'Australian Super' and a 'Default Component Amounts' section.

Fund Details

Field	Value
Fund	Australian Super
Fund ID	STA0100AU
Fund ABN	65 714 394 890
Fund Employer ID	ADD Fund Details
Member ID	999088777
Active	Yes
Verification Status	Not attempted

Default Component Amounts

The default component amounts below will be used when creating a new online contribution for this employee.

Employer SGC	Amount
	\$0.00

6. The Verification Status will be updated to Pending. The fund has 24 hours to respond to the message.

The screenshot shows the 'Employee Details - Fund Membership' page in the NGS Super QuickSuper system. The page is titled 'Employee Details - Fund Membership' and includes a sidebar with navigation links. The main content area displays the following information:

- Employee:** WHITZ, Liam (74)
- Fund:** Aware Super Future Saver (51226490305001)
- Member ID:** 17283988

Below this information are tabs for 'Employee Details', 'Fund Memberships', 'Contribution History', and 'Audit History'. The 'Fund Details' section is active, showing:

- Fund:** Aware Super Future Saver
- Fund ID:** 51226490305001
- Fund ABN:** 53 226 460 365
- Fund Employer ID:** Add Fund Relationship
- Fund Active:** Yes (Y/N)
- Member ID:** 17283988
- Verification Status:** Pending

Buttons for 'Change Member ID' and 'Verify' are visible. A red box highlights the 'Verification Status' field, which is currently set to 'Pending'. A link 'What does this mean?' is provided for more information.

7. When a response is received the Verification status field will be updated

The screenshot shows the 'Employee Details - Fund Membership' page in the NGS Super QuickSuper system, similar to the previous one but with the 'Verification Status' updated to 'Not default'. The page is titled 'Employee Details - Fund Membership' and includes a sidebar with navigation links. The main content area displays the following information:

- Employee:** WHITZ, Liam (74)
- Fund:** Aware Super Future Saver (51226490305001)
- Member ID:** 17283988

Below this information are tabs for 'Employee Details', 'Fund Memberships', 'Contribution History', and 'Audit History'. The 'Fund Details' section is active, showing:

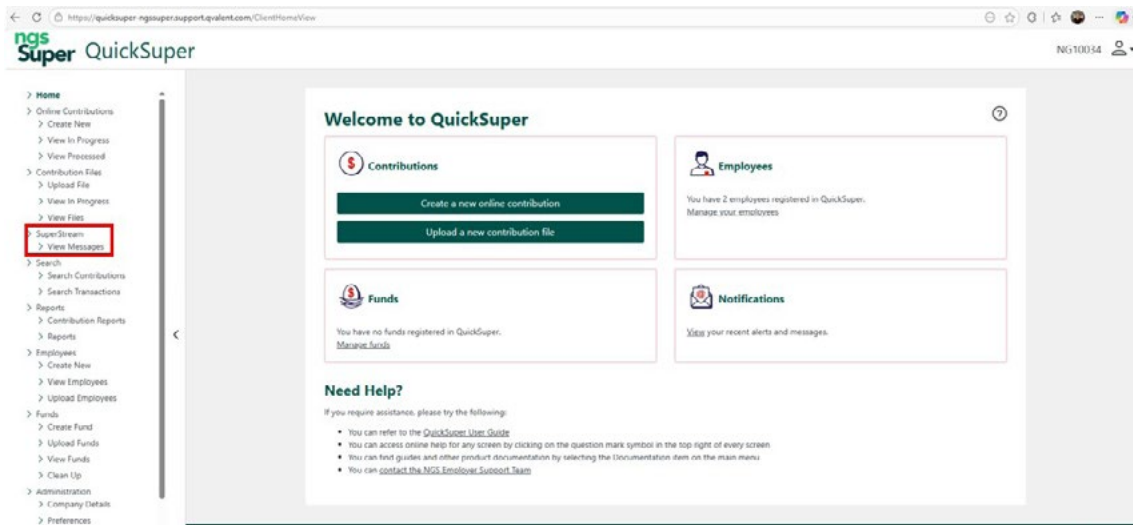
- Fund:** Aware Super Future Saver
- Fund ID:** 51226490305001
- Fund ABN:** 53 226 460 365
- Fund Employer ID:** Add Fund Relationship
- Fund Active:** Yes (Y/N)
- Member ID:** 17283988
- Verification Status:** Not default

Buttons for 'Change Member ID' and 'Verify' are visible. A red box highlights the 'Verification Status' field, which is now set to 'Not default'. A link 'What does this mean?' is provided for more information.

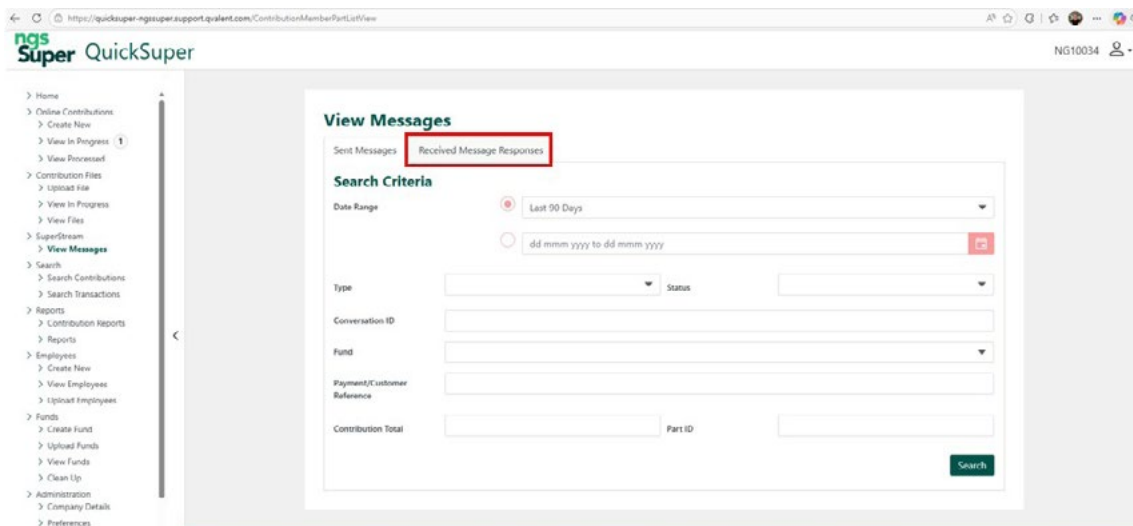
Refer to **9. Appendix: Member Verification Request (MVR) responses** for a full list of the response messages.

5.b.iii Outcome response

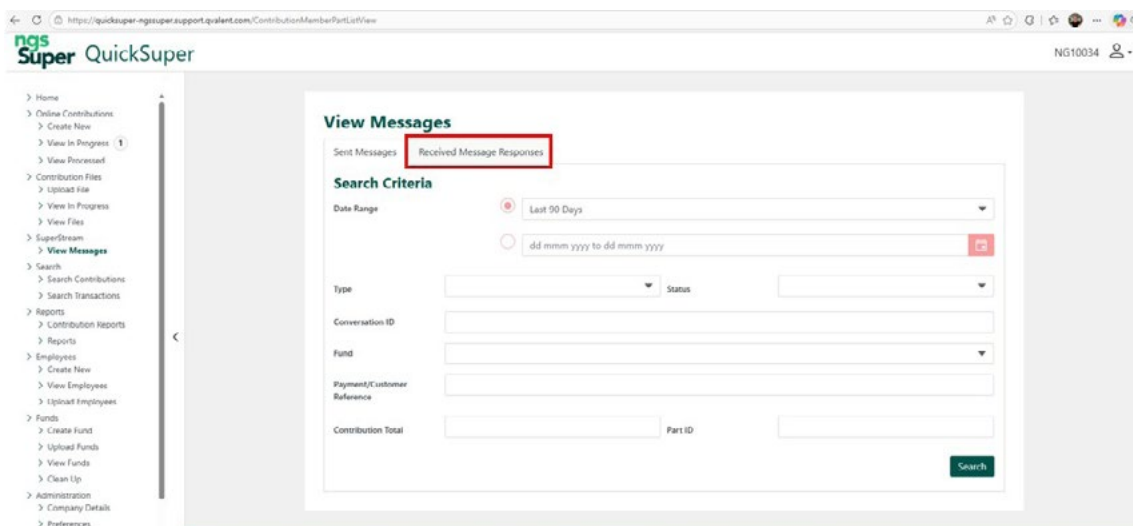
1. Under SuperStream select View Messages



2. From the top menu, select Received Message Responses



3. The search criteria will default to the last 90 days. You can update the filter by a shorter date range or by the message type (for this task select MVOR) or leave it to the 90 days. Once you have set your filters select Search.



4. All search results will be returned, select the Conversation ID

View Received Message Responses

Sent Messages | Received Message Responses

Search Criteria

Date Range: Last 90 Days Change Search

Received Files

Conversation ID	Type	Date	Status
Contribution.7108814827.173901	MVOR	02 Jul 2026 11:33	Action Required
Contribution.7108814827.152045	MRIOR	25 May 2026 15:26	Action Required

Support

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5. Select Response part ID

Message response

Message summary

Conversation ID: Contribution.7108814827.173901 | Message ID: MRIOR0000023246@quintel.com
 Date created: 02 Jul 2026 11:33 | Message status: Action Required

Response parts

Response part ID	Original part ID	Part type	Maximum severity	Part status
1	380401	MVOR	Error	Action Required

Back | View Details | Support

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6. Refer to the Severity and Response description fields for the outcome of the request

Member verification response part

Message summary

Conversation ID: Contribution.7108814827.173901 | Message ID: MRIOR0000023246@quintel.com
 Date created: 02 Jul 2026 11:33 | Message status: Action Required

Message part summary

Response part ID	Original part ID	Part type	Maximum severity	Part status
1	380401	MVOR	Error	Action Required

View message part

Summary | Sender/Receiver

Member name	Severity	Response description	Response status
WHITE Liam	Error	No account exists and you do not have a default relationship with the fund to register the employee.	Action Required

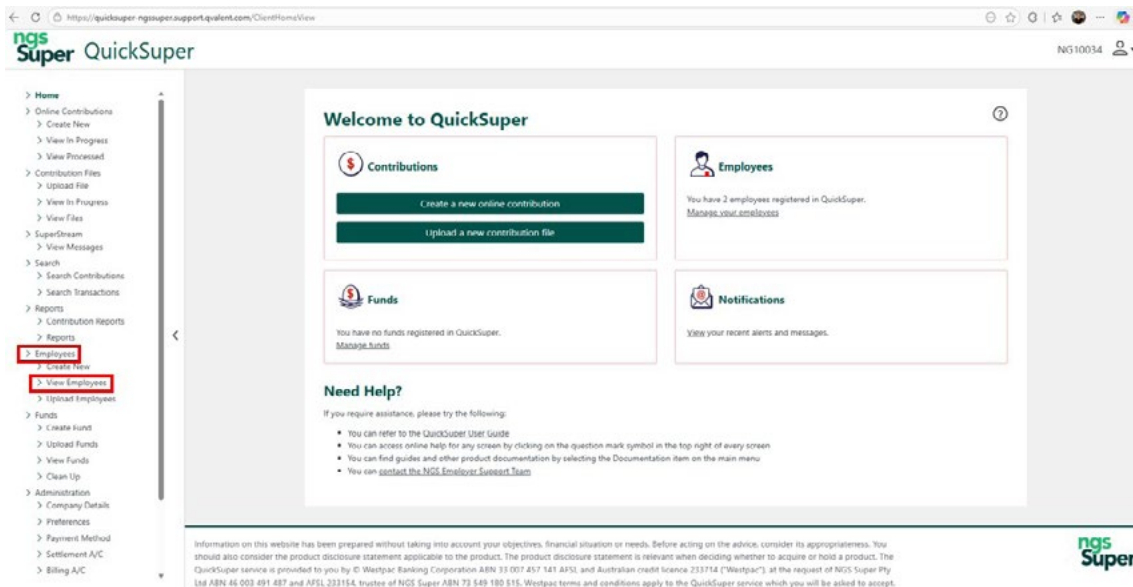
Back | View Details | Support

Refer to **9. Appendix: Member Verification Request (MVR) responses** for a full list of the response messages.

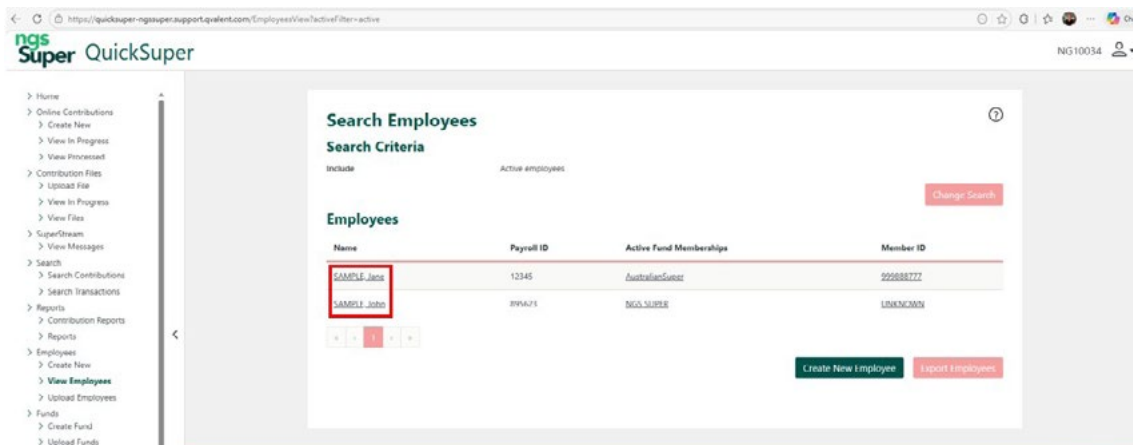
5.c Update an employee's fund

If an employee notifies you they have changed their Super fund you will need to update the fund details on their employee record.

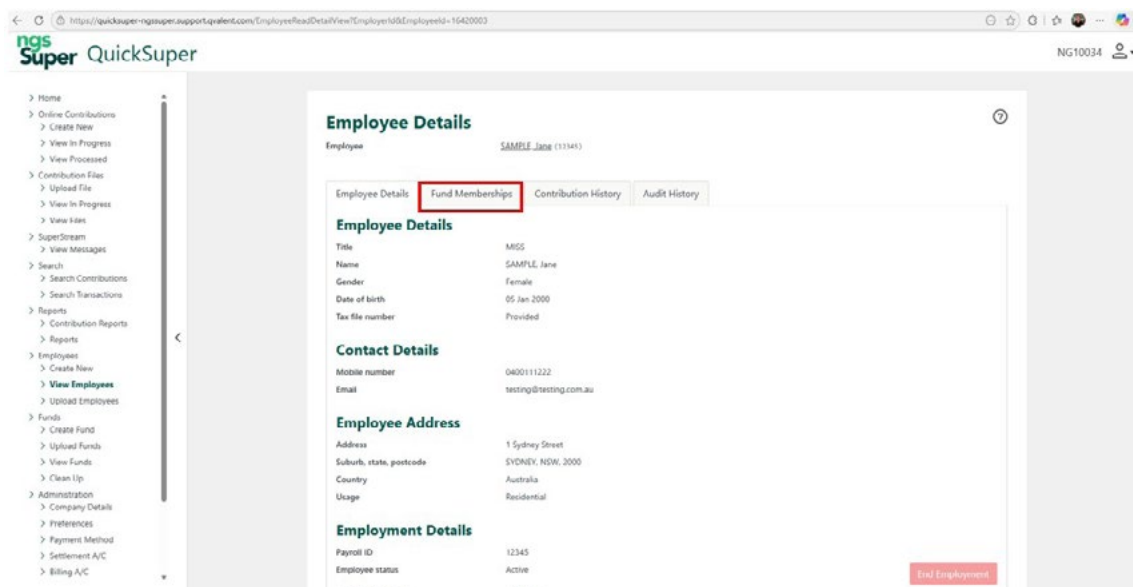
1. Under Employees select View Employees



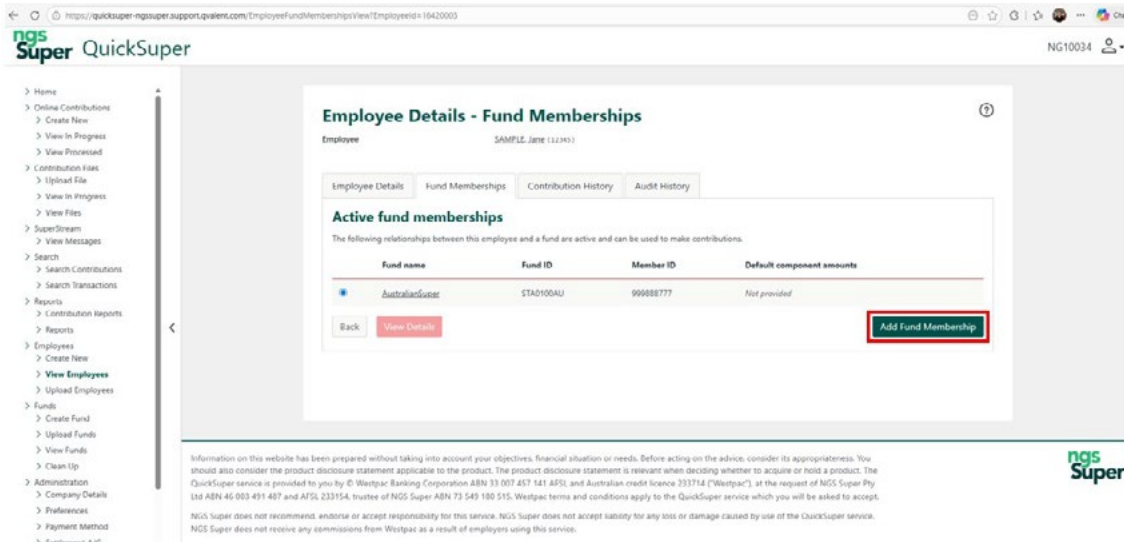
2. A list of your employees will appear. Select the employee whose fund details you need to update



