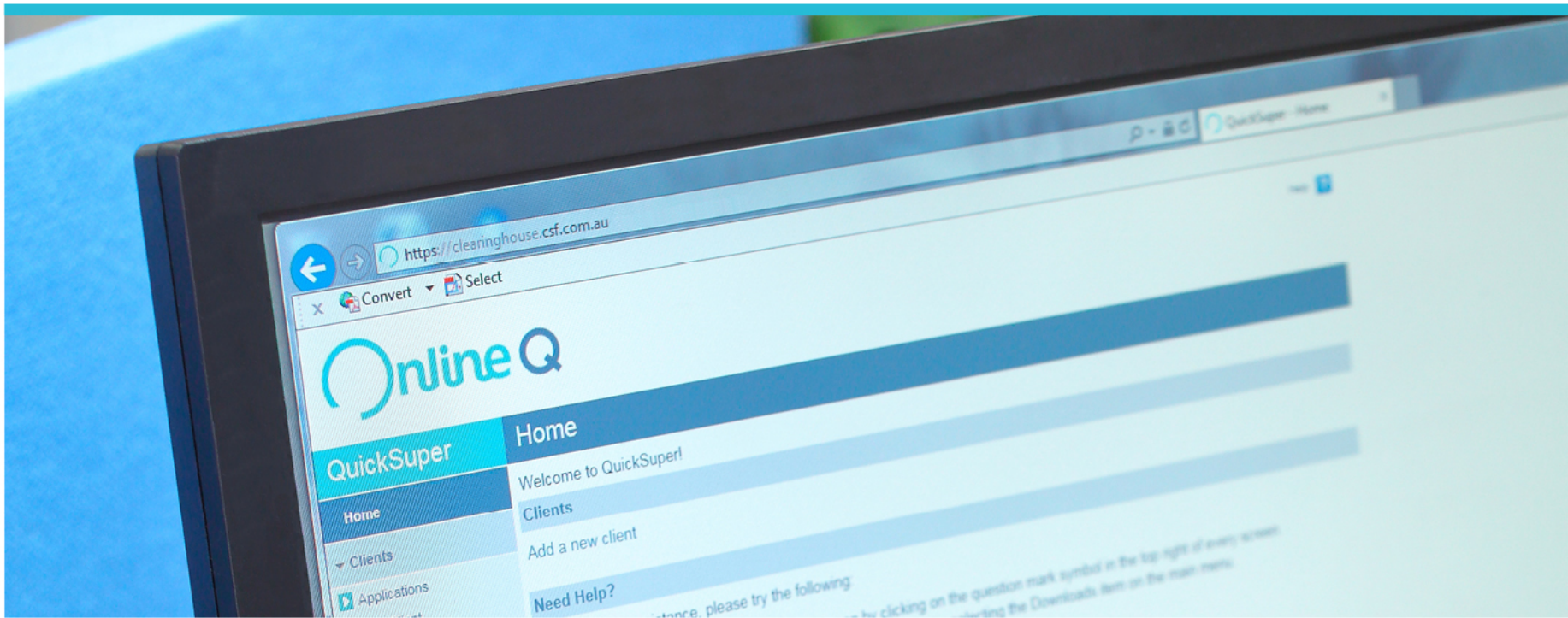


- OnlineQ™ user guide
Employer Clearing House



Powered by QuickSuper

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1. OnlineQ™ terminology

Client and employer model

- In **OnlineQ™**, the terms **Client** and **Employer** have specific meanings:
 - **Client** refers to the overall business entity which registers with the Clearing House.
 - **Employer** refers to one or more logical divisions within the **Client**, and is used to segregate Contribution Data and Employee Data.
 - For example, XYZ Industries has two separate offices with separate payroll systems. Each office will be treated as a separate **Employer**:
 - **Client**: XYZ Industries
 - **Employers**: XYZ Sales, XYZ Operations
- Note also that:
 - different payment methods can be used for each **Employer**
 - **Users** are linked to the **Client**, and have access to all **Employers** within a given Client



1. OnlineQ[™] terminology

2. Initial setup



2. Getting started – Overview

There are a few simple steps required before using OnlineQ™:

- Receive welcome email
- Sign in
- Change password
- Setup security questions
- Read and acknowledge the Terms and Conditions
- Choose the payment method
- Select the contribution entry method
- Proceed to the landing page

These steps are covered in detail on the following pages.

2. Getting started – Welcome email

The **Employer** will receive a **Welcome email** containing:

- **URL** – for security, URLs in emails should always be re-typed (not clicked)
- **Login name** – for Administrator access (logins for other roles are created later)
- **Temporary password** – this will need to be changed on first login

The image shows a screenshot of a 'Welcome to QuickSuper!' email. The email is addressed to 'Sam Sample' and provides a QuickSuper Client ID of 'CS1234'. It lists five steps for logging in: 1. Type the address 'clearinghouse.csf.com.au' into a browser. 2. Enter Login Name 'SAMSAMPLE10'. 3. Enter temporary Password 'xx45d4germ1'. 4. Click 'Sign In'. 5. Follow on-screen instructions. The email also includes contact information for the Catholic Super Service Team and a note about error handling. Red arrows and text labels point to specific parts: 'URL' points to the address in step 1, and 'Username and temporary password' points to the login details in step 2.

Dear Sam Sample,

Welcome to QuickSuper!

You now have access and your QuickSuper Client ID is: CS1234. Please find your temporary Login Name and Password below.

To login to QuickSuper, please do the following:

1. Type the following address into your Internet browser. For your own safety, you should never click on a link in an email.
clearinghouse.csf.com.au
2. Enter your Login Name: **SAMSAMPLE10**
3. Enter your temporary Password: **xx45d4germ1**
4. Click on the 'Sign In' button
5. Follow the instructions on the QuickSuper screens to complete the login process

Once logged in, QuickSuper will display instructions on how to access online help and supporting documentation should you need it.

If you require further assistance, please don't hesitate to email us at **info@onlineq.com.au** and we will be happy to help.

