



A guide to the AustralianSuper Business Portal

July 2024



Contents

How to register for a Business Portal account	4
Managing your account	6
How to create a new member	8
Viewing member details and super payment history	10
Viewing insurance details and terminating employment	12
Managing your business contributions	14



Designed to give you more control of your super admin, you can use the Business Portal to:

- create new super member accounts for employees, with instant new number allocation
- retrieve super member numbers on the spot
- view individual and company contributions
- export records and reports for business use and analysis, and
- notify us when an employee's employment is terminated to keep your records up to date.

All from the comfort of your desk or mobile device for when you're on the move.

This guide will help you get started with the Business Portal.

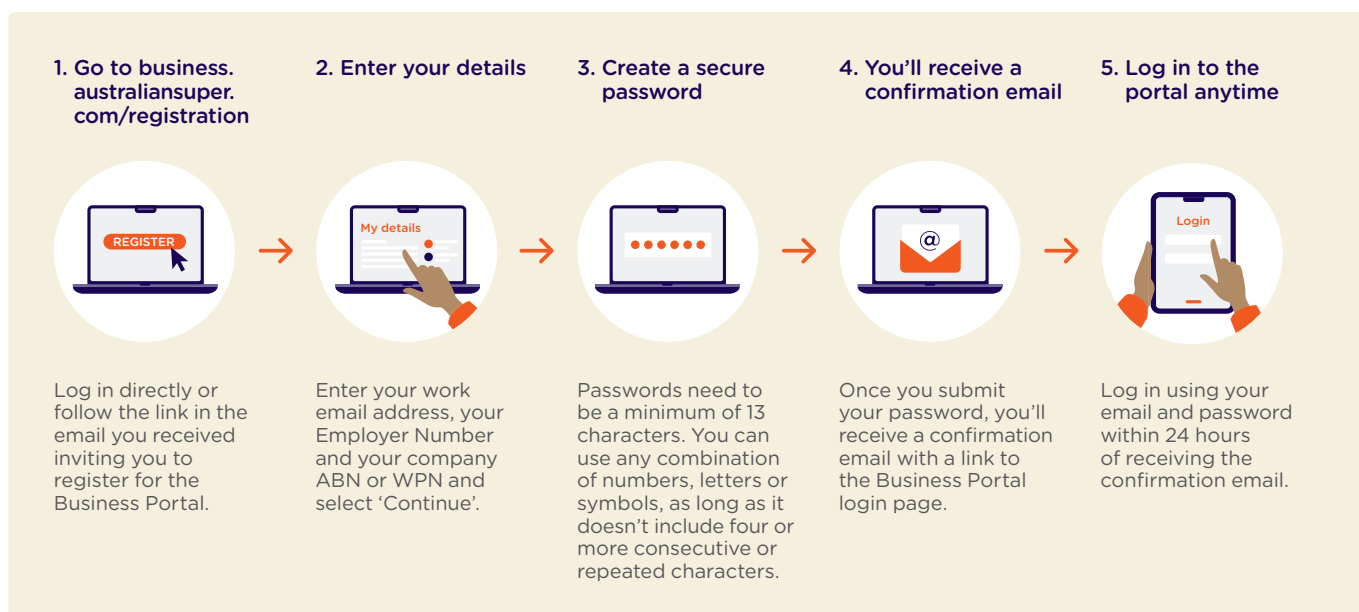
How to register for a Business Portal account

What you'll need

To register for a Business Portal account, you'll need:

- your AustralianSuper Employer Number
- your Australian Business Number (ABN) or
- Withholding Payer Number (WPN) and
- the email address you have registered with us.

How to register



Forgotten your employer number?

Your employer number, is a unique identifier.

You'll need this to sign up for the Business Portal, in addition to your ABN and the email address you've registered with.

You can use our 'Find my employer number' online tool to help you locate it at australiansuper.com/find-my-employer-number

Forgotten your password?

