

Member Registration Request

How-to guide

Introduction

This guide looks at **when** and **how** to use an **MRR** (Member Registration Request).

From 22 May 2026, employers using NGS QuickSuper will no longer be able to set up new default members using a **CTR** (Contribution Transaction Request).

Setting up new default members should instead be completed **prior to uploading a contribution file they are included in**, by using MRR (Member Registration Request) in QuickSuper.

Note: QuickSuper will not send MRRs to self-managed super funds.

Begin by logging into your NGS Super QuickSuper account.

Login to QuickSuper via the NGS Super website.

Step 1

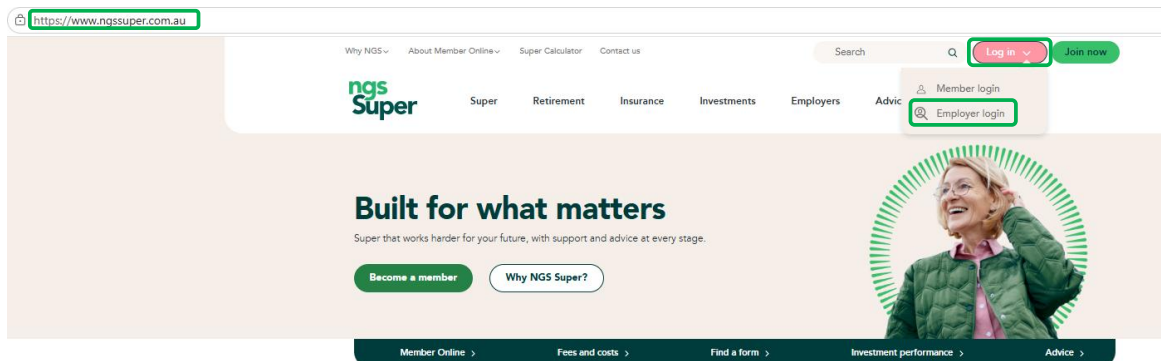
Go to www.ngssuper.com.au

Step 2

Hover your cursor over the **Log in** button (in the top right-hand corner on desktop version of the website)

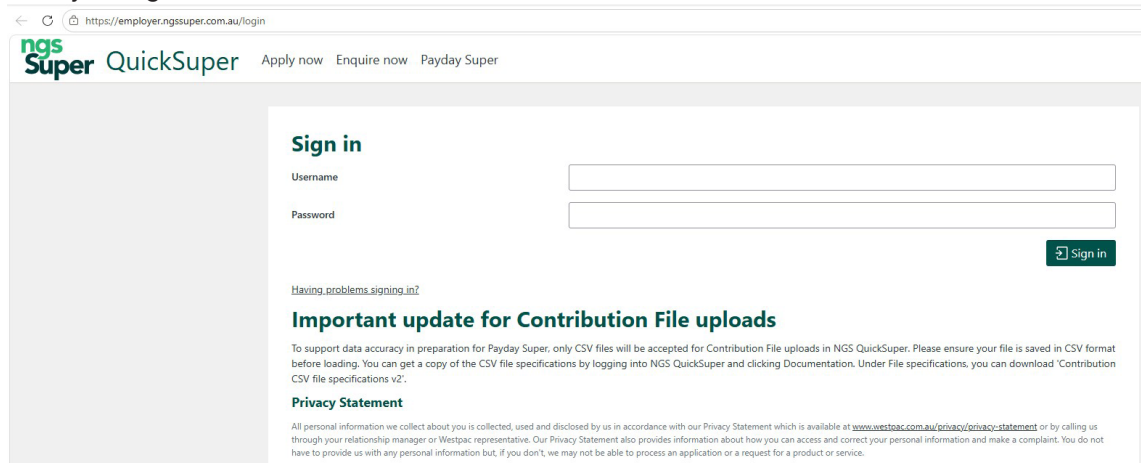
Step 3

Click on **Employer login**



Step 4

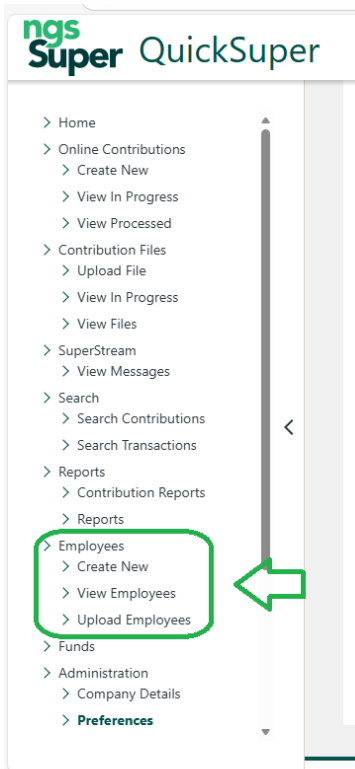
Enter your login credentials



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For user access with a single employer

The 'Employees' section is where you can add a new staff member by clicking on [Create New](#), or [View Employees](#), or [Upload Employees](#).