Catholic Super Service Team

Note: If you have received this email in error please reply via email direct to **info@onlineq.com.au** Notification Id: 39265622
#iCIS_3792964513

URL (points to clearinghouse.csf.com.au)

Username and temporary password (points to SAMSAMPLE10 and xx45d4germ1)

2. Getting started – Sign in



To access **OnlineQ™** for the first time, type the **URL** from the **Welcome email** into web-browser, then:

1. Type or copy/paste **Login name** into the field provided.
2. Type or copy/paste the **Temporary password** into the field provided.
3. Click the **Sign In** button (or press **Enter**).

The screenshot shows the OnlineQ Sign In page. The page has a header with the OnlineQ logo and a 'Help' link. Below the header is a navigation bar with 'QuickSuper' and 'Sign In'. On the left, there is a sidebar with 'Sign In', 'Enquire Now', and 'Staff Downloads'. The main content area has a 'Sign In' form with a 'Login Name' field containing 'TESTTEST1' (annotated with a red box and '1'), a 'Password' field with masked characters (annotated with a red box and '2'), and a 'Sign In' button (annotated with a red box and '3'). There is also a 'Reset My Password' link. Below the form, there is a section 'Having problems signing in?' with links: 'Unlock my account', 'My password won't work', 'My username won't work', and 'I can't remember my details'. At the bottom, there is a disclaimer and a copyright notice.

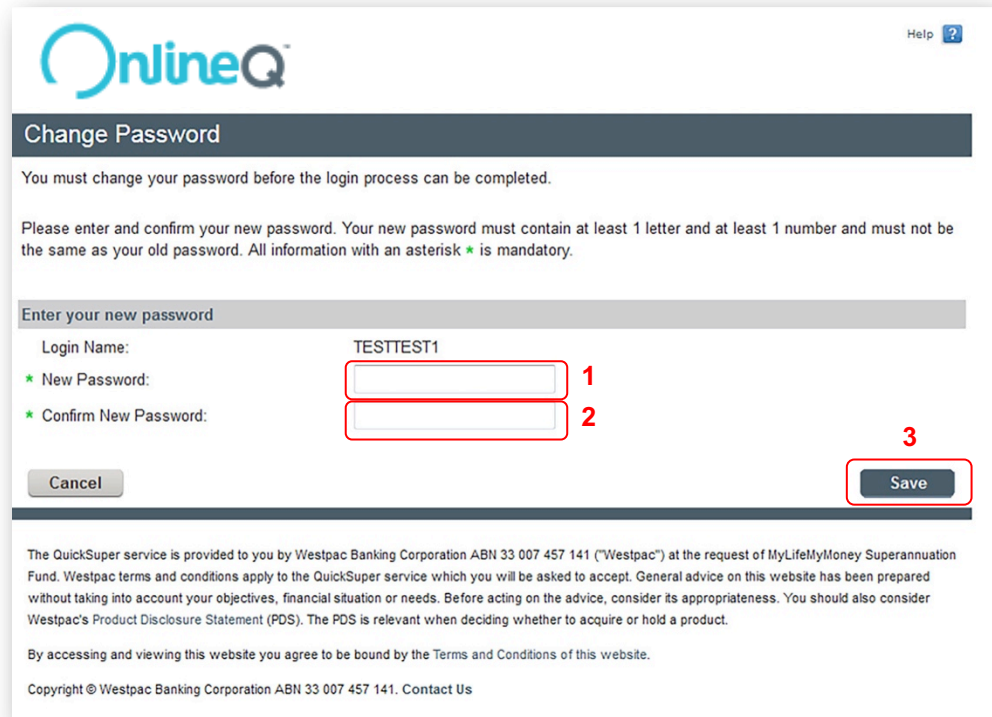
2. Getting started – Changing password

Users will be requested to **change passwords** when accessing **OnlineQ™** with a temporary password. This is the same for new users, password resets, and expired passwords:

1. Type the new password into the field provided.
2. Re-type the new password into the field provided.
3. Click the **Save** button.

Passwords must:

- be at least 8-characters in length, and
- include at least one number, and
- include at least one letter.



The screenshot shows the 'Change Password' interface of the OnlineQ system. At the top, the OnlineQ logo is displayed next to a 'Help' link. Below the title bar, a message states: 'You must change your password before the login process can be completed.' This is followed by instructions: 'Please enter and confirm your new password. Your new password must contain at least 1 letter and at least 1 number and must not be the same as your old password. All information with an asterisk * is mandatory.' The form section, titled 'Enter your new password', contains three fields: 'Login Name:' with the value 'TESTTEST1', '* New Password:', and '* Confirm New Password:'. The 'New Password' and 'Confirm New Password' fields are highlighted with red boxes and numbered '1' and '2' respectively. A 'Cancel' button is located below the 'Login Name' field, and a 'Save' button is highlighted with a red box and numbered '3'. At the bottom, there is a disclaimer about the QuickSuper service provided by Westpac Banking Corporation, followed by a statement that users agree to the Terms and Conditions by accessing the website, and a copyright notice for Westpac Banking Corporation.