Select the 'Forgot your password' link on the login page and follow the prompts.

You'll be asked to provide your user name along with Employer Number and ABN or WPN.

You'll be emailed a link to change your password.

Forgotten your login email?

This is the email you entered when you first created your portal account.

If you can't recall it, select the 'Forgot your email' link on the login page and follow the prompts.

You'll be asked to provide your first and last name, Employer Number and ABN or WPN.

We'll send you an email with your registered email address.



Managing your account

Viewing and editing my business contact details

Portal users are able to edit their business contact details including:

- phone number
- address.

Here's how to view and edit business contact details

1. Log in to your portal account.
2. From the home page, click on your profile icon and select 'View business details'.
3. Select 'Edit details'.
4. Complete the Employer phone and Address fields then select 'Save changes'.

Please note: If you'd like to update any other contact details you can call us on **1300 300 273** 8am to 8pm AEST/AEDT weekdays.

Here's what you'll see

AustralianSuper Business Happy Business Austin Super

Home Members Contributions Tools & Resources Support

Home > Account > Company details

Business details

Happy Business

Employer ABN: 65714394898

Employer number: 4000000

Employer Phone: 0400 000 000

Postal address: ☐ Australia ☐ Outside Australia

Address line 1: GPO Box 1901

Address line 2 (optional):

Suburb: MELBOURNE

State: VIC Postcode: 3001

SAVE CHANGES

Have't got all your details right now? You can [Delete](#) form at any point.

Need to amend your business details? [Email](#) or call us on 1300 300 273.

Setting up and managing account users

Your business has the option to have up to four active portal user profiles at any one time.

Viewing and editing my user profile

Portal users are able to edit their own details including:

- first and last name
- job title
- mobile or work phone number.

Here's how to view and edit account user profile

1. Log in to your portal account.
2. From the home page, click on your profile icon and select 'My account details'.
3. Select 'Edit details'.
4. Complete the fields that require updating then select 'Save changes'.

Here's what you'll see

AustralianSuper Business Happy Business Austin Super

Home Members Contributions Tools & Resources Support

Home > Account > My account

My User Profile

Austin Super
Last updated by Administrator on 08/12/2022 at 4:10pm

Name: Mr Austin Super

Email: happybusiness@mail123.com

Job title: Director

Mobile: 0400 000 000

Work phone: (02) 9000 9000

EDIT DETAILS

PRINT EXPORT AS CSV

Managing portal users

You can view all active portal users, which is useful if you want to view profile details of a particular account user.

How to view user profiles

1. Log in to your portal account.
2. From the home page, click on your profile icon and select 'View account users' to view a list of all portal users.

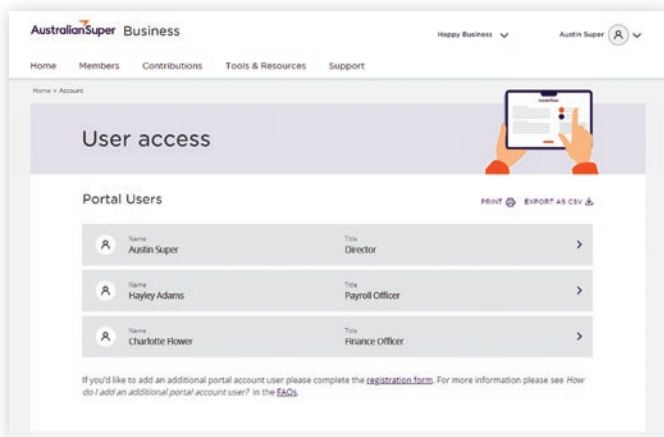
Here's how to add a new portal user

1. The new user must be a registered contact (an authorised contact on the employer account) for the business.
2. The new user must complete the registration form available at business.australiansuper.com/registration (refer to 'How to register for a Business Portal account' on page 4).

Please note: each employer can have up to 4 active users.

If you'd like to remove an existing user or add new users you can call us on **1300 300 273** 8am to 8pm AEST/AEDT weekdays.