Adding new employees

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

Adding an employee manually

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 a new super account for the employee.
3. Select Save.
4. Select Use default fund.
5. The fund details will automatically be populated with your default fund details. 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.
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 (the fund could take up to 3 days to create a new account).

The fund will send a response message (MROR) with the new member number for the employee. The employee record will be updated with the new member number only if you have your preferences set that way.

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Uploading a file

Depending on the payroll software you use you may be able to download a file to add new employees and update existing employees' details. You will need to speak with your payroll software provider to see if this functionality is available to you.

1. Under Employees select Upload Employees.
2. Under File Name select the Choose File button.
3. Locate the **csv** 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.
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.
7. Confirm the Status is Success.

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.

For user access with multiple employers

1. Under Employers select View Employers.
2. Select the Employer you would like to set up the new employee under.
3. Select Employee across the top menu bar.
4. Scroll to the bottom and select Create New Employee.
5. Then follow the steps to add the employee's details and fund.

The following events will trigger an MMR (Member Registration Request)

- When you add or update an employee:

Employee updated. A member registration will be sent to the applicable funds.

- When you establish a new fund membership for an employee:*

Fund Membership created. A member registration will be sent to the fund.

- When you edit an existing fund membership for an employee:*

Fund Membership updated. A member registration will be sent to the fund.

***Note: if you are adding/editing a new fund for an employee, ensure you deactivate any previous fund membership (if applicable).** This can be done by unticking the Active button in the Fund Details section of the *View employees* records in QuickSuper.

Fund Details

Fund:

Aware Super Future Saver

Member ID:

Active:

If unticked, you cannot make contributions for this fund membership

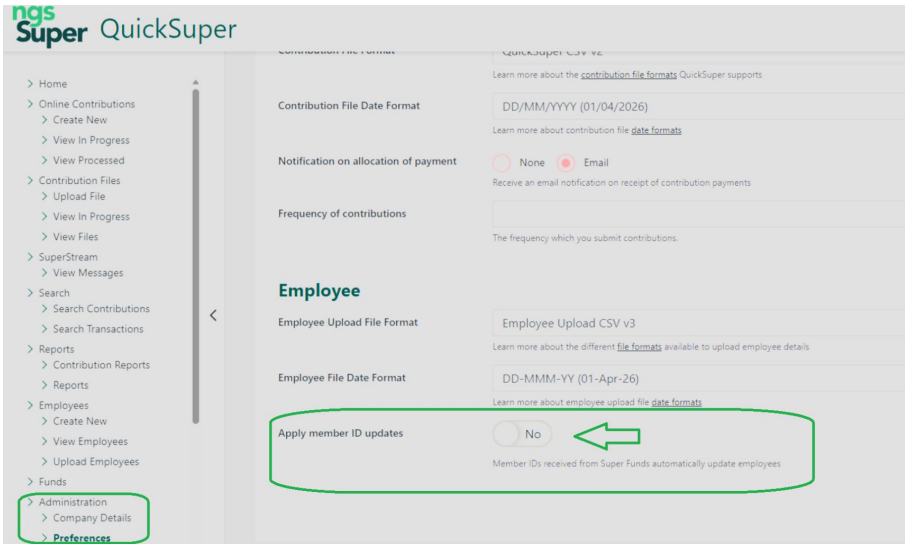
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Managing Member ID Updates from Super Funds

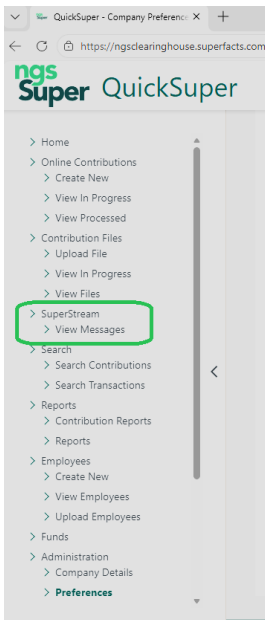
Once a new staff member has been created in QuickSuper, or an existing staff member has had their details updated (e.g. a request to change to the default super fund offered by the employer), an MROR message will be sent to the employer's default super fund.

The return message with the staff member's new super fund membership number will be returned in the form of a **MROR** (Member Request Outcome Report) message.

To action these updates automatically (i.e. for the system to automatically apply the member IDs to the employees' records), under Administration, select **Preferences**, then click on the **Apply member ID updates**.



If you do not want these updates to be applied automatically, the **MROR** messages can be viewed in **SuperStream** > **View Messages**




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Messages will be divided into **Sent Messages** (i.e. **MRR**) and **Received Message Responses** (i.e. **MROR**)

View Messages ?

Sent Messages | Received Message Responses

Search Criteria

Date Range Last 90 Days dd mmm yyyy to dd mmm yyyy 

Type Status

Conversation ID

Fund

Payment/Customer Reference

Contribution Total Part ID



Need more information? Contact us

You can contact us at ngssuper.com.au/contactus

call us on **1300 133 177**, Monday to Friday, 8am–8pm (AEST/AEDT)

Postal address: **GPO Box 4721 Melbourne VIC 3001**

ngssuper.com.au

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