3. From the top menu, select Fund Memberships



4. Select Add Fund Membership



Employee Details - Fund Memberships

Employee: SAMPLE JANE (12345)

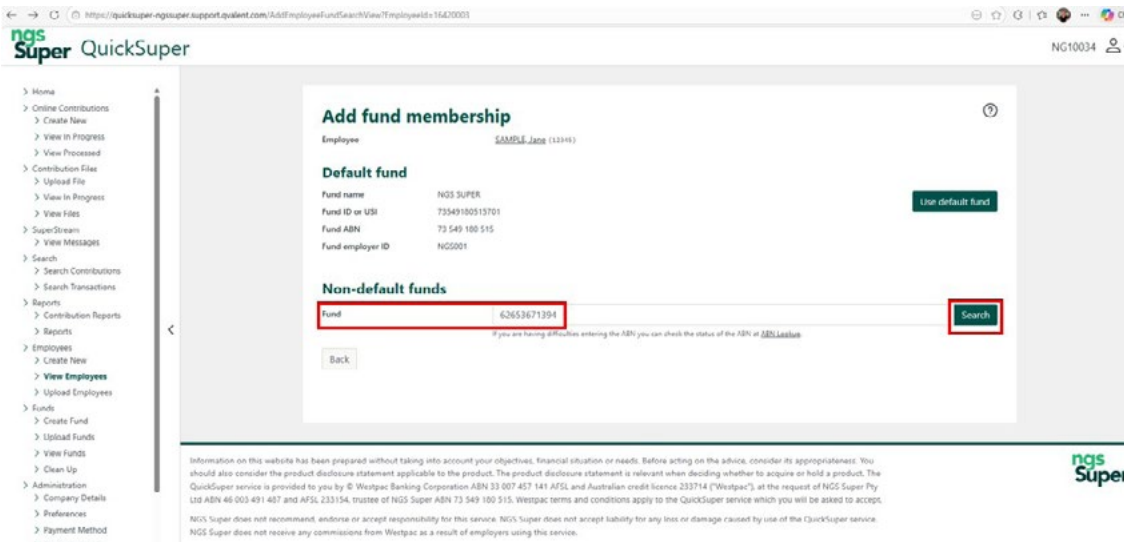
Active fund memberships

The following relationships between this employee and a fund are active and can be used to make contributions.

Fund name	Fund ID	Member ID	Default component amounts
AustralisSuper	STAD10DAU	99988777	Not provided

Buttons: Back, View Details, **Add Fund Membership**

5. In the Fund field enter the ABN the member provided on their Choice of fund form and select Search



Add fund membership

Employee: SAMPLE JANE (12345)

Default fund

Fund name	NGS SUPER
Fund ID or USI	73549100513701
Fund ABN	73 549 100 515
Fund employer ID	NGS001

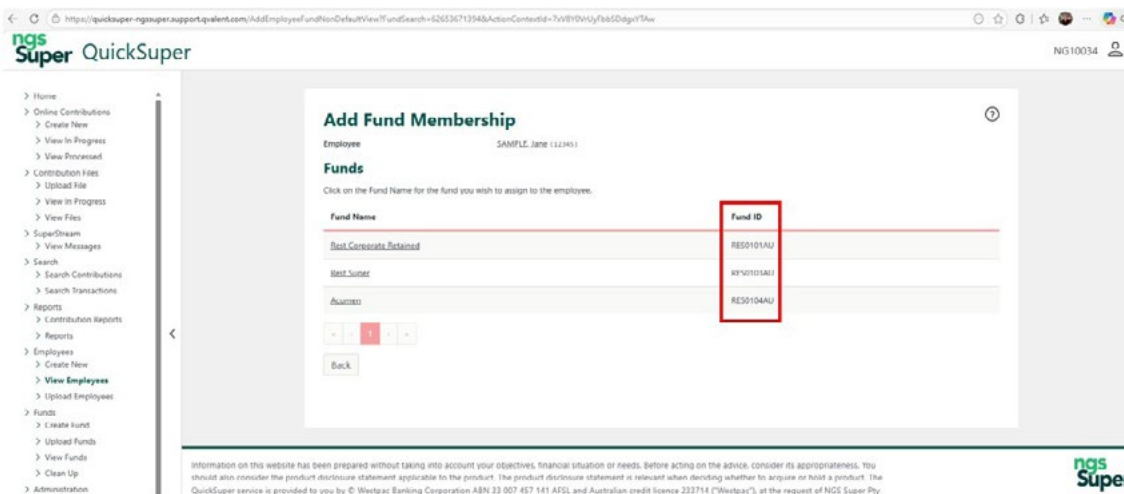
Button: Use default fund

Non-default funds

Fund: Search

Buttons: Back, Search

6. All of the Super funds associated with that ABN will be listed. Referring to the members Choice of fund form, select the fund that matches to the USI (Fund ID column)



Add Fund Membership

Employee: SAMPLE JANE (12345)

Funds

Click on the Fund Name for the fund you wish to assign to the employee.

Fund Name	Fund ID
Best Corporate Retained	RES0101AU
Best Super	RFN01010AU
Accumax	RES0104AU

Buttons: Back

7. In the Member ID field enter the member number the employee provided on their Choice of fund form

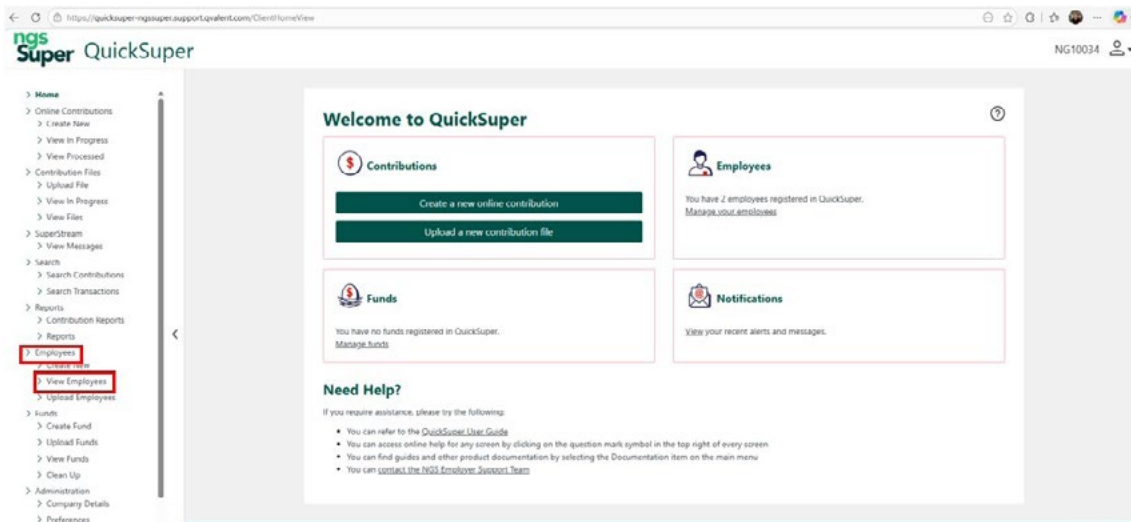
8. Select save

9. You will receive confirmation the fund membership has been created

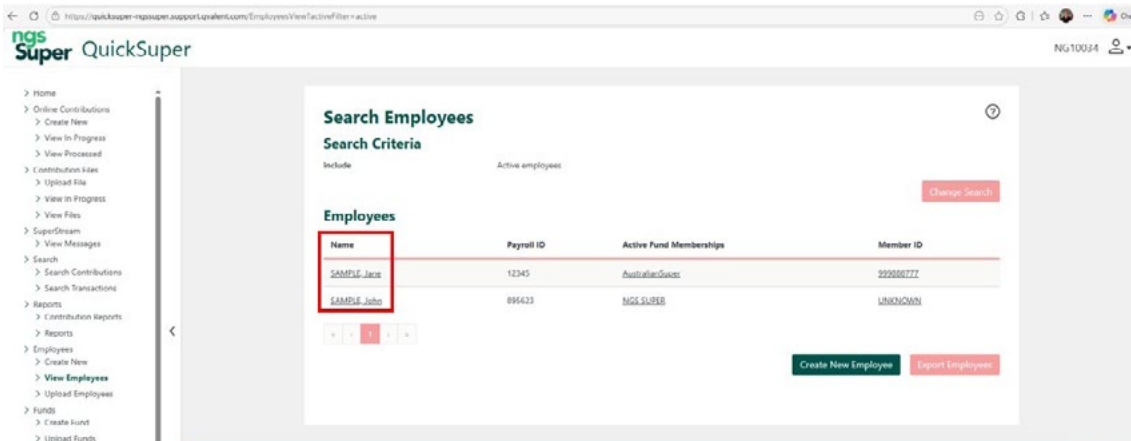
NOTE: adding a new fund membership does not automatically deactivate the old fund membership. It is recommended that you deactivate the old fund membership so contributions are not incorrectly paid to the incorrect fund. See step 5.d **Deactivate an employee's fund** for the steps of how to do this.

5.d Deactivate an employee's fund

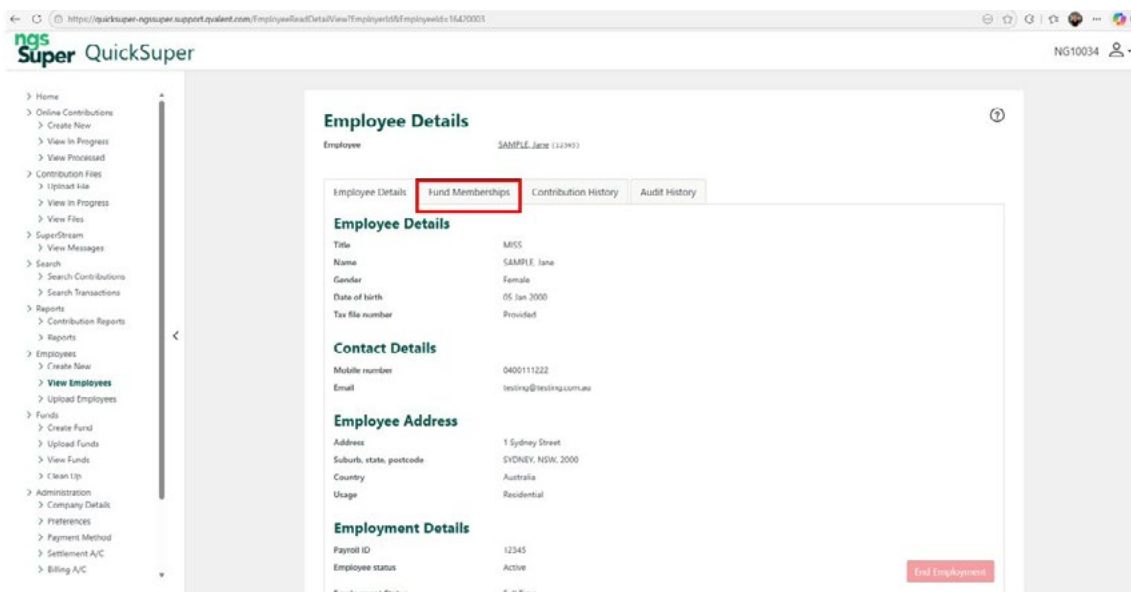
1. Under Employees select View Employees



2. Select the employee you would like to amend



3. From the top menu, select Fund Memberships



4. A list of the funds associated to an employee will appear, select the fund you need to deactivate

Employee Details - Fund Memberships

Employee: SAMUEL JACO (11341)

Employee Details | Fund Memberships | Contribution History | Audit History

Active fund memberships

The following relationships between this employee and a fund are active and can be used to make contributions.

	Fund name	Fund ID	Member ID	Default component amounts
☐	Rest Super	RES0100AU	852741	Not provided
☒	AustralianSuper	STA0100AU	999888777	Not provided

Back View Details Add Fund Membership

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5. Scroll to the bottom and select Edit Fund Membership

Fund Details

Fund: AustralianSuper
Fund ID: STA0100AU
Fund ABN: 65 714 394 898
Fund Employer ID: Add Fund Relationship
Member ID: 999888777 Change Member ID Verify
Active: Yes
Verification Status: Pending What does this mean?

Default Component Amounts

The default component amounts below will be used when creating a new online contribution for this employee.

Employer SGC: \$0.00
Employer Award: \$0.00
Employer Additional: \$0.00
Salary Sacrifice: \$0.00
Employee Additional: \$0.00
Spouse: \$0.00
Child: \$0.00
Other Third Party: \$0.00

Back Edit Fund Membership

6. Under Fund Details, in the Active field, uncheck the box

Employee Details - Edit Fund Membership

Employee: SAMUEL JACO (11341)
Fund: AustralianSuper (STA0100AU)
Member ID: 999888777

Fund Details

Fund: AustralianSuper STA0100AU
Member ID: 999888777
Active: ☒ If unchecked, you cannot make contributions for this fund membership

Default Component Amounts

If the contribution component amounts for this employee are the same for every contribution period, please enter the default component amounts below. These will be used when creating a new online contribution.

Employer SGC: 0.00
Employer Award: 0.00
Employer Additional: 0.00
Salary Sacrifice: 0.00
Employee Additional: 0.00
Spouse: 0.00
Child: 0.00
Other Third Party: 0.00

7. Scroll to the bottom and select Next

Employee Additional: 0.00
 Salary Sacrifice: 0.00
 Employee Additional: 0.00
 Spouse: 0.00
 Child: 0.00
 Other Third Party: 0.00

Membership Details

Salary For Benefits:
 Salary For Contributions:
 Salary For Contributions Start: dd mm yyyy
 Salary For Contributions End: dd mm yyyy
 Salary For Insurance:
 Insurance Opt Out:
 Contributions Commence: dd mm yyyy
 Contributions Cease: dd mm yyyy
 Fund Registration: dd mm yyyy
 Benefits Category:
 Amendment Reason:

8. Review the changes and if they are correct select Confirm

Employee Details - Confirm Fund Membership

Employee: SAMPLE Jane (12345)
 Fund: AustralianSuper (ST488944)
 Member ID: 999888777

Confirm Changes

Your changes have not been saved. Please review and press 'Confirm' if you wish to proceed.

Field	Was	Now
ACTIVE	Yes	No

9. You will receive confirmation the fund membership has been deactivated

Employee Details - Fund Membership

Employee: SAMPLE Jane (12345)
 Fund: Rest Super (RST0103AU)
 Member ID: 852741

Employee Details Fund Memberships Contribution History Audit History

Fund Membership created.

Fund Details

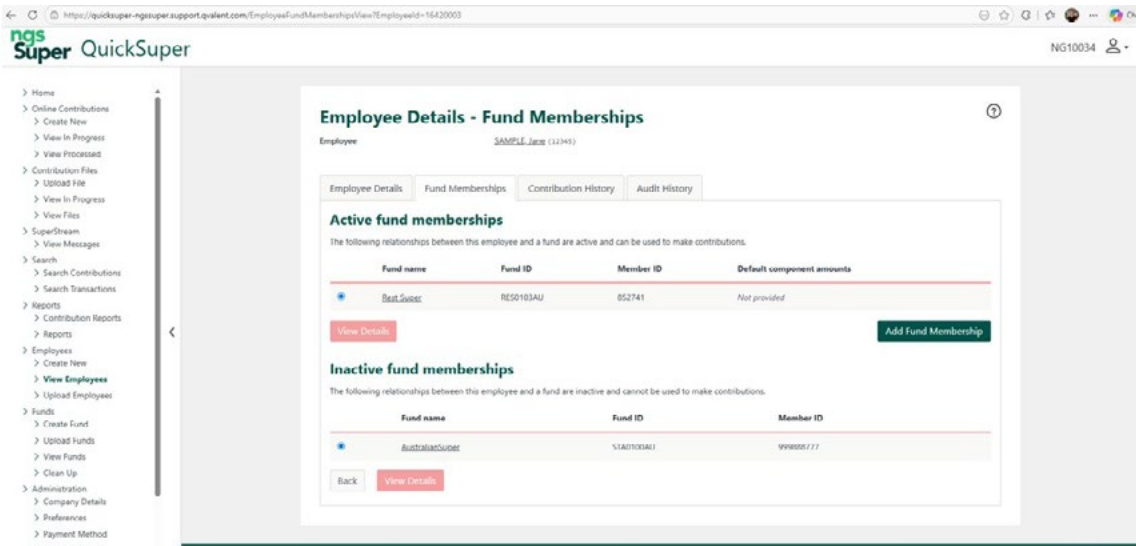
Fund: Rest Super
 Fund ID: RST0103AU
 Fund ABN: 62 653 671 394
 Fund Employer ID: 046 Fund Relationship
 Member ID: 852741
 Active: Yes

Default Component Amounts

The default component amounts below will be used when creating a new online contribution for this employee.

