

Your guide to setting up and using Aware Super's clearing house.

**Quick and seamless
super management**

Issued by Aware Super Pty Ltd ABN 11 118 202 672, AFSL
293340, the trustee of Aware Super ABN 53 226 460 365.



Getting started

Once you've been approved to use the Aware Super clearing house, you'll receive your access details from the Employer Relations Team.



Step 1: Login to the Aware Super clearing house

- Visit aware.com.au/clearinghouse or click on the link from your clearing house registration confirmation email.
- Login with details provided and create a password.
- Choose your security questions.
- Read and accept the terms and conditions.



Step 2: Setup your contributions payment method

- EFT is the method used for superannuation guarantee payments through QuickSuper.
- You will be required to set up a settlement account.
- This will also be the account used for any contribution returns.



Step 3: Choose your contributions data entry method

- You can choose the direct entry option (more suited for employers with less than 20 employees), or
- Choose the upload file option (recommended for larger employers with 20 or more employees).



Please note:

- If you are the company administrator, you will have full system access and authorisation rights.
- If you are a company user, you are a secondary user with limited access and user rights.
- For additional security your password will expire after 42 days.

Enjoy multi-user access

You have the option to add multiple users to your clearing house account. Your company will start with one user – the company administrator – who can add new users as needed. You can also set authorisation levels for payments. Choose from:

- no authorisation (Level 1),
- single authorisation (Level 2), or
- dual authorisation (Level 3).

1 Step 1:

Select **Administration** from the menu and click **Users**.

2 Step 2:

Select **Manage Users**, click **Create New User**. Enter user's details and select **User Rights** using the checkboxes.

3 Step 3:

Complete steps and save to create user. Once you've added an additional user, they'll receive an email with login details.



Tips

- Each user of the clearing house must have a unique ID.
- Only administrators can add new users and manage permissions.
- Any messages sent by the clearing house will go to the email address nominated by the company administrator. We recommend using a group email address that all clearing house users can access.

Set Aware Super as a default fund

When Aware Super is a default fund, your employees can benefit from automatic insurance cover as an 'employer sponsored' member. You can create a new employer sponsored member account directly in the clearing house, or we can automatically create employer sponsored members with the details you provide in your contribution files.

1 Step 1:

Select **Administration** then **Fund Relationships** from the main menu.

2 Step 2:

Select **Create New Relationship**.

3 Step 3:

Enter the following details and tick the **Default Fund** checkbox:

- Aware Super's Unique Superannuation Identifier (USI) 53 226 460 365 001.
- Your Aware Super employer code.

Ready to make your super contribution payments?

Add more super funds

Most industry and retail super funds are already pre-registered in the clearing house master list. Use the fund search to check before you make your first contribution. You can search via the Fund Name, USI or ABN – simply enter any one of these fields.

It's also easy to add Self-Managed Super Funds (SMSFs) to your clearing house account. You'll need your employee's SMSF Name and ABN, their bank account details, Electronic Service Address (ESA) and email address.

Add a SMSF to your account

- Step 1:**
Select **Create Fund** and enter the SMSF's ABN.
- Step 2:**
Review and confirm to create a new fund.
- Step 3:**
Enter a fund identifier (ABN) to easily identify the SMSF for future reference.
- Step 4:**
Enter an Electronic Service Address (ESA) – a mandatory messaging service for SMSFs.
- Step 5:**
Review the new SMSF details and edit if needed.



Tips

- SMSF ESAs are required to ensure you meet your SG obligations. If your employee's SMSF does not have one, you will need to pay their super into a different fund.
- You can upload multiple SMSFs using **Funds > Upload Funds** in the main menu.

Direct data entry

Use this method if you have a small number of employees.



Step 1: Create new employees

To manually create employees, select **View Employees** then **Create New Employee**. To create multiple employees at the same time, upload an employee file by selecting **View Employees** then **Upload Employees**.



Step 2: Create new online contribution

Select **Online Contributions** from the main menu, then **Create New**.



Step 3: Complete contribution period

Enter start and end dates for your contribution period.



Step 4: Enter contribution data

Fill in your Employer SGC (mandatory Superannuation Guarantee contributions) plus any other contributions to be made on behalf of your employee/s.



Step 5: Submit your contribution data

Review the **Contribution Summary** (and edit if needed) then select **Submit**.