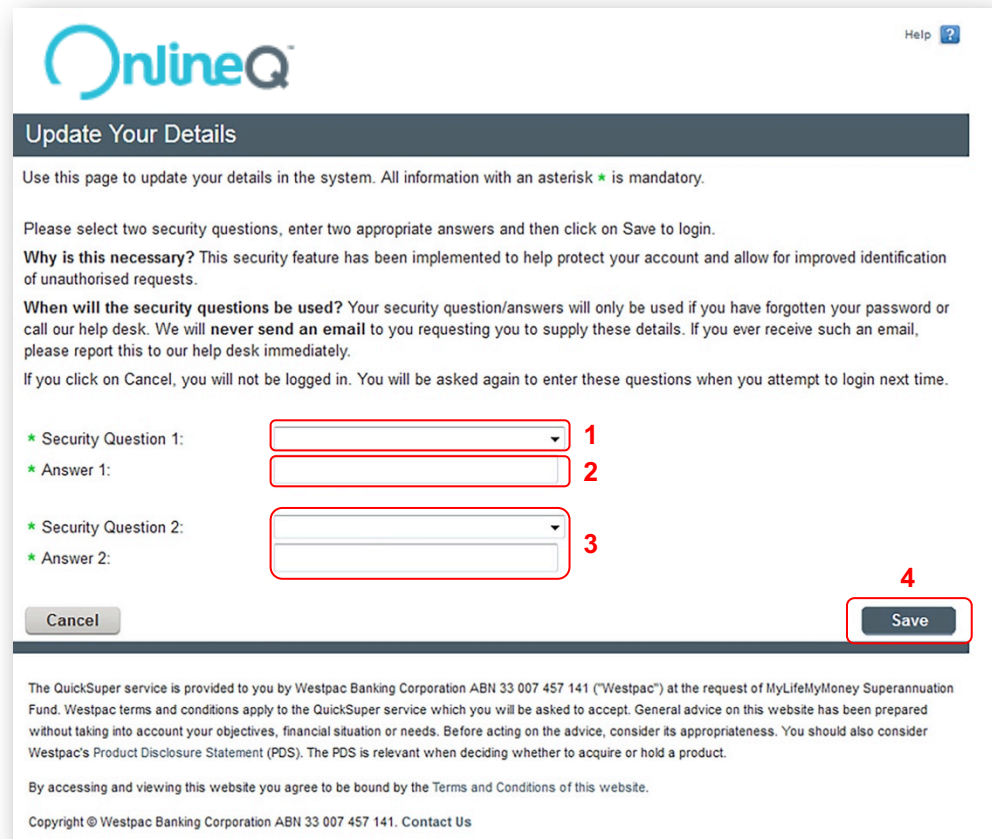
2. Getting started – Security questions

Once the new password has been accepted, security questions need to be setup:

1. Select a question from the **Security Question 1** drop-down list.
2. Type in an appropriate answer – (something easy to remember) in the Answer 1 field.
3. Repeat for **Security Question 2**.
4. Click the **Save** button.

Security questions are only used for password resets, or for confirming identity when calling the helpdesk.

Choose questions carefully. Answers should not be easily obtainable by others.



OnlineQ Help ?

Update Your Details

Use this page to update your details in the system. All information with an asterisk * is mandatory.

Please select two security questions, enter two appropriate answers and then click on Save to login.

Why is this necessary? This security feature has been implemented to help protect your account and allow for improved identification of unauthorised requests.

When will the security questions be used? Your security question/answers will only be used if you have forgotten your password or call our help desk. We will **never send an email** to you requesting you to supply these details. If you ever receive such an email, please report this to our help desk immediately.

If you click on Cancel, you will not be logged in. You will be asked again to enter these questions when you attempt to login next time.

* Security Question 1: **1**

* Answer 1: **2**

* Security Question 2: **3**

* Answer 2: **4**

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2. Getting started – Terms & Conditions

Before using **OnlineQ™**, the **QuickSuper Terms and Conditions** must be accepted:

1. Click the link and read the **Terms and Conditions**.
2. Click the box to acknowledge agreement.
3. Read and acknowledge second statement.
4. Read and acknowledge the third statement.
5. Click **Continue**.



OnlineQ™ Help ?

Terms and Conditions

Billing Account
A billing account is not required. All fees and charges for this service will be billed to OnlineQ.

Terms and Conditions
You must read and accept the QuickSuper Employer Terms and Conditions before using this system.

[View QuickSuper Employer Terms and Conditions](#) **1**

2 ☒ I have read and agree to the QuickSuper Employer Terms and Conditions.

3 ☒ I acknowledge that by agreeing to these terms and conditions my organisation is entering into a contract with Westpac Banking Corporation ABN 33 007 457 141, who is the provider of the QuickSuper service. I understand that under the terms of that contract, it is agreed that OnlineQ will pay for the services provided to my organisation in relation to this QuickSuper agreement. I acknowledge and agree that under the terms of the contract Westpac Banking Corporation is entitled to terminate this arrangement and cease to provide the QuickSuper service to my organisation at any time (potentially without notice), including where OnlineQ ceases to pay for the Westpac services.

4 ☒ I am duly authorised by my organisation to enter into a legally binding contract with Westpac by accepting these terms and conditions.

5 **Continue**

Cancel

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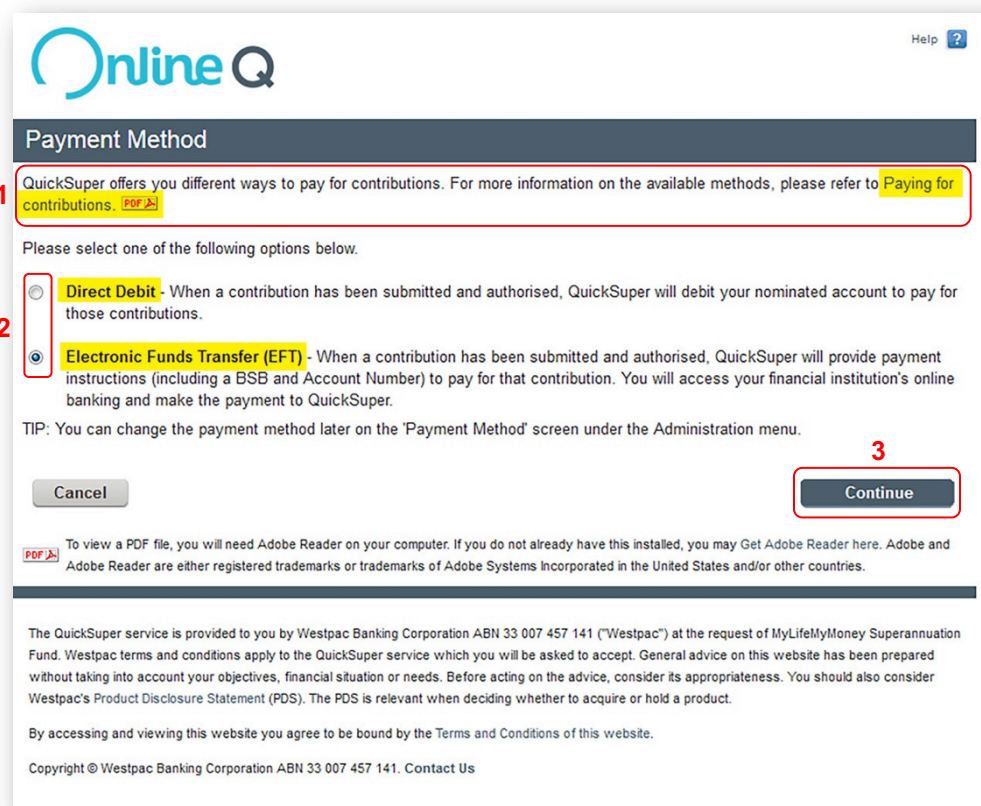
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2. Getting started – Payment method

Options for **payment method** are: **Direct Debit** or **EFT**. The method chosen during setup can be changed later at any time:

1. For further details on payment methods, click the [Paying for contributions](#) link.
2. Select your preferred payment method.
3. Click [Continue](#).

