

February 2019

I currently pay my employee's super through AustSafe Super's QuickSuper. What happens after the merger?

QuickSuper will not be available from 30 March 2019. Instead, from 30 March 2019 you can use Sunsuper *Employer Online* and clearing house to pay your employees' super, regardless of which super fund they're with.

1. To use the Sunsuper clearing house, you'll need to log on to Sunsuper *Employer Online* when we send you your login details in late March 2019. When you first log on, you'll need to select your payment option. Your payment instructions will display in *Employer Online* when you submit your contribution including Sunsuper's bank account, Direct Debit and BPAY® instructions. Please note these will be different to those used to pay to AustSafe Super.
2. Change the AustSafe Super USI to the Sunsuper USI: 98503137921001
3. From 30 March 2019, provide our **Selecting Sunsuper form** to any new employees who want to join Sunsuper.

When will I get access to Sunsuper *Employer Online*?

In late March 2019, you'll receive two emails; one with your new username and one with your temporary password.

When do I need to begin submitting member contributions to Sunsuper?

You will be able to commence submitting contributions to Sunsuper from 30 March 2019.

Will the AustSafe Super Unique Superannuation Identifier (USI) change with the transfer of the fund to Sunsuper?

Yes, the AustSafe Super USI will need to change to the Sunsuper USI which is **98 503 137 921 001** from 30 March 2019.

If you don't update the USI on 30 March 2019 any payments made from this date could be rejected and returned to your account.

What happens to my employees' AustSafe Super member numbers?

Because the numbering conventions differ, your employees that are AustSafe Super members will be given new member numbers when they're transferred to Sunsuper.

Do I need to update to Sunsuper member numbers if I load my contributions by file?

No you do not need to do this as your employees will be identified using tax file numbers and other personal data on your contribution file.

We can supply you with the new Sunsuper member numbers. We will do this for employers who request a list of member numbers within a month of the transfer date.

You can also log on to *Employer Online* to find your employees' member numbers, once they've been created by Sunsuper. This may take a few days after the merger on 30 March.

We recommend you update your payroll system, however it's not compulsory.

What if I don't update the member number in my payroll files to the new Sunsuper member number?

If a Sunsuper member number is not used, we will be able to match the employee details to the correct Sunsuper account using other data and process the contribution accordingly.

Can I export new member numbers?

Yes. In Sunsuper *Employer Online* you can export new member numbers (responses) in a .csv format at any time. Sunsuper will update the clearing house status to 'Sent to Fund' with responses, once the member numbers are available. Just click on the envelope in the contribution history section.

My Payroll software (MYOB, Reckon) requires member numbers when creating new records

With the introduction of SuperStream, provision of a member number is no longer mandatory. If your payroll system requires a member number, we recommend that you enter a dummy number. You can log on to *Employer Online* to find your employees' member numbers, once they've been created by Sunsuper. This may take a few days after the merger on 30 March.

What will happen to all my SMSF details set up in QuickSuper?

QuickSuper has provided a list of all SMSFs to Sunsuper.

Sunsuper will allocate SMSFs to your new employer account. If any data is missing from the mandatory fields (such as ABN, Electronic Service Address (ESA), payment details and email address), Sunsuper will notify you when you try to pay to the SMSF.

Sunsuper *Employer Online* warnings

Sunsuper *Employer Online* will validate data based on the SuperStream requirements. You may receive warnings for;

Missing or invalid tax file numbers

Missing phone numbers

Missing address details

Warnings are identified by a yellow exclamation mark, and although you can proceed with warnings, we recommend resolving these where possible. A description of the error or warning will appear on the line below the member record.

Can I export errors and warnings?

Yes. In Sunsuper *Employer Online* you can export errors and warnings in a .csv format before submitting your contribution.

Sunsuper *Employer Online* requires USI (SPIN numbers are no longer valid if a fund has changed to USI)

As part of the SuperStream requirements, all APRA regulated funds are required to have a Unique Superannuation Identifier (USI). A USI is used to uniquely identify a superannuation fund's products and will dictate the destination of the contributions.