

QUICKSUPER

# A how-to guide

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Save time and simplify your super payments with QuickSuper<sup>1</sup>.

Free to use and compliant with SuperStream legislation, QuickSuper is an easy way to track and pay employee super. With QuickSuper you can make just one super payment for all employees, no matter what fund they belong to, quickly and securely.

<sup>1</sup> 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 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](https://ato.gov.au)





# How to register for QuickSuper

## What you need

First up, we'll need some information about your company, so have the following to hand before you register:

- Australian Business Number (ABN)
- AustralianSuper employer number
- contact details
- bank account details (required for any payments refunded to you)
- contact details of your super administrator and other users of QuickSuper
- number of employees
- number of AustralianSuper members
- payroll system name (if you have one).

## How to register

1. Go to [australiansuper.com/QuickSuperApply](https://australiansuper.com/QuickSuperApply) and select **Start Application**.
2. Enter your company details and complete steps 1–6.
3. Confirm your details are correct and submit application.
4. Once your QuickSuper account is registered successfully, in 24–72 hours you will be emailed your QuickSuper login details, which includes a temporary password, a Username and a Client ID number.

### Got more than one business?

Make sure you select **Multiple Employer** when you register your QuickSuper account. Once registered, you can add extra businesses. See [page 7](#) for more details.

You must register each business separately with AustralianSuper when you join at [australiansuper.com/join](https://australiansuper.com/join). Each business will have their own unique Employer ID.



### Important tip

To use QuickSuper, you need to have an AustralianSuper employer account.

You can register for an employer account at [australiansuper.com/employers](https://australiansuper.com/employers)

# How to set up your account

Once you've received your QuickSuper registration confirmation email with login details, it's time to set up your account so you can start making super payments.

## Secure your account and accept the terms and conditions

1. Login at [australiansuper.com/MakingPayments](https://australiansuper.com/MakingPayments)
2. Change your temporary password.
3. Verify your email address.
4. Nominate your user authentication method (mobile phone or email) and choose two security questions.
5. Read and accept the QuickSuper Terms and Conditions.

**Tip:** Your password must be at least eight characters in length and contain at least one letter and one number. Also, for additional security, **your password will expire after 180 days**, and QuickSuper will then ask you to change your password again. See below on how to reset your password.

## Set up your electronic funds transfer (EFT) payments

EFT details to make super payments are found within the **Administration** section under the **Payment Method** tab.

**Tip:** If you make a payment using EFT before 4pm AEST on a business day, the money will be transferred the next business day.

## Enter your settlement account details

You need to nominate a settlement (bank) account so QuickSuper can credit any contribution payments that are to be returned to you.

You do this within the **Administration** section and choose **Settlement A/C** to enter your BSB, account number, and account name.

### Password reset

To update your password:

1. Go to the Administration tab and select **Users**.
2. Click on the **Name of the user** who needs their password reset.
3. Click **Reset Password** and follow the instructions.
4. A temporary password will be emailed to you with instructions to set up your own password.

### Forgotten your password?

On the login page, select the **Having problems signing in?** link to reset your password.



## Choose how you'll submit your employee contributions

Select from either:

- a. Contribution file upload – use the CSV template or convert your payroll system file (suitable for 40 or more employees); or
- b. Manual entry – key in your employee super details (suitable for fewer than 40 employees).

See **page 12** for details on how to make a super contribution payment.

**Tip:** If you are not sure yet what method to use, you can change your selection later within the **Preferences** section under the **Administration** menu.

