FAQ document

Issued January 2024

NGS QuickSuper

Frequently asked questions

Contents

Error reports

How do I navigate an error report?

Sometimes the list of errors can look overwhelming, but it's often just a small number of errors repeated across multiple (or all) employees. If you sort the error report by error code, you can work through one error at a time. Here are some tips that can help you out.

- Read the error description and look up the error code in the CSV or *SAFF file specification document* (section 3.2 in both). These are available in the **Downloads section** of QuickSuper.
- Check the File Format section of the CSV or *SAFF file specification document* to see whether the data creating the issue is mandatory or optional and what format it needs to be in.
- The line number in the error report refers to the Excel row number, not the number that may appear in column 1 of the SAFF file.

How do I resolve an invalid USI containing an 'E+'?

E+ is scientific notation that Excel uses for long numbers; for example, 24 680 629 023 111 becomes 2.47x10^13, written in Excel as 2.47E+13. This means the number has been truncated.

Ideally, you shouldn't need to open the file before uploading. If for some reason you need to open the file, you will need to reformat any truncated numbers. These will most likely sit in the USI column (S) and the Member Number column (BB). The easiest way to fix this is to:

- highlight the affected column
- right click
- Format Cells
- under the Number tab, change the
- Category to Number
- change decimal places to zero
- click OK.

If you have already opened and saved the file, it will be too late to fix as Excel will have 'forgotten' some of the information. So, in the example above, the USI would become 24700000000000. To avoid this, you need to complete the process above the first time you open the file.

How do I resolve an invalid Transaction Date?

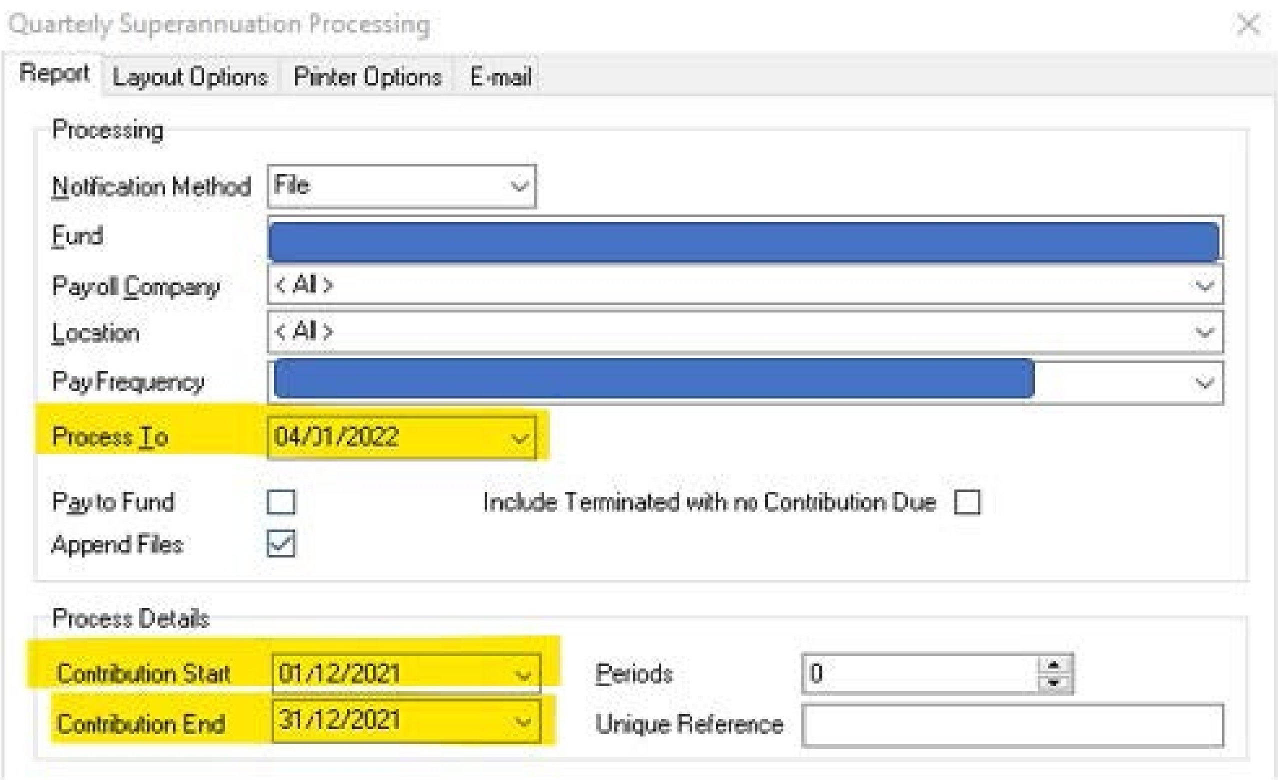
The SAFF file contains a Transaction Date in Column W. The Transaction Date cannot be more than 7 days before the date the file is uploaded or more than 30 days into the future. There are 2 ways to resolve an invalid transaction date.

Option 1 — Open the file and delete the Transaction Date in Column W. When you open the file, you will also need to format the USI and Member Number columns as numbers (see above).

Option 2 — Change the transaction date in the payroll system before exporting the file. Micropay users see below.

Updating the Transaction Date in SAGE Micropay

Process To — Transaction Date in the SAFF file



If another pay run has been processed since the end of the contribution period, you may only be able to select a date before the latest pay run.

How do I resolve an invalid phone number or BSB?

As per the general tips in point 1, refer to the specification document.

Landline numbers need an area code. The leading 0 is optional, as are spaces, so a valid number could be any of the following:

- 02 8275 2121
- 2 8275 2121
- 0282752121
- 282752121

Similarly, mobile numbers don't need the leading 0, though it's also fine to include it. Issues with mobile numbers are generally caused by a missing a digit or an extra digit.

BSB numbers require the leading 0. These numbers are only used in SAFF files for auto-registering an SMSF. Once the SMSF is registered in QuickSuper, these numbers are not required but will still be validated if they are in the file.

5. What if an SMSF ABN is not registered?

If a self-managed super fund (SMSF) trustee does not lodge the fund's tax return in time, the fund may be deregistered by the Australian Taxation Office (ATO). You can check this by doing a Super Fund Lookup at ***superfundlookup.gov.au***

You will need to ask the SMSF member to resolve the issue with their SMSF adviser. If this is not done in time for you to meet your SG obligations, you may take the following steps.

1. Search for a stapled account via the ATO portal. If there is a stapled fund that isn't the SMSF, pay the contribution to that fund.
2. If there is no stapled fund other than the SMSF, contribute to the default fund.

If the employee advises you they have resolved the issue with the ABN take the following steps to reactivate in QuickSuper.

1. Check the SMSF is now showing as active at superfundlookup.gov.au.
2. In QuickSuper, click on 'Funds' menu and then 'View Funds'.
3. Type in the ABN and where it says Include select All
4. Click on the name of the SMSF
5. Click the 'Make active' button

How do I resolve an incorrect USI?

If the USI is a truncated number, see point 2 above. If it appears to be a normal USI, do a SuperFund Lookup.

