

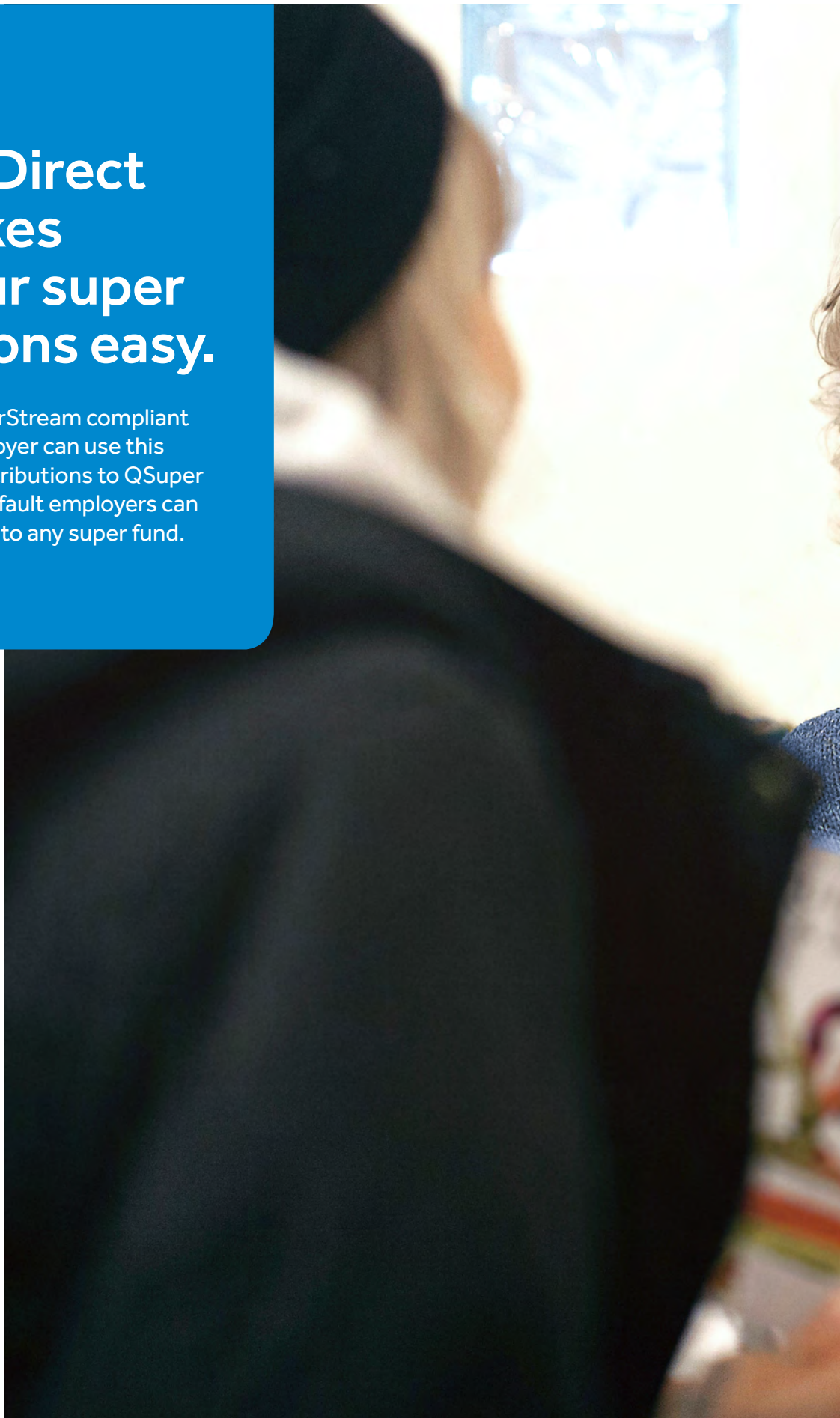
A guide to QSuper's Employer Direct portal

qsuper.qld.gov.au/employers



QSuper's Employer Direct portal makes paying your super contributions easy.

Employer Direct is a SuperStream compliant clearing house. Any employer can use this portal to make super contributions to QSuper members, and QSuper default employers can use it make contributions to any super fund.