## How to add an extra business

If you selected **Multiple Employer** when you registered, here's how to add extra businesses to your account:

1. Below the Employers tab, select **View Employers**.
2. Select **Create New Employer**.
3. Enter the ABN and select **Lookup**.
4. Check the business name and select **Next**.
5. Create a unique Employer ID and select **Next** (it must be no more than 11 characters that are numbers or letters).
6. Complete your **Employer Details**.
7. Enter the QuickSuper EFT payment details for each business you're adding to your online banking system. The QuickSuper EFT details can be found under the **Payment Method** menu tab.  
**Note:** all credits are paid to your default settlement account unless you set it up otherwise. See **step 12** below for more details.
8. Enter your default super fund. Enter the Fund Name, ID, ABN, SPIN or USI to display a list of matching values.
9. Enter your Fund Employer ID and **Save** (you can find your Fund Employer ID on a recent contribution statement or contact your default fund for ID details).
10. Review your details. For any updates, remember to **Save**.
11. Repeat these steps for each additional business.
12. If you use a different bank account for each business you add, choose the **Administration** tab, select **Preferences**, go to **Payment Accounts**, then from the drop down menu, select **Separate account per employer** and **Save**.

### What's a USI?

A Unique Superannuation Identifier, or USI, is a number used to identify super funds and individual super fund products for electronic rollovers and contributions. A super fund may have one USI, or it may have a USI for each product.

AustralianSuper's USI is: **STA0100AU**

You can find your USI on a recent contribution statement.



## Fund relationships

The purpose of creating fund relationships in QuickSuper is to:

- Store the relationship information between an employer and a fund (e.g. Fund Employer ID provided by the super fund to identify your business).
- Define the superannuation funds that your business has a default fund relationship with. This will make it easier to register employees in QuickSuper as well as determine the types of SuperStream messages sent to the fund.

If you have a *single employer facility*, follow these steps to create and view your fund relationships:

1. Click **Administration** on the QuickSuper main menu.
2. Click **Fund Relationships**.
3. The 'Fund Relationships' page shows the current fund relationships for this employer.
4. To add a new fund relationship, click **Create New Relationship**. You will be asked to input the fund's information and your Fund Employer ID. Check the **Default Fund** box to determine whether this is a default fund.
5. To edit existing fund relationships already established, select the fund using the radio button and click **View Details** and then click **Edit**.

If you have a *multiple employer facility*, you'll need to assign fund relationships to each employer. QuickSuper will ask you to establish fund relationships at the time of creating the employer.

Once you have created the employer, follow these steps to view the fund relationships details:

1. Click **View Employers** on the QuickSuper main menu.
2. Select the radio button to the left of the employer you wish to view then click **View Details**.
3. On the 'Employer Details' page, select the **Fund Relationships** tab.
4. The 'Fund Relationships' page shows the current fund relationships for this employer.

To edit existing fund relationships already established, select the fund using the radio button and click **View Details** and then click **Edit**.

To add a new fund relationship, click **Create New Relationship**. You will be asked to input the fund's information and your Fund Employer ID. Check the **Default Fund** box to determine whether this is a default fund.

**Note:** The Fund Employer ID is an identifier that a fund may allocate to an employer. The employer is then expected to provide this ID when submitting employee contributions to the fund. Some funds may refer to the Fund Employer ID as an 'employer ID' or a 'plan code'.





## How to add new account users and authority levels

You can add account users and assign them different authority levels:

1. Select **Administration**.
2. Select **Users**.
3. Select **Create New User**.
4. Enter a login name for the new user.
5. Enter their full name and email address.
6. Select the 'User Rights' you want them to have.
7. Verify the new user, then enter your password and **Save**.

## How to add self-managed super funds

If any of your employees manage their own super, you'll need to add their self-managed super fund (SMSF) ABN, bank details, ESA<sup>1</sup> and email address to your account:

1. Below the Funds tab select **Create Fund**.
2. Enter the ABN to generate their SMSF's details (the fund must have an active ABN to use QuickSuper).
3. Select **Next**.
4. Complete SMSF account and banking details.
5. You'll need to create a unique Fund ID and enter the ESA for your employee's SMSF.
6. When all details have been entered, click **Save**.
7. With the SMSF's USI number created at Step 5 above, follow the manual entry steps below to link the SMSF to the employee's fund details.

### What's an ESA?

An electronic service address (ESA) is a special internet address of a messaging provider that is used by a SMSF. It is different to an email address.

An ESA can be obtained from a SMSF messaging provider or through a SMSF administrator, tax agent, accountant or bank at no cost or low cost.