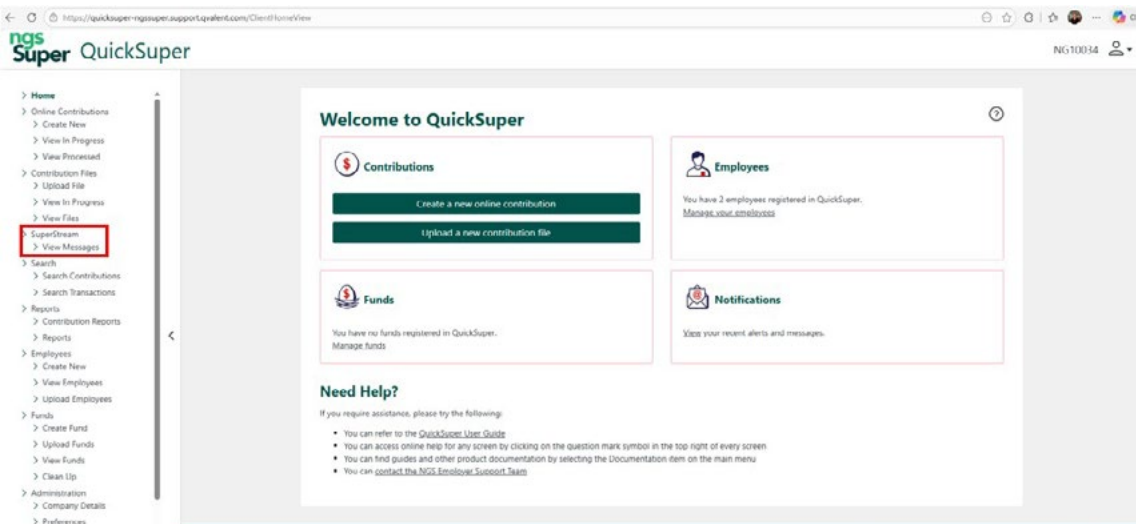
Employer SGC: \$0.00
 Employer Award: \$0.00
 Employer Additional: \$0.00

The employee Fund Memberships record will also reflect the update

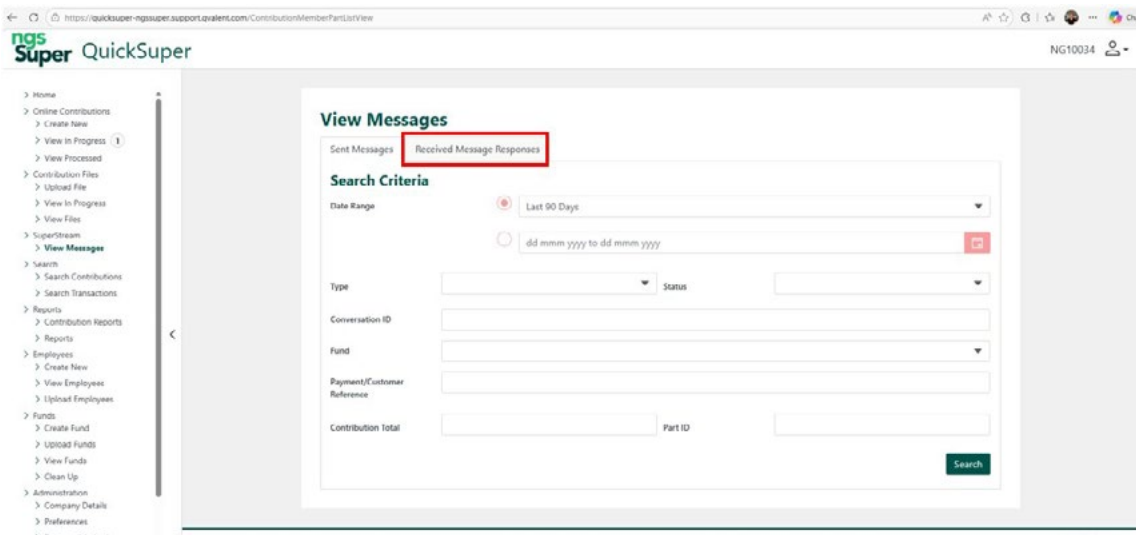


5.e View member number for default fund set up

1. Under SuperStream select View Messages



2. From the top menu, select Received Message Responses



- The search criteria will default to the last 90 days. You can update the filter by a shorter date range or by the message type (for this task select MROR) or leave it to the 90 days. Once you have set your filters select Search.

View Received Message Responses

Sent Messages | Received Message Responses

Search Criteria

Date Range: ☐ Last 90 Days ☐ dd mm yyyy to dd mm yyyy

Type: Status:

Conversation ID:

Search

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- All search results will be returned, select the Conversation ID

View Received Message Responses

Sent Messages | Received Message Responses

Search Criteria

Date Range: Last 90 Days [Change Search](#)

Received Files

Conversation ID	Type	Date	Status
Contributions21080314627162045	MROR	25 May 2026 15:26	Action Required

[Export](#)

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- Select Response part ID

Member registration response

Message summary

Conversation ID	Message ID
Contributions21080314627162045	MRORC1280000249311@qvalent.com

Date created: 25 May 2026 15:26 Message status: Action Required

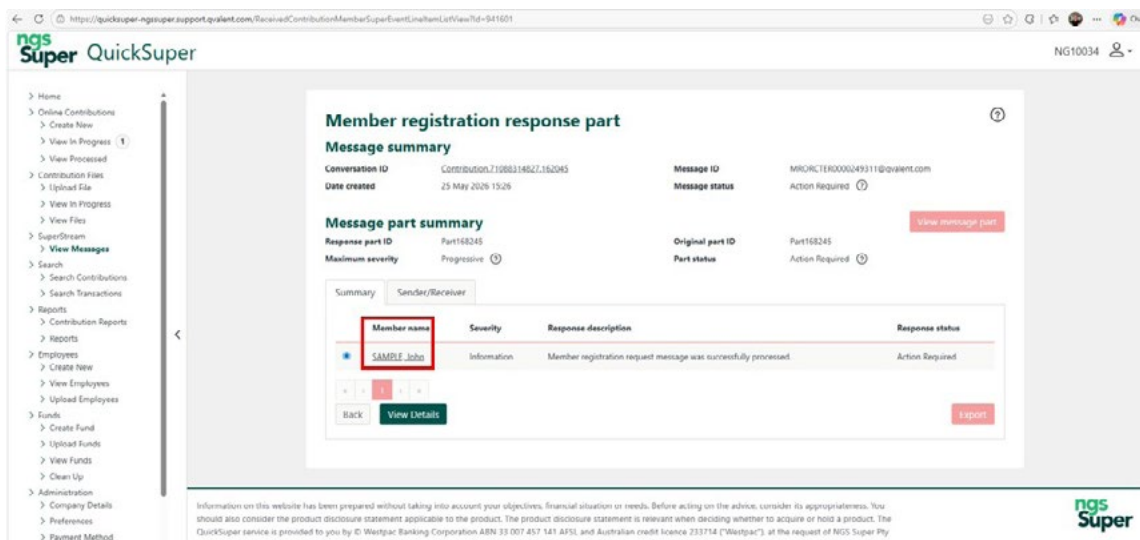
Response parts

Response part ID	Original part ID	Part type	Maximum severity	Part status
Part166245	Part166245	MROR	Progressive	Action Required

[Back](#) [View Details](#) [Export](#)

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6. Select the member



Member registration response part

Message summary

Conversation ID: Contribution 71066314627162045
Date created: 25 May 2026 15:26
Message ID: MRCRC1ER0000049311@qvaient.com
Message status: Action Required

Message part summary

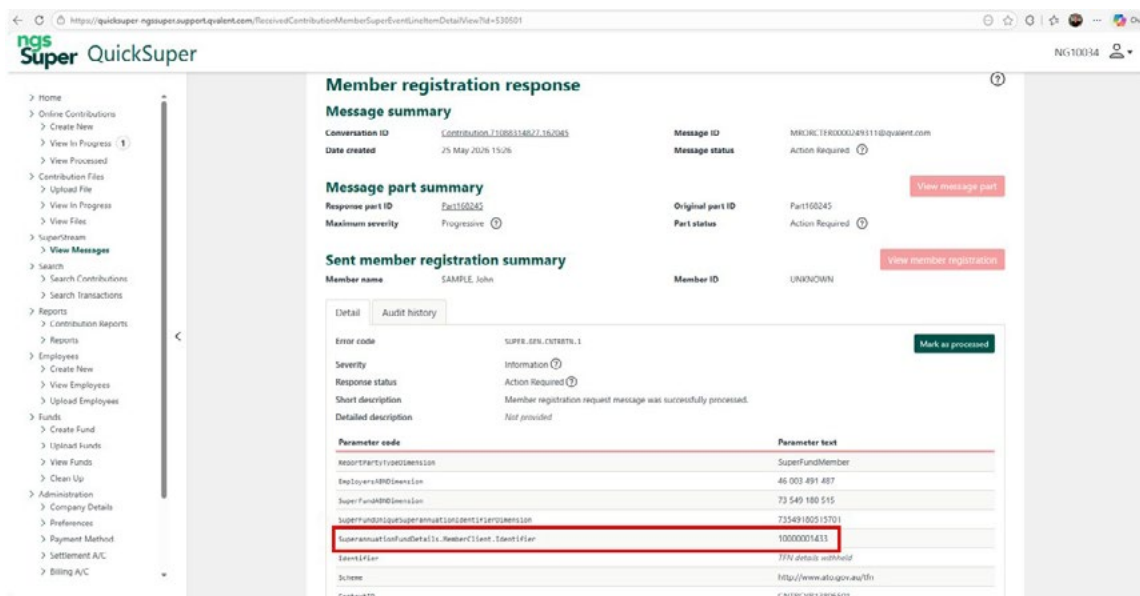
Response part ID: Part168245
Maximum severity: Progressive
Original part ID: Part168245
Part status: Action Required

Summary

Member name	Severity	Response description	Response status
SAMPLE John	Information	Member registration request message was successfully processed	Action Required

Buttons: BACK, View Details, Report

7. In the table under Detail, the member number is listed under Parameter text SuperannuationFundDetails.MemberClient.Identifier



Member registration response

Message summary

Conversation ID: Contribution 71066314627162045
Date created: 25 May 2026 15:26
Message ID: MRCRC1ER0000049311@qvaient.com
Message status: Action Required

Message part summary

Response part ID: Part168245
Maximum severity: Progressive
Original part ID: Part168245
Part status: Action Required

Sent member registration summary

Member name: SAMPLE John
Member ID: UNKNOWN

Detail

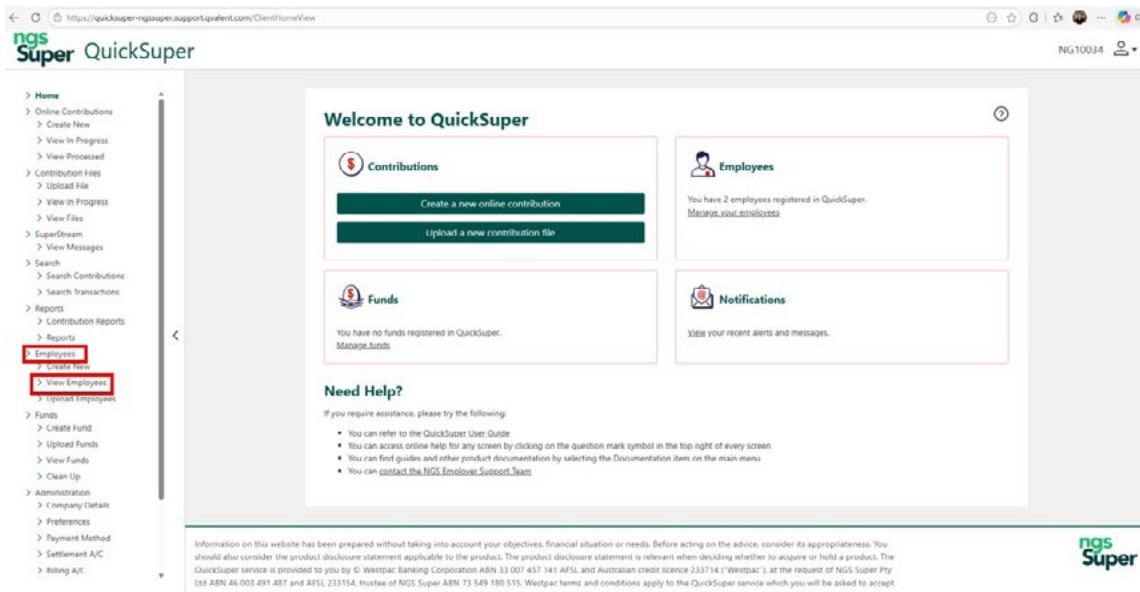
Error code: SUPER_EPN_CONTRBL_1
Severity: Information
Response status: Action Required
Short description: Member registration request message was successfully processed.
Detailed description: Not provided

Parameter code

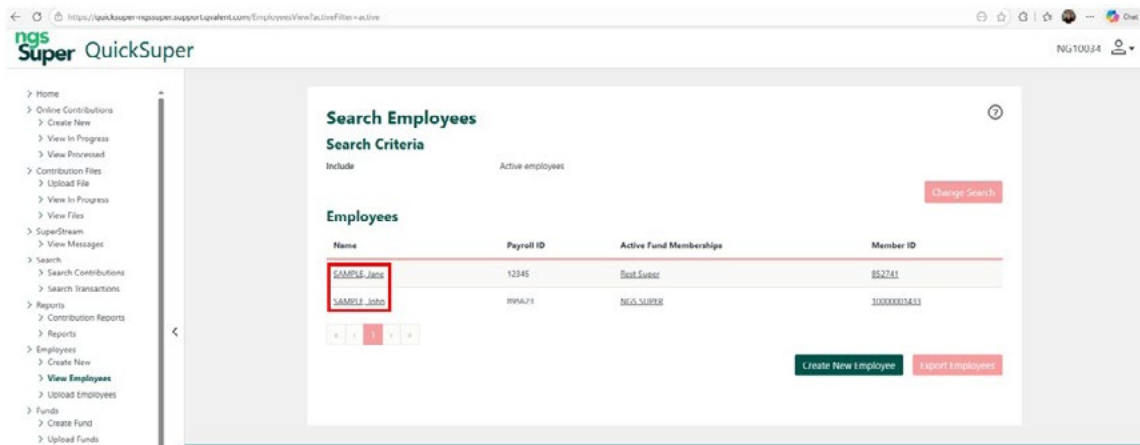
Parameter code	Parameter text
MSRCRC1ER0000049311@qvaient.com	SuperFundMember
EmployeeIDDimension	46 003 491 487
SuperFundIDDimension	73 549 180 515
SuperFundIDSuperannuationFundDetails.MemberClient.Identifier	73549180313701
SuperannuationFundDetails.MemberClient.Identifier	10000001431
EventID	77% details withheld
Scheme	http://www.afg.gov.au/fin
ContractID	C/NTRC1VR13006501

5.f Update employee record with member number

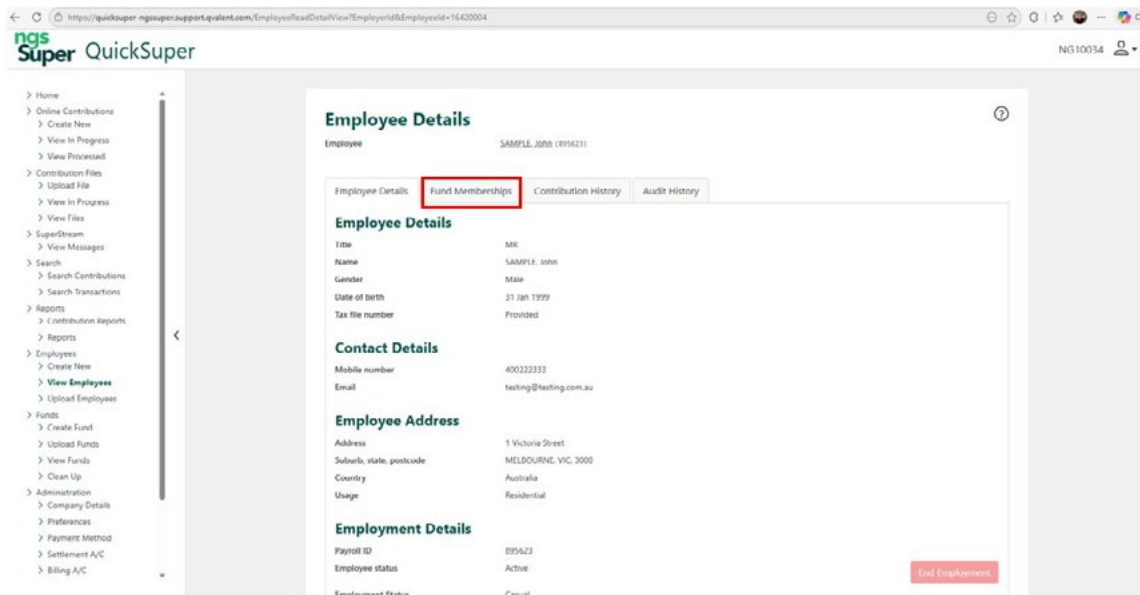
1. Under Employees select View Employees



2. Select the employee whose record you would like to update



3. From the top menu, select Fund Memberships



4. Select the Fund you would like to update the member number on

Employee Details - Fund Memberships

Employee: **SAMPLE, John** (899432)

Employee Details Fund Memberships Contribution History Audit History

Active fund memberships

The following relationships between this employee and a fund are active and can be used to make contributions.