NOTE: For [Multi-Employer](#) clients, payment method can be chosen separately for each [Employer](#) if desired. This is the [Select per Employer](#) option.



OnlineQ

Help ?

Payment Method

1 QuickSuper offers you different ways to pay for contributions. For more information on the available methods, please refer to [Paying for contributions](#). [For >](#)


Please select one of the following options below.

2 ☐ **Direct Debit** - When a contribution has been submitted and authorised, QuickSuper will debit your nominated account to pay for those contributions.

☒ **Electronic Funds Transfer (EFT)** - When a contribution has been submitted and authorised, QuickSuper will provide payment instructions (including a BSB and Account Number) to pay for that contribution. You will access your financial institution's online banking and make the payment to QuickSuper.

TIP: You can change the payment method later on the 'Payment Method' screen under the Administration menu.

[Cancel](#) [Continue](#) 3

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2. Getting started

– Contribution entry method



Options for entering your contribution details are:

- [Create Online Contributions](#) – enter contributions on-screen
- [Upload Contribution Files](#) – submit a contribution data file
- [Both](#) – allow both options to be available.

1. For further detail on contribution methods, click the link [Entering contributions](#).
2. Select the contribution method.
3. Click [Continue](#).

TIP: If you're unsure of which method to choose, select **Both**. This can always be changed later on at any time.

OnlineQ

Help ?

Contribution Entry Method

QuickSuper offers you different ways to enter your contributions. Please select one of the options below.

- ☐ **Create Online Contributions.** You would like to register all employee details in QuickSuper then use the QuickSuper screens to edit and submit contributions.
- ☐ **Upload Contribution Files.** Your payroll system will keep track of employee details and you will give us a file that contains all contribution details.
- ☒ **Both.** If you would like to use both methods to enter contributions or you are undecided about which option to choose, select this option for now. You can change this later using the 'Preferences' screen.

For more information on the available methods, please refer to [Entering contributions](#) **1**

3

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2. Getting started – Landing page



The **Landing page** provides a snapshot of current activity and items requiring action within **OnlineQ™**.

Down the left-side of the page is the **OnlineQ™** menu. This is visible on every page within **OnlineQ™**, making navigation easy.

The screenshot shows the OnlineQ QuickSuper landing page. At the top, the OnlineQ logo is on the left, and 'Help' with a question mark icon and 'Client ID: CS10000' are on the right. The main content area is a table with two columns: a left-hand menu and a right-hand content area. The menu items are: QuickSuper, Home, Online Contributions, Contribution Files, SuperStream, Search, Reports, Employees, Funds, Administration, Downloads, News, Contact Us, and Exit Client View. The right-hand content area displays: 'Welcome to QuickSuper', 'Superstream Readiness' (with a message about outstanding actions), 'Contributions' (with links to create or upload), 'Employees' (with a message about 9 registered employees), 'Funds' (with a message about no registered funds), 'Need Help?' (with a list of assistance options), and a 'Sign Out' button at the bottom. A footer section contains legal disclaimers and copyright information for Westpac Banking Corporation.

QuickSuper	Welcome to QuickSuper
Home	Superstream Readiness
Online Contributions	There are currently no outstanding actions you must take. View readiness.
Contribution Files	Contributions
SuperStream	Create a new online contribution
Search	Upload a new contribution file
Reports	Employees
Employees	You have 9 employees registered in QuickSuper. Manage Employees
Funds	Funds
Administration	You have no funds registered in QuickSuper. Manage Funds
Downloads	Need Help?
News	If you require assistance, please try the following:
Contact Us	<ul style="list-style-type: none">You can refer to the QuickSuper User GuideYou can access online help for any screen by clicking on the question mark symbol in the top right of every screenYou can find guides and other product documentation by selecting the Downloads item on the main menuYou can contact the Catholic Super Service Team
Exit Client View	
Sign Out	

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3. Administration and user management



3. Account administration – Overview

The **Administration** menu provides access to the following:

- **Company Details** – display and update company name, address and contact person
- **Preferences** – change the contribution method, contribution file format, and authorisation model (no authorisation, single authorisation, or double authorisation)
- **Payment Method** – change the payment method (Direct Debit, EFT, or Select per Employer)
- **Default Settlement Account** – change the account where refunded contributions are paid, and where Direct Debit payments are taken from.
- **Billing Account** – change the account from which **OnlineQ™** fees are debited (not applicable to Fund-Sponsored clients)
- **Fees and Charges** – view a list of fees and charges (not applicable to Fund-Sponsored clients)
- **Fund Relationships** – setup a default fund and register Fund Employer IDs.
NOTE: for multi-employer clients, this option will not be visible under the *Administration* menu. It is accessed via: *Employers -> View Employers -> View Details -> Fund Relationships* (tab).
- **Users** – view, edit and add users
- **My Details** – update personal contact details, change security questions and change password
- **Audit** – view a log of events relating to the Client

Most of these are simple and self-explanatory with the exception of **Users**, which is explored in more detail in the following pages.

3. Account administration – Manage users



The **Users** menu provides access to:

- **Edit** details of existing users
- **Reset passwords** of existing users
- **Create new users**
- **Export users** in a CSV file format.

TIP: Clicking on the user's Full Name links through to the Edit page.

QuickSuper Manage Users

Enter the name, login name or email address and click Search.

☐ Show inactive users

Users Page 1 of 1

Full Name	Login Name	Email	
<input checked="" type="radio"/> Samantha Sample	SAMSAM70	ssample@samplecollege.org.au	Locked
<input type="radio"/> Peter Staffmember	PSTAFF90	peter@enduser.com.au	

Start of list Previous 10 Next 10 End of list

Administration

- Company Details
- Preferences
- Payment Method
- Settlement A/C
- Billing A/C
- Fund Relationships
- Users**
- My Details
- Audit
- Downloads
- News
- Contact Us
- Exit Client View
-

3. Account administration – Create new user



The steps to **Create new users** are simple:

1. **Enter details** – Login, Name, Email and other details.
2. **Select user rights** – check the boxes appropriate to the new user's role.
3. **Verify identity** – Check the box to affirm the New User's identity is known.
4. **Enter your own password** – provide final security sign-off by entering your password and then click **Save**.