Here's what you'll see



Adding a new business

If you have more than one registered business, you can link them together so they can be viewed under a single business portal account. This will also allow you to toggle between linked business accounts.

What you'll need

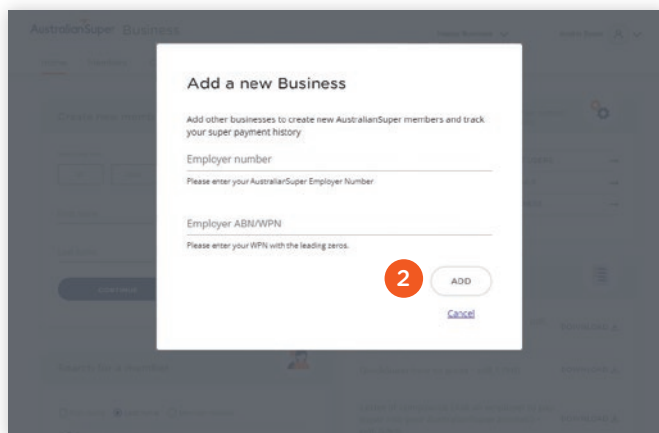
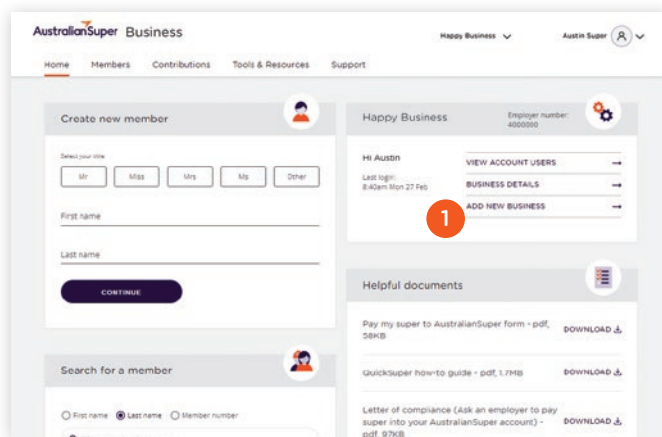
To add/link a new business, you'll need:

- your AustralianSuper Employer Number
- your Australian Business Number (ABN) or
- Withholding Payer Number (WPN)

How to add a new business:

1. Select 'Add new business' on the home page.
2. Complete the Employer number and ABN fields then select 'Add'. These must match with the records in our system.

Here's what you'll see



How to create a new member

You can create new members in four easy steps:

1. Open the 'Members' tab at the top of the homepage and select 'Create new member'.
2. Enter your employee's personal and contact details. You'll find some tips on what to enter on page 9.
3. Review all their details before submitting the form. If you spot any errors, select 'Edit personal/contact details' to correct them. Once you've confirmed that all details are correct, select 'Submit member details'.
4. A confirmation screen will confirm a new member record and you can let your employee know you've signed them up as an AustralianSuper member by selecting 'Email member details'. This will also ensure the new member receives important updates from AustralianSuper.

AustralianSuper Select employers only

New members need to be created by submitting the regular SAFF file in QuickSuper*. For further assistance please contact your Partnership Manager.

What happens if they're already a member?

The portal will search AustralianSuper's database to establish whether there is an existing member record for the employee.

If an existing member record is found, the portal will display their existing member number. You can then submit contribution payments to AustralianSuper using this member number.

Here's what success looks like

AustralianSuper Business

Happy Business | AustralianSuper

Home | **Members** | Contributions | Tools & Resources | Support

Home > Members > Create new member

Member confirmation

The new member record is complete - thank you!

We'll send your employee an AustralianSuper welcome pack once you've made their first super payment. Meantime, you can email them their new member account details.