Fund name	Fund ID	Member ID	Default component amounts
NGS SUPER	73549180515701	10000001433	Not provided

Back View Details Add Fund Membership

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5. Select Change Member ID

Employee Details - Fund Membership

Employee: **SAMPLE, John** (899432)

Fund: **NGS SUPER** (73549180515701)

Member ID: **UNKNOWN**

Employee Details Fund Memberships Contribution History Audit History

Fund Details

Fund: **NGS SUPER**

Fund ID: **73549180515701**

Fund ABN: **73 549 180 515**

Fund Employer ID: **UNKNOWN** [View Fund Employer ID](#)

Member ID: **UNKNOWN** **Change Member ID**

Article: **Yes**

Default Component Amounts

The default component amounts below will be used when creating a new online contribution for this employee.

Employer SGC	Employer Award	Employer Additional	Salary Sacrifice	Employee Additional	Spouse	Child
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

What is the Fund Employer ID? What are these amounts?

6. Enter the member number in the New Member ID field

Employee Details - Edit Member ID

Employee: **SAMPLE, John** (899432)

Fund: **NGS SUPER** (73549180515701)

Current Member ID: **UNKNOWN**

New Member ID: **10000001433**

Back Save

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7. Select save

Employee Details - Edit Member ID

Employee: SAMPLE, John (89562)
Fund: NGS SUPER (7254918051570)
Current Member ID: UNKNOWN
New Member ID: 10000001433

Back Save

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8. You will receive confirmation the fund membership has been updated

Employee Details - Fund Membership

Employee: SAMPLE, John (89562)
Fund: NGS SUPER (7254918051570)
Member ID: 10000001433

Employee Details Fund Memberships Contribution History Audit History

Fund Membership updated.

Fund Details

Fund: NGS SUPER
Fund ID: 7254918051570
Fund ABN: 73 549 180 515
Fund Employer ID: NG5001 View Fund Details
Member ID: 10000001433 Change Member ID
Active: Yes

Default Component Amounts

The default component amounts below will be used when creating a new online contribution for this employee.

Component	Amount
Employer SGC	\$0.00
Employer Award	\$0.00
Employer Additional	\$0.00

5.g Deactivate employee record

1. Under Employees select View Employees

Welcome to QuickSuper

Contributions

Create a new online contribution
Upload a new contribution file

Funds

You have no funds registered in QuickSuper.
Manage funds

Notifications

View your recent alerts and messages.

Need Help?

If you require assistance, please try the following:

- You can refer to the [QuickSuper User Guide](#)
- You can access online help for any screen by clicking on the question mark symbol in the top right of every screen
- You can find guides and other product documentation by selecting the Documentation item on the main menu
- You can [contact the NGS Employer Support Team](#)

2. Select the employee whose record you would like to update

Search Employees

Search Criteria

Include: Active employees

Change Search

Name	Payroll ID	Active Fund Memberships	Member ID
SAMPLE Jane	12345	Rest Super	852741
SAMPLE John	895623	NGS SUPER	10000001433

Create New Employee Export Employees

3. Under Employment Details select End Employment

Employee Details

Employee: SAMPLE Jane (12345)

Employee Details Fund Memberships Contribution History Audit History

Employee Details

Title MISS

Name SAMPLE Jane

Gender Female

Date of birth 05 Jan 2000

Tax file number Provided

Contact Details

Mobile number 0400111222

Email testing@testing.com.au

Employee Address

Address 1 Sydney Street

Suburb, state, postcode STURNEY, NSW, 2000

Country Australia

Usage Residential

Employment Details

Payroll ID 12345

Employee status Active

Employment Status Full Time

Employment start 25 May 2026

Occupation Teacher

End Employment

4. Update the Employment End date and the Employment End Reason and confirm that you do not have any further contributions to process for the employee

Employee - End Employment

Employee: SAMPLE Jane (12345)

End Employment

Please enter the following information to end the employee's employment

Employment End: 25 May 2026

Employment End Reason: Resigned

☒ I do not wish to process further contributions for this employee. Please mark them as inactive.

☐ I wish to process further contributions for this employee. I will mark them inactive in the future.

Back End Employment

5. Select End Employment

The screenshot shows the 'Employee - End Employment' form in the NGS Super QuickSuper system. The form is titled 'Employee - End Employment' and includes a sub-header 'End Employment'. It asks the user to 'Please enter the following information to end the employee's employment'. The form contains the following fields and options:

- Employment End:** A date field with the value '23 May 2026'.
- Employment End Reason:** A dropdown menu with the value 'Resigned'.
- Options:** Two radio buttons for marking the employee as inactive:
 - ☒ I do not wish to process further contributions for this employee. Please mark them as inactive.
 - ☐ I wish to process further contributions for this employee. I will mark them inactive in the future.
- Buttons:** 'Back' and 'End Employment' (highlighted with a red box).

6. Create a SMSF record

6.a Adding a SMSF manually

If any of your employees request for their contributions to be paid into their self-managed super fund (SMSF) you'll need to add the SMSF details into **NGS QuickSuper**. Your employee will need to provide you the ABN, bank account details, Electronic Service Address (ESA) and contact details for the SMSF.

1. Under Funds select Create Fund

The screenshot shows the 'Welcome to QuickSuper' dashboard. The dashboard has a sidebar menu on the left with the following items:

- Home
- Online Contributions
 - Create New
 - View In Progress
 - View Processed
- Contribution Files
 - Upload File
 - View In Progress
 - View Files
- SuperStream
 - View Messages
- Search
 - Search Contributions
 - Search Transactions
- Reports
 - Contribution Reports
 - Reports
- Employees
 - Create New
 - View Employees
 - Upload Employees
- Funds** (highlighted with a red box)
 - Create Fund** (highlighted with a red box)
 - Upload Funds
 - View Funds
 - Clean Up
- Administration
 - Company Details
 - Preferences

The main content area has four cards:

- Contributions:** 'Create a new online contribution' and 'Upload a new contribution file' buttons.
- Employees:** 'You have 2 employees registered in QuickSuper. Manage your employees'.
- Funds:** 'You have no funds registered in QuickSuper. Manage funds'.
- Notifications:** 'View your recent alerts and messages'.

Below the cards is a 'Need Help?' section with a list of links: 'QuickSuper User Guide', 'Find guides and other product documentation', and 'Contact the NGS Employee Support team'.

2. Enter the SMSF ABN into the ABN field and select Lookup ABN

The screenshot shows the 'Create Fund - Enter ABN' form. The form is titled 'Create Fund - Enter ABN' and includes a sub-header 'ABN'. It contains the following fields and options:

- ABN:** A text field with the value '49 155 698 405'.
- Lookup ABN:** A button (highlighted with a red box).

Below the form is a disclaimer: 'Information on this website has been prepared without taking into account your objectives, financial situation or needs. Before acting on the advice, consider its appropriateness. You should also consider the product disclosure statement applicable to the product. The product disclosure statement is relevant when deciding whether to acquire or hold a product. The QuickSuper service is provided to you by Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714 ("Westpac"), at the request of NGS Super Pty Ltd ABN 46 003 491 407 and AFSL 233154, trustee of NGS Super ABN 73 549 180 515. Westpac terms and conditions apply to the QuickSuper service which you will be asked to accept.'

3. The search will return the details of the ABN. To confirm if the SMSF is complying and can receive contributions select Show details

Create Fund - Enter ABN

ABN

The fund must have an active ABN to be able to use QuickSuper. If you are having difficulties entering the ABN you can check the status of the ABN at the [Australian Business Registrar ABN Lookup](#).

ABN 49 155 698 405

Australian Business Registrar ABN Lookup Result

✓ **The ABN you have entered is valid.**

The following details were found based on information supplied by businesses to the Registrar of the Australian Business Register. Westpac cannot guarantee that this information is accurate, up to date, or complete. You should consider verifying this information from other sources.

ABN	49 155 698 405
ABN Status	Active from 02 Apr 2014
Registered Name	The Trustee for AKA Super Fund
Entity Type	ATO Regulated Self-Managed Superannuation Fund

[Change ABN](#) [Show Details](#) [Next](#)

Create Fund - Enter ABN

ABN

The fund must have an active ABN to be able to use QuickSuper. If you are having difficulties entering the ABN you can check the status of the ABN at the [Australian Business Registrar ABN Lookup](#).

ABN 49 155 698 405

Australian Business Registrar ABN Lookup Result

✓ **The ABN you have entered is valid.**

The following details were found based on information supplied by businesses to the Registrar of the Australian Business Register. Westpac cannot guarantee that this information is accurate, up to date, or complete. You should consider verifying this information from other sources.

ABN	49 155 698 405
ABN Status	Active from 02 Apr 2014
Registered Name	The Trustee for AKA Super Fund
Entity Type	ATO Regulated Self-Managed Superannuation Fund
Main Business Location	NSW 2768
Complying Code	Y
Complying Description	Complying

[Change ABN](#) [Hide Detail](#) [Next](#)

4. If the details match and the SMSF is complying select Next

If the SMSF is not complying you should not create the SMSF and you will need to speak with the employee regarding the status of the SMSF.

Create Fund - Enter ABN

ABN

The fund must have an active ABN to be able to use QuickSuper. If you are having difficulties entering the ABN you can check the status of the ABN at the [Australian Business Registrar ABN Lookup](#).

ABN 49 155 698 405

Australian Business Registrar ABN Lookup Result

✓ **The ABN you have entered is valid.**

The following details were found based on information supplied by businesses to the Registrar of the Australian Business Register. Westpac cannot guarantee that this information is accurate, up to date, or complete. You should consider verifying this information from other sources.

ABN	49 155 698 405
ABN Status	Active from 02 Apr 2014
Registered Name	The Trustee for AKA Super Fund
Entity Type	ATO Regulated Self-Managed Superannuation Fund
Main Business Location	NSW 2768
Complying Code	Y
Complying Description	Complying

[Change ABN](#) [Hide Detail](#) [Next](#)

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5. Enter the SMSF's bank account details under Account Information and the Electronic Service Address (ESA) under Electronic Service Address Details

Create Fund - Enter Detail

Fund Name: The Trustee for AKA Super Fund

Fund Details

Fund ID: NG10034 49195698405
What do I enter here?

ABN: 49 195 698 405

Account Information

BSB Number: 923100

Account Number: 555666

Account Name: Test account

Electronic Service Address Details

To deliver contributions to this fund through the SuperStream network you will need to provide an Electronic Service Address (ESA) Alias. Your employee should be able to provide you with the ESA Alias of their selected SuperStream messaging provider.

ESA Alias: smsdataflow (SMSF DataFlow)

6. Enter the contact person, email address and contact number for the SMSF under Contact Details

Electronic Service Address Details

To deliver contributions to this fund through the SuperStream network you will need to provide an Electronic Service Address (ESA) Alias. Your employee should be able to provide you with the ESA Alias of their selected SuperStream messaging provider.

ESA Alias: smsdataflow (SMSF DataFlow)

Contact Details

Enter the contact details for the fund

Contact Name: Sally Smith

Email: testing@testing.com.au

Phone: 0400 000 000

Back Save

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7. Once all details have been entered select Save

Electronic Service Address Details

To deliver contributions to this fund through the SuperStream network you will need to provide an Electronic Service Address (ESA) Alias. Your employee should be able to provide you with the ESA Alias of their selected SuperStream messaging provider.

ESA Alias: smsdataflow (SMSF DataFlow)

Contact Details

Enter the contact details for the fund

Contact Name: Sally Smith

Email: testing@testing.com.au

Phone: 0400 000 000

Back Save

Information on this website has been prepared without taking into account your objectives, financial situation or needs. Before acting on the advice, consider its appropriateness. You should also consider the product disclosure statement applicable to the product. The product disclosure statement is relevant when deciding whether to acquire or hold a product. The QuickSuper service is provided to you by Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714 ("Westpac"), at the request of NGS Super Pty Ltd ABN 46 003 491 487 and AFSL 233154, trustee of NGS Super ABN 73 549 180 515. Westpac terms and conditions apply to the QuickSuper service which you will be asked to accept. NGS Super does not recommend, endorse or accept responsibility for this service. NGS Super does not accept liability for any loss or damage caused by use of the QuickSuper service. NGS Super does not receive any commissions from Westpac as a result of employers using this service.

8. The SMSF has now been created and you can make contributions for the employee

ngs Super QuickSuper

Home

Online Contributions

Create New

View In Progress

View Processed

Contribution Files

Upload File

View In Progress

View Files

SuperStream

View Messages

Search

Search Contributions

Search Transactions

Reports

Contribution Reports

Reports

Employees

Create New

View Employees

Upload Employees

Funds

Create Fund

Upload Funds

View Funds

Clean Up

Administration

Company Details

Preferences

Payment Method

Settlement A/C

Billing A/C

Fund details

Fund Name: The Trustee for AKA Super Fund

Fund ID: NG100349195699402

Fund Details

Accounts

Audit History

Fund name: The Trustee for AKA Super Fund

ABN: 49 195 698 405

Active

Change ABN

Make inactive

Account information

Payment method: Direct credit

BSB number: 923-100

Account number: 5555666

Account name: Test account

Remittance email: No

Electronic service address details

ESA alias: smfdataflow (SMSF Dataflow)

Contact details

Contact name: Sally Smith

Email: testing@testing.com.au

Phone: 0400000000

Back

Search contributions

Redirect funds

Delete

Edit fund

6.b Automatic registration

If you are paying contributions by uploading a SAFF file you can set your preferences so the SMSF fund is created automatically when the contribution file is uploaded.

1. Under Administration select Preferences

ngs Super QuickSuper

Home

Online Contributions

Create New

View In Progress

View Processed

Contribution Files

Upload File

View In Progress

View Files

SuperStream

View Messages

Search

Search Contributions

Search Transactions

Reports

Contribution Reports

Reports

Employees

Create New

View Employees

Upload Employees

Funds

Create Fund

Upload Funds

View Funds

Clean Up

Administration

Company Details

Preferences

Payment Method

Settlement A/C

Billing A/C

Welcome to QuickSuper

Contributions

Create a new online contribution

Upload a new contribution file

Employees

You have 2 employees registered in QuickSuper

Manage your employees

Funds

You have no funds registered in QuickSuper

Manage funds

Notifications

View your recent alerts and messages

Need Help?

If you require assistance, please try the following:

- You can refer to the [QuickSuper User Guide](#)
- You can access online help for any screen by clicking on the question mark symbol in the top right of every screen
- You can find guides and other product documentation by selecting the Documentation item on the main menu
- You can contact the [NGS Employer Support Team](#)

2. Under SMSF auto registration check the box Allow SMSF auto registration

ngs Super QuickSuper

Home

Online Contributions

Create New

View In Progress

View Processed

Contribution Files

Upload File

View In Progress

View Files

SuperStream

View Messages

Search

Search Contributions

Search Transactions

Reports

Contribution Reports

Reports

Employees

Create New

View Employees

Upload Employees

Funds

Create Fund

Upload Funds

View Funds

Clean Up

Administration

Company Details

Preferences

Payment Method

Settlement A/C

Billing A/C

Company Preferences

Contribution Preferences

Authorization Model: Single Authorization

Contribution entry method: ☒ Create online contributions

Contribution File Format: SuperStream Alternative File Format

Contribution File Date Format: DD MMM YY (01 Jun 26)

SMSF auto registration: ☒ Allow SMSF auto registration

Process notional contributions: ☐ Allow processing of notional contributions

Notification on allocation of payment: ☒ Email

3. Scroll to the bottom and select Save

The screenshot shows the 'Company Preferences' page in the QuickSuper system. The left sidebar contains a navigation menu with options like Home, Online Contributions, Create New, View In Progress, View Processed, Contribution Files, Upload File, View In Progress, View Files, SuperStream, Search, Search Contributions, Search Transactions, Reports, Contribution Reports, Reports, Employees, Create New, View Employees, Upload Employees, Funds, Create Fund, Upload Funds, and View Funds. The main content area is titled 'Employee' and includes settings for 'Employee Upload File Format' (set to 'Employee Upload CSV v2'), 'Employee File Date Format' (set to 'DD/MM/YYYY (31/06/2026)'), and 'Apply member ID updates' (set to 'Yes'). A red box highlights the 'Save' button at the bottom right of the form.

7. Contributions

7.a Create contributions

7.a.i Create contributions - File upload

This method of payment is suitable for businesses that use a payroll platform. To upload a contribution file, you need to ensure the file is formatted to meet the Government's SuperStream data standards and is a CSV or SAFF file.

You will need to ensure the Contribution File Format and Contribution File Date Format settings in your Preferences match the details of the file produced by your payroll software. See step **1.d Contribution file settings**.