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Register now

Any employer, big or small, can use QSuper's Employer Direct portal to pay their employee's super contributions.

I need a default super fund for my business

Employers who have nominated QSuper as their default super fund enjoy full Employer Direct access. This means that you can submit your super contributions in one batch and make one simple payment.

[Find out more about partnering with us today.](#)

When you're ready to join us call **1300 367 845** or email **employer@qsuper.qld.gov.au**.

I want to use my own SuperStream compliant payment method

Many super funds and payroll software providers offer SuperStream compliant clearing houses. QSuper accepts contributions from any of these. You will need our Unique Superannuation Identifier and the employee's QSuper membership details. See our [Statement of Compliance](#) for more information.

QSuper isn't our default fund, I want to pay contributions to some employees who are QSuper members

All employers can now make super contributions for QSuper members using our Employer Direct portal.

Register here and meet your obligations today. Already registered? [Log in here.](#)

Additional Support;

- [How to pay - Super Guarantee Contributions](#)
- [Employer Direct Support](#)

I am a Queensland Government employer

Queensland Government employers must register to use Employer Direct directly with our Employer Help Desk. Contact us on **1300 367 845** or email **employer@qsuper.qld.gov.au**.

Making super contributions

Employer Direct data requirements

Please review our [SAFF contribution file](#) example and your relevant **Super Contribution Data Guide** before submitting contributions through Employer Direct.

Direct credit payments must be made the same day the file data is sent. The **'Payment Reference'** must match 'Summary & Submit' screen.

You can choose your own payment reference by editing the field before submitting.

Uploading a contribution file

1. Select **'Upload a new superannuation file'** from the **Dashboard**
2. Choose the relevant pay cycle or select **'Use dates in File'**
3. Use the **'Select File to upload'** button to navigate your file directory and select your file
4. Click **'Next'** to commence the upload
5. Resolve any **employer matching exceptions** by choosing the correct employer
6. Resolve any **member matching exceptions** by choosing the correct member record
7. Review and correct any **validation issues** in either the **'Validation Issues** or **Review'** (grid) screens.
Refer to your relevant **super contribution data guide** for more information.
8. When your file is ready, and all errors are cleared, click **'Next'** and move to the **Summary and Submit** screen.
9. Review the payment summary, ensuring the file balances with your payroll system. Select **'Confirm and Send'**.
10. If you have not set up Direct Debit* arrangements, then make your payment using the **Direct Credit or BPay** details provided on the **Summary & Submit** screen

*View Direct Debit details in **Employer Details**

Make a manual contribution –

***Not recommended for employers with more than 20 employee contributions.**

This option will create a contribution batch prefilled with your current members' data stored on Employer Direct.

1. Select **'Manually key a contribution'** from the **Dashboard**
2. Choose or enter the pay cycle for your contributions
3. Enter a **New Filename** with an identifier of your choosing (e.g. pay cycle number)
4. Click **'Next'**
5. Resolve any **employer matching exceptions** by choosing the correct employer
6. In the **'Review'** screen you will need to enter the super contribution amounts for your employees
Click **'Add Member'** to enter details for any new employees with your organisation
7. When your file is ready, and all errors are cleared, select **'Next'** and move to the **Summary and Submit** screen.
8. Review the payment summary, ensuring the file balances with your payroll system. Click **'Confirm and Send'**.
9. If you have not set up Direct Debit* arrangements, then make your payment using the **Direct Credit or Bpay** details provided on the **'Summary & Submit'** screen

*View Direct Debit details in **Employer Details**

The **save and hold** function will lock your file for editing while you organise payment. The file can only be unlocked by the same user.

Re-use a previous contribution

This option will duplicate a submitted batch with the same contribution values prefilled. It will only load the data and contributions of current members as stored in Employer Direct.