AustralianSuper

Jack Williams

Member number

1080000000

Personal details

Name
Mr Jack Williams

Member number
1080000000

Date of birth
01/01/2000

Tax file number
Not provided

Gender
Male

Contact details

Postal address
GPO Box 1901 MELBOURNE VIC 3001 Australia

Email
jack@email.com

Mobile
0401 000 000

Phone
Not supplied

© 2018 AustralianSuper | AustralianSuper.com.au | Privacy | Terms & conditions | Product Disclosure Statement

* QuickSuper is a registered trademark and a product owned and operated by Westpac Banking Corporation ABN 33 007 457 141. Westpac's terms and conditions applicable to the QuickSuper service are available after your eligibility for the free clearing house service is assessed by AustralianSuper. A Product Disclosure Statement (PDS) is available from Westpac upon request. AustralianSuper doesn't accept liability for any loss or damage caused by use of the QuickSuper service and doesn't receive any commissions from Westpac if employers use this service. You can choose to make your contributions using a different service, but it needs to meet the government's minimum data standards. Visit ato.gov.au for more information.

Tips for entering a new member's details

Label	Sample data	Some tips
● Title	Mr	Select the title from the options available or click on 'Other' to select from other available titles on a dropdown.
● First name	Tom	Complete the first name of the employee - no nicknames or initials.
● Last name	Sample	Complete the surname for the employee - no nicknames or initials.
● Date of birth	20/04/1987	
● Tax file number (TFN)	175123493	If your employee gives you their TFN, you must provide it to AustralianSuper within 14 days of receiving it, preferably before making their first super payment.
● Gender	Male	This will drive the title you selected above. So make sure that the title corresponds to the gender selected here.
● Employment start date	31/03/2018	Date the employee started working for your business.
● Country	Australia	Default country is Australia. (If the employee has an international address, please enter it manually).
● Postal address	2 Canyon Road	When you start entering the street number and street name it will prompt auto completion. Select the correct residence address from the list provided. If you can't find the correct address from the list, select 'Cannot find address' and enter it manually.
● Address line 2		This will be required if the employee has provided an overseas address.
● Suburb	Melbourne	Suburb of the employee's home address (for Australian addresses).
● State	Victoria	State where the employee resides.
● Post code	3000	Applicable post code of the employee's home address.
● Email address	tom@me.com	This gives you the option to send the employee an email confirming their AustralianSuper member details. It also ensures the employee receives important updates from AustralianSuper.
● Mobile number	0444 123 456	This will enable your employee to easily set up access to their account online.
● Phone number	03 9999 9999	
● Mandatory	● Optional	

Viewing member details and super payment history

How to view member details

The portal lets you view the details and payment history for your employees with an AustralianSuper account.

Here's how:

1. Log in to your portal account.
2. Open the 'Members' tab from the home page.
3. Use the search field to find a member or click 'View all members' to see the full list.
4. Click 'View' to show the member details.

Here's what you'll see

AustralianSuper Business

Happy Business | Austin Super

Home | **Members** | Contributions | Tools & Resources | Support

Home > Members

AustralianSuper members

Create new members

If an employee provides you with their AustralianSuper member number, you can skip this process. They'll appear in your member list once you make a super payment to them.

[CREATE NEW MEMBER](#)

Search for members

[EXPORT FOR QUICKSUPER](#)

Use the search to find employees at your workplace who are AustralianSuper members or [view all members](#).

Search by name, member number or D.O.B.

Last name Please enter last name

Commencement date

From beginning

[RESET](#) [SEARCH](#)

Viewing all 5 members

[PRINT](#) [EXPORT AS CSV](#)

1	First name	Last name	Member no.	Payroll no.	Start date	3
	Jack	Williams	1080000000		01/01/2023	VIEW
	Cindy	Smith	1070000000		01/01/2023	VIEW
	Brandy	Newman	1060000000		01/01/2023	VIEW
	Juan	Rey	1050000000		01/01/2023	VIEW
	John	Smith	1040000000		01/01/2023	VIEW

Page 1 of 1

© 2023 AustralianSuper | [australiansuper.com](#) | [Privacy Collection Statement](#) | [Privacy Policy](#) | [Target Market Determinations](#) | [Terms & Conditions](#) | [Product Disclosure Statements](#)

1. View member's profile details and contribution history

Simply select a member from the list to view their details.