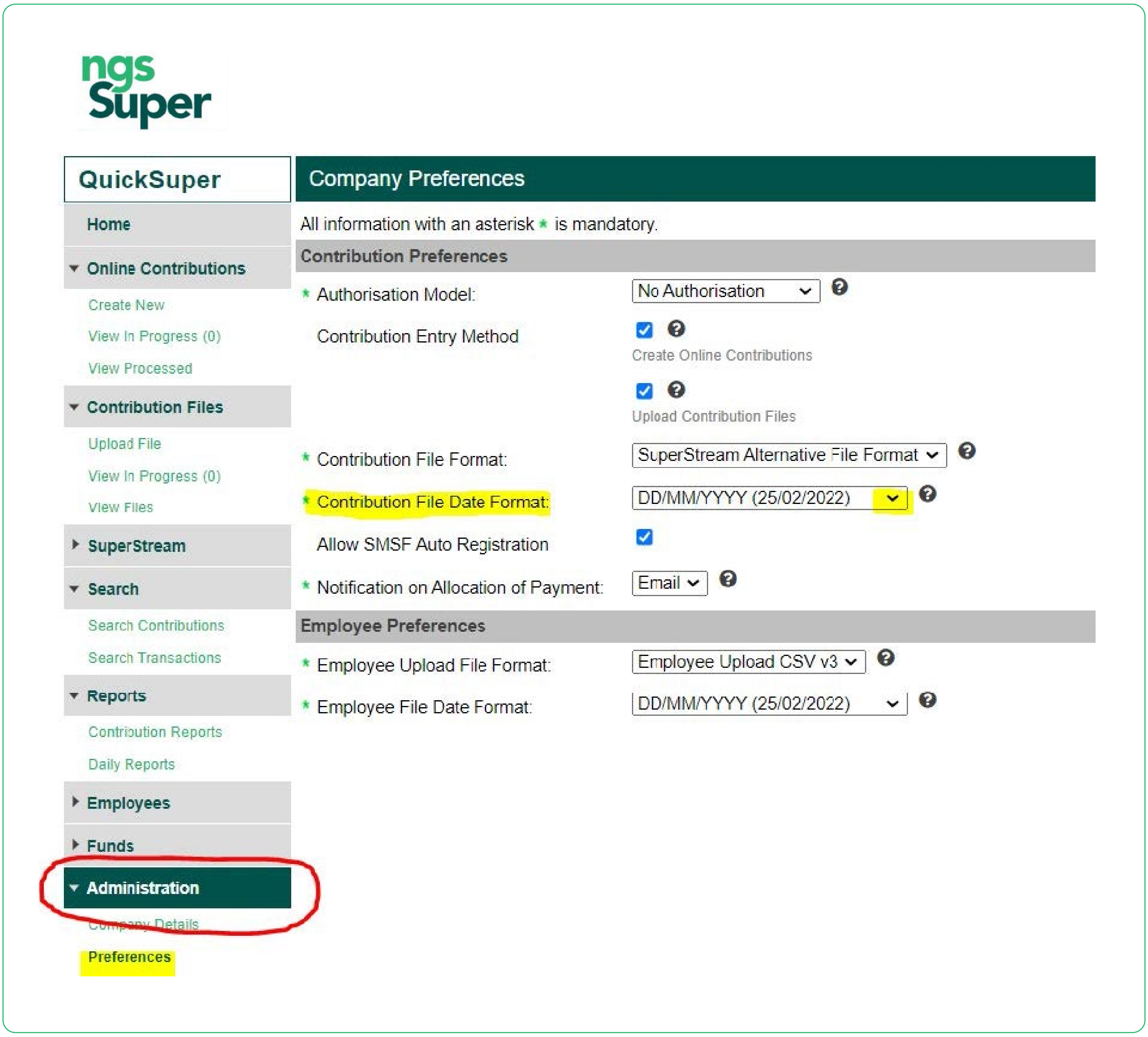
The fund may have merged with another fund and changed its USI. A Google search could help resolve this, or you may need to contact the fund directly.

What if the required fund ID or ESA is not specified?

Every row in the file should have either a USI (fund ID) or ABN and ESA (for SMSFs), so you should check to make sure these aren't missing. If the fund is an SMSF, it should have an ESA which should come from your payroll system. If the fund is not an SMSF, it should have a USI, which should come from your payroll system. Check this information is in the correct fields in your payroll system. If it is, contact your payroll system provider for help.

What if the date format in QuickSuper does not match the contribution file?

Change the date format in QuickSuper under **Administration > Preferences**



More frequently asked questions

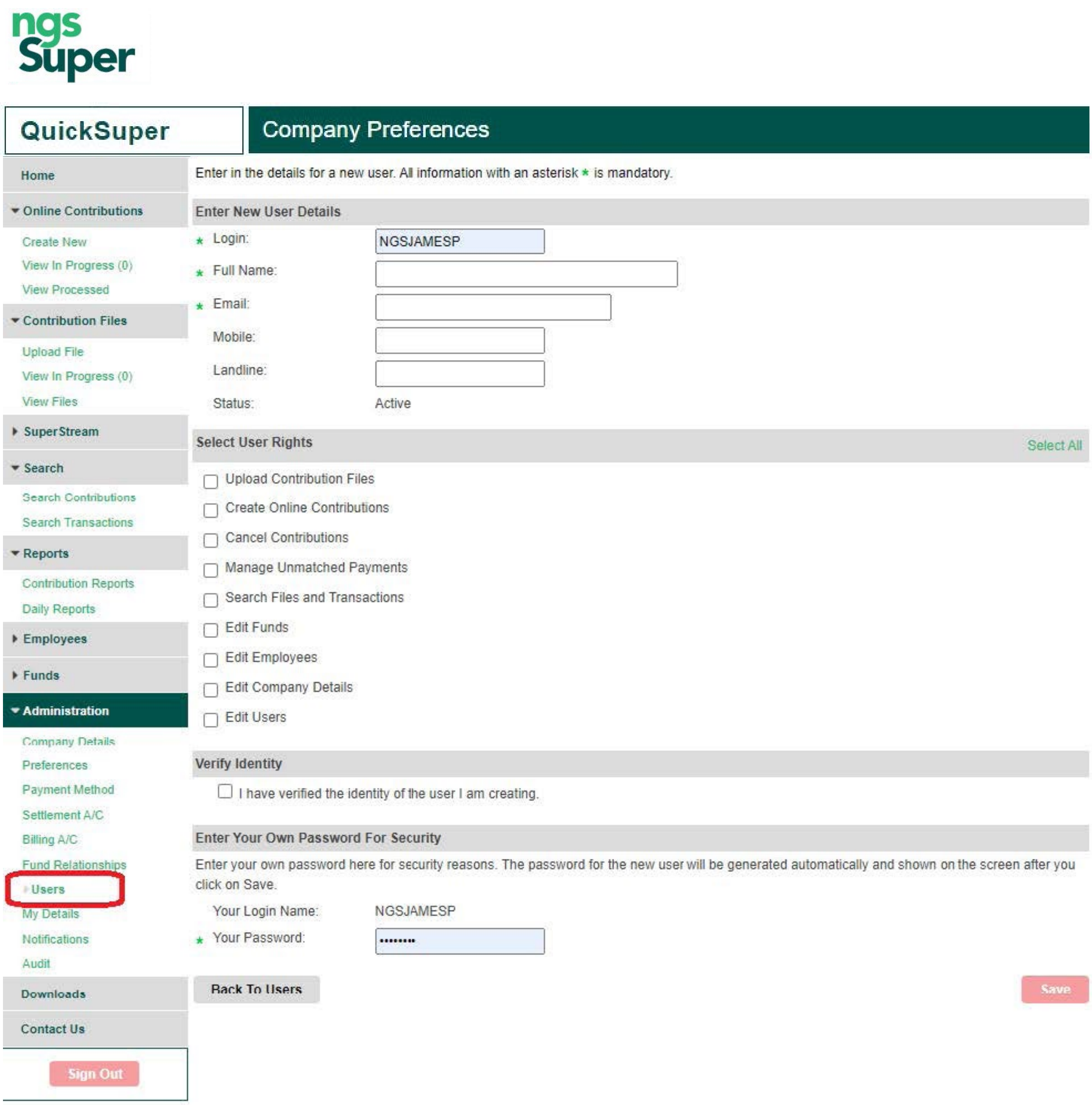
How do I create other users and change authorisations?

