# AustralianSuper

# A guide to the AustralianSuper Business Portal

July 2024

# Contents

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.

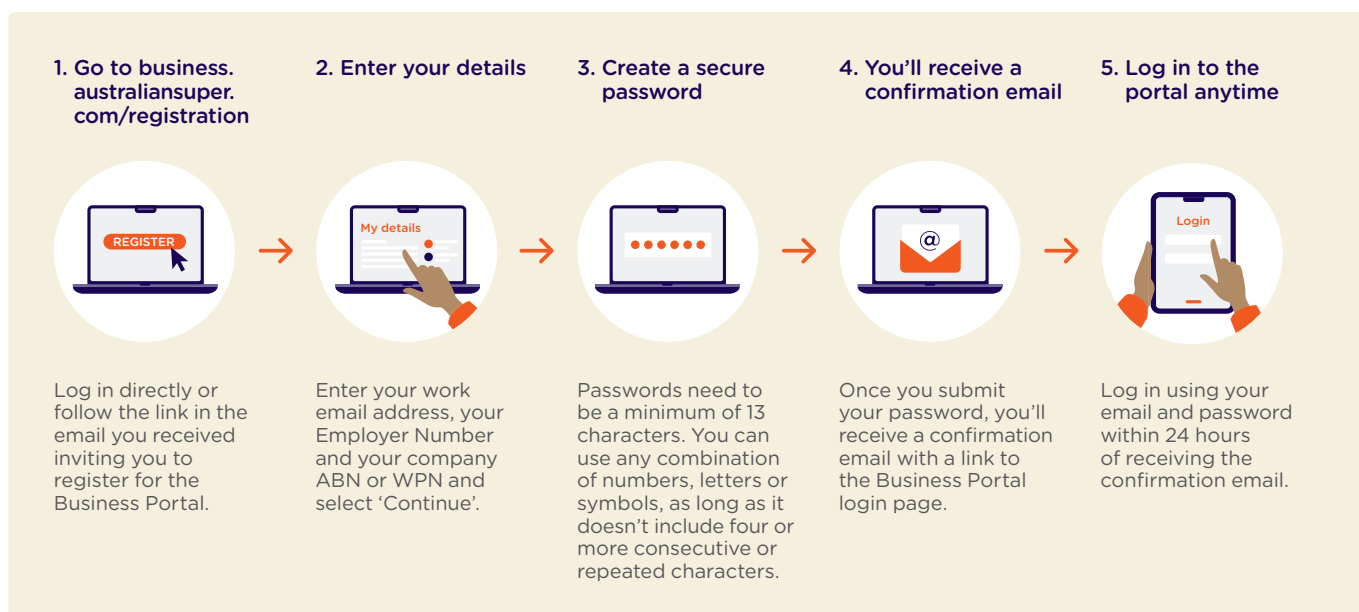This guide will help you get started with the Business Portal.

# 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

**1. Go to business. australiansuper. com/registration**

Log in directly or follow the link in the email you received inviting you to register for the Business Portal.

**2. Enter your details**

Enter your work email address, your Employer Number and your company ABN or WPN and select 'Continue'.

**3. Create a secure password**

Passwords need to be a minimum of 13 characters. You can use any combination of numbers, letters or symbols, as long as it doesn't include four or more consecutive or repeated characters.

**4. You'll receive a confirmation email**

Once you submit your password, you'll receive a confirmation email with a link to the Business Portal login page.

**5. Log in to the portal anytime**

Log in using your email and password within 24 hours of receiving the confirmation email.

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**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.

## 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**



**Here's what you'll see**

# 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.
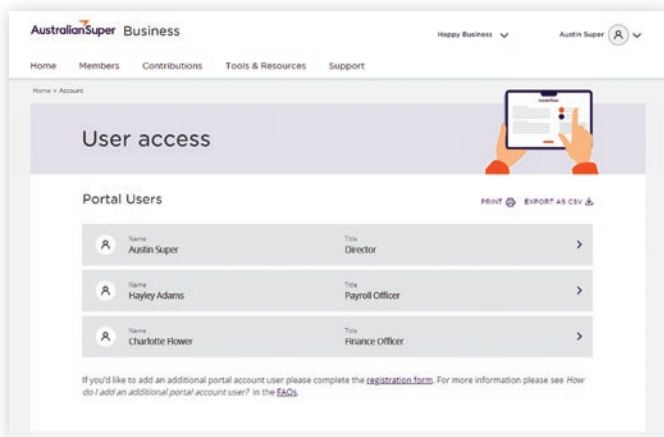
# Adding a new business

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



### Here's what you'll see
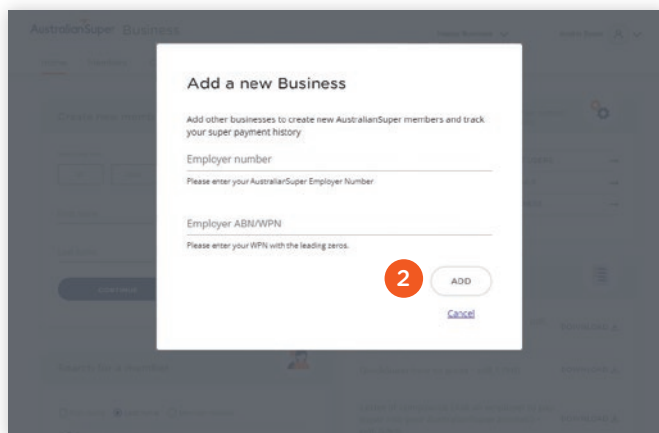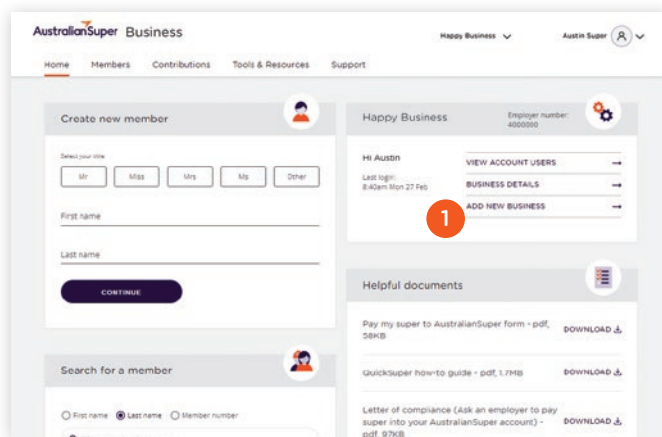
# How to create a new member

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**

# 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**



**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



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**

# 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

# 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**



### 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**

# Have questions?

Call **1300 300 273**
8am to 8pm AEST/AEDT weekdays

**Live message**
8am to 7.30pm AEST/AEDT weekdays