## How to add us as a default fund if you're a multiple employer

1. Click the **Employers** tab at the bottom left hand side of the screen.
2. Select **View Employers**.
3. Select the employer name (click on the employer's name in blue).
4. Click **Fund Relationships**.
5. Click **Create New Relationship**.
6. Add Fund Name AustralianSuper then the USI number STA0100AU will appear next to the superfund.
7. Add **Your Employer ID**.
8. Click the tick box in the **Default Fund** box.
9. Click **Next**.
10. Click **Confirm**.

## How to add default fund employees

1. Click the **Employees** tab, then select **View Employees**.
2. Click **Create New Employee**, enter in all your employee's details including mobile number and email address, then **Save**.
3. On the fund membership page, select **Use Default Fund**, then select *I don't have a member ID for this employee's fund*.
4. Click **Save**.

### What's the difference between Employer ID, Client ID and Fund Employer ID?

An **Employer ID** is a unique number identifier you create in QuickSuper when you have a Multiple Employer Facility. You will have separate Employer IDs for each business.

A **Client ID** is a unique number created for your business when you register a QuickSuper account. It always starts with the letters AU in front of the number. This is the number you use when you need to contact us about your QuickSuper account.

A **Fund Employer ID** is a unique number allocated by superannuation funds to your business. You have separate Fund Employer IDs with each super fund you register with.

<sup>1</sup> The employee is responsible for providing you with their electronic service address (ESA) for their SMSF. Each SMSF must have an ESA. For more information on ESAs visit [ato.gov.au](https://ato.gov.au)

## How to add employee information manually

The manual entry option usually suits employers with less than 40 employees. You only need to add each employee once into QuickSuper and edit their details anytime.

This option has two steps. First, you add your employees directly into QuickSuper, either manually or by uploading a spreadsheet. Once this is done, you then schedule their super payments.

### To add manually:

1. Below the Employees tab, select **View Employees**.
2. Select **Create New Employee**.
3. Enter your employee's details, including mobile number and email address.
4. Create a Payroll ID for the employee and **Save**.
5. Select your default fund or enter your employee's nominated fund using the USI number of the fund.
6. In **Actions**, assign the above fund to the current employee.
7. Add the employee's super fund member number, or select *I don't have a member ID for this employee's fund* and **Save**.
8. Repeat this process for each employee.

### To add by uploading a spreadsheet:

1. Below the Employees tab, select **Upload Employees**.
2. Download a file template from the link **Learn more** about the employee upload process.
3. Add your employee information to the file template.
4. **Save** it.
5. Browse and click **Upload File**. If your status shows 'error', click **View Detailed Report**, amend your file and upload again.
6. When successful, **Confirm** details.

### Multiple employers

If you're a multiple employer, you will also need to select the relevant Employer in each case.



# How to make a payment

You can make your super payments within QuickSuper by either uploading a contribution file or by manual entry.

## How to pay super by direct entry

1. Select **Online Contributions**.
2. Select **Create New**. You can then either choose your default super amount for the employee's super contributions, or start with zero amounts if no default option.
3. Choose the contribution period and select **Next**.
4. Enter the payment amount(s) for all employees, including the Super Guarantee contribution amount, any salary sacrifice or additional amounts if applicable.
5. Check the payment amounts and member details are correct.
6. **Save** and go to summary.
7. Click **Submit**.
8. Check the total amount of your contribution is correct.
9. **Confirm** the submission for file processing.
10. Your EFT details will show on the next screen.

To make a payment from your online account, use the details listed under **Payment Details**, which includes the Account Name, Reference and BSB number. If you make a payment before 4pm AEST on a business day, the money will be transferred the next business day.

## How to pay super by file upload

This method of payment is suitable for businesses that use a payroll system. This option adds your employees' information and schedules their super payments at the same time.

To upload a contribution file, you need to use a CSV file formatted to meet the Government's SuperStream data standards.

When preparing your file, make sure:

- the format of the data and columns match the required data specifications (see **page 14**)
- the data is always saved and uploaded as a CSV file ONLY.

If you don't follow the specifications, the file won't upload to QuickSuper.