Follow these 7 steps

1. Go to **Administration > Users**.

> If this menu item is not available, you don't have authorisation to **edit** users. At least one person in your organisation should have authorisation to do this. If not, email **clearinghouse@esuper.com.au** to request access to edit users.

2. Click **Create New User.**



3. Create a login name for that person.

4. Enter their personal details.

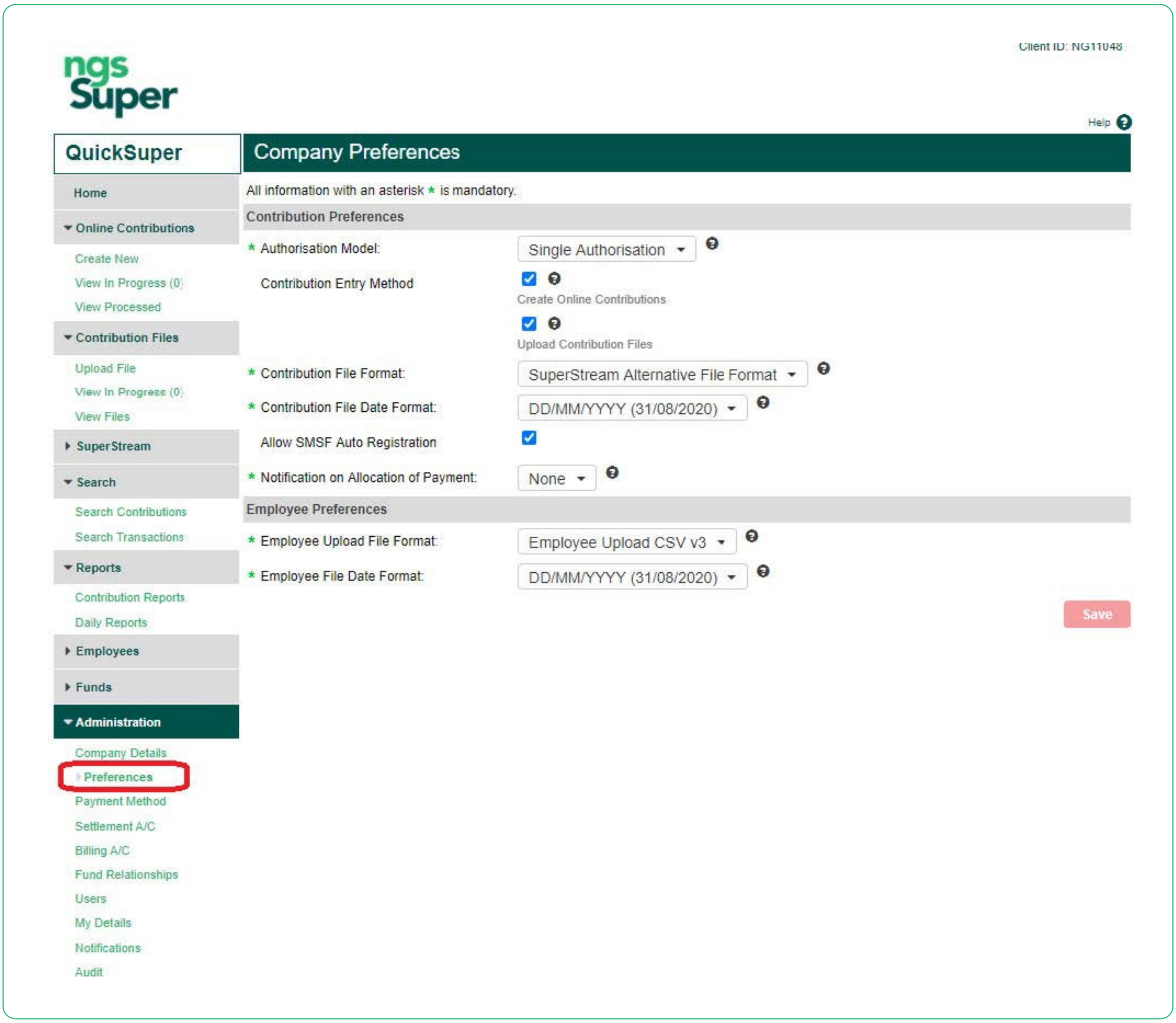
5. Select the user rights you would like them to have.

6. Enter **your** password.

7. Click > **Save**.

You can change your Authorisation Model to require other users to authorise payments by:

- going to Administration > Preferences
- choosing from:
  - No Authorisation
  - Single Authorisation
  - Dual Authorisation.



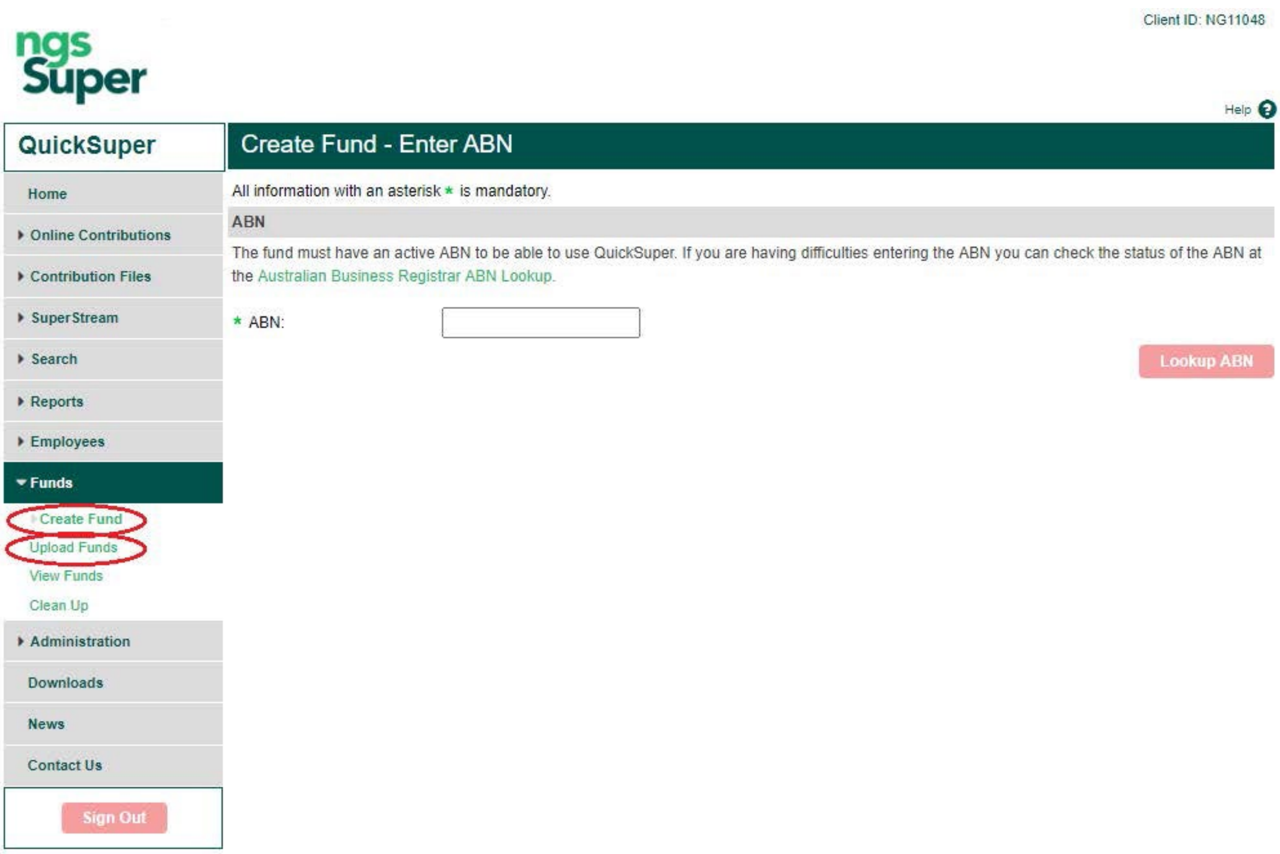
How do I add a new SMSF?