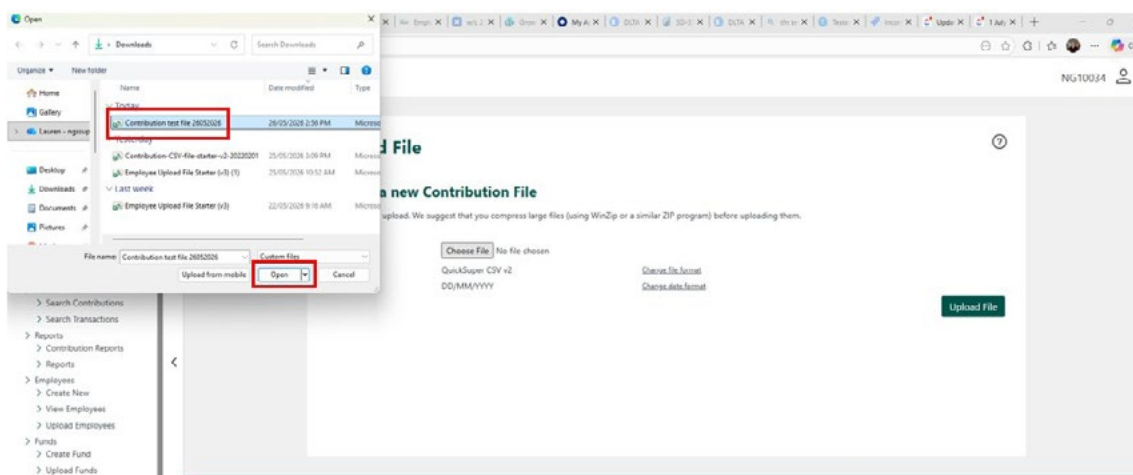
1. Under Contribution Files select Upload File

The screenshot shows the 'Contribution Alerts' page in the QuickSuper system. The left sidebar is the same as in the previous screenshot. The main content area has tabs for 'Summary', 'Employee Contributions', 'Employee Maintenance', 'Alerts', and 'Audit History'. The 'Alerts' tab is selected, showing a message: 'The contribution file you have uploaded has outstanding alerts which must be resolved before the file can be submitted.' Below this is a table titled 'Contribution Alerts' with columns: Line no, Alert, Count, Severity, and Status. Two alerts are listed, both with a 'Severity' of 'Opt Out' and a 'Status' of 'Outstanding'. A red box highlights the 'Severity' column. At the bottom of the table, there is a 'View Details' button and an 'Export' button.

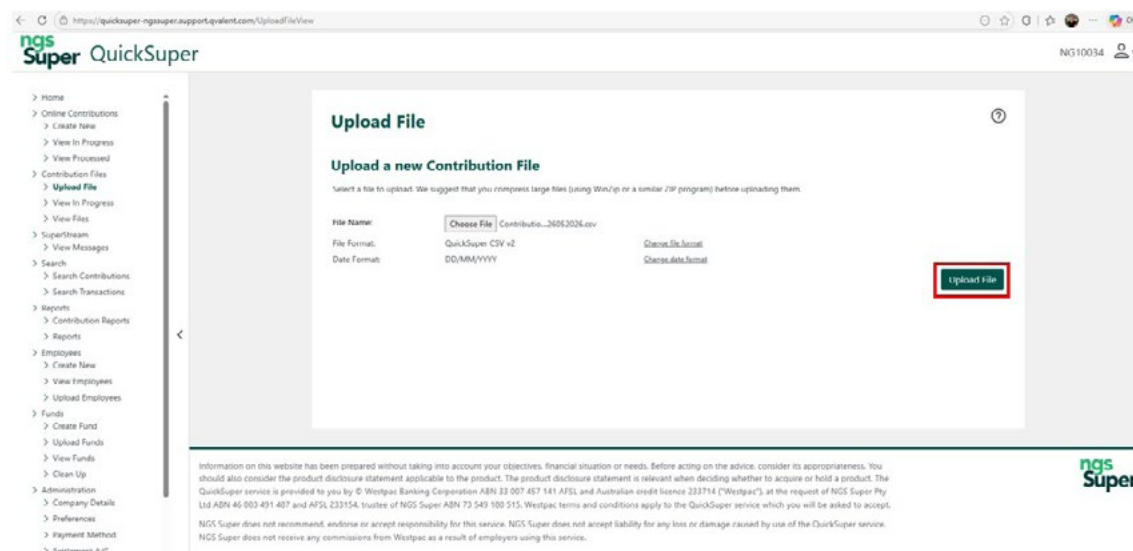
2. Under File Name select the Choose File button

The screenshot shows the 'Upload File' page in the QuickSuper system. The left sidebar is the same as in the previous screenshots. The main content area is titled 'Upload File' and includes a sub-header 'Upload a new Contribution File'. Below this is a message: 'Select a file to upload. We suggest that you compress large files (using WinZip or a similar ZIP program) before uploading them.' There are three input fields: 'File Name', 'File Format', and 'Date Format'. The 'File Name' field has a red box around the 'Choose File' button. The 'File Format' field is set to 'QuickSuper CSV v2' and the 'Date Format' field is set to 'DD/MM/YYYY'.

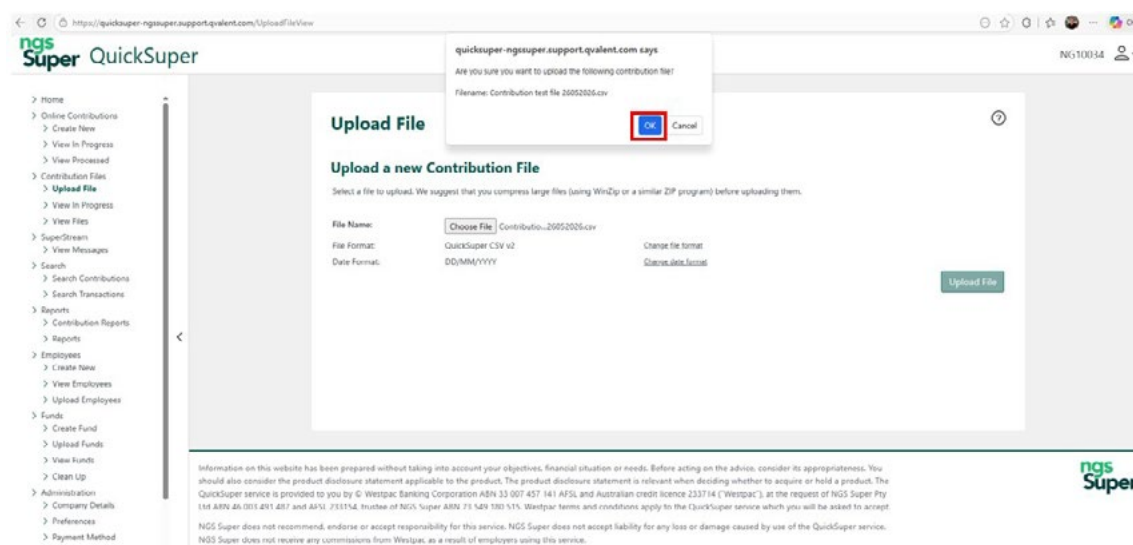
3. Locate the file within your company folders and select Open



4. Select Upload File



5. A pop up will appear asking to confirm you would like to upload the file, select OK



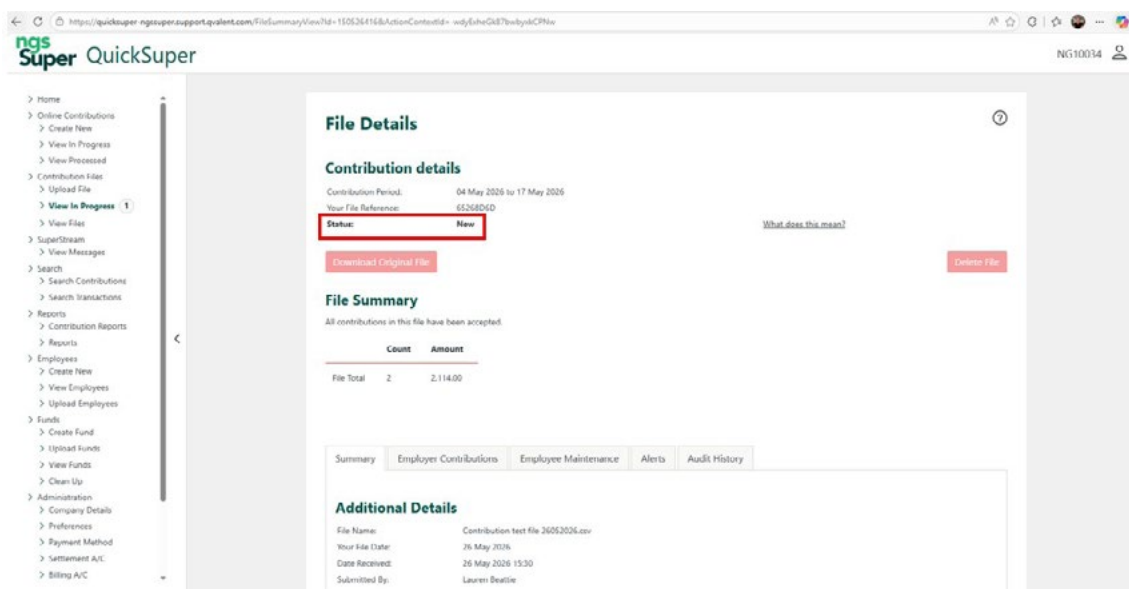
Refer to Status to determine your next action. The common statuses are:

Status	Description
Authorised	Indicates the file upload was successful. It is fully authorised and ready for payment.
Error	Indicates the entire file was rejected. Click Download Error Report to view the list of errors.
New	The contribution has been created within QuickSuper but has not yet been submitted for authorisation or payment. The contribution may have alerts or warnings that need to be resolved before the contribution can be submitted.
Awaiting Authorisation	Indicates a user is required to authorise the file.
Awaiting 2nd Authorisation	Indicates a second user is required to authorise the file.

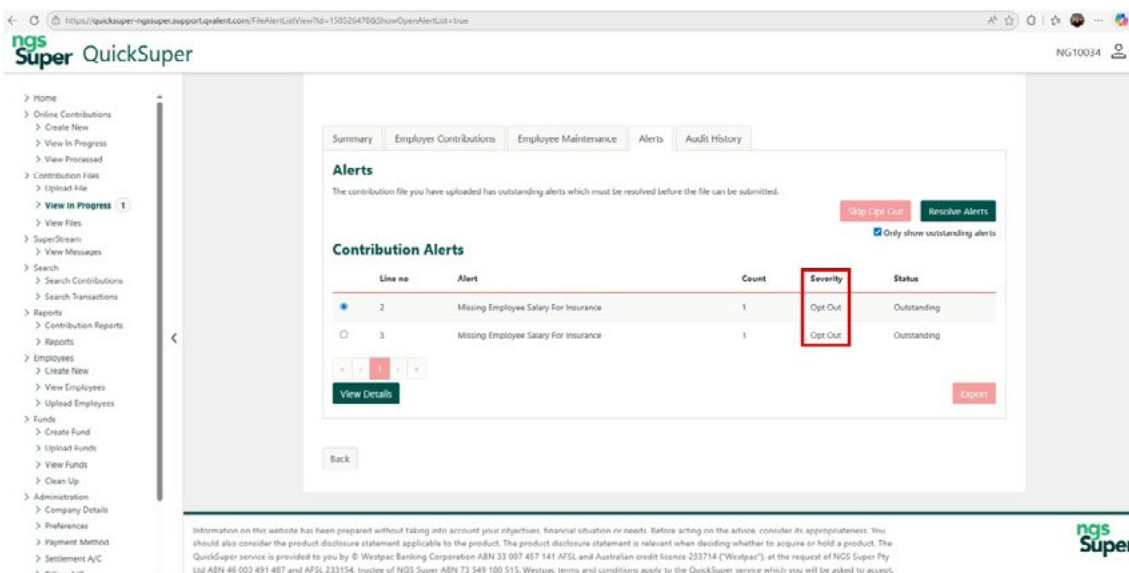
For a full list please refer to **8. Appendix: Contribution Status**

7.a.i.1 Resolve alerts

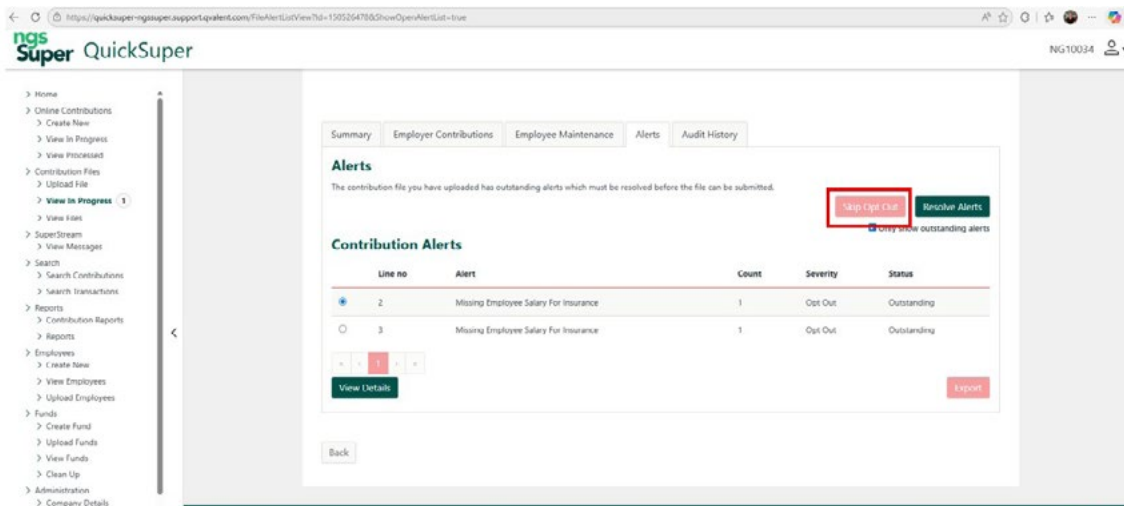
You will commonly have a status of New after uploading your file. This is due to warnings or alerts that need to be resolved before the contribution file can be submitted.



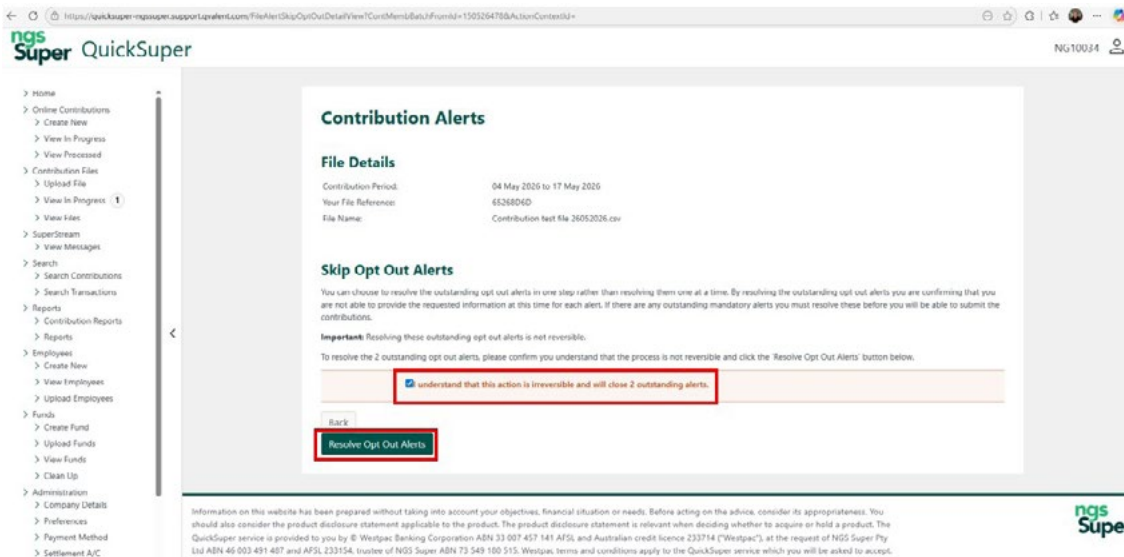
1. Scroll to the bottom of the page and refer to the Severity column. The alerts will be either Mandatory or Opt Out. Mandatory alerts must be resolved to submit the contribution file. Opt Out alerts can be skipped so the contribution file can be submitted.



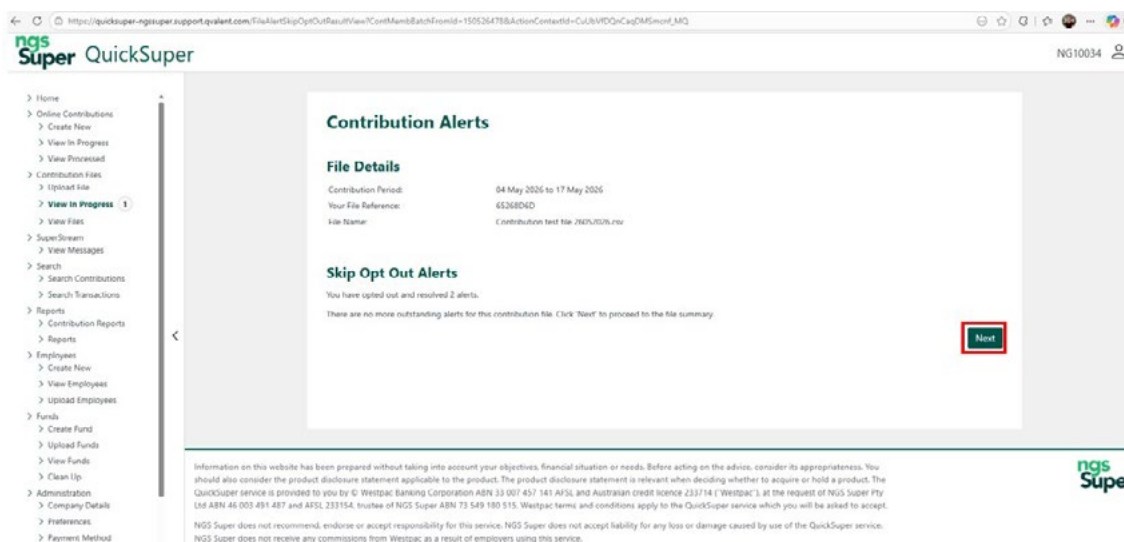
2. To bypass Opt Out alerts select Skip Opt Out



3. You will be asked to confirm that you would like to Skip Opt Out alerts, noting it will close the outstanding alerts and the action is irreversible. If you agree, check the tick box and then select Resolve Opt Out Alerts.



