

NGS QuickSuper

Process guide

Making a payment via file upload

Go to **Contribution Files > Upload File** and upload the file.

The screenshot shows the 'QuickSuper' interface for uploading a file. The sidebar on the left has 'Upload File' selected. The main area is titled 'Upload File' and contains instructions: 'Upload a new Contribution File' and 'Select a file to upload. We suggest that you compress large files (using WinZip or a similar ZIP program) before uploading them.' Below this, there are fields for 'File Name' (with a 'Choose File' button and 'No file chosen' text), 'File Format' (set to 'SuperStream Alternative File Format' with a 'Change file format' link), and 'Date Format' (set to 'DD/MM/YYYY' with a 'Change date format' link). A red 'Upload File' button is located on the right side of the form.

Check the status and resolve any errors

Status	Description
Authorised	Indicates the file upload was successful. It is fully authorised and ready for payment. See Step 4: Pay for contributions for the next action.
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. See Incomplete File Alerts for more information.
Awaiting Authorisation	Indicates a user needs to authorise the file. See Step 3: Authorise the contribution file for more details.
Awaiting 2nd Authorisation	Indicates a second user needs to authorise the file. See Step 3: Authorise the contribution file for more details.

QuickSuper	File Details
Home	Contribution Details
▶ Online Contributions	Contribution Period: <i>Unknown</i>
▼ Contribution Files	Your File Reference: 3DC98A1F34960C7A
Upload File	Status: Error What does this mean?
View In Progress (0)	Download Original File Download Error Report Delete File
▶ View Files	
▶ SuperStream	Summary Employer Contributions Employee Maintenance Alerts Audit History
▶ Search	Additional Details
▶ Reports	File Name: SuperStream - Copy.csv
▶ Employees	Your File Date: 22 May 2020
▶ Funds	Date Received: 05 Jun 2020 13:46
▶ Administration	Submitted By: James Perry
Downloads	Back
News	
Contact Us	
Sign Out	

This report will show you what data needs to be updated in your payroll system.

A full list of error codes and how to resolve them is available in the **SuperStream Alternative File Format (SAFF) Specification** or **Contribution CSV File Specification** documents. These can be accessed via the **Downloads** menu.

QuickSuper	Download
Home	Below are files available for download:
▶ Online Contributions	Client Documentation
▶ Contribution Files	PDF Client Fund Upload File Specification
▶ SuperStream	PDF Contribution CSV File Specification (v2)
▶ Search	PDF Contribution CSV File Specification (v2) update - 20140928
▶ Reports	Contribution CSV File Starter
▶ Employees	PDF Employee Upload File Specification (v3)
▶ Funds	Employee Upload File Starter
▶ Administration	PDF QuickSuper Direct Debit Request
Downloads	PDF QuickSuper Employer Terms And Conditions
News	PDF QuickSuper Employer Terms And Conditions - notification of changes
Contact Us	PDF QuickSuper STP Direct Debit Request
Sign Out	PDF SuperStream Alternative File Format (SAFF) Specification (v1.0)
	SuperStream Alternative File Format (SAFF) Starter (v1.0)
	Online Documentation
	Clearing House Documentation

Once you have corrected the errors in your payroll system you can try uploading the file again. You may also want to delete the file with the errors.

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QuickSuper **File Details**

Home
Online Contributions
Contribution Files
Upload File
View In Progress (0)
View Files
SuperStream
Search
Reports
Employees
Funds
Administration
Downloads
News
Contact Us
Sign Out

Contribution Details
Contribution Period: *Unknown*
Your File Reference: 3DC93A1F34960C7A
Status: Error [What does this mean?](#)

Download Original File Download Error Report **Delete File**

Summary Employer Contributions Employee Maintenance Alerts Audit History

Additional Details
File Name: SuperStream - Copy.csv
Your File Date: 22 May 2020
Date Received: 05 Jun 2020 13:46
Submitted By: James Perry

Back

Resolve alerts

File status: New

Once you have successfully uploaded a file without any errors, the status will typically change to **'New'** and there will be alerts that need to be addressed.

Each alert may be either **'Mandatory'** or **'Opt out'**. If the alert is Mandatory, you must provide the requested information in order to continue processing. If the alert is Opt out, you can provide the requested information or advise that you are unable to provide it at this time.

Mandatory alerts don't often occur. In the vast majority of cases you will be able to **skip all alerts by going to the Alerts tab and clicking Skip Opt Out**. However, if there are any Mandatory alerts, you will not be permitted to skip them.

Summary Employer Contributions Employee Maintenance **Alerts** Audit History

Alerts
The contribution file you have uploaded has outstanding alerts which must be resolved before the file can be submitted.

Skip Opt Out Resolve Alerts

If you do not want to or cannot skip all alerts:

- Click on **'View Details'** to view the line item with incomplete information.
- Take the appropriate action by using the radio buttons and/or supplying the required information. When ready, click **'Resolve'**. You will be asked to confirm the action you have selected. Click **'Confirm'** and **'Resolve'** to finalise the change.
- If there are any other lines with outstanding alerts, they will be automatically loaded after you have resolved the previous one. This will continue until there are no more unresolved alerts. You'll then be taken back to the **'File Details Summary tab'**.
- Click on **'Download Report'** and review the changes to the employee data. These changes will update existing employee records located in QuickSuper. If the employee record(s) do not currently exist, they will be created.
- Once you have confirmed that the changes are correct, you can submit the file for processing. Check the confirmation check box and click **'Submit File'**. Once a file is submitted it will enter into the authorisation and payment processes described previously.