NGS QuickSuper contains fund details for most APRA-regulated super funds. In most cases, you'll only need to add fund details for any SMSFs that you need to pay to.

Note for SAFF users

If you are using a SAFF file and have ticked the **'SMSF Auto Registration'** option in your preferences, you don't need to do the following step. However, you may choose to add SMSFs before uploading a contribution file, as this is a common source of errors and detecting these errors early will give you more time to address them (for example, you may need to request updated details from the member).

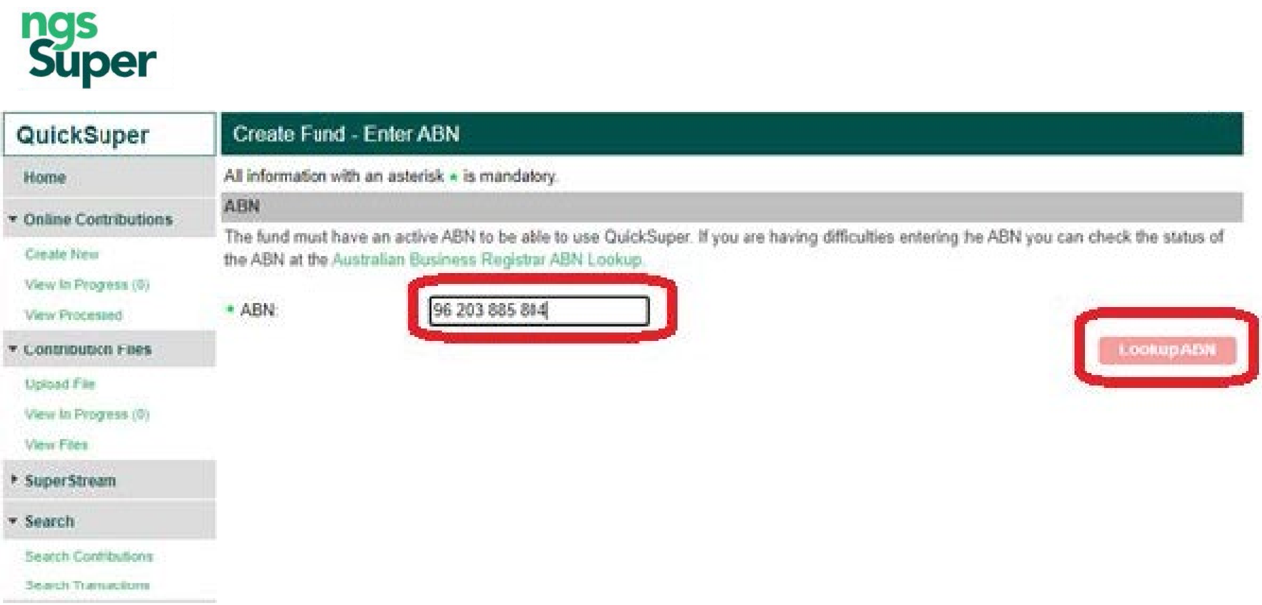
You can either add a fund manually using the **Create Fund option** or by uploading a file via **Upload Funds**.