1. Select **'Re-use a previous contribution file'** from the **Dashboard**
2. Enter the pay cycle for your contributions
3. Select the previous contribution file that you wish to reuse
4. Enter a **New Filename** with an identifier of your choosing (e.g pay cycle number number)
5. In the **'Review'** screen you will need to ensure the super contributions amounts for your employees are still correct for the current pay cycle

Click **'Add Member'** to enter details for any new employees with your organisation
6. When your file is ready, and all errors are cleared, click **'Next'** and move to the **'Summary and Submit'** screen.
7. Review the payment summary, ensuring the file balances with your payroll system. Select **'Confirm and Send'**.
8. If you have not set up Direct Debit* arrangements, then make your payment using the **Direct Credit or Bpay** details provided on the **'Summary & Submit'** screen

*View Direct Debit details in **Employer Details**

Reporting on super payments

Our portal provides employers with complete **SuperStream** reporting functions. You can retrieve **SuperStream** response messages as they are received from any superannuation fund. You may either view onscreen or download these messages..

Reports

The **'Reports'** button available from the **Dashboard** provides employers with the ability to search and filter super payments and retrieve SuperStream responses from superannuation funds.

Filters

Date filters: Choose either a pre-set filter or choose a date range. These dates refer to the date files were submitted.

Message type: Contributions messages provide outcome responses regarding the successful/unsuccessful receipt of funds and fund data.

Member messages provide outcome responses regarding the successful/unsuccessful matching of member data. These messages also contain fund **member numbers**.

Feedback:

No feedback: No response received from the fund. This may change as SuperStream data is updated.

Info: Usually indicates successful processing of members' contributions. This may include **new fund member numbers**.

Error: Indicates unsuccessful processing of members' contributions and should be accompanied by **refund**.

Warning: Indicates successful processing of members' contributions with minor data discrepancies. This may include **corrected fund member numbers**.

Other filters: You may use the other available filters to identify responses for specific employees or from specific funds.

View report output

Group messages by: You may choose to sort the data by certain criteria before selecting **Search**. 'Date Initiated' is the default option.

On screen: Once the data is generated you can select the box displaying the number of messages for either member or contributions. This will open a table where you can select individuals for more information.

Download: You can download the same data as a CSV by selecting the **download** button on the far right of the output line. This will offer the option to download **'With Responses'** to see response messages. This will allow you to extract **fund member numbers** to update your payroll system.

SuperStream response messages and payment statuses are also available from the **'Contribution History'** screen after each super batch has been submitted.

Payments

The **Payments** button, available on the **Dashboard**, allows employers to view the details and payment processing status of submitted superannuation batches. This screen can also help you identify **refunded monies** or **dishonoured payments**.

Filters

The payment screen filters can assist in narrowing your superannuation batch search before selecting **Search**.

Viewing Payment Search Output

Once your search results are displayed you can **expand** and minimize the details using the **plus** and **minus** symbols.

Refer to the **Status** displayed to determine if the batch has been processed, and if there are any returned monies.

Employer Batch Submitted details the total batch payment you have made to the superannuation clearing house and the date and status of this transfer.

Employer Payments Cleared shows the date the funds have cleared with the clearing house.

SMSF Payment Cleared shows the status of each Self-Managed Super Fund payment included in the batch. Payments are groups and not per employee.

APRA Fund Payment Sent shows the status of each APRA regulated superannuation fund payment included in the batch. Payments are grouped and not per employee.

Default Fund Payment Sent shows the status of each default superannuation fund payment included in the batch. Payments are grouped and not per employee.

SUBSIDY refers to monies transferred to a defined benefit (Queensland Government only).

Returned or dishonoured payments may be found using the Payment screen. Expand all 'fund payment sent' boxes and select **Ctrl+F**. Search for a \$ amount or payment reference if provided. A red 'X' will indicate a failed payment.

Self-Managed Super Funds do not have to provide SuperStream responses but may sometimes provide incorrect error messages. Please always check you have received a refund to your bank account with any errors you receive.

SuperStream message requirements for super funds are set out by the **Australian Taxation Office**. If you require additional information regarding a message you must contact the super fund who supplied the message.

Managing employee details

Our portal is more than just a way to make your super payments. It's also a database to store and maintain each of your employee's **SuperStream** data. This guide will explain how you can use this database to make it easier for you to meet your super obligations.

Add member

You can add your employee's super membership details to the Employer Direct database by either:

Uploading a file

If you upload your contributions, the portal will automatically create a member record based on the data in your file.

Manually keying in a contribution

To add members to a manual file, you must select the 'Add Member' button below the contribution grid.