4. You will have confirmation the alerts have been resolved and you can now submit the contribution file. Select Next to submit the file.



5. Once submitted the Status field will be updated based on your authorisation preferences

File Details

Contribution details

Contribution Period: 04 May 2026 to 17 May 2026
Your File Reference: 6C36D6D0
Status: Awaiting Authorization [What does this mean?](#)
[Download Original File](#) [Notify Authorised User](#) [Delete File](#)

File Summary

All contributions in this file have been accepted.

	Count	Amount
File Total	2	2,114.00

Additional Details

File name: Contribution test file 26052026.csv
Your file date: 26 May 2026

7.a.ii Create contributions - Manual entry

If you are only making a small number of contributions, you are able to enter the details directly into the **NGS QuickSuper** screens.

1. Under Online Contributions select Create New

Welcome to QuickSuper

Contributions

[Create a new online contribution](#)
[Upload a new contribution file](#)

Employees

You have 2 employees registered in QuickSuper.
[Manage your employees](#)

Funds

You have no funds registered in QuickSuper.
[Manage funds](#)

Notifications

[View your recent alerts and messages.](#)

Need Help?

If you require assistance, please try the following:

- You can refer to the [QuickSuper User Guide](#)
- You can access online help for any screen by clicking on the question mark symbol in the top right of every screen
- You can find guides and other product documentation by selecting the Documentation item on the main menu
- You can contact the [NGS Employer Support Team](#)

2. In the Contribution Period field enter the date range the contribution is for. Select the calendar button to help you select the dates so they are in the correct format.

Create New Contribution

Employer

Employer: NGS SUPER PTY LIMITED

Contribution Period

Please enter the contribution period:

Contribution Period: 04 May 2026 to 17 May 2026 [Calendar](#)

Contribution Amounts

Please indicate whether you wish to pre-populate with default contribution amounts or zero amounts:

Contribution Amounts:

☒ Start with default contribution amounts from employee registrations
☐ Start with zero amounts

[Next](#)

- Under Contribution Amounts select *Start with default contribution amounts from employee registrations* if you added a default contribution amount when you set the employee up. If you did not add a default amount, select *Start with zero amounts*. Then select Next.

Create New Contribution

Employer
Employer: NGS SUPER PTY LIMITED

Contribution Period
Please enter the contribution period:
Contribution Period: 04 May 2026 to 17 May 2026

Contribution Amounts
Please indicate whether you wish to pre-populate with default contribution amounts or zero amounts.
Contribution Amounts: ☐ Start with default contribution amounts from employee registrations ☒ Start with zero amounts

Next

- A list of all your employees will appear. Enter the dollar amount for the contribution into the applicable column. If the employee is receiving multiple contribution types, enter the dollar amount into each column.

Edit Employee Contributions

Contribution period: 04 May 2026 to 17 May 2026

Employee	Payroll ID	Fund	Employer SG	Salary sacrifice	Employee additional	Other	Total
SAMPLE, Jane	12345	Rest Super	153.00	0.00	0.00	0.00	153.00
SAMPLE, John	895623	NGS SLURP	259.00	100.00		0.00	359.00

To edit all amounts, click on the Total column value.

Jump to: 1 Go

Save and go to Summary

- After all contributions have been entered select **Save and go to Summary**

Edit Employee Contributions

Contribution period: 04 May 2026 to 17 May 2026

Employee	Payroll ID	Fund	Employer SG	Salary sacrifice	Employee additional	Other	Total
SAMPLE, Jane	12345	Rest Super	153.00	0.00	0.00	0.00	153.00
SAMPLE, John	895623	NGS SLURP	259.00	100.00		0.00	359.00

To edit all amounts, click on the Total column value.

Jump to: 1 Go

Save and go to Summary

6. Review the details to ensure they are correct

Contribution Summary

Contribution details

Contribution Period: 04 May 2026 to 17 May 2026 [Change Period](#)

Date Created: 26 May 2026 09:29

Status: New [What does this mean?](#)

[Edit File](#) [Delete](#) [Submit](#)

Summary

	Count	Amount
Total	2	\$512.00

Warnings

The contribution details you have provided has raised the warnings below. You will be able to submit this contribution for processing without resolving all of the warnings, however we recommend resolving as many as possible before submitting the contribution.

2 employees are missing a salary insurance. [View employees](#)

2 employees are missing a benefit category. [View employees](#)

Report

Download the report for this contribution in PDF format. [Download Report](#)

Include lines with a contribution total of zero ☒

7. If any changes are required select Change Period to update the contribution period or Edit File to update the contribution amounts.

If all is correct select Submit

Contribution Summary

Contribution details

Contribution Period: 04 May 2026 to 17 May 2026 [Change Period](#)

Date Created: 26 May 2026 09:29

Status: New [What does this mean?](#)

[Edit File](#) [Delete](#) [Submit](#)

Summary

	Count	Amount
Total	2	\$512.00

Warnings

The contribution details you have provided has raised the warnings below. You will be able to submit this contribution for processing without resolving all of the warnings, however we recommend resolving as many as possible before submitting the contribution.

2 employees are missing a salary insurance. [View employees](#)

2 employees are missing a benefit category. [View employees](#)

Report

Download the report for this contribution in PDF format. [Download Report](#)

Include lines with a contribution total of zero ☒

8. A final confirmation is required. Do one final review and select Confirm if all of the details are correct. If any amendments are required select Back.

Confirm Submission

Please confirm that you want to submit this contribution file for processing.

Confirm File Submission

Date Created: 26 May 2026 09:29

Contribution Period: 04 May 2026 to 17 May 2026

Component Summary

Employer SG:	\$412.00
Salary Sacrifice:	\$100.00
Total Amount:	\$512.00

Payment Details

Payment Method: EFT

Payment instructions will be provided after the file is submitted.

[Back](#) [Confirm](#)

You are able to download the report for the contribution payment by selecting Download Report. This will download a PDF report for you to save, if required.

9. A summary will be displayed and the payment instructions will be provided.

If your organisation requires authorisation for contributions see step **7.a.iii Authorise a payment**

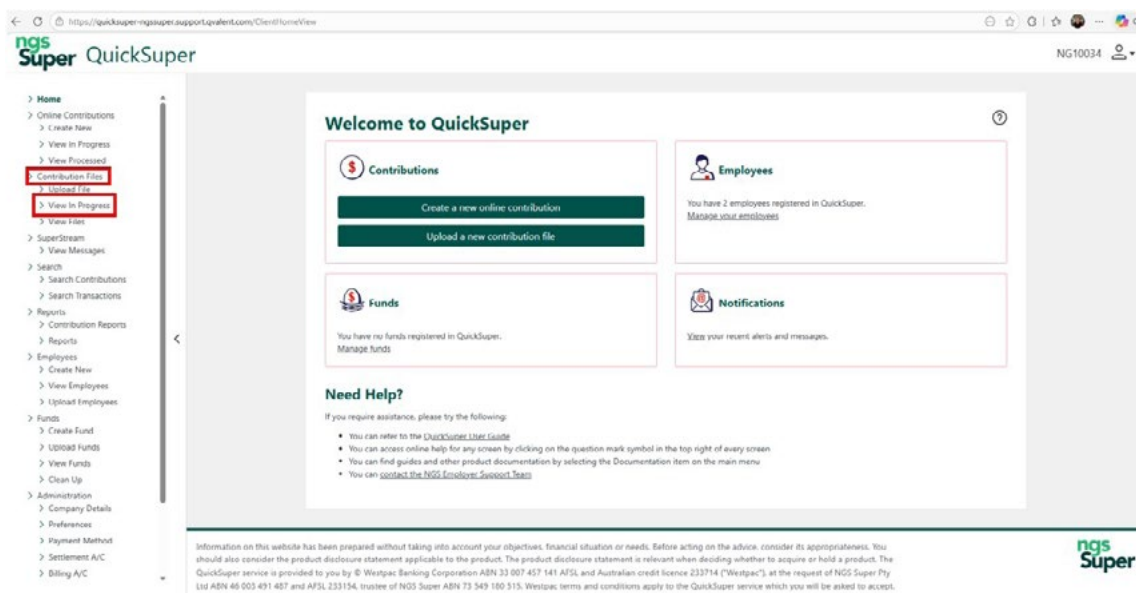
If your payment method is Osko or EFT, you will need to make the payment through your bank with the details provided.

The screenshot shows the 'Contribution Summary' page in the NGS Super QuickSuper portal. The page has a left-hand navigation menu with options like Home, Online Contributions, View In Progress, and Reports. The main content area is titled 'Contribution Summary' and includes a 'Contribution details' section with fields for Contribution Period (04 May 2026 to 17 May 2026), Date Created (26 May 2026 09:29), and Status (Authorised). Below this is a 'Summary' table with columns for Count and Amount, showing a total of 2 contributions for \$512.00. There is also an 'Additional Details' section showing the Submitted By (Lauren Beatrice) and a 'Component Summary' table with rows for Employer SG (\$412.00) and Salary Sacrifice (\$100.00). A 'Download report' button is visible at the bottom right of the main content area.

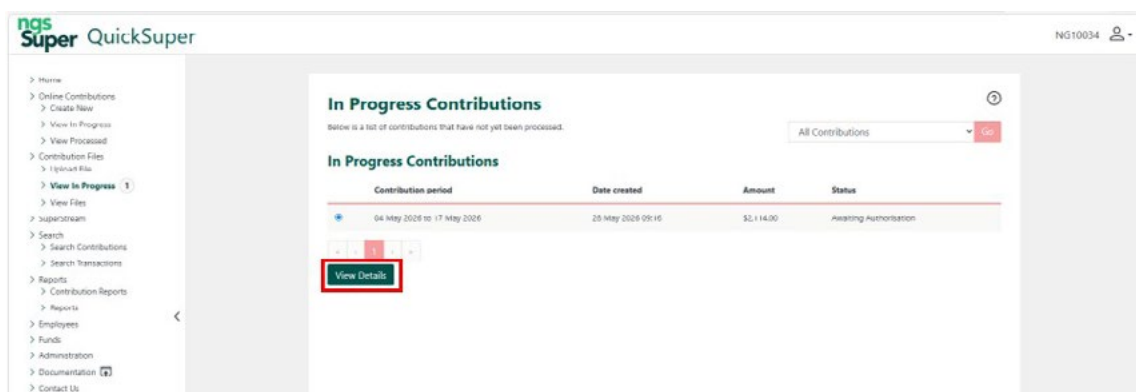
The screenshot shows the 'Payment Instructions' page in the NGS Super QuickSuper portal. The page has a left-hand navigation menu similar to the previous screenshot. The main content area is titled 'Payment Instructions' and includes a section for 'Outstanding EFT payment'. It provides details for the payment, including the Payment Amount (\$512.00), BSB (037 839), Account Number (111483954), Account Name (QuickSuper Client Money), and Reference (REF111483954). Below this is a 'Report' section with a 'Download report' button. At the bottom of the page, there is a disclaimer about the service and a 'Back' button.

7.a.iii Authorise a payment

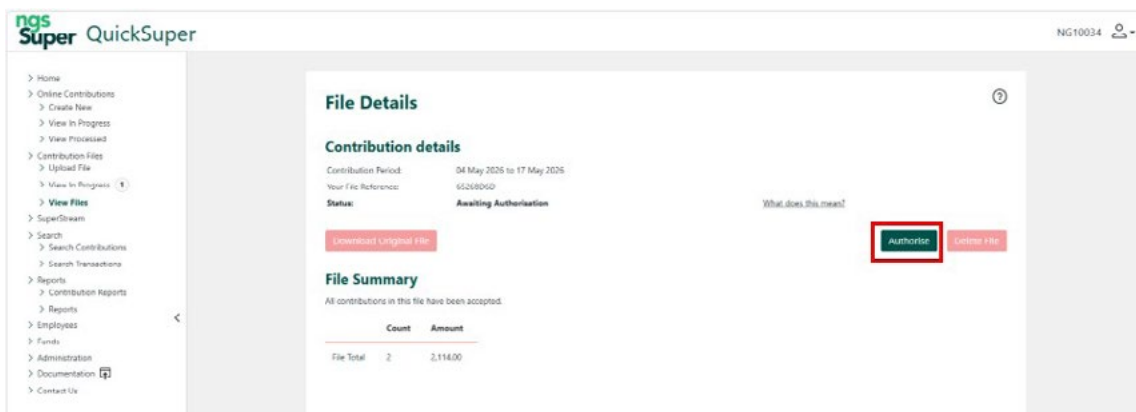
1. Under Contribution Files select View In Progress



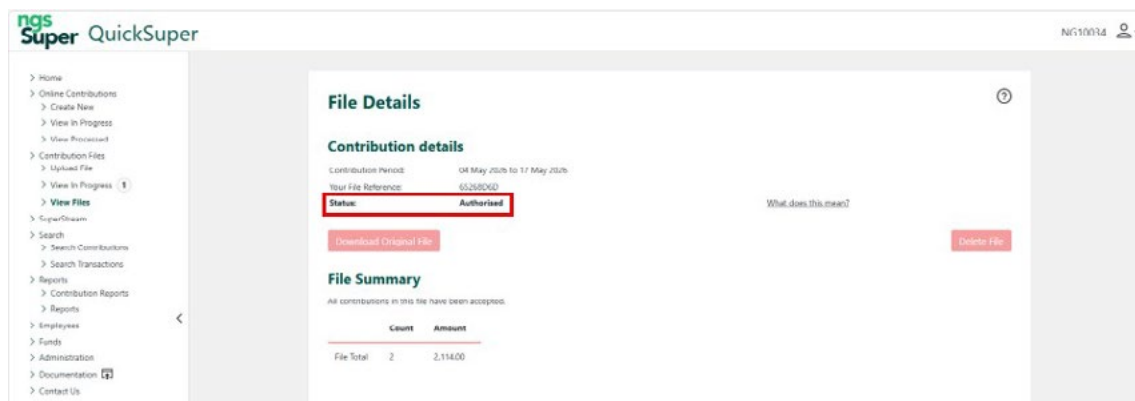
2. A list of any payments that need to be authorised will be displayed, select the radio button of the payment you wish to authorise.