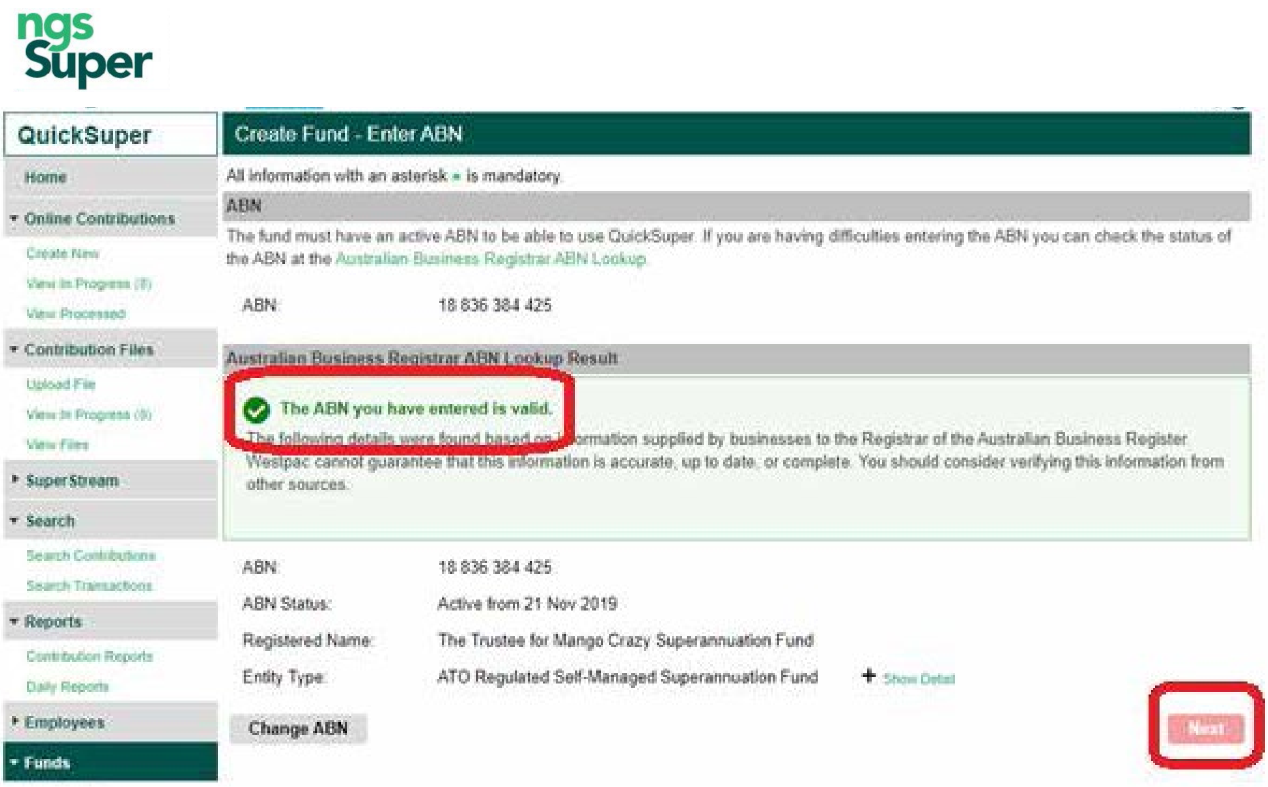
Create Fund

To create a fund, follow these 5 steps

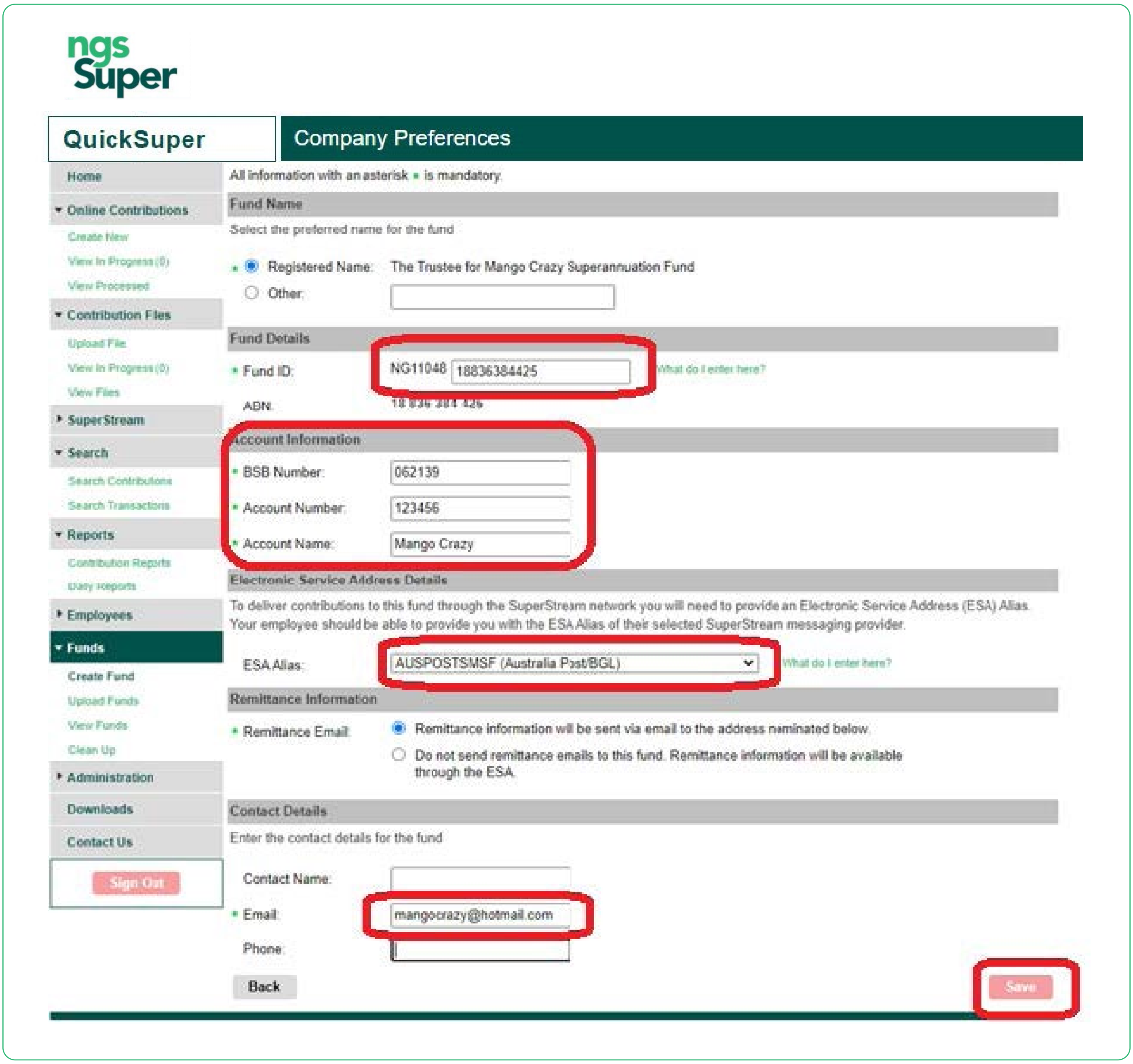
1. Click on **Create Fund** and enter the ABN. Click > **Lookup ABN**.



You'll get a message telling you whether or not the SMSF is valid. If invalid, you'll need to ask the employee to rectify with their accountant/adviser or the ATO.



If valid, click > **Next**.



2. QuickSuper will automatically populate a Fund ID for you, consisting of your QuickSuper client number plus the SMSF ABN. You can change the ABN to something else if you prefer.

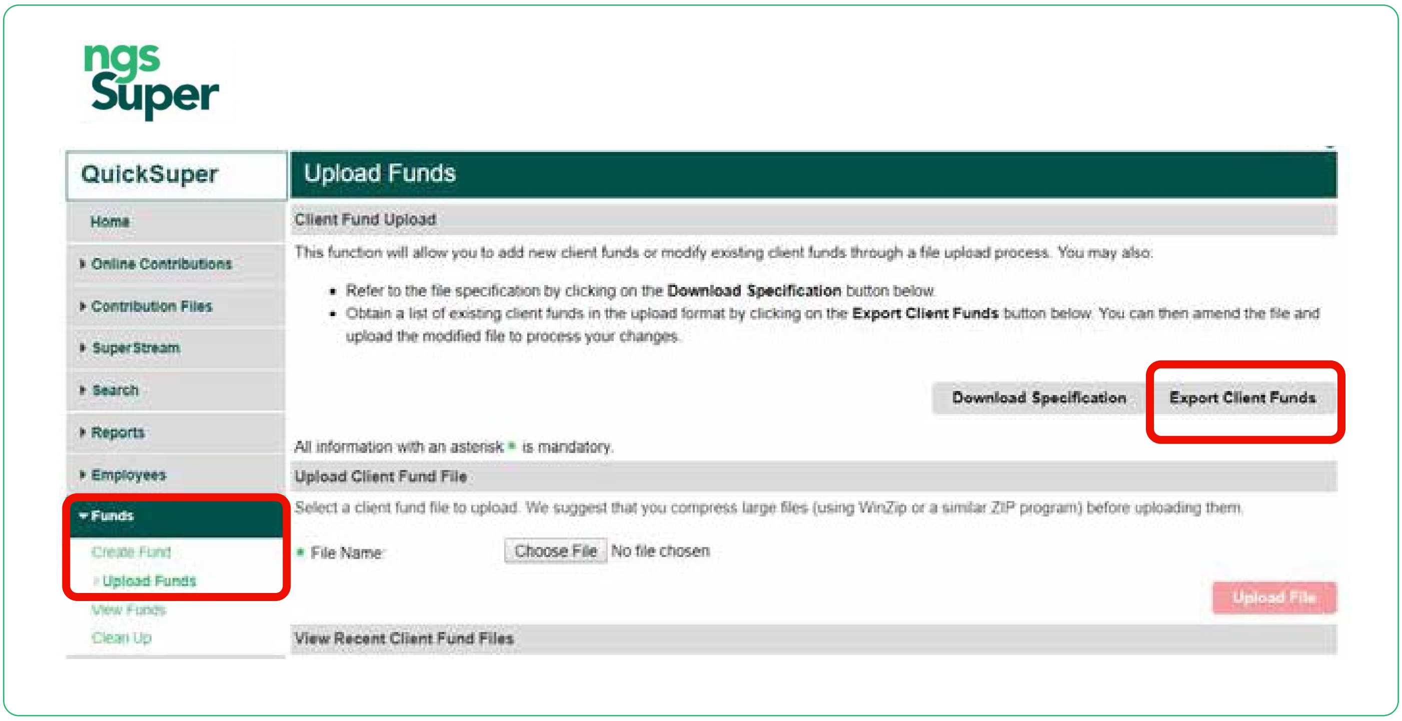
3. Enter the bank account details.