2. Search for what you need

Use the handy search function to search for a member's:

- first name or last name
- AustralianSuper member number
- date of birth.

3. Print or download your member list

Select the 'Print' option, or to download a CSV file, select 'Export as CSV'.

Create new member

You can select 'Create new member' directly from this screen.

How to view a member's super payment history

1. Complete 'How to view member details' steps 1-4 (see page 10).
2. Select the 'Super payment history' tab.
3. Enter a date range.

Please note: any super paid to the member's account that has not been facilitated by you (the employer) will not appear in the portal.

Here's what you'll see

AustralianSuper Business

Home Members Contributions Tools & Resources Support

Happy Business Austin Super

Home > Members > Jack Williams

Jack Williams
Member number: 1080000000

Member details **Super payment history**

MAKE QUICKSUPER PAYMENT

PRINT EXPORT AS CSV

Select timeframe from 01/07/2022 to 06/03/2023 RESET Search

Show 1 2 3 4

Date paid	Super payment	Salary sacrifice	Employer additional	Member additional	Total
Totals for selected timeframe					
	\$23	\$0	\$0	\$0	\$23
01/11/2022	\$23.68	\$0	\$0	\$0	\$23.68

Page 1 of 1

← LIST OF MEMBERS

1. Date super was paid.
2. How much Super Guarantee was paid.
3. Any additional super payments including salary sacrifice, employer or after-tax member contributions facilitated by you, the employer.
4. Total super contributed for the period.

Other useful features

View a complete list of contributions

You'll see up to 20 contributions for any given date range. To view a complete list on one screen select 'Show all' on one screen.

Search for a payment amount or date

Enter the dollar amount or date you are looking for into the search field. The list of records below the Search field will automatically update and refine as you type in more information.

Viewing insurance details and terminating employment

How to view a member's insurance details

The portal lets you see the type of insurance your employees are eligible to have with AustralianSuper.

Here's how:

1. Complete 'How to view member details' steps 1-4 (see page 10).
2. On the image banner at the top of the screen under the member's name and next to 'Member number' refer to 'Division type'.
3. 'Industry' indicates that the employee is eligible for a standard insurance arrangement. 'Select' indicates that the employee is eligible for a bespoke insurance arrangement.

Here's what you'll see

The screenshot displays the AustralianSuper Business portal interface. At the top, the header includes the AustralianSuper Business logo, a 'Happy Business' dropdown, and a user profile for 'Austin Super'. The main navigation bar contains links for Home, Members, Contributions, Tools & Resources, and Support. The breadcrumb trail shows 'Home > Members > Jack Williams'. The member's name 'Jack Williams' and member number '1080000000' are prominently displayed, with a 'Division type: Industry' label next to the number. A diagram with three numbered circles (1, 2, 3) indicates the steps to view insurance details. Below this, the 'Member details' tab is active, showing a grid of personal, contact, and work details. A 'PRINT' button and an 'EXPORT AS CSV' button are located above the grid. At the bottom, a note states: 'If you'd like to remove an employee from the portal please email or call us on 1300 300 273.'

Personal details	Contact details	Work details
Name Mr Jack Williams	Postal address GPO Box 1901 MELBOURNE VIC 3001 Australia	Employee start date 02/03/2024
Member number 1080000000	Email	Employee end date N/A
Date of birth 01/01/2000	Phone Not supplied	UPDATE END DATE
Tax file number Not supplied	Mobile 0401 000 000	Payroll number Not supplied
Gender Male		

How to terminate a member's employment

The portal lets you notify us when an employee is no longer working for you.