1. Run your payroll system and output the data as a CSV file.
2. Open the file in Microsoft Excel.
3. Make sure the format of the data and columns matches our specifications and reformat them if necessary, OR copy and paste the required data into the relevant columns in our CSV file template. Download the file from [australiansuper.com/PaySuper](https://australiansuper.com/PaySuper)
4. Save your contribution file in CSV format.
5. To upload your file to QuickSuper, go to **Contribution Files** then choose **Upload File**. Browse and upload.

### File upload success

A successful upload will show the status as 'New'. This means your contribution data has been accepted. Once confirmed the status will show as 'Authorised' and super payments are scheduled to go.

If there's a problem with your file the status shows 'Error'. When this happens, download the Error Report and use this information to edit your CSV file. Then delete the old file from QuickSuper and upload your amended contribution file.

### Member ID data and file conversion from Excel to CSV

Are you using Excel to create your CSV file? You may have problems with USIs and Member IDs that are long numeric values.

Excel may convert these into a scientific notation when you save your file to a CSV format.

To avoid this, prefix the Member ID with a hash (#) symbol. QuickSuper will remove the hash symbol before storing and passing to a fund.

### EFT payments

Your EFT details and reference number will display on screen.

### Employer super contributions

The Super Guarantee (SG) is the minimum amount of super you must pay to your employees. SG is a percentage of an employee's base earnings (ordinary time earnings). To find out more about SG obligations and the current SG rate you need to pay, visit [australiansuper.com/SuperRules](https://australiansuper.com/SuperRules)



# Setting up your CSV file

Only CSV files formatted correctly, which include the Government's SuperStream legislated data standards, can be uploaded into QuickSuper.

The easiest way to ensure your CSV file is compliant is to download the template in QuickSuper in the **QuickSuper Downloads** section.

If you decide to create your own CSV file, you need to make sure you exactly match the specifications in the table on the following pages.

To ensure your file successfully uploads, you must:

- follow the column order
- follow the formats
- save the file in CSV format.

## Get the QuickSuper CSV troubleshooting guide

1. Log into your QuickSuper account.
2. Choose the **Downloads** tab.
3. Download the QuickSuper Contribution CSV File Specification.



# CSV file specifications

Column	Heading	Sample data	Hints and tips
● A	Your File Reference	Wages - MAY2021	Choose a different name for each uploaded file. Date-based names can be easier to find.
● B	Your File Date	6-MAY-21	The date you upload your file to QuickSuper.
● C	Contribution Period Start Date	26-APR-21	Complete this field for every employee in every uploaded file. This date cannot be more than two years earlier than your Contribution Period End Date.
● D	Contribution Period End Date	25-MAY-21	Complete this field for every employee in every uploaded file. This date cannot be more than six months later than today's date.
● E	Employer ID	AU10205	If you're a Multiple Employer, make sure you enter the relevant employer ID. This is only required if the account is set to a Multiple Employer Facility.
● F	Payroll ID	1111111	This is your employee identification number. It must be different for each employee and can be up to 20 digits.
● G	Name Title	MRS	Write in CAPITALS. For a full list of titles you can use, see <b>page 21</b> of the QuickSuper Contribution CSV File Specification.
● H	Family Name	Smith	Complete this for every employee.
● I	Given Name	Bronwyn	Complete the full name for every employee - no nicknames or initials.
● J	Other Given Name	Sally	Applicable if your employee has a middle name - you can use the name or initial.
● K	Name Suffix		Very rarely used and only applicable to employees with medals and awards. For full details, see <b>page 22</b> of the QuickSuper Contribution CSV File Specification.
● L	Date of Birth	23-DEC-63	Complete this for every employee.
● M	Gender	F	M = male, F = female, I = Intersex or indeterminate, N = Not stated or inadequately described.
● N	Tax File Number	175123493	TFNs will only be sent the first time they are provided for an employee.
● O	Phone Number	03 99999999	Enter [area code] [phone number].
● P	Mobile Number	0411 123 456	Enter as shown, including spaces.
● Q	Email Address	bronwyn@myemail.com	Complete for every employee in the uploaded file.
● R	Address Line 1	2 Canyon Rd	Complete for every employee in the uploaded file.
● S	Address Line 2	BEVERLY HILLS	Only complete for employees who live overseas.
● T	Address Line 3	90210	Only complete for employees who live overseas.