4. Select the ESA from the dropdown menu.

5. Enter the SMSF email address. Click > **Save**.

Upload Funds

If you plan to upload fund data, it will need to be in the correct format. You can download a template via the Export Client Funds button.



You can also click **'Download Specification'** for an explanation on what is required in each field.

Once the file is complete, **save** and **upload** it in the same screen (above). You'll be notified if any of the fund details are invalid.

How do I request a refund of contributions paid in error?

QuickSuper will not allow you to make a negative contribution. Once a contribution has been allocated to a member's super account, it becomes preserved money, meaning we can't refund it unless the employer made a genuine clerical error and the member provides their consent. Please contact the fund directly to request a refund.

To request a refund of contributions for an NGS member, we require the following a letter on letterhead by an authorised representative of the business including:

- Company contact details and ABN
- Name, authority/title and contact details of employer representative
- Name, DOB and membership number of member/s for whom refund is required
- Reason for the error with appropriate detail: eg. administration error, the formula added an additional 'zero' to calculation, employee had ended employment when contribution was calculated.
- Payment period, error amount, correct amount and refund required.
- Employer bank account details for the refund
- a signed letter from the impacted member stating that they are aware of the contribution error and agree to the refund. Please note member's consent cannot be accepted in email form.

Please send any requests for refund to your NGS Customer Relationship Manager.

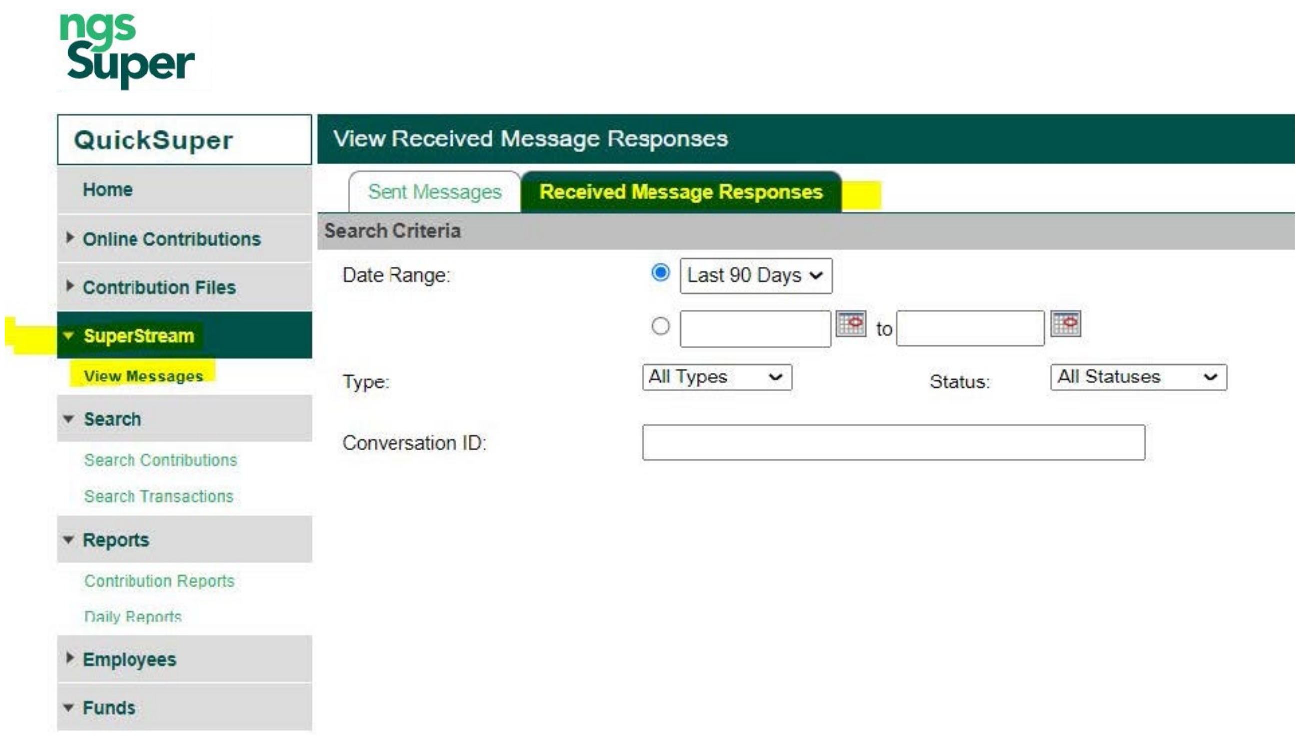
How do I make contributions on behalf of an NGS member whose account has been closed?

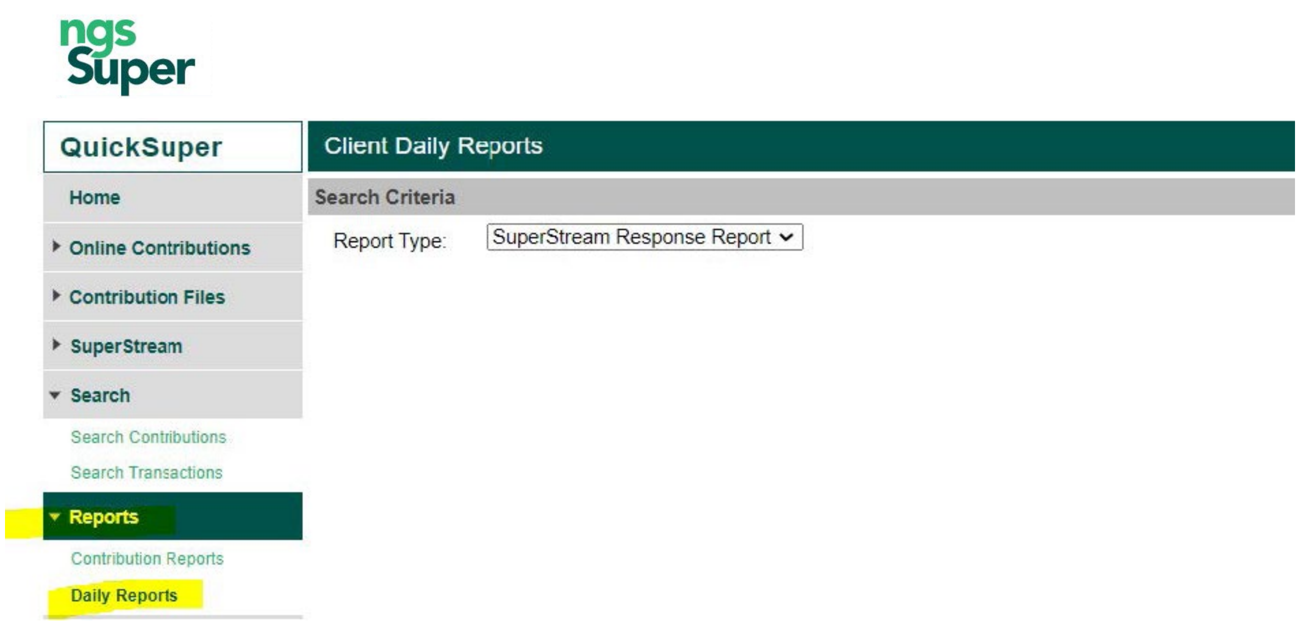
If NGS Super is your default fund (and is noted as such under **Administration > Fund Relationships**), you can continue to make contributions to the employee. They will be treated as a new member and a new account will be opened for them. A member registration message (MRM) can be viewed in QuickSuper (under **SuperStream > View Messages Reports > Daily Reports**).