You must provide certain member data as per Australian government requirements, however, you should aim to provide as many details as possible.

Mandatory member details

- Tax file number (if provided)
- Employee's full name
- Sex
- Date of birth
- Residential address
- Phone number
- Super fund ABN
- Super fund USI
- Payroll number (if no TFN)

Edit member

Employers must maintain up to date employee information in the portal. You can edit employee member details by either:

Uploading a file

When you upload new employee details on your superannuation file, our portal will match and update the database records based in this new information.

You may be asked to confirm when **'key data'** is amended for an employee via the **Member Matching process**.

Manually keying in a contribution

This method will populate a grid of your employees. You can either edit each employee's details in the grid or click the **'View Member Contribution'** button on the employee's grid line. This will bring up the member's details form and you may edit and save their details.

You can prevent terminated employees from re-populating in your grid by entering an employment end-date on their line in the grid.

You can always re-activate this member by searching for their details in the **'Add Member'** screen.

Employer and User Maintenance Guide

The **'Maintenance'** options on our portal let you update details about your employer and portal users for your business.

Employer maintenance

The **'Maintain Employers'** button, available on the **Dashboard**, allows users to view or update details about your business.

Search for the relevant business and select the correct result.

Employer details

Employer Master users can edit the following:

Contact details for the payroll representative of the employer.

Address details of the business headquarters. The may be physical or postal address of the organisation.

Save all changes before leaving the page.

This information will replace any employer details on your upload file and will be included in super contribution submissions.

Payment details

This section records the preferred super payment method and bank details for your employer.

Employer Master users can edit the following:

Payment method of either direct credit or direct debit

Direct debit account is the account where money will be debited when the payment method is direct debit

Refund to employer bank account is the account where super refunds/returns will be deposited. This must be supplied by all employers.

Changes made to the **payment details** will not update already submitted files. Money will be returned to the account on record **at the time of submission**.

Manage funds

This section details any default super fund arrangements and allows you to enter **self-managed super fund** details manually.

Adding an SMSF

1. Click **'Add SMSF'**
2. Enter the ABN, ESA and bank details provided by your employee and click **'Save'**.

Employer Direct will validate SMSFs against the Australian Business Register and will populate compliance status and fund names automatically.

If any SMSF details change, the entry must be deleted and a new entry made.

Schedule pay cycles

This section gives you the option to track the pay cycles due for submission. This section will replace the dates in your upload file if you choose the default cycle option at upload.

The Employer Help Desk can assist you with managing this section.

Users and user groups

This section shows you the users and user groups associated with employer.

























User can be assigned to the employer as individuals or a group may be created with multiple users, which is then assigned to the employer/s.

The Employer Help Desk can assist you with managing user groups.

Employer preferences

The employer preference details the file upload format required for your super files. This section also allows you to modify the tabs you see in the Contribution Grid.

Employer user roles

Function	Employer Master	Employer Admin	Employer Clerical	Read Only
Edit and delete Users				
Change employer contact details				
Edit bank account details				
Edit files				
Submit files for payment				
Create reports				

User maintenance

The 'Maintain Users' button, available on the Dashboard, allows you to view, add or update the users associated with your employer.

Creating new users

If you have an access level of **Employer Master**, you can add new users for Employer Direct.

1. Select 'Add User' from the User Maintenance screen
2. Enter the user ID and user's name. Select a user role from the table above.
3. Enter contact details
4. Make sure your employer user group is showing in the 'User Group Access' section. If the 'User Groups' list is empty, click 'Add/Remove User Groups' to add your user group. Click save once complete to save the new user details.

Managing users

The maintenance section lets you update details about your user account. You can also set up new users if your access level is Employer Master.

1. Select 'User Details' from the Maintenance section or the Maintain Users link in the navigation bar.
2. From the list, select the user ID you wish to update.
3. Update any required changes using the tabs at the top of the screen to navigate to each section. Click 'save' to save changes.

Super Contribution Data Guide

Our Employer Direct portal is compliant with SuperStream legislation. This contribution data guide outlines the data requirements of the fields within the Superannuation Alternative File Format (SAFF). Please see our [SAFF contribution file](#) example for the correct file upload formats.