The new user will receive a welcome email.

The screenshot shows the 'Create New User' form in the OnlineQ interface. The form is divided into several sections, with four key steps highlighted by red boxes and numbers:

- Step 1: Enter New User Details** - This section includes fields for Login, Full Name, Email, Mobile, and Landline. The Status is set to 'Active'.
- Step 2: Select User Rights** - This section contains a list of checkboxes for various user rights, such as 'Upload Contribution Files', 'Create Online Contributions', 'Cancel Contributions', 'Authorise Contributions', 'Manage Unmatched Payments', 'Stop Cheques', 'Search Files and Transactions', 'Edit Funds', 'Edit Employees', 'Edit Company Details', and 'Edit Users'.
- Step 3: Verify Identity** - This section includes a checkbox labeled 'I have verified the identity of the user I am creating'.
- Step 4: Enter Your Own Password For Security** - This section includes fields for 'Your Login Name' (pre-filled with 'USER53') and 'Your Password'.

The form also includes a 'Sign Out' button and a 'Save' button. At the bottom, there is a disclaimer and copyright information.

4. Fund setup



4. Fund setup

OnlineQ™ provides an up-to-date database of over 3000 APRA-Registered Funds – referred to as **Master Funds**. It is strongly recommended that this list is used whenever possible.

There is also the ability for clients to register Funds themselves in **OnlineQ™** – referred to as **Client Funds**. This is commonly done for two reasons:

- Self-Managed Super Funds (SMSFs)
- Client payroll systems using different names for APRA funds.
 - These can be loaded into **OnlineQ™** and then re-directed to the correct APRA-Registered Funds.
 - This allows clients to upload files from their Payroll systems without having to modify Fund details.

Screens for viewing, editing, creating and bulk-uploading of Funds are accessible via the **Funds menu.**

4. Fund setup

– Creating client funds



Manual entry

Click the **Create Fund** link, then:

- Enter one of: SPIN, USI or ABN
- Click [Next](#).

Follow the instructions on the subsequent pages.

OnlineQ™ will check if the fund already exists and display the options available.

If the fund does not exist, confirm whether or not to add a new fund.

After confirming, enter details into the [Fund Details](#) page, then click [Save](#).

OnlineQ™

Help ⓘ Client ID: CS10000

QuickSuper Create New Fund - Enter Detail

Home

Online Contributions

Contribution Files

SuperStream

Search

Reports

Employees

Funds

Create Fund

Upload Funds

View Funds

Clean Up

Administration

Downloads

News

Contact Us

Exit Client View

Sign Out

Enter Details

Enter either the SPIN, USI or ABN of the superannuation fund you wish to create.

☒ SPIN:

☐ USI:

☐ ABN:

1

ABN

The fund must have an active ABN to be able to use QuickSuper. If you are having difficulties entering the ABN you can check the status of the ABN at ABN Lookup.

SPIN

If the fund you wish to create is not a SMSF (Self-Managed Super Fund) it may have a SPIN code assigned to it. You can get more information on a particular SPIN code or search for SPIN codes at SPIN Lookup.

Back

2

Next

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4. Fund setup

– Creating client funds



Client Fund Bulk Upload

- Download the Client Fund Bulk Upload file specification
- Clicking [Export Client Funds](#) will produce a CSV file in the correct format. This can be used as a file-starter
- When ready, click [Choose file](#) and locate the file for upload
- Click [Upload File](#), then follow the subsequent steps including reviewing error reports, correcting and re-uploading the file.

TIP: The file specification document also contains information on interpreting error reports.

The screenshot shows the OnlineQ 'Upload Funds' page. On the left is a navigation menu with 'Funds' expanded, showing 'Create Fund', 'Upload Funds' (highlighted with a red box and arrow), 'View Funds', and 'Clean Up'. The main content area is titled 'Client Fund Upload' and includes instructions, buttons for 'Download Specification' (1) and 'Export Client Funds' (2), a 'File Name' input field with a 'Browse...' button (3), and an 'Upload File' button (4). Below this is a table for 'View Recent Client Fund Files' with columns for File Name, Date Received, and Status, and a 'Show All Uploads' button. The footer contains a disclaimer about the QuickSuper service.

5. Employer setup



5. Employer setup (for multi-employer clients)



Adding Employers

This section is only required to be completed if you need to set up multiple employers (e.g. if your company has different divisions).

In the Employers tab:

- Go to the [View Employers](#) page
- 1. Click [Create New Employer](#).

The screenshot displays the OnlineQ QuickSuper interface for searching employers. The left sidebar contains a navigation menu with the following items: Home, Contribution Files, SuperStream, Search (with sub-items Search Contributions and Search Transactions), Reports, **Employers** (highlighted with a red box and a red arrow), View Employers (highlighted with a red box), Upload Employers, Funds (with sub-items Create Fund, Upload Funds, View Funds, and Clean Up), Administration, Downloads, News, Contact Us, and Exit Client View. The main content area is titled 'Search Employers' and includes a search bar, a 'Search' button, and a dropdown menu for 'Include' set to 'All Employers'. Below the search bar is a table of sample employers with columns for 'Employer Name' and 'Employer ID'. The table lists ten sample employers, each with a radio button next to the name. At the bottom of the table, there are buttons for 'View Details', 'View Employees', 'Create New Employer' (circled in red), and 'Export Employers'. The footer contains a disclaimer and copyright information.

OnlineQ

Client ID: CS10000

QuickSuper Search Employers

Page 1 of 35

Employers

You may enter the employer name, ID, or ABN to search.