Here's how:

1. Complete 'How to view member details' steps 1-4 (see page 10).
2. Click 'Update end date' under 'Work details'.
3. Select the reason for leaving from the drop down box.
4. Enter the last date of employment and confirm that you have updated the end date of the correct employee.
5. Click 'Update'.

Please note: it is important to remember to pay any outstanding contributions before terminating a member's employment.

Here's what you'll see

AustralianSuper Business

Home Members Contributions Tools & Resources Support

Home > Members > Jack Williams

1 Jack Williams
Member number: 1080000000 Division type: Industry

Member details Super payment history

Personal details

Name: Mr Jack Williams
Member number: 1080000000
Date of birth: 26/10/1989
Tax file number: Supplied
Gender: Male

Contact details

Postal address: GPO Box 1901 MELBOURNE VIC 3001 Australia
Email: Peck@comcast.net
Phone: Not supplied
Mobile: 0401 000 900

Work details

Employee start date: 01/04/2023
Employee end date: N/A
Payroll number: 500017172

2 UPDATE END DATE

If you'd like to remove an employee from the portal please [contact us](#) or call us on 1300 300 273.

AustralianSuper Business

Home Members Contributions Tools & Resources Support

Home > Members > Jack Williams

Terminate employment

Please ensure the details below are for the correct employee, select a reason for leaving and the last day of employment.

Employee name: Jack Williams Start date: 01/04/2023
Member number: 1080000000 Payroll number: 500017172

Reason for leaving: **3**

Resignation
Redundancy
Retirement
Residing Overseas
Disability
Missionary
Death

UPDATE CLOSE

AustralianSuper Business

Home Members Contributions Tools & Resources Support

Home > Members > Jack Williams

Terminate employment

Please ensure the details below are for the correct employee, select a reason for leaving and the last day of employment.

Employee name: Jack Williams Start date: 01/04/2023
Member number: 1080000000 Payroll number: 500017172

Reason for leaving: Resignation

Last day of employment (DD/MM/YYYY): **4** 29/05/2024

You have selected the current date or a past date. You will be unable to update this once you have confirmed this update.

☒ I confirm that I am updating the end date of the correct employee.

5 UPDATE CLOSE

AustralianSuper Business

Home Members Contributions Tools & Resources Support

Home > Members > Jack Williams

Updated employee end date

You have successfully updated the employee end date. Please note this employee information is no longer available in the Business Portal. Should you need information about this employee or super contributions you have made to them, please send us an enquiry using our [contact form](#) or by calling us on 1300 300 273 or +61 3 9067 2108.

BACK TO HOME

Managing your business contributions

Get an overview of your super payment history with the option to print or export the file as a record. You can also submit an employer contribution 'no super payment required' form when you have no Super Guarantee (SG) contributions due for a specific payment period.

How to view your payment history

1. Log in to your portal account.
2. From the home page, select the 'Contributions' tab.
3. Choose your payment history date range. You can view up to 36 months of payment history prior to the current financial year.
4. You can either print payment history or export as a CSV file.

Here's what the contributions page looks like

The screenshot shows the AustralianSuper Business portal. The top navigation bar includes 'Home', 'Members', 'Contributions' (selected), 'Tools & Resources', and 'Support'. The user is logged in as 'Austin Super'. The main heading is 'Super contributions' with an illustration of a piggy bank and a coin. Below this is a 'Payment history' section with a 'PAY VIA QUICKSUPER' button and links for 'PRINT' and 'EXPORT AS CSV'. A date range selector shows '01/07/2020' to '30/09/2020' with a 'RESET' button and a search bar. A table displays 320 transactions for the selected timeframe.