Authorise the payment

File status: Awaiting authorisation

This step is only applicable if your company has chosen **'Single Authorisation'** or **'Dual Authorisation'**. You can update your settings in your **Company Preferences**.

For more information about the various authorisation models available in QuickSuper, please read the **QuickSuper User Guide**.

After the contribution file has been uploaded and its status is **'Awaiting Authorisation'**, a different user will need to authorise the file.

Click **'Notify Authorised User'** to send a system-generated email to another user, prompting them to authorise the file upload. You can choose which user this goes to as per the screenshots below. If you have **'Dual Authorisation'**, the authorising user will get to notify another user for the second authorisation.

The screenshot shows the QuickSuper interface for a file in 'Awaiting 2nd Authorisation' status. The page is divided into several sections:

- Navigation Menu (Left):** Includes Home, Online Contributions, Contribution Files, SuperStream, Search, Reports, Employees, Funds, and Administration.
- File Details (Top):** Shows Contribution Period (01 Jan 2021 to 31 Jan 2021), Your File Reference (291F2C1B68CD9773), and Status (Awaiting 2nd Authorisation). A link 'What does this mean?' is provided.
- Actions (Middle):** Includes buttons for 'Download Original File', 'Notify Authorised User' (highlighted in yellow), and 'Delete File'.
- File Summary (Table):**

	Count	Amount
File Total	1	\$626.16
- Additional Details (Table):**

File Name:	SuperStream demo file.csv
Your File Date:	26 Apr 2022
Date Received:	26 Apr 2022 16:03
Submitted By:	James Perry
Authorised 1st By:	Karel Tomita
- Component Summary (Table):**

Employer SG:	\$626.16
Total Amount:	\$626.16
- Payment Instructions:** Shows Payment Method (EFT) and a note that instructions will be provided after the file is authorised.

QuickSuper

Home

▼ Online Contributions

Create New

View In Progress (0)

View Processed

▼ Contribution Files

Upload File

View In Progress (1)

View Files

► SuperStream

▼ Search

Search Contributions

Search Transactions

▼ Reports

Contribution Reports

Daily Reports

▼ Employees

View Employees

Upload Employees

▼ Funds

Create Fund

Upload Funds

View Funds

Clean Up

Notify Authorised User

File Details

File Name: SuperStream demo file.csv

Your File Reference: 291F2C1B68CD9773

Date Received: 26 Apr 2022 16:03

Submitted By: James Perry

Authorised 1st By: Karel Tomita

Amount: \$626.16

Employee Contributions: 1

Your File Date: 26 Apr 2022

Authorised Users Page 1 of 1

Full Name	Login Name	Email
<input checked="" type="radio"/> Andrew Broadbent	ABROADBENT7	info@broadart.com.au
<input type="radio"/> Brent Hopping	BRENTNGS	bhopping@ngssuper.com.au
<input type="radio"/> George Liras	GEORGENGs	gliras@ngssuper.com.au
<input type="radio"/> Graham Burke	GRAHAMQIEC	gburke@ngssuper.com.au
<input type="radio"/> Kate Graham	KATEQIEC	kate.graham@qiec.com.au
<input type="radio"/> Neil Kent	NEILNGS	nkent@ngssuper.com.au
<input type="radio"/> Rob Wickham	ROBQIEC	rob.wickham@qiec.com.au
<input type="radio"/> Tana Brink	TANANGS	tbrink@ngssuper.com.au
<input type="radio"/> Thomay Gatis	TGATIS1	tgatis@ngssuper.com.au

[Send Email](#)

The following steps explain how to authorise a contribution file:

- Click **'View in Progress'** on the QuickSuper main menu.
- On the **View Files page**, select the radio button next to the file you wish to authorise, then click **'View Details'**.
- On the **File Details page** click **'Export Contributions'** to review all the employee contributions. If you are happy with the file, click **'Authorise'**.
- The **File Details page** will show the status as **'Authorised'**. (Note, if you have **'Dual Authorisation'** your status will first change to **'Awaiting 2nd Authorisation'**, then, after the second user authorises the file, the status will change to **'Authorised'**.)

Make the payment

File status: Authorised

Once the online contribution is submitted and optionally authorised, it will be shown with a status of **'Authorised'**.

Log in to your own financial institution's online banking and make the payment using the instructions displayed on the screen. Further processing of the contributions will be held until you make this payment.

If there is only one payment per contribution file, the payment details will be displayed on the screen. In some circumstances (e.g. payment required from multiple employers), there will be multiple payments per contribution file. In this case, the full list of payments can be downloaded via a link on the screen in CSV format.

If you have uploaded multiple contribution files, you must make a separate payment for each file to ensure the payments are matched.

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