Employer Direct prefills some data, so we don't need all the fields to be completed. Some funds do not accept data in certain fields. Please refer to our key below and the data table for more information.

Data requirement legend



Mandatory Information

*indicates only mandatory for QSuper default employers



Mandatory in certain circumstances



Optional information

CSV Column	SAFF Heading	Requirements for QSuper Employer Direct portal		
Superannuation fund details				
R	ABN	QSuper	60905115063	
		Other Funds	See Choice of Fund form	
S	USI	QSuper	60905115063002	For arrangements paid to QSuper as the default fund
			60905115063001	For employees contributing under open fund arrangements (non-default)
		Other APRA Super Funds	See Choice of Fund form	For arrangements paid to 'Choice' funds
		Leave this field blank for Self-Managed Super Funds (SMSF)		
U	Target Electronic Service Address	Required for Self-Managed Super Funds (SMSF). See Choice of Fund form		
AA	BSB Number			
AB	Account Number			
AC	Account Name Text			
Employee personal details				
AH	TFN	Employee Tax File Numbers must be provided to super funds where the employee has supplied this to the employer		
AI	Person Name Title Text	Accepted values: Mr, Mrs, Ms, Miss, Dr, Professor		
AK	Family Name	Employee surname		
AL	Given Name	Employee first name/s		
AI	Other Given Name	Employee middle name/s		

**Mandatory Information**

*indicates only mandatory for QSuper default employers

**Mandatory in certain circumstances****Optional information**

AN	Sex Code	Type	Male	Female	Intersex	Unknown
		Accepted Values	1	2	3	0
M	F					
Male	Female		Intersex	Unknown		
AO	Birth Date	Employee date of birth: YYYY-MM-DD				
AP	Address Usage Code	Type		Accepted Values		
		Residential Address		RES		
		Postal Address		POS		
		If employee's residential address is known to employer, it must be provided.				
AQ	Address Details Line 1 Text	Employee address – first line				
AR	Address Details Line 2 Text	Provide if relevant Used for international addresses				
AS	Address Details Line 3 Text					
AT	Address Details Line 4 Text					
AU	Locality Name Text					
AV	Postcode Text	Employee address – Australian postcode				
AW	State or Territory Code	Employee address – Australia state or territory Accepted values; ACT, NSW, NT, TAS, QLD, SA, VIC, WA, AAT				
AX	Country Code	Employee address – country ISO 3166 two-character codes only; Eg. au, gb, nz, in				
AY	E-mail Address Text	Employee's preferred email address				
AZ	Telephone Minimal Number Landline	Must provide either landline or mobile for all employees Must be 10 digits				
BA	Telephone Minimal Number Mobile	Must provide either landline or mobile for all employees Must be 10 digits				
BB	Member Client Identifier	Employee's super fund member number if provided				
		Leave blank for new QSuper members				
BC	Payroll Number Identifier	Employee unique payroll number				



Mandatory Information

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Mandatory in certain circumstances



Optional information

BB	*Employment End Date	Employee employment end-date Required when Employment End Reason provided	
BC	*Employment End Reason Text	Reason	Accepted Value
		Resignation	LW
		Deceased	LD
		Ill Health	LZ
		Dismissal	LF
		Other	LR
Must be provided for QSuper members upon termination			

Superannuation contribution details

BF	Pay Period Start Date	Either provided in file or selected in Employer Direct YYYY-MM-DD	
BG	Pay Period End Date	Either provided in file or selected in Employer Direct YYYY-MM-DD	
BH	\$ Super Guarantee Amount	Superannuation Guarantee employer contributions	
BJ	\$ Personal Contributions Amount	Post tax employee voluntary contributions	
BK	\$ Salary Sacrificed Amount	Pre-tax employee voluntary contributions	
BL	\$ Voluntary Amount	Employer contributions in addition to Superannuation Guarantee contributions	
BP	*Employment Start Date	Employee employment start date YYYY-MM-DD	
BV	\$ Annual Salary for Insurance Amount	Employee annual salary for superannuation purposes	
CB	*Employment Status Code	Full Time, Part Time, Casual or Contractor Must indicate Casual employees	
CE	*Member Registration Amendment Reason Text	Reason	Accepted Values
		New Member (default employers)	NM
		Existing Member	EM
		On WorkCover	EW
		LWOP (illness)	EI
		LWOP (Other)	EL
Must be provided for all QSuper members			

Super Contribution Data Guide for Queensland Government employers

Our Employer Direct portal is compliant with SuperStream legislation. This contribution data guide outlines the data requirements of the fields within the Superannuation Alternative File Format (SAFF). Please see our [SAFF contribution file example](#) for the correct file upload formats.