Pay period	Total	Members	ID: 1270000000	Status
01/07/2020 - 30/09/2020	\$773.49	1	Paid: 27/10/2020	✓ Processed
22/06/2020 - 05/07/2020	\$770.30	2	Paid: 22/10/2020	✓ Processed
22/06/2020 - 19/07/2020	\$447.50	1	Paid: 22/10/2020	✓ Processed
22/06/2020 - 26/07/2020	\$895.74	1	Paid: 22/10/2020	✓ Processed
22/06/2020 - 09/08/2020	\$1,236.08	1	Paid: 22/10/2020	✓ Processed
22/06/2020 - 16/08/2020	\$1,235.38	1	Paid: 22/10/2020	✓ Processed
22/06/2020 - 30/08/2020	\$1,311.59	1	Paid: 22/10/2020	✓ Processed
22/06/2020 - 13/09/2020	\$774.81	1	Paid: 22/10/2020	✓ Processed

Here's what the colour coding means

- **Awaiting payment**
We haven't received your contribution for this period.
- **Pending**
We received your contribution but it's not transferred to your employee accounts yet.
- **Processed**
We received your contribution and transferred it to your employee accounts.
- **Reversed**
We were unable to accept your contribution or returned it to you at your request.

How to submit a no super payment required form

You can use this form to let us know when you have no Super Guarantee (SG) contributions due for a specific payment period.

1. If the outstanding contributions banner is showing on the home page or the contributions tab, select 'Complete no super payment required form'.
2. Review the outstanding employee super contribution pay periods and select the check boxes for the periods you would like to submit.
3. Select 'Submit no super payment required for (number) period(s)'. Do not close the window while the advice is processing, allow it to complete.
4. You will receive confirmation once it has been submitted successfully.

Here's what you'll see

The screenshot shows the AustralianSuper Business homepage. At the top, there's a navigation bar with 'Home', 'Members', 'Contributions', 'Tools & Resources', and 'Support'. Below this, a banner titled 'Outstanding contributions' states: 'You currently have 1 outstanding employee super contributions. If no payment is required for any outstanding contributions please complete a no super payment required form.' A red circle with the number '1' highlights the button 'Complete no super payment required form'. To the right, there's a 'Happy Business' section with user details and a 'Helpful documents' section with links to download guides.

This screenshot shows the 'Submit a no super payment required form' page. It includes a 'Using this form' section and an 'Outstanding contributions' table. A red circle with the number '2' points to the 'Payment start date' column header. The table has one row with the date '1 Oct 2023' and status 'Outstanding'. A red circle with the number '3' points to the button 'Submit no super payment required for 1 period(s)' at the bottom right of the table.

Payment start date	End date	Status
1 Oct 2023	31 Dec 2023	Outstanding

This screenshot shows the confirmation page after submitting the form. It features a green success message: 'Thank you, your no super payment required submissions were successful. Please note that it may take up to 5 business days for details to be updated in our system.' A red circle with the number '4' points to this message. Below the message is a table showing the contribution status as 'Completed'.

Payment start date	End date	Status
1 Oct 2023	31 Dec 2023	Completed

Have questions?

Call **1300 300 273**

8am to 8pm AEST/AEDT weekdays

Live message

8am to 7.30pm AEST/AEDT weekdays



This document has been prepared and issued in July 2024. This information may be general financial advice which doesn't take into account your personal objectives, financial situation or needs. Before making a decision about AustralianSuper, you should think about your financial requirements and refer to the relevant Product Disclosure Statement available at australiansuper.com/pds or by calling **1300 300 273**. A Target Market Determination (TMD) is a document that outlines the target market a product has been designed for. Find the TMDs at australiansuper.com/tmd AustralianSuper Pty Ltd, ABN 94 006 457 987, AFSL 233788, Trustee of AustralianSuper ABN 65 714 394 898.

Reader's Digest Most Trusted Brands – Superannuation category winner for 12 years running 2013–2024 according to research conducted by independent research agency Catalyst Research. Read the full methodology here: trustedbrands.com.au/#methodology

AustralianSuper received the Canstar Outstanding Value Award – Superannuation in 2011–2024. Read the full methodology here: canstar.com.au/star-ratings-awards/superannuation/

Awards and ratings are only one factor to be taken into account when choosing a super fund.