● Mandatory fields    ● Optional fields    ● Required in particular circumstances

Column	Heading	Sample data	Hints and tips
● U	Address Line 4		Only complete for employees who live overseas.
● V	Suburb	Melbourne	Only complete for employees who live in Australia.
● W	State	VIC	Only complete for employees who live in Australia.
● X	Post Code	3000	Only complete for employees who live in Australia. Check suburbs, states and postcodes at <a href="https://auspost.com.au/postcode">auspost.com.au/postcode</a>
● Y	Country	AU	Complete for all employees in the uploaded file. Use only ISO 3166 codes found at <a href="https://iso.org/iso/country_codes">iso.org/iso/country_codes</a> AU: Australia; NZ: New Zealand; US: United States; UK: United Kingdom.
● Z	Employment Start Date	09-JAN-12	The date the employee started working for you.
● AA	Employment End Date	23-APR-21	Enter the date the employee finished working for you.
● AB	Employment End Reason		E.g. RESIGNED; RETIREMENT; DEATH; DISABLEMENT. See <b>page 13</b> of the QuickSuper Contribution CSV File Specification for a full list of codes.
● AC	Fund ID	STA0100AU	Typically the USI for the employee's super fund – from your employee's Standard Choice form. Set up a Fund ID for SMSFs.
● AD	Fund Name	AustralianSuper	Enter the fund's full name.
● AE	Fund Employer ID		Applicable if the employee has given you the fund's employer number.
● AF	Member ID	6432179	Complete for every employee in the uploaded file. this is the employee's super fund member number. If you're opening a new AustralianSuper (default fund) member account on behalf of your employee, you don't need to enter a Member ID.
● AG	Employer Super Guarantee Amount	405.61	Enter the Super Guarantee amount being paid.
● AH	Employer Additional Amount		Enter any employer contribution you are paying above the Super Guarantee.
● AI	Member Salary Sacrifice Amount		Enter any salary sacrifice (before-tax) amount being paid on the employee's behalf.
● AJ	Member Additional Amount	325	Enter any after-tax amount being paid by an employee.
● AK	Other Contributor Type	SPOUSE	Only required if there is 'AJ' amount in the previous column and it is a spouse contribution. Otherwise leave blank.
● AL	Other Contributor Name	Brendan Smith	If a spouse contribution is being made, enter the spouse's full name.
● AM	Your Contribution Reference	X2391	Optional to help you identify each of the funds you're paying into.

● Mandatory fields      ● Optional fields      ● Required in particular circumstances

# Track your payments and view reports

QuickSuper gives you detailed reporting history of your super contribution payments.

## Search contributions

QuickSuper provides search screens to help you track the status of your contributions. Click **Search Contributions** on the QuickSuper main menu to view the 'Search Contributions' page. There are two types of searches on this page:

1. Search **By Fund**. This allows you to track contributions to a particular super fund. Enter the fund name or fund ID into the 'Fund' field, then click **Search**. A list of all the contributions sent or waiting to be sent to that fund will appear.
2. Search for **By Employee**. This allows you to track an individual employee contribution. Enter the payroll ID or surname into the 'Employee' field, then click **Search**. A list of all the contributions for this employee will appear along with the status of that contribution.

## View SuperStream messages

Under the SuperStream menu you can click **View Messages** to view what has been sent on your behalf. QuickSuper will send two types of SuperStream messages to funds:

- **Contribution Transaction Request (CTR)** – this is a standards compliant message to the fund informing them of a payment and the associated member contributions for that payment. This message replaces the previously used paper or email based remittances.
- **Member Registration Request (MRR)** – this is a standard compliant message informing the fund of either a new member to their fund or changes to the details of an existing member of the fund. When you update your employee's details (or add a new employee) within QuickSuper, we will determine if the fund needs to be notified.