Employer Name	Employer ID
<input checked="" type="radio"/> SAMPLE EMPLOYER ONE	SAMPEER01
<input type="radio"/> SAMPLE EMPLOYER TWO	SAMPEER02
<input type="radio"/> SAMPLE EMPLOYER THREE	SAMPEER03
<input type="radio"/> SAMPLE EMPLOYER FOUR	SAMPEER04
<input type="radio"/> SAMPLE EMPLOYER FIVE	SAMPEER05
<input type="radio"/> SAMPLE EMPLOYER SIX	SAMPEER06
<input type="radio"/> SAMPLE EMPLOYER SEVEN	SAMPEER07
<input type="radio"/> SAMPLE EMPLOYER EIGHT	SAMPEER08
<input type="radio"/> SAMPLE EMPLOYER NINE	SAMPEER09
<input type="radio"/> SAMPLE EMPLOYER TEN	SAMPEER10

Start of list Previous 10 Next 10 End of list

View Details View Employees **Create New Employer** Export Employers

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5. Employer setup (continued)



Adding Employers

- Go to the [View Employers](#) page
- Click [Create New Employer](#)
- On the next screen, enter the ABN and click [Lookup](#)
- **OnlineQ™** will perform an ABN lookup and present the results for confirmation
- Click [Next](#) to proceed to the [Employer Details](#) screen.

QuickSuper Search Employers

Home Employers Page 1 of 35

You may enter the employer name, ID, or ABN to search.

Employer Name	Employer ID
<input checked="" type="radio"/> SAMPLE EMPLOYER ONE	SAMPEER01
<input type="radio"/> SAMPLE EMPLOYER TWO	SAMPEER02
<input type="radio"/> SAMPLE EMPLOYER THREE	SAMPEER03
<input type="radio"/> SAMPLE EMPLOYER FOUR	SAMPEER04
<input type="radio"/> SAMPLE EMPLOYER FIVE	SAMPEER05
<input type="radio"/> SAMPLE EMPLOYER SIX	SAMPEER06
<input type="radio"/> SAMPLE EMPLOYER SEVEN	SAMPEER07
<input type="radio"/> SAMPLE EMPLOYER EIGHT	SAMPEER08
<input type="radio"/> SAMPLE EMPLOYER NINE	SAMPEER09
<input type="radio"/> SAMPLE EMPLOYER TEN	SAMPEER10

Start of list Previous 10 Next 10 End of list

[View Details](#) [View Employees](#) [Create New Employer](#) [Export Employers](#)

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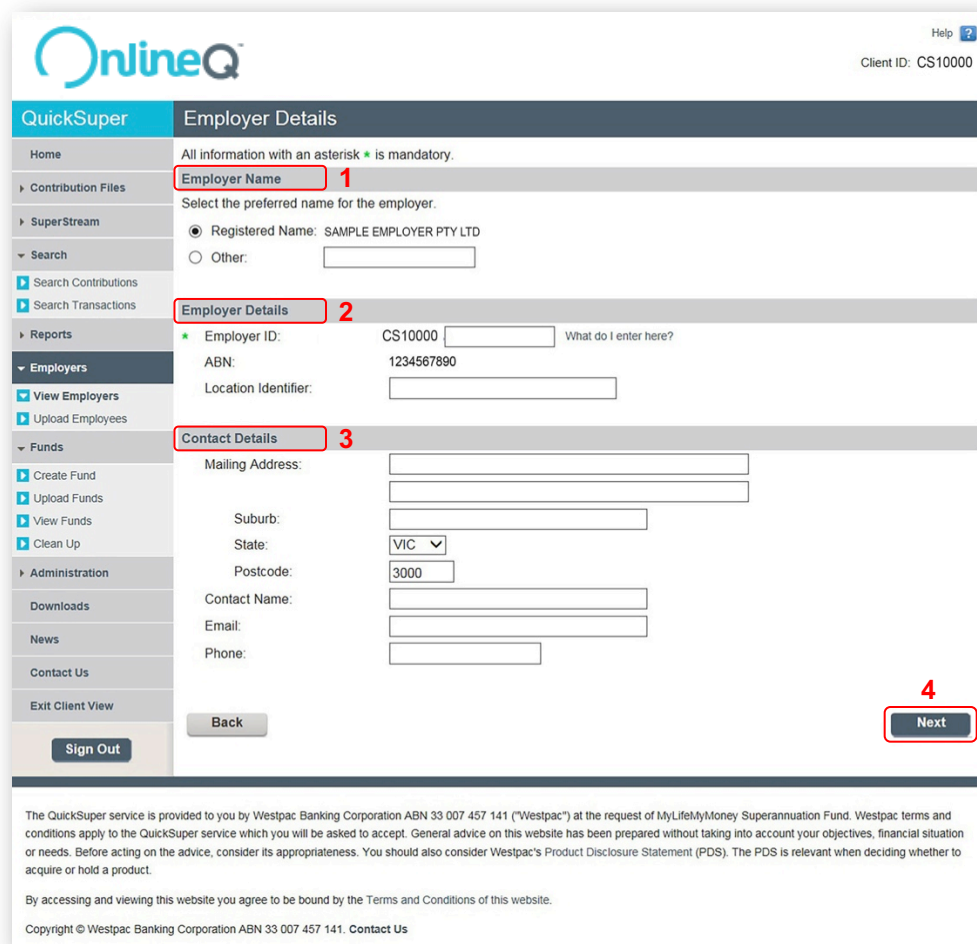
5. Employer setup (continued)

Employer Details

1. Select the *Employer Name*: options are *Registered Name*, *Trading Name*, or *Other* (user choice).
2. Under *Employer Details* choose an *Employer ID* and *Location ID* (optional).
3. Add in the appropriate *Contact Details*.
4. Click *Next*.

Subsequent screens provide options to:

- Select *Payment Method* (where *Select per Employer* was enabled)
- Change *Employer Account Details* (if required - Client default account is pre-populated).



OnlineQ

Client ID: CS10000

QuickSuper Employer Details

Home All information with an asterisk * is mandatory.

Employer Name 1

Select the preferred name for the employer.

☒ Registered Name: SAMPLE EMPLOYER PTY LTD

☐ Other:

Employer Details 2

* Employer ID: CS10000 What do I enter here?

ABN: 1234567890

Location Identifier:

Contact Details 3

Mailing Address:

Suburb:

State: VIC

Postcode: 3000

Contact Name:

Email:

Phone:

Back

Next 4

Sign Out

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5. Employer setup (continued)



Fund relationships

As part of the Employer setup, fund relationships can be added. This provides the ability to link “Fund Employer IDs” (also referred to as “Plan Codes”) to one or more funds.