Employer Direct prefills some data, so not all fields to be completed. Some funds do not accept data in certain fields. Please refer to our key below, and the data table for more information.

Data requirement legend



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Optional information

CSV Column	SAFF Heading	Requirements for QSuper Employer Direct portal		
Superannuation fund details				
R	ABN	QSuper	60905115063	
		Other Funds	See Choice of Fund form	
S	USI	QSuper	60905115063002	For Queensland Government arrangements paid to QSuper as the default fund
			60905115063001	For employees contributing under open fund arrangements (non-government) – non-core government employers only
		Other APRA Super Funds	See Choice of Fund form	For Queensland Government arrangements paid to 'Choice' funds – see Section 15D of Superannuation (State Public Sector) Act 1990 and non-government arrangements
		Leave this field blank for Self-Managed Super Funds (SMSF)		
U	Target Electronic Service Address	Required for Self-Managed Super Funds (SMSF). See Choice of Fund form		
AA	BSB Number			
AB	Account Number			
AC	Account Name Text			

**Mandatory Information**

*indicates only mandatory for QSuper default employers

**Mandatory in certain circumstances****Optional information****Employee personal details**

AH	TFN	Employee Tax File Numbers must be provided to super funds where the employee has supplied this to the employer				
AI	Person Name Title Text	Accepted values: Mr, Mrs, Ms, Miss, Dr, Professor				
AK	Family Name	Employee surname				
AL	Given Name	Employee first name/s				
AI	Other Given Name	Employee middle name/s				
AN	Sex Code	Type	Male	Female	Intersex	Unknown
		Accepted Values	1	2	3	0
			M	F		
		Male	Female	Intersex	Unknown	
AO	Birth Date	Employee date of birth: YYYY-MM-DD				
AP	Address Usage Code	Type		Accepted Values		
		Residential Address		RES		
		Postal Address		POS		
If employee's residential address is known to employer, it must be provided.						
AQ	Address Details Line 1 Text	Employee address – first line				
AR	Address Details Line 2 Text	Provide if relevant Used for international addresses				
AS	Address Details Line 3 Text					
AT	Address Details Line 4 Text					
AU	Locality Name Text	Employee address – city, suburb or town				
AV	Postcode Text	Employee address – Australian postcode				
AW	State or Territory Code	Employee address – Australia state or territory Accepted values; ACT, NSW, NT, TAS, QLD, SA, VIC, WA, AAT				
AX	Country Code	Employee address – country ISO 1366 two-character codes only; Eg. au, gb, nz, in				
AY	E-mail Address Text	Employee's preferred email address				
AZ	Telephone Minimal Number Landline	Must provide either landline or mobile for all employees Must be 10 digits				

**Mandatory Information**

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**Mandatory in certain circumstances****Optional information**

BA	Telephone Minimal Number Mobile	Must provide either landline or mobile for all employees Must be 10 digits	
BB	Member Client Identifier	Employee's super fund member number if provided	
		Leave blank for new QSuper members	
BC	Payroll Number Identifier	Employee unique payroll number	
BB	*Employment End Date	Employee employment end-date Required when Employment End Reason provided	
BC	*Employment End Reason Text	Reason	Accepted Value
		Resignation	LW
		Deceased	LD
		Ill Health	LZ
		Dismissal	LF
		Other	LR
Must be provided for QSuper members upon termination			