Step 6: Pay contributions

You'll receive a contribution reference to include in your EFT payment details. Your EFT payment amount must match your total contributions amount exactly.

Quick guide

File upload

Use this method if you have a larger number of employees and/or defined benefit contributions.



Step 1: Create the contribution file

Use the QuickSuper (CSV) file format for accumulation members, or the SuperStream (SAFF) file format for accumulation and defined benefit members.



Step 2: Upload your contribution file

Select **Upload File** from the main menu then browse to locate your file. If your uploaded file has format errors or includes incorrect information, you'll get instructions to download an Error Report. You'll need to delete your old file before uploading your edited file. For support with an error file, please contact us.



Step 3: Submit your contribution file

Once your file is uploaded successfully, review the **File Details** page and (if correct) select **Submit**.



Step 4: Check your file status

If your status shows as **Authorised**, then your data upload has been successful.



Step 5: Pay contributions

Review the **Contribution Summary** (and edit if needed) then select **Submit**.

- You'll get a contribution reference to put in your EFT payment details. Your EFT payment amount must match your total contributions amount exactly.

The clearing house is designed to be easy to use but, as with all technology, sometimes things don't work as expected. Here are some common clearing house FAQs, errors and solutions below – and if you need extra help please call our Employer Relations Team on 02 4298 6014.

Forgotten password

- You can reset your password from the sign in page by answering your secret questions.
- You will be sent a temporary password via email.
- Update your password in the Administration section.

What is my employer ID?

- Check your welcome email you received after registering as an employer with us.
- If you have lost or didn't receive that email, please call us: 02 4298 6014.

How do I search contributions?

You can track contribution status to see when files have been received and when your employee's contributions have been made to their fund. To search for specific funds or employee contributions:

- By employer – **Search > Search Contributions > Fund ID**.
- By employee – **Search > Search Contributions > Employee Surname or Fund ID**

I don't understand this error code

- Main Menu > Administration > Downloads**
- Review the file specification document for the contributions upload method you chose to use.

What reports can I view?

- Contributions summary – **Reports > Contributions Reports > select period > Search**
- Audit trail – **Administration > Audit > View All User Actions** (note: you can only search within a 90-day date range).

I need to set up multiple employer details

- You can use the clearing house to make payments on behalf of multiple divisions or locations – whether they have the same or different ABNs.
- Please contact us if you need your facility to be changed to a multiple employer.

How do I update my details?

To change your company contact details, contribution preferences, payment methods, users or login account details, head to:

Main Menu > Administration

I can't find the Super Fund to add to my employee?

- Ensure you are entering only one of the three search options.
- Ensure the Super Fund is not a SMSF (see page 4)



Data security and privacy

Employee data you send to our clearing house is used only for the administration of super accounts. A highly secure process is used to distribute data and payments.

Your data may be viewed by certain authorised representatives from QuickSuper (the online clearing house system licensed to us by Westpac Banking Corporation ABN 33 007 457 141), and our outsourced fund administrator, Mercer Administration Services (Australia) Pty Limited (ABN 48 616 275 980).

The Aware Super Privacy Policy is available at aware.com.au/privacy.

The Mercer Administration Services (Australia) Privacy Policy is available at mercer.com.au/privacy.html

The QuickSuper Privacy Policy is available at westpac.com.au/privacy

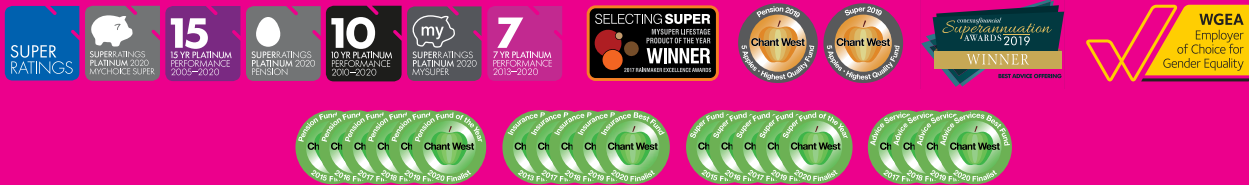


Contact Us

Phone 02 4298 6014

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This is general information only and does not take into account your specific objectives, financial situation or needs. Seek professional financial advice, consider your own circumstances and read our product disclosure statement before making a decision about Aware Super. Call us or visit our website for a copy.

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