## Contribution Transaction Error Response (CTER) message

You can also use the **Search** function and select **Search Transactions** to view refunds processed to your account.

**Tip:** If a contribution payment to a super fund fails, the money is sent back to you, and you'll get a remittance email confirming the details.

## Contribution reports

Contribution reports detail your total super payment amounts and the total number of payments. To view and export reports, click **Reports** on the QuickSuper main menu and select from either:

1. **Contribution Summary Report** – this report shows the total payment amount and the total number of payments for each month within a selected period.
2. **Monthly Contribution Report** – this report shows a breakdown of payment details within a selected period.

## Daily Reports (SuperStream Response Report)

A SuperStream Response Report produces a list of all member payments and response messages. To access the Response Report:

1. Go to the Reports menu and select **Daily Reports**.
2. From the drop-down, select **SuperStream Response Report** and click **Search**.

A list of Response Reports is provided. Click the download icon to view a report.

## Contribution refunds

Use the **Search Transactions** menu to view refunds processed to an account – select **Credits** and the **date received**, and you'll see the super fund returning the contribution, the employee's details, and the reason for the reimbursement.

If there are several employees, you can determine by the current status of Employer Credited. You can also request to have the remittance email resent through this section.



## Viewing payment details and remittance

To view the payment details:

1. From the Online Contributions tab, select **View In Progress**.
2. Choose the payment period.
3. Select **View Details**. You'll find the Payment Details on the next page including account number, BSB, and reference number.

To view the remittance details:

1. From the Search tab, select **Search Transactions**.
2. Choose the credit transaction required and then **View Details** to see the transaction details.
3. If there are multiple members, select the transaction with **Employer Credited** and choose **View Details**.

The full transaction history, including the refund reason, will be displayed in the **Employer Contribution History** section.

## View contribution history

After 90 days, a contribution payment won't appear in the default settings. To view past contribution payments:

1. Select **View Processed** from the left-side Online Contributions tab.
2. Choose **Change Search**.
3. Change the **Received** field to **Any Time**.
4. Select the required period.



# How to view and change an employee's fund membership details

## View new default fund member numbers

To view the new member numbers of accounts you've created:

1. From the left-side menu, select **SuperStream** then **View Messages**.
2. Click **Received Message Responses**.
3. Enter the search criteria and click **Search**.
4. Select the **Conversation ID**.
5. Click **Response Part ID**.
6. Click **Individual Member Name** under **Received Member Registration Response Parameters**.
7. The Member ID for the employee is displayed in the table under the Parameter Code column heading in the bottom row and is named 'Superannuation. Fund. Details. Member. Client. Identifier'.
8. The Member Number is displayed alongside the Member ID in the bottom row under the **Parameter Text** column heading.

## Update an employee's super fund membership

To update a super fund membership for an employee:

1. From the Employees tab, select **View Employees**.
2. Choose the employee's profile and click **View Details**.
3. Select the **Fund Memberships** tab.
4. Select **Add Fund Membership** and enter the new fund details.

To **deactivate** a fund membership for an employee:

1. From the Employees tab, select **View Employees**.
2. Choose the employee's profile and click **View Details**.
3. Within the Fund Memberships tab, select the incorrect fund and select **View Details**.
4. Select **Edit Fund Membership**.
5. Untick the **Active** box under the **Fund Details** section.
6. Select **Next** and **Confirm**.

## Update an employee's member number

### Single employer

1. From the main menu, select the **Employees** tab.
2. Choose the employee's profile and click **View Details**.
3. Select the **Fund Memberships** tab.
4. Click **Change Member ID** to enter the new number and **Save**.

### Multiple employer

1. From the main menu, go to the **Employees** tab and select **View Employers**.
2. Choose the employee's profile and click **View Details**.
3. Select the **Fund Memberships** tab.
4. Click **Change Member ID** to enter the new number and **Save**.



# We're here to help

If you need help making super  
payments, you can:

Visit  
**[australiansuper.com/employers](https://australiansuper.com/employers)**

Contact us at  
**[australiansuper.com/contact-us](https://australiansuper.com/contact-us)**

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



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