1. Select the *Fund Name*: a drop-down list will appear. ABN, SPIN and USI can also be used here.
2. Enter the *Fund Employer ID* (if available).
3. Check the box to indicate *Default Fund* status.
4. Click *Next*.

The screenshot shows the OnlineQ 'Fund Relationships' page. The left sidebar contains a navigation menu with categories: QuickSuper, Online Contributions, Search, Reports, Employees, Funds, and Administration. The 'Administration' category is expanded, and 'Fund Relationships' is highlighted. The main content area is titled 'Fund Relationships' and includes a 'Back' button and a 'Next' button. The form fields are as follows:

- Fund Name:** A text input field containing 'HOSTPLUS Superannuation Fund - Industry', marked with a red box and the number 1.
- Fund ID:** A text input field containing 'HOS0100AU'.
- Fund ABN:** A text input field containing '68657495890'.
- Fund Employer ID:** A text input field, marked with a red box and the number 2.
- Default Fund:** A checkbox, marked with a red box and the number 3.
- Next:** A button, marked with a red box and the number 4.

A red arrow points from the 'Fund Relationships' link in the sidebar to the 'Fund Relationships' section of the main content area.

6. Employee setup

(for online contribution entry)



6. Employee setup (for online contribution entry)



Before entering contributions online, Employees must be registered. There are two methods for registering Employees in OnlineQ™:

Add employees manually

Employee details are added into OnlineQ™ manually via the *Create New Employee* screens.

Further details on this are covered on the next page.

Upload employee data file

Employee details are loaded in bulk into OnlineQ™ via the *Upload Employee* screens.

The *Downloads* section in OnlineQ™ contains a file starter and file specification for the *Employee Upload File*.

6. Employee setup (for online contribution entry)



Add employees manually

Starting at the [View Employers](#) screen, select the relevant Employer and then click [View Details](#).

Next steps are:

1. Select the [Employees](#) tab.
2. Click [Create New Employee](#).

The [Add Employee](#) screen will then appear, and details such as name, address, date of birth and TFN will need to be entered.

NOTE: These details can be updated at any time later-on.

QuickSuper Search Employees

Employer: CITIZENS COLLEGE, CITIZENSVILLE (CS111333W666)

Employer Details **Employees** Fund Relationships Bank Account Payment Method Audit History

Employee Search 1

Search [] Search Include: Active and Inactive

You may enter the employee's surname, payroll ID, or member ID to search.

Employees Page 1 of 3

Name	Payroll ID	Fund	Member ID
<input checked="" type="radio"/> PETER SAMPLE	123456	Catholic Super	987654
<input type="radio"/> PAUL SIMON	654987	REST Industry Super	165
<input type="radio"/> MARY SAMPLE	123312	Catholic Super	987653
<input type="radio"/> SIMON SAMPLE	345345	VicSuper FutureSaver	456456
<input type="radio"/> PETER PIPER	987755	HOSTPLUS Superannuation Fund - Industry	444898
<input type="radio"/> ALICE RUBBLE	123444	HOSTPLUS Superannuation Fund - Industry	5442
<input type="radio"/> DAVID DAVIDS	5785887	Catholic Super	358
<input type="radio"/> JANE SAMPLE	865432	Catholic Super	12334
<input type="radio"/> SAMANTHA SAMMY	564456456	Catholic Super	5822
<input type="radio"/> POLLY WOODS	146393	Catholic Super	3698

Start of list Previous 10 Next 10 End of list

[View Details](#) **[Create New Employee](#)** [Export Employees](#) 2

TIP: Select your Default Fund to simplify employee management.

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7

7. Submitting contributions

- File upload

7. Submitting contributions – File upload



Upload file

This action allows you to load your contribution file (generated from your payroll system) which will include all staff, regardless of which superannuation fund they belong to.

In the Contribution Files tab:

On the *Upload File* screen:

1. Click the *Choose file* button and browse to the folder where the file has been saved.
2. Click *Upload File*.

The screenshot shows the OnlineQ web interface. On the left is a sidebar with a 'Contribution Files' tab selected. The main content area is titled 'Upload File' and contains the following elements:

- A header bar with 'QuickSuper' and 'Upload File' tabs.
- A sub-header 'Upload a new Contribution File'.
- A message: 'Select a file to upload. We suggest that you compress large files (using WinZip or a similar ZIP program) before uploading them.'
- Form fields for 'File Name:' (with a 'Browse...' button labeled '1'), 'File Format:' (QuickSuper CSV v2), and 'Date Format:' (DD-MMM-YY).
- A 'Upload File' button labeled '2'.
- A 'TIP' section: 'If you would like the contributions to be authorised by another user you can edit company preferences.'
- A 'Sign Out' button at the bottom.

At the bottom of the page, there is a disclaimer: 'The QuickSuper service is provided to you by Westpac Banking Corporation ABN 33 007 457 141 ("Westpac") at the request of MyLifeMyMoney Superannuation Fund. Westpac terms and conditions apply to the QuickSuper service which you will be asked to accept. General advice on this website has been prepared without taking into account your objectives, financial situation or needs. Before acting on the advice, consider its appropriateness. You should also consider Westpac's Product Disclosure Statement (PDS). The PDS is relevant when deciding whether to acquire or hold a product. By accessing and viewing this website you agree to be bound by the Terms and Conditions of this website.'

7. Submitting contributions

– File upload



File errors

- **OnlineQ™** will perform a number of checks on the contribution file and contribution data.
- If there are errors with the file format or data, the **Status** will be displayed as **Error**.
- To find out what caused the error, click the button **Download Error Report**.
- Correct the errors and re-upload.

NOTE: The **Downloads** section of **OnlineQ™** contains detailed documentation on the contribution file specifications. These documents include instructions on how to interpret error reports.