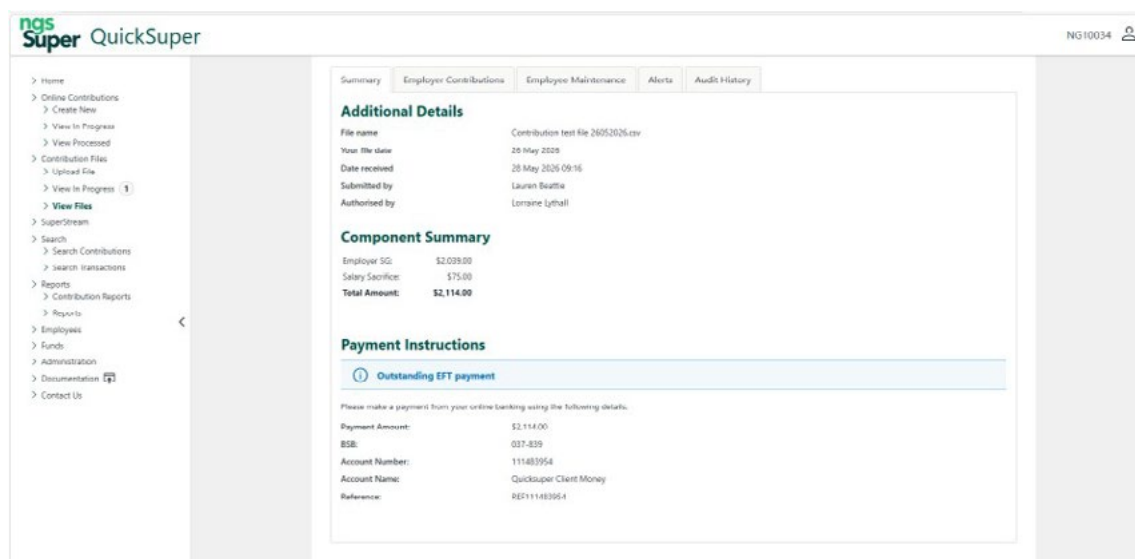
3. Review the details of the contribution file that has been submitted. Once you are satisfied select Authorise



4. The status will be updated to Authorised

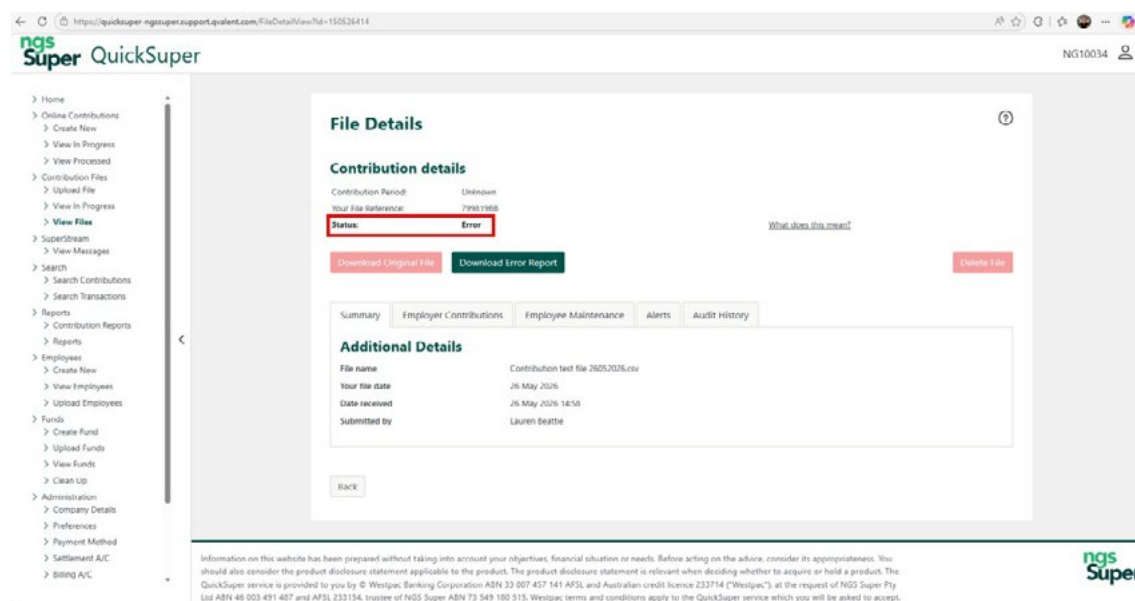


If you scroll to the bottom of the page the Payment Instructions are noted for you to make the payment by your chosen Payment Method

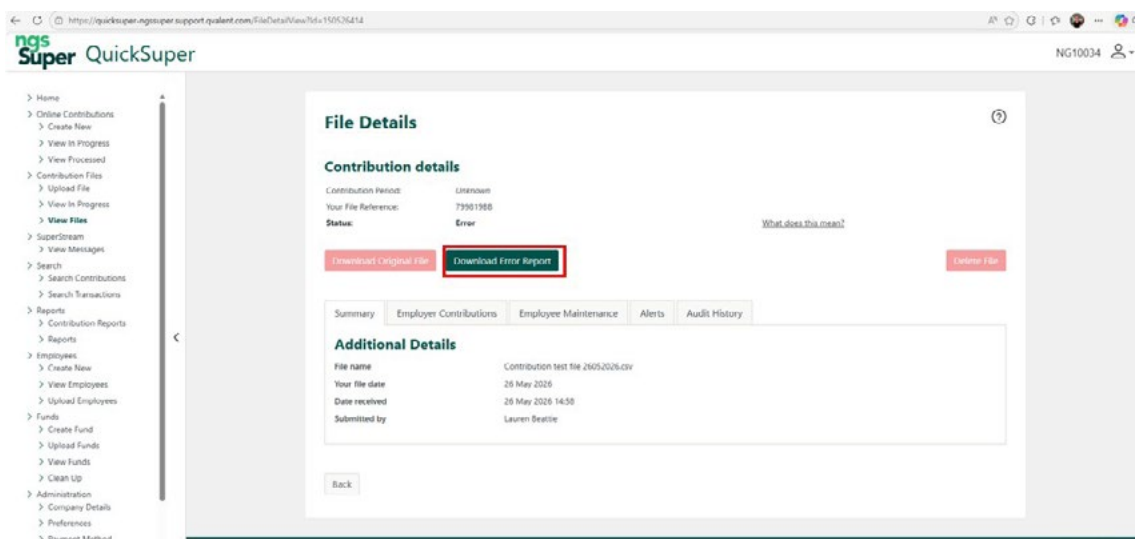


7.b Resolving errors on uploaded file

1. If the Status of your file upload is Error your file has not been submitted. You will need to resolve the errors and upload the updated file again.



2. To see the error/s in the file select Download Error Report



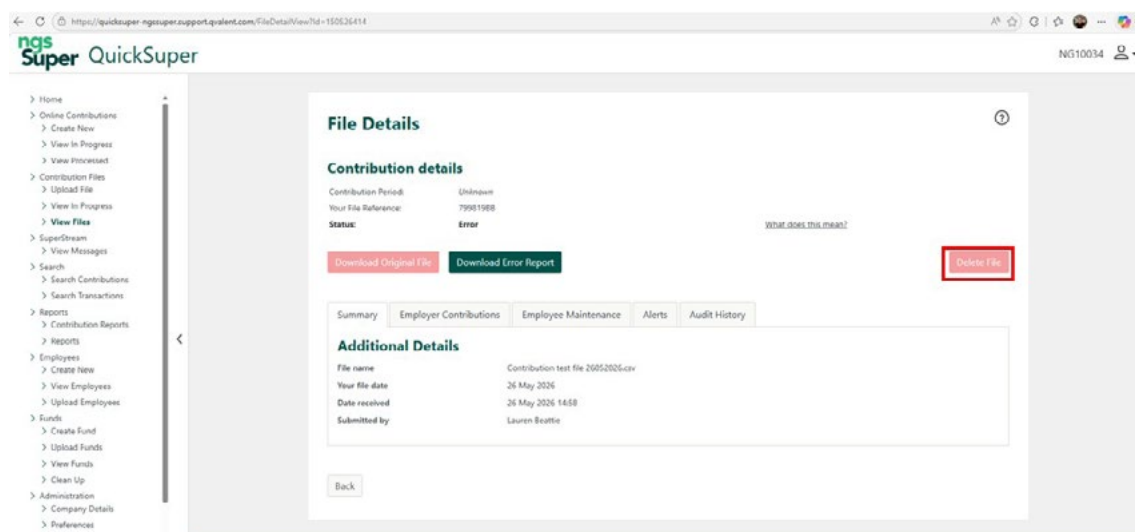
3. An excel file will be saved to your Downloads. Open the file to view the errors. See the Error Description column to view what the errors are.

Once the errors in the file have been resolved you are able to resubmit the file.

The screenshot shows an Excel spreadsheet with the following data:

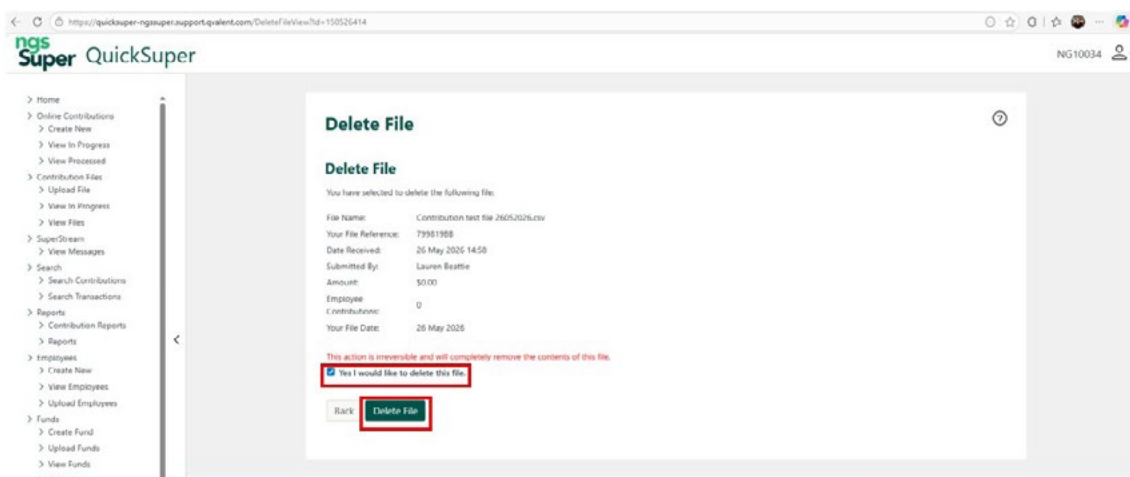
	A	B	C	D	E	F	G	H
1	YourFileReference	ReceiptStatus	LineNumber	ErrorCode	ErrorDescription			
2	799819BB	Error	2	31	Country 'AUS...' is not one of the accepted values.			
3	799819BB	Error	3	31	Country 'AUS...' is not one of the accepted values.			
4								
5								
6								
7								
8								
9								

4. You are able to delete the errored file by selecting Delete File

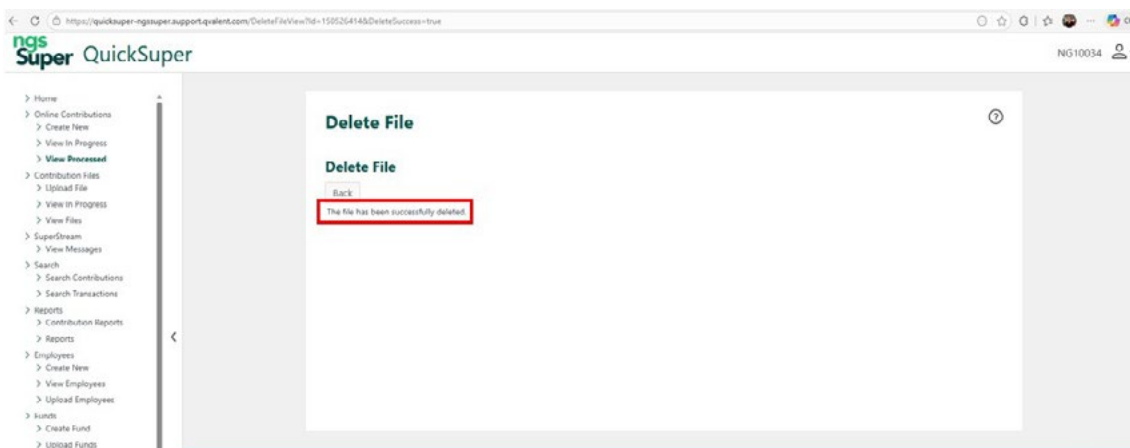


5. Check the tick box next to Yes I would like to delete this file and select Delete File

Note – deleting a file is irreversible and will completely remove the file from **NGS QuickSuper**



6. Confirmation the file has been deleted will be shown



For a full list of error codes and help on how to resolve the error please refer to **NGS QuickSuper Error Codes**

7.c Refunded contributions

If a fund has not been able to allocate a contribution for an employee, the contribution amount will be refunded to your bank account and a SuperStream message with the reason will be sent via **NGS QuickSuper**.

You will receive an email to the email address noted in the Company Details of **NGS QuickSuper** advising a refund has been processed with an attached file that confirms the member and reason for the refund.



Hello,

Email From: QUICKSUPER

Date: 12-JUN-26

Email To: UNWINDOUTLET@GMAIL.COM or unwind_outlet@yahoo.com

We have today processed a remittance in your favour and the details are as follows:

Account Number Credited: xxx-xxx xxxxxx776

Bank Reference: QSUPER4417108809

Total Remittance Amount: 475.15

The credit to your account represents money that your organisation requested to be paid to a fund but has been either cancelled or was unable to be paid to the other party. Therefore, attached are details on the employee contributions that have NOT been paid to the requested fund and have been credited back to your bank account.

To ensure you meet your SG obligations it's important you contribute these funds to a complying superannuation fund within the prescribed period.

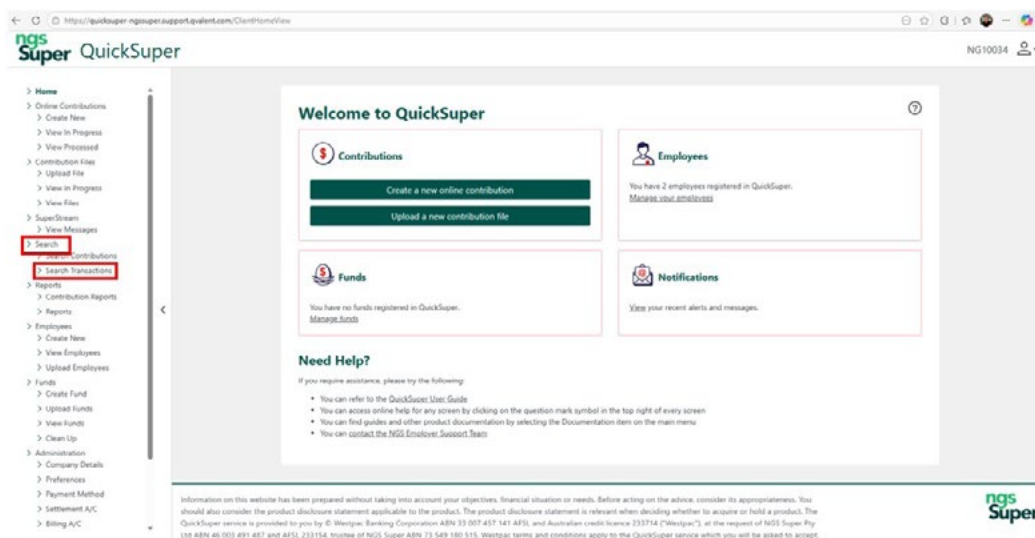
The file is in comma-separated values (CSV) format. It is best viewed by saving to your hard disk and then opening in Microsoft Excel or other software which recognises the CSV format.

The screenshot shows the Microsoft Excel interface. The title bar indicates the file is "RemittanceAdvice_PEDARE CHRISTIAN COLLEGE INC_QSUPERA310651079 - Read...". The ribbon is set to "Home", and the "Clipboard" group is active. The formula bar shows the value "121.97". The worksheet grid displays data for a fund, "Mercer SmartSuper Plan", with columns for "Original File Date", "File Reference", "Contribution Period", "Surname", "First Name", "Initial", "Payroll ID", "Amount", and "Return Reason". The "Amount" cell for the first row is highlighted with a red box, showing the value "121.97".

7.c.i Resend remittance email

If you did not receive the email you are able to resend it.

1. Under Search select Search Transactions



2. Under the Transactions table select the applicable refund transaction

Search Transactions

Employer to/from QuickSuper QuickSuper to Fund

Search Criteria

Type: ☒ Credits & Debits ☐ Credits Only ☐ Debits Only

Employer:

Reference:

Amount:

Date: ☒ Last 60 Days ☐ dd mm yyyy to dd mm yyyy

Transactions

Reference	Employer	Amount	Type	Date	Payment Methods
Q5UPER642595865	UNIVERSITY OF THE SOUTH COAST	\$301.16	Credit	16 Jun 2026	EFT
Q5UPER642595865	UNIVERSITY OF THE SOUTH COAST	\$1,531.20	Credit	16 Jun 2026	EFT
R21174282163	UNIVERSITY OF THE SOUTH COAST	\$908,890.85	Debit	17 Jun 2026	FFI
Q5UPER642595865	UNIVERSITY OF THE SOUTH COAST	\$473.13	Credit	12 Jun 2026	EFT

3. Select View Remittance Email

Employer Transaction Detail

4425595865

Employer Transaction

Employer:

Amount: \$100.00 CREDIT

Transaction Date: 22 Jun 2026

Account: 014-002 835672489

Bank Reference: Q5UPER642595865

Status: Successful

Employer Contributions

Fund	Amount	Current status
M/C MasterKey Business Super (including M/C MasterKey Personal Super)	\$100.00	Employer Credited

[View Remittance Email](#)

4. Check the email address in the Resend email to field, update if required, select Send

Remittance Detail

4425595865

Remittance Advice

Date: 22 Jun 2026

To:

Account Number Credited:

Bank Reference: Q5UPER642595865

Total Remittance Amount: \$100.00

The credit to your account represents money that your organisation requested to be paid to a fund but has been either cancelled or was unable to be paid to the other party. Therefore, the employer contributions have NOT been paid to the requested fund and have been credited back to your bank account.

Remittance Email

The original remittance advice email was sent to . You may enter an alternate email address to resend the remittance.