How do I match a refund we've received to our bank account?

Any refunds processed will have a corresponding message in QuickSuper. You can view the details of messaging from super funds in QuickSuper via:

1. **SuperStream > View Messages** or
2. **Reports > Daily Reports** (this does not appear daily — only when a report is generated).

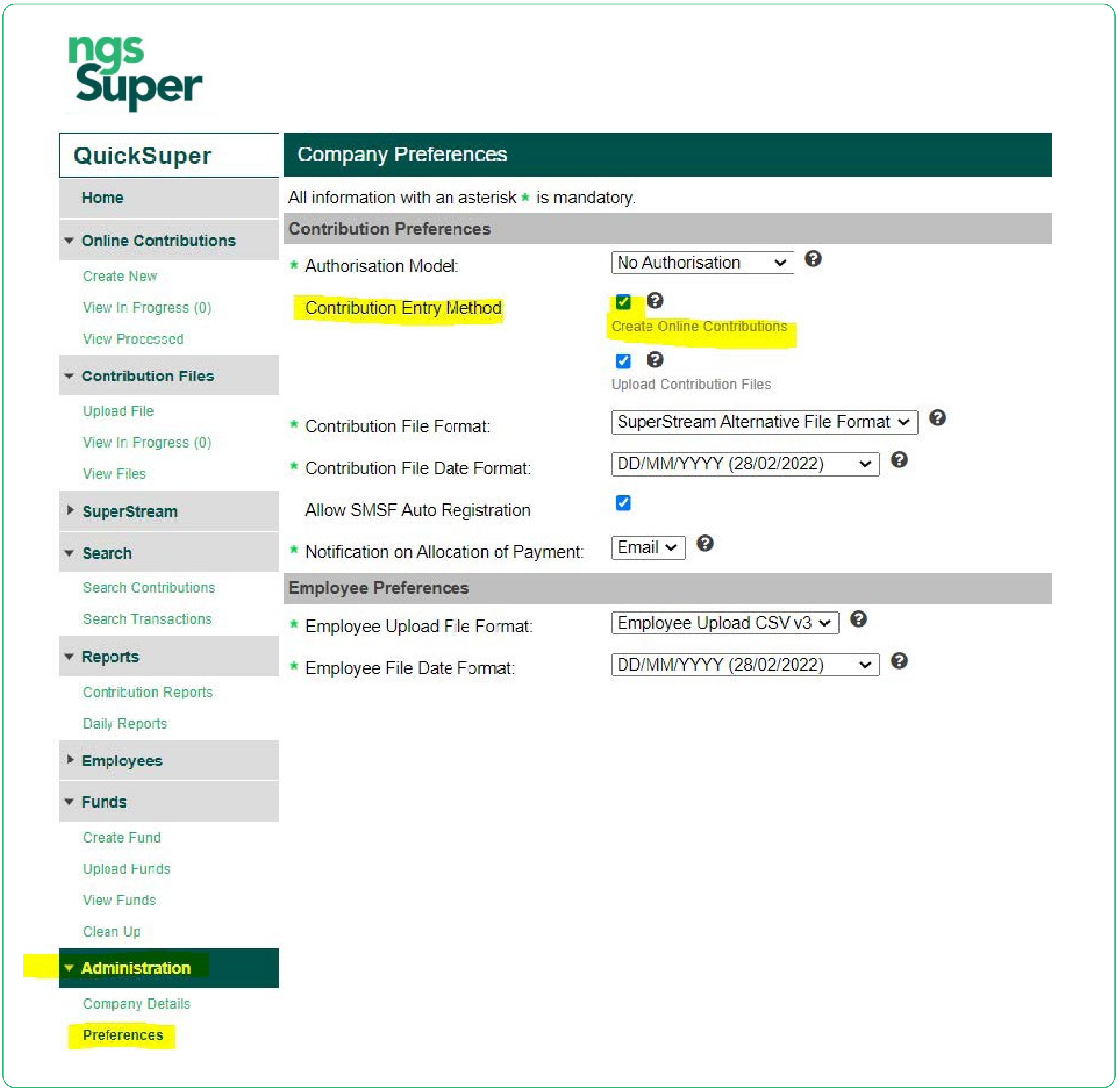




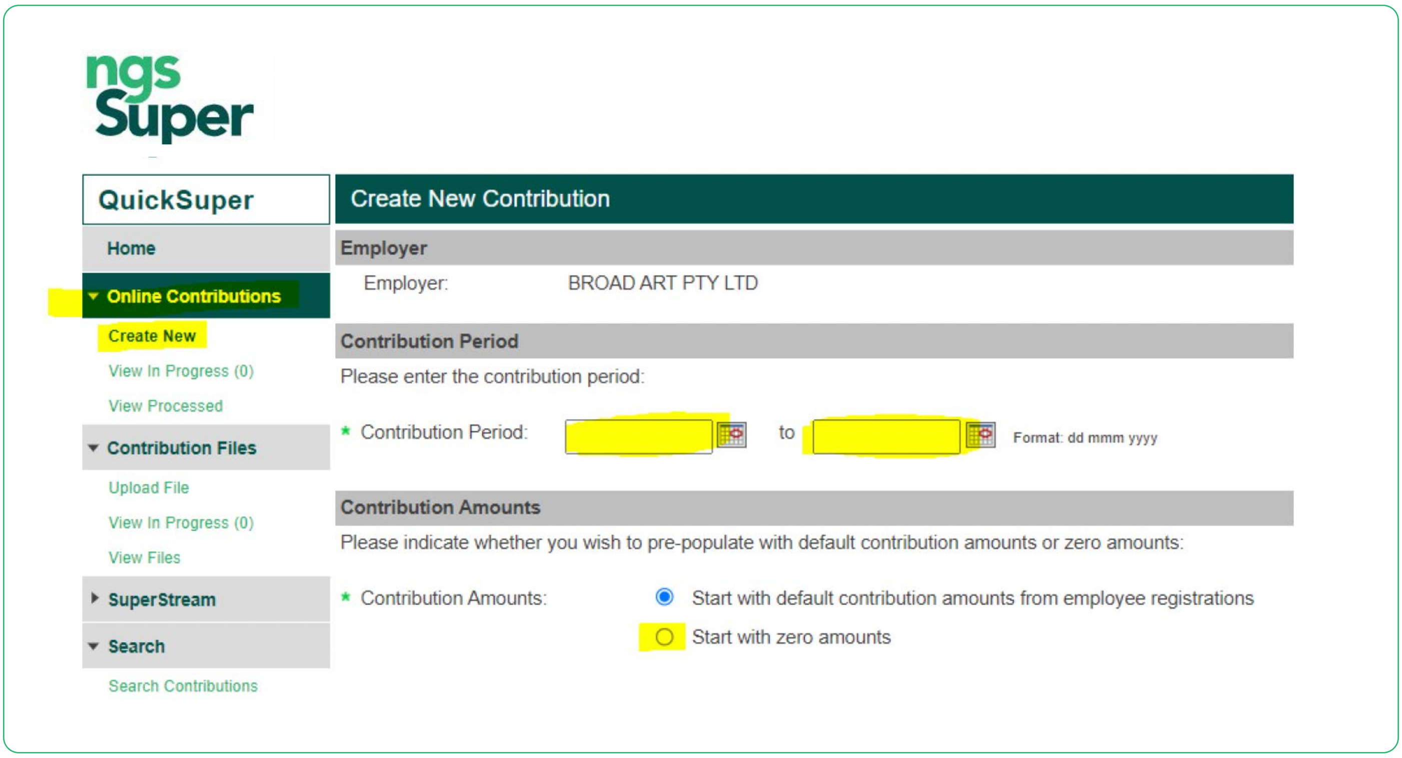
How can I make an ad hoc payment to NGS?