Superannuation contribution details

BF	Pay Period Start Date	Either provided in file or selected in Employer Direct YYYY-MM-DD	
BG	Pay Period End Date	Either provided in file or selected in Employer Direct YYYY-MM-DD	
BH	\$ Super Guarantee Amount	Member Type	Data
		QSuper Accumulation	Mandatory employer contributions including employer additional
		QSuper Defined Benefit	Do not use
		Choice Fund	Mandatory employer contributions including employer additional
BI	\$ Award or Productivity Amount	Member Type	Data
		QSuper Accumulation	Do not use
		QSuper Defined Benefit	Additional employer contributions such as OTE top-ups
		Choice Fund	Do not use
BJ	\$ Personal Contributions Amount	Member Type	Data
		QSuper Accumulation	Post tax employee voluntary in addition to member standard contributions
		QSuper Defined Benefit	Post tax employee voluntary in addition to member standard contributions
		Choice Fund	All post tax employee voluntary and standard member contributions

**Mandatory Information**

*indicates only mandatory for QSuper default employers

**Mandatory in certain circumstances****Optional information**

BK	\$ Salary Sacrificed Amount	Member Type	Data
		QSuper Accumulation	Pre-tax employee voluntary in addition to member standard contributions
		QSuper Defined Benefit	Pre-tax employee voluntary in addition to member standard contributions
		Choice Fund	All pre-tax employee voluntary and standard member contributions
BL	\$ Voluntary Amount	Member Type	Data
		QSuper Accumulation	Employer contributions in addition to mandatory contributions
		QSuper Defined Benefit	Do not use
		Choice Fund	Employer contributions in addition to mandatory contributions
BP	*Employment Start Date	Employee employment start date YYYY-MM-DD	
BV	\$ Annual Salary for Insurance Amount	Employee annual salary for superannuation purposes	
CA	*Benefit Category Text	Category	Accepted Values
		QSuper Accumulation	AP
		QSuper Defined Benefit	DB
		QSuper State Plan	SP
		QSuper Police Plan	PP
Only required for QSuper default arrangements			
CB	*Employment Status Code	Full Time, Part Time, Casual or Contractor	
CE	*Member Registration Amendment Reason Text	Reason	Accepted Values
		New Member (default employers)	NM
		New Transfer (MOG or Government to Government)	NT
		New Secondment (Government to Government)	NS
		Existing Member	EM
		On WorkCover	EW
		LWOP (illness)	EI
		Secondment (for DB members)	ES
		LWOP (Other)	EL
Must be provided for all QSuper members			

**Mandatory Information**

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**Mandatory in certain circumstances****Optional information**

CF	* \$ Defined Benefit Member PreTax Contribution	Member Type	Data
		QSuper Accumulation	Pre-tax member standard contributions
		QSuper Defined Benefit	Pre-tax member standard contributions
CG	* \$ Defined Benefit Member Post Tax Contribution	Member Type	Data
		QSuper Accumulation	Post tax member standard contributions
		QSuper Defined Benefit	Post tax member standard contributions
		Choice Fund	Do not use unless specified
CH	* \$ Defined Benefit Employer Contribution	Member Type	Data
		QSuper Accumulation	Do not use
		QSuper Defined Benefit	Mandatory employer contributions including employer additional
		Choice Fund	Do not use unless specifically required by another fund
CL	* \$ Ordinary Time Earnings	Ordinary time earnings as defined by the Australian Taxation Office for the contribution period	
CM	* \$ Actual Periodic Salary or Wages Earned	Category	Value
		AP	Super salary as defined by QSuper for the contribution period
		DB	Super salary as defined by QSuper for 1 July (does not change until first pay cycle of financial year)
		SP & PP	Super salary as defined by QSuper for 1 October (does not change until first full November pay cycle)
		Choice Fund	Not required
CR	*Full Time Hours	Number of hours a full-time employee would work during the contribution period e.g. 72.50	
CS	*Contracted Hours	Number of hours the employee is contracted to work during the contribution period	
CT	*Actual Hours Paid	Number of hours the employee is paid for during the contribution period	
DB	*Defined Benefit Member Rate	Member contribution rate as a percentage of super salary (comprehensive accumulation and defined benefit members only)	

Partner with QSuper and enjoy the feeling of a simple superannuation solution for employers

Visit qsuper.qld.gov.au/employers for more information.

For help with registering for, or using Employer Direct, contact us.

 employer@qsuper.qld.gov.au

 **1300 367 845**

qsuper.qld.gov.au/employers