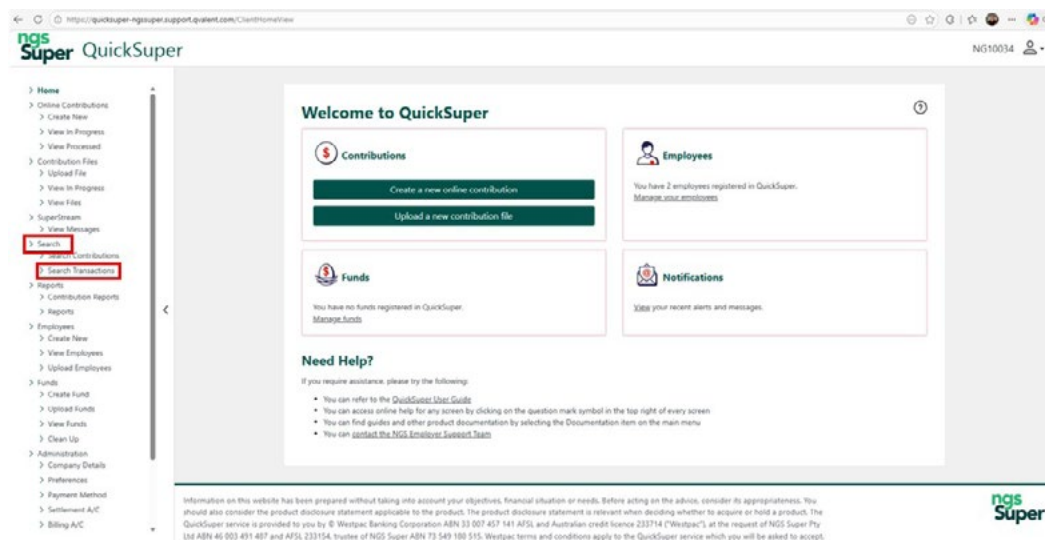
Resend email to:

[Send](#)

7.c.ii Locate in NGS QuickSuper

The refund information can also be found in **NGS QuickSuper**

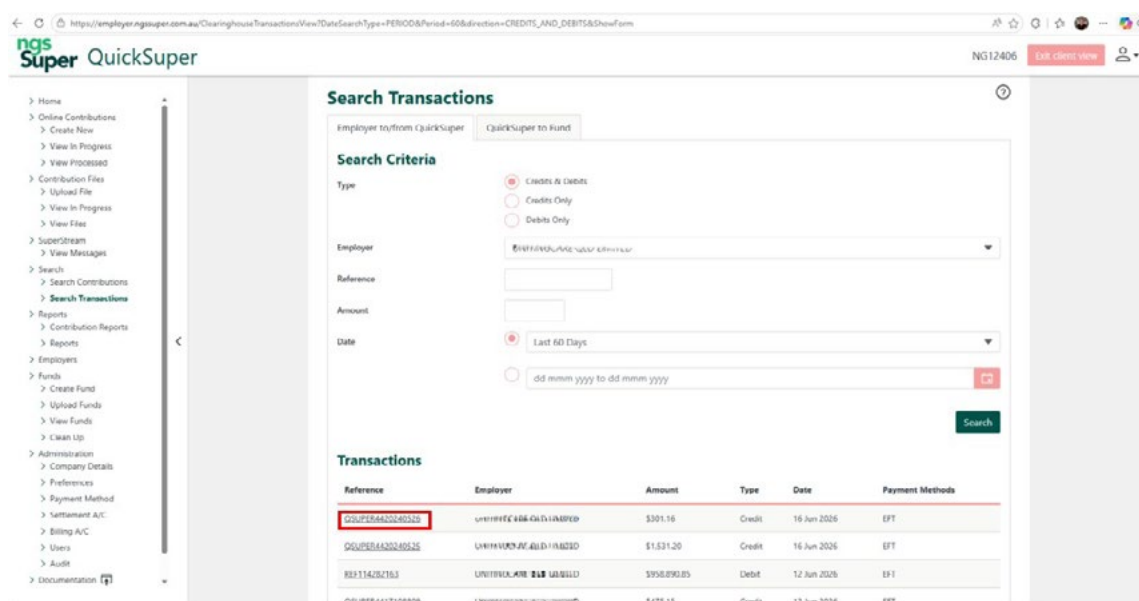
1. Under Search select Search Transactions



2. The Transactions table will show all debits (contributions paid to funds) and credits (refunded contributions from a fund).

The search criteria will default to the last 60 days. To make searching for the refunded amount easier you can filter by Credits Only or the date range for the refund.

Once you have identified the refund select the Reference field.



3. The refund could be from one fund or multiple. Select the fund you would like to view

Employer Transaction Detail

Employer Transaction 4420240525

Employer: UNITINGCARE OLD LIMITED (NG12406COMMUNITY)
 Amount: \$301.16 CREDIT [View Remittance Email](#)
 Transaction Date: 16 Jun 2026
 Account: 014-002 835600776
 Bank Reference: QSUPER4420240525
 Status: Successful

Employer Contributions

Fund	Amount	Current status
☒ Australian Retirement Trust Super Savings	\$301.16	Employer Credited

[Back](#) [View Details](#) [Export Contributions](#)

Employer Transaction Detail

Employer Transaction 4420240525

Employer: UNITINGCARE OLD LIMITED (NG12406HOSPITAL)
 Amount: \$1,537.20 CREDIT [View Remittance Email](#)
 Transaction Date: 16 Jun 2026
 Account: 014-002 835672489
 Bank Reference: QSUPER4420240525
 Status: Successful

Employer Contributions

Fund	Amount	Current status
☒ AustralianSuper	\$178.72	Employer Credited
☐ HESTA Super	\$14.88	Employer Credited
☐ HESTA Super	\$57.81	Employer Credited
☐ HESTA Super	\$60.94	Employer Credited
☐ HESTA Super	\$96.76	Employer Credited
☐ HESTA Super	\$780.27	Employer Credited
☐ MLC MasterKey Business Super (including MLC MasterKey Personal Super)	\$87.22	Employer Credited

[Back](#) [View Details](#) [Export Contributions](#)

4. A table with the outcome of each contribution from your original contribution file will be displayed.

Fund Credited means the contribution has been allocated to the member's account

Employer Credited means the contribution could not be allocated by the fund and has been returned to you

Employer Contribution Detail

File Details

File Name: AFF2026060202502 - WORKBOOK UPLOAD final.csv [View File](#)
 Your File Reference: AFF2026060202502

Employer Contribution

Employer: [UNITINGCARE OLD LIMITED \(NG12406COMMUNITY\)](#)
 Fund: Australian Retirement Trust Super Savings (6295211262000)
 Amount: \$221,180.99
 Fund Employer ID: NG12406
 Current Status: Various - refer to Employee Contribution detail

[Back](#)

Employee Contributions

Name	Payroll ID	Fund member ID	Amount	Type	Status
☒ [REDACTED]	[REDACTED]	[REDACTED]	\$325.05	SG	Fund Credited
☐ [REDACTED]	[REDACTED]	[REDACTED]	\$810.12	SG	Fund Credited
☐ [REDACTED]	[REDACTED]	[REDACTED]	\$290.59	SG	Fund Credited
☐ [REDACTED]	[REDACTED]	[REDACTED]	\$292.70	SG	Fund Credited
☐ [REDACTED]	[REDACTED]	[REDACTED]	\$467.99	SG	Fund Credited
☐ [REDACTED]	[REDACTED]	[REDACTED]	\$606.19	SG	Fund Credited
☐ [REDACTED]	[REDACTED]	[REDACTED]	\$437.49	SG	Fund Credited

5. You will need to search through the list to locate the refunded contributions, Status of Employer Credited.

The screenshot shows the 'Employee Contributions' page in the NGS Super QuickSuper system. The table lists contributions with columns for Name, Payroll ID, Fund member ID, Amount, Type, and Status. One entry is highlighted with a red box, showing a status of 'Employer Credited'. The page also features a sidebar with navigation options and a top navigation bar with the user's name NG12406.

Name	Payroll ID	Fund member ID	Amount	Type	Status
...	000139	50013900	\$292.47	SG	Fund Credited
...	340001	01000000	\$301.16	SG	Employer Credited
...	240110	50100000	\$390.20	SG	Fund Credited
...	000000	00000000	\$374.16	SG	Fund Credited
...	000000	10000000	\$247.90	SG	Fund Credited
...	000000	20000000	\$700.19	SG	Fund Credited
...	000000	30000000	\$524.41	SG	Fund Credited
...	000000	40000000	\$271.41	SG	Fund Credited
...	000000	50000000	\$406.19	SG	Fund Credited
...	000000	60000000	\$114.70	SG	Fund Credited

You can search by;

- Clicking through the pages using the page numbers and arrows underneath the table

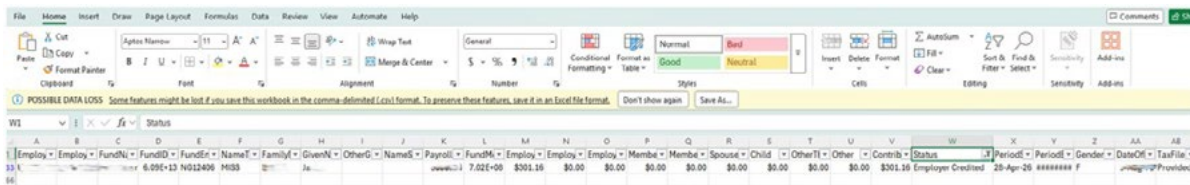
The screenshot shows the 'Employee Contributions' page in the NGS Super QuickSuper system. The table lists contributions with columns for Name, Payroll ID, Fund member ID, Amount, Type, and Status. The pagination controls at the bottom of the table are highlighted, showing the current page is 24 out of 30.

Name	Payroll ID	Fund member ID	Amount	Type	Status
...	000139	50013900	\$292.47	SG	Fund Credited
...	340001	01000000	\$301.16	SG	Employer Credited
...	240110	50100000	\$390.20	SG	Fund Credited
...	000000	00000000	\$374.16	SG	Fund Credited
...	000000	10000000	\$247.90	SG	Fund Credited
...	000000	20000000	\$700.19	SG	Fund Credited
...	000000	30000000	\$524.41	SG	Fund Credited
...	000000	40000000	\$271.41	SG	Fund Credited
...	000000	50000000	\$406.19	SG	Fund Credited
...	000000	60000000	\$114.70	SG	Fund Credited

- Exporting the contribution file and filtering by column W, Status, by Employer Credited. Once you know the name of the employees who have had refunds you will need to click through the pages to find the employee

The screenshot shows the 'Employee Contributions' page in the NGS Super QuickSuper system. The table lists contributions with columns for Name, Payroll ID, Fund member ID, Amount, Type, and Status. The 'Export Contributions' button is highlighted in red. Below the table, the 'Employer Contribution History' section is visible, showing a list of events with columns for Event, Date, and Description.

Name	Payroll ID	Fund member ID	Amount	Type	Status
...	000139	50013900	\$292.47	SG	Fund Credited
...	340001	01000000	\$301.16	SG	Employer Credited
...	240110	50100000	\$390.20	SG	Fund Credited
...	000000	00000000	\$374.16	SG	Fund Credited
...	000000	10000000	\$247.90	SG	Fund Credited
...	000000	20000000	\$700.19	SG	Fund Credited
...	000000	30000000	\$524.41	SG	Fund Credited
...	000000	40000000	\$271.41	SG	Fund Credited
...	000000	50000000	\$406.19	SG	Fund Credited
...	000000	60000000	\$114.70	SG	Fund Credited



6. Select the employee's name

Name	Payroll ID	Fund member ID	Amount	Type	Status
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$1,747.47	SG	Fund Credited
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$301.16	SG	Employer Credited
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$390.28	SG	Fund Credited
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$174.16	SG	Fund Credited
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$247.98	SG	Fund Credited
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$788.19	SG	Fund Credited
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$524.41	SG	Fund Credited
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$271.41	SG	Fund Credited
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$406.19	SG	Fund Credited
XXXXXXXXXXXXXXXXXXXX	000000	0000000000	\$114.78	SG	Fund Credited

7. Scroll to the bottom of the page, In the Employee Contribution History table refer to the line Fund Return Processed for the reason the contribution was refunded.

Event	Date	Description
Received	02 Jun 2026 13:39	Contribution file received
Employer Paid	03 Jun 2026 02:50	Payment Received
Fund Credited	03 Jun 2026 07:09	Account xxx-xxxx-746 credited
Fund Return Processed	16 Jun 2026 16:08	Contributions returned due to No account exists and you do not have a default relationship.
Employer Credited	16 Jun 2026 16:12	Account xxx-xxxx-776 credited

The refund could be due to a variety of reasons. You will need to resolve the issue and update your payroll software, where necessary. Once the issue has been resolved you can resubmit the contribution for the employee.

8. Appendix: Contribution Status

The status of an online contribution or contribution file is provided for you to track what state your contribution is in.

What does the status mean?

Status	Description
Uploading	The contribution file submitted is currently being processed into QuickSuper. The file will remain in this state until validation and process are complete - which may take a few minutes.
New	The contribution has been created within QuickSuper but has not yet been submitted for authorisation or payment. The contribution may have alerts or warnings that need to be resolved before the contribution can be submitted. The contribution may be edited (if it is an online contribution) while in the New state.
Submitting	The contribution is currently being processed for submission which may take a few minutes. When the submission process is complete the file will either be ready for authorisation or payment (depending on your facility setup).
Awaiting Authorisation	The contribution has been submitted but requires authorisation before it is ready for payment. The employer should not pay until the contribution has been completely authorised.
Awaiting 2nd Authorisation	The contribution has been authorised once and a second user is required to authorise the contribution before it is ready for payment. The employer should not pay until the contribution has been completely authorised.
Authorised	The contribution is considered fully authorised and is ready for payment. Follow the payment instructions to pay outstanding amounts.
Partially Paid	The contribution file contained contributions for multiple employers who have elected to pay separately. A contribution file in this state indicates that payment is yet to be received from at least one employer.
Processing	Payment for contributions has been received from the employer, however not all outbound payments to funds or the employer have been processed.
Processed	Payment for contributions has been received from the employer and all outbound payments to the funds or the employer have been processed. If an outbound payment subsequently fails or returns, there is no change to the status of the contribution file. Please note that if an outbound payment results in a cheque being printed and mailed, the status of the contribution file will show as Processed regardless of whether the cheque itself has been deposited by the fund.
Accepted	After successful processing, some funds will return a SuperStream message indicating that the contribution has been applied to the member's account. This is not required, so some files may remain in a 'Processed' status.
Cancelled	The entire contribution has been cancelled and all money has been returned, or is scheduled to be returned, back to the employer.
Error	A contribution file contained invalid data and could not be processed. Please download the receipt file for a detailed list of the errors found during processing.
Various	The contributions are in more than one of the statuses described above.

9. Appendix: Member Verification Request (MVR) responses

MVOR Code	Employee Fund Membership Status	Description	Recommended Action(s)
SUPER.GEN. CNTRBTN.20	VERIFIED	Member was successfully verified.	No action required.
N/A	NOT ATTEMPTED	Nil	No action required. An MVR will be attempted the next time we see a change in details or you manually trigger an MVR .
N/A	PENDING	Nil	No action required. Super funds have an SLA of 24 hours to respond to your MVR.
SUPER.GEN. GEN.21	NOT FOUND	Member not found with supplied information.	Review your employee's details then Make contact with your employee to confirm their choice of super fund. Common causes: • Incorrect Super Fund or Employee has not yet registered • Wrong USI/Product within the Super Fund • Incorrect Member ID • Employee has supplied differing details to what they supplied their Super Fund - Name, Date of Birth, Address
SUPER.GEN. GEN.22	ACCOUNT CLOSED	No Longer a member of specified Superannuation fund.	Make contact with your employee to confirm their choice of super fund. Common causes: • Employee has changed Super Funds
SUPER.GEN. CNTRBTN.4	NOT ACCEPTED	Contributions cannot be accepted as it is either a closed product, defined benefit, or pension fund.	Contact the superannuation fund for more information. Common causes: • Employee is not registered to this USI/Product. As the product is winding down they must register with another fund. • Super Fund is a staff pension or defined benefit fund that is only open to specific employers to contribute.
SUPER.GEN. CNTRBTN.8	NOT ELIGIBLE	Contributions cannot be accepted for this individual due to age or eligibility restrictions.	Inform the employee that the contributions cannot be accepted by the super fund. The employee may wish to contact their selected super fund for clarification and/or provide a new Choice of Super. Common causes: • Fund may no longer accept contributions • Employee age may be over accepted threshold
SUPER.GEN. CNTRBTN.21	WRONG ESA	The ABN {abn} of the SMSF is not known to the Message Receiver.	Make contact with your employee to confirm their SMSF's ESA. Common causes: • Employee has supplied the wrong ESA provider's ALIAS for their SMSF • SMSF is not signed up with any ESA • SMSF has lapsed in fees with their ESA provider and the service is no longer active Important: This response does not mean that the contribution transaction will be rejected and returned. More information on ESAs can be found here

9. Appendix: Member Verification Request (MVR) responses (Cont'd)

MVOR Code	Employee Fund Membership Status	Description	Recommended Action(s)
SUPER.GEN. CNTRBTN.22	NOT DEFAULT	No account exists and you do not have a default relationship with the fund to register the employee.	Inform the employee that the contributions cannot be accepted by the super fund. The employee may wish to contact their selected super fund for clarification and/or provide a new Choice of Super. Common causes: Employee is not registered to this Super Fund, which is only open to employees of specific employers.
SUPER.GEN. CNTRBTN.23	FUND CLOSED	The Super Fund is not open to new members.	Inform the employee that the contributions cannot be accepted by the super fund. As the fund is winding down they must provide a new Choice of Super. Common causes: Employee is not registered to this Super Fund, which is also not accepting new members.

QuickSuper Resource links

[Employee upload file specification](#)

[SuperStream Alternative File Format \(SAFF\)](#)

[Contribution CSV file specification](#)



Talk to us - we're here to help

Telephone: **1300 133 177**

Monday to Friday, 8am–8pm (AEST/AEDT)

For callers outside Australia: **+61 2 9102 6311**

Postal address: **GPO Box 4721, MELBOURNE VIC 3001**

Online at **ngssuper.com.au/employers**