To make an ad hoc payment to NGS:

- check you have authority to create online contributions. Refer to page 7 — How do I create other users and change authorisations?
- go to **Admin > Preferences** and check that the **Create Online Contributions box** is ticked for the **Contribution Entry Method**



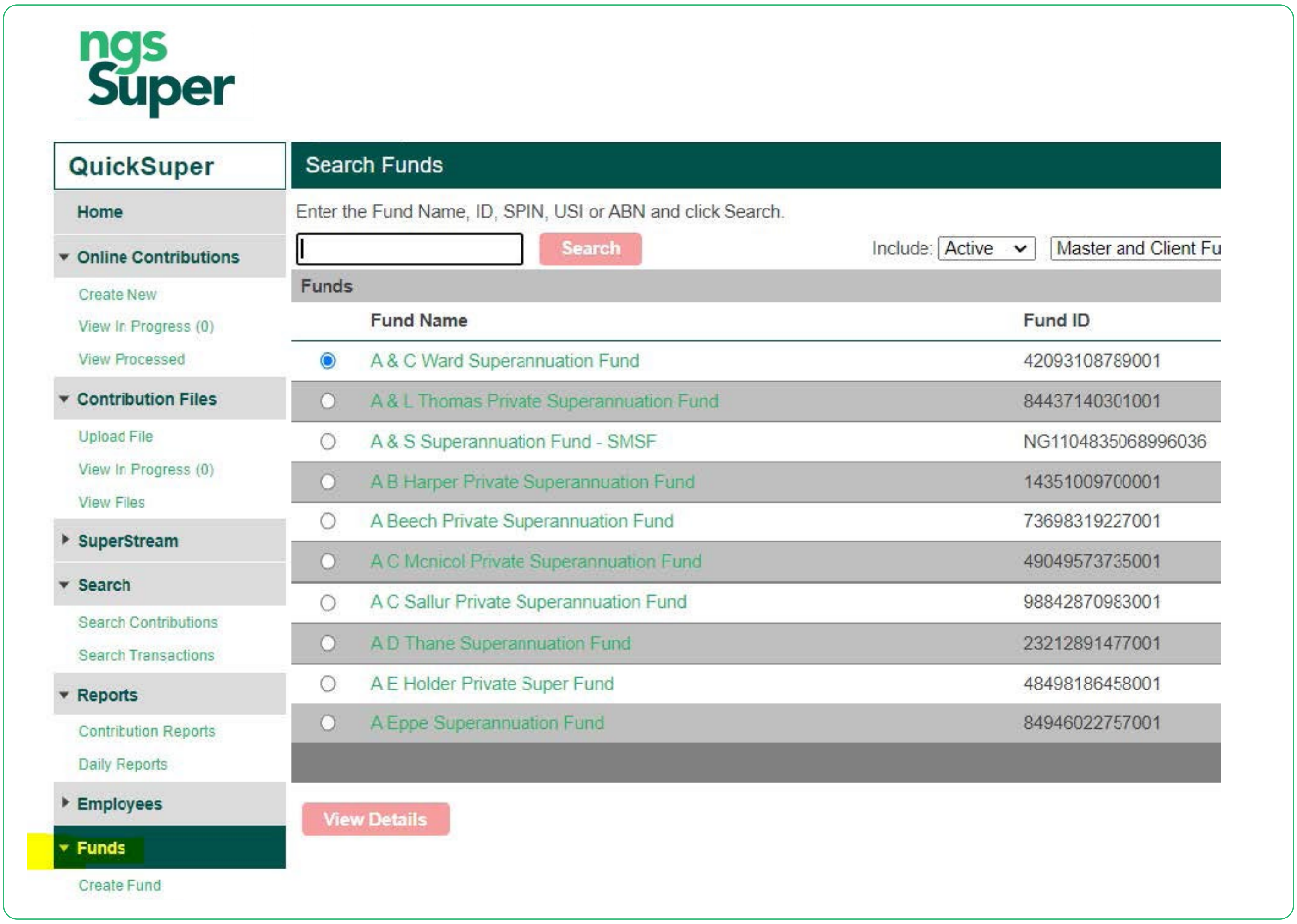
- go to **Online Contributions > Create New**
- enter the contribution period
- select **Start with zero amounts**



- select the member you are paying and add the contribution amount/s, click **Save** and then **Submit**.

Where can I see a list of all retail and corporate super funds' USI numbers?

This is visible in QuickSuper, under **Funds > View funds**.



Alternatively, you can view the details in **Super Fund Lookup** at ***superfundlookup.gov.au*** if you include the fund's ABN.

How do I set up a new member who has ticked the employer default fund on their super choice form?

If a new employee chooses for their super to be paid into the employer default fund, you can set them up in the default fund without the need to check for a stapled fund. To do this:

- Add the default fund details to their record in your payroll software
- Enter the word **'NEW'** in the member number field.

You don't need to wait for a member number to process contributions to the member. You also don't need the member to complete an application form for the fund.

Where can I find member numbers for employees I've set up as default members with NGS?

The member number field is not mandatory, however you may like to update your records once member numbers are available.

After you submit the first contribution to a new default member, NGS will set up an account for that member and the member number will be sent to you as a Superstream message. The member will also receive a welcome email including their member number and account details.

To view Superstream messages, click on the Superstream menu and follow the prompts to generate a report. Please allow up to 10 working days from when the contribution is submitted for the Superstream message to be received.

Member numbers can be updated in your payroll software and this will flow through to QuickSuper with the next file upload.

Need more information? Contact us

You can contact us at **ngssuper.com.au/contact-us**
call us on **1300 133 177**, Monday to Friday, 8am–8pm (AEST/AEDT)
Postal address: **GPO Box 4303 Melbourne VIC 3001**

ngssuper.com.au

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