The screenshot displays the OnlineQ QuickSuper interface. On the left is a navigation sidebar with categories like 'Online Contributions', 'Contribution Files', 'SuperStream', 'Search', 'Reports', 'Employees', 'Funds', and 'Administration'. The 'Contribution Files' section is expanded, and 'View Files' is selected. The main area shows 'File Details' for a specific contribution file. Key information includes: Contribution Period (Unknown), Your File Reference (69), Status (Error), and File Name (Citizens college contributions file.csv). The 'Download Error Report' button is prominently displayed. Below this, there are tabs for 'Summary', 'Employer Contributions', 'Employee Maintenance', 'Alerts', and 'Audit History'. The 'Summary' tab is active, showing 'Additional Details' such as File Date (04 Aug 2016), Date Received (04 Aug 2016 15:47), and Submitted By (Paul Sample). A 'Component Summary' section at the bottom indicates a 'Total Amount' of '\$0.00'. A 'Back' button is located at the bottom of the summary section.

7. Submitting contributions – File upload



Files in progress

When the file uploads successfully it will appear in the [View In Progress](#) screen.

- If Single or Double Authorisation has been enabled, the status will be [Awaiting Authorisation](#).
- Otherwise the status will be [Authorised](#).
- The status will remain [Authorised](#) until payment is received.
- Payment details for EFT payments are displayed on this screen also. The [Payment Reference Number](#) supplied by **OnlineQ™** must be used when making EFT payments.

QuickSuper File Details

Contribution Details

Contribution Period: 01 Jul 2016 to 31 Jul 2016

Your File Reference: 69

Status: **Authorised** [What does this mean?](#)

[Download Original File](#) [Delete File](#)

File Summary

All contributions in this file have been accepted.

	Count	Amount
File Total	161	\$100,000

Summary [Employer Contributions](#) [Employee Maintenance](#) [Alerts](#) [Audit History](#)

Additional Details

File Name: Citizens college contributions file.csv

Your File Date: 04 Aug 2016

Date Received: 04 Aug 2016 14:57

Submitted By: Paul Sample

Component Summary

Employer SGC:	\$80,000
Employer Additional:	\$10,000
Salary Sacrifice:	\$5,000
Employee Additional:	\$5,000
Total Amount:	\$100,000

Payment Details

Payment Method: Direct Debit

8. Submitting contributions

– Online entry

8. Submitting contributions – Online entry



Create new contribution

This action allows you to submit a contribution by manually adding the member information.

In the Online Contributions tab:

- Enter the contribution period
- Choose to either start with default amounts or zero amounts
- Click [Next](#).

OnlineQ

Help ? Client ID: CS10000

QuickSuper Create New Contribution

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

Employees

- View Employees
- Upload Employees

Funds

- Create Fund
- Upload Funds
- View Funds
- Clean Up

Administration

Employer: CITIZENS COLLEGE, CITIZENSVILLE

Contribution Period

Please enter the contribution period:

* Contribution Period: to Format: dd mmm yyyy

Contribution Amounts

Please indicate whether you wish to pre-populate with default contribution amounts or zero amounts:

* Contribution Amounts: ☒ Start with default contribution amounts from employee registrations
☐ Start with zero amounts

Next

8. Submitting contributions – Online entry



Edit employee contributions

- Update employee contribution amounts where required
- Click *Save and go to Summary*.

OnlineQ

Help ?

Client ID: CS10000

QuickSuper Edit Employee Contributions

Home Contribution Period: 01 Aug 2016 to 31 Aug 2016

Sort Contributions By: Employee Name

Employee Contributions Page 1 of 20

To edit all amounts, click on the 'Other Amount' column value.

Employee	Fund	Employer SGC	Salary Sacrifice	Employee Additional	Other Amount	Total Amount
PETER SAMPLE	HOSTPLUS Superannuation Fund - Ind...	0.00	0.00	0.00	0.00	0.00
PAUL SIMON	VicSuper FutureSaver	0.00	0.00	0.00	0.00	0.00
MARY SAMPLE	VicSuper FutureSaver	0.00	0.00	0.00	0.00	0.00
SIMON SAMPLE	Catholic Super	0.00	0.00	0.00	0.00	0.00
PETER PIPER	VicSuper FutureSaver	0.00	0.00	0.00	0.00	0.00
ALICE RUBBLE	Catholic Super	0.00	0.00	0.00	0.00	0.00
DAVID DAVIDS	Catholic Super	0.00	0.00	0.00	0.00	0.00
JANE SAMPLE	Catholic Super	0.00	0.00	0.00	0.00	0.00
SAMANTHA SAMMY	VicSuper FutureSaver	0.00	0.00	0.00	0.00	0.00
POLLY WOODS	Catholic Super	0.00	0.00	0.00	0.00	0.00

Start of list Previous 10 Next 10 End of list

Back

Save and go to Summary

8. Submitting contributions – Online entry



Contribution summary

- Make any changes before submitting contribution
- Warnings are displayed, e.g. employees with zero contribution totals. Review these warnings prior to submission
- A summary can be downloaded to make reviewing easier - click on [Download Report](#) button
- When ready, click [Submit](#)
- Once submitted, the status will remain [Authorised](#) until payment is received
- For EFT, payment details will be provided.

OnlineQ

Help ? Client ID: CS10000

QuickSuper Contribution Summary

Home

Contribution Details

Contribution Period: 01 Aug 2016 to 31 Aug 2016 [Change Period](#)

Date Created: 04 Aug 2016 15:52

Status: New [What does this mean?](#)

[Edit File](#) [Delete](#) [Submit](#)

Summary

	Count	Amount
Total	199	\$0.00

[Summary](#) [Audit History](#)

Warnings

The contribution details you have provided has raised the warnings below. You will be able to submit this contribution for processing without resolving all of the warnings, however we recommend resolving as many as possible before submitting the contribution.

1 employee does not have a nominated fund. [View employee](#)

199 lines have a contribution total of zero. [View contributions](#)

Report

Download the report for this contribution in PDF format. ☒ Include lines with a contribution total of zero

[Download Report](#)

[Back](#)

Navigation menu:

- Online Contributions
 - Create New
 - View In Progress (1)
 - View Processed
- Contribution Files
 - Upload File
 - View In Progress (1)
 - View Files
- SuperStream
- Search
 - Search Contributions
 - Search Transactions
- Reports
 - Contribution Reports
- Employees
 - View Employees
 - Upload Employees
- Funds
 - Create Fund
 - Upload Funds
 - View Funds
 - Clean Up
- Administration

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Melbourne
VIC 3000

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Northbridge
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Sydney

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Sydney
NSW 2000

Ringwood

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Ringwood
